

# Infection Prevention & Control

# Hand Hygiene

## FormAudit Hand Hygiene System: Common User Errors

### 1) Use FINE Resolution

Set the printer to FINE resolution before faxing. Faxes turn out grainy if standard resolution is used and causes the form to be unreadable by the system. *See #10 for instructions on how to change the resolution.*

### 2) Use Flat-Bed Fax Machines

Fax machines with feeder trays tend to make lines on the forms, interfering with the barcodes on the form and causing the form to be unreadable by the system. Use flat-bed fax machines when available.

### 3) Do Not Write, Stamp, or Use White-out/Liquid Paper on Forms

Writing, stamping, and using white-out/liquid paper on the form prevents the system from reading the form properly. Please do not write, stamp, or use white-out/liquid paper on the forms.

### 4) Incorrectly Filled HCP Bubbles

When auditing an HCP that belongs in a two digit HCP category (Eg: #15 Dietician), the bubbles "10" and "5" needs to be filled out, NOT "1" and "5".

**WRONG:**

The image shows a formAudit Hand Hygiene System form with a red 'X' over the HCP bubbles. The bubbles for HCP 1 are filled with '1' and '5', which is incorrect. The bubbles for HCP 2 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 3 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 4 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 5 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 6 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 7 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 8 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 9 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 10 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 11 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 12 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 13 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 14 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 15 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 16 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 17 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 18 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 19 are filled with '1' and '5', which is also incorrect. The bubbles for HCP 20 are filled with '1' and '5', which is also incorrect.

**CORRECT:**

The image shows a formAudit Hand Hygiene System form with a green circle around the HCP bubbles. The bubbles for HCP 1 are filled with '10' and '5', which is correct. The bubbles for HCP 2 are filled with '10' and '5', which is correct. The bubbles for HCP 3 are filled with '10' and '5', which is correct. The bubbles for HCP 4 are filled with '10' and '5', which is correct. The bubbles for HCP 5 are filled with '10' and '5', which is correct. The bubbles for HCP 6 are filled with '10' and '5', which is correct. The bubbles for HCP 7 are filled with '10' and '5', which is correct. The bubbles for HCP 8 are filled with '10' and '5', which is correct. The bubbles for HCP 9 are filled with '10' and '5', which is correct. The bubbles for HCP 10 are filled with '10' and '5', which is correct. The bubbles for HCP 11 are filled with '10' and '5', which is correct. The bubbles for HCP 12 are filled with '10' and '5', which is correct. The bubbles for HCP 13 are filled with '10' and '5', which is correct. The bubbles for HCP 14 are filled with '10' and '5', which is correct. The bubbles for HCP 15 are filled with '10' and '5', which is correct. The bubbles for HCP 16 are filled with '10' and '5', which is correct. The bubbles for HCP 17 are filled with '10' and '5', which is correct. The bubbles for HCP 18 are filled with '10' and '5', which is correct. The bubbles for HCP 19 are filled with '10' and '5', which is correct. The bubbles for HCP 20 are filled with '10' and '5', which is correct.

### 5) Do Not Use Pencil

Pencil marks are too faint when faxed and the system will not be able to scan the form. For best results, please use a black marker (eg: Sharpie). If you want to use a pencil in case of mistakes, you may use a pencil during the audit. But before you fax the form, please re-fill the bubbles with a black marker.

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### 6) Incorrectly Filled Date

The form requires a two digit date. If the date is June 1<sup>st</sup>, the "0" needs to be filled-in before the "1".

**WRONG:**

The image shows a date selection grid with columns for 'MONTH' and 'DATE'. The 'DATE' column has two sub-columns for 'TWO DIGIT DATE' with examples 'e.g. 01, 10'. A red 'X' is drawn over the grid, indicating an incorrect entry. The 'Date' field is filled with 'Jan' in the month column and '01' in the date column, which is incorrect because the date field requires a two-digit date (e.g., 01).

**CORRECT:**

The image shows a date selection grid similar to the one above. A green circle is drawn around the grid, indicating a correct entry. The 'Date' field is filled with 'Jan' in the month column and '01' in the date column, which is correct because the date field requires a two-digit date (e.g., 01).

### 7) Do Not Refax Forms if Errors are Suspected

Fax your forms only once. If you suspect errors were made (Eg: Forgot to set the resolution to FINE), please DO NOT re-fax the form. If there is indeed an error, a FormAudit administrator will contact you via email to confirm the error and instruct you to re-fax the form.

### 8) Do Not Cross-out Bubbles for Errors

For each observation, only one Moment (Before or After), and only Result (Soap & Water, ABHR, or Miss) can be recorded. If an error was made, simply fill out a second Result in the same observation row to eliminate the observation. Record the correct observation in the following row. Do not cross-out any bubbles that were filled-in by error as extra markings cause forms to be unprocessed by the system.

**WRONG:**

The image shows an observation grid with columns for 'Before', 'After', 'Soap Water', 'ABHR', and 'Miss'. A red 'X' is drawn over the grid, indicating an incorrect entry. The 'Before' field is filled with 'A', the 'After' field is filled with 'A', and the 'Soap Water' field is filled with 'S'. The 'Soap Water' bubble is crossed out with a red 'X', which is incorrect.

**CORRECT:**

The image shows an observation grid similar to the one above. A green circle is drawn around the grid, indicating a correct entry. The 'Before' field is filled with 'A', the 'After' field is filled with 'A', and the 'Soap Water' field is filled with 'S'. The 'Soap Water' field is also filled with 'A', which is correct because a second result is used to eliminate the observation.

### 9) Do Not Use Fax Cover Sheets

Do not include a cover sheet when faxing the forms. Fax only the forms.

### 10) How to Change the Fax Machine's Resolution

Depending on the type of fax machine you use, instructions on how to change the resolution are different.

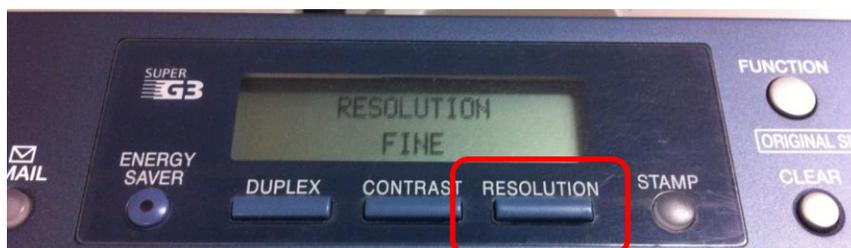
If you have a fax machine that looks like this, follow the steps below.



- Place your completed audit form on the feeder tray. Look for labelled instructions on the machine, or ask another staff, on whether to place the form face up or down. In most cases it is face up.
- Dial "9" first, then enter the fax number **1-888-304-3098**.



- Find the "RESOLUTION" button, and press it until it says "RESOLUTION FINE" on the display.



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- Press the green **"START"** button.



- Done!

If your fax machine looks like this (flat-bed fax machine), follow the steps below.



- Lift the cover and place the form on the glass face down.

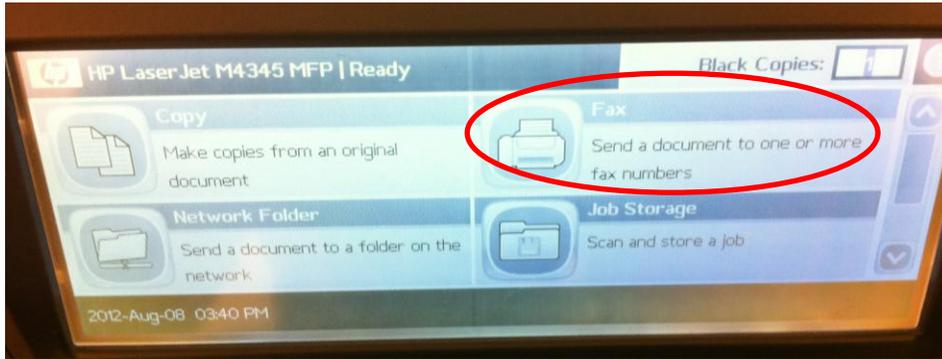


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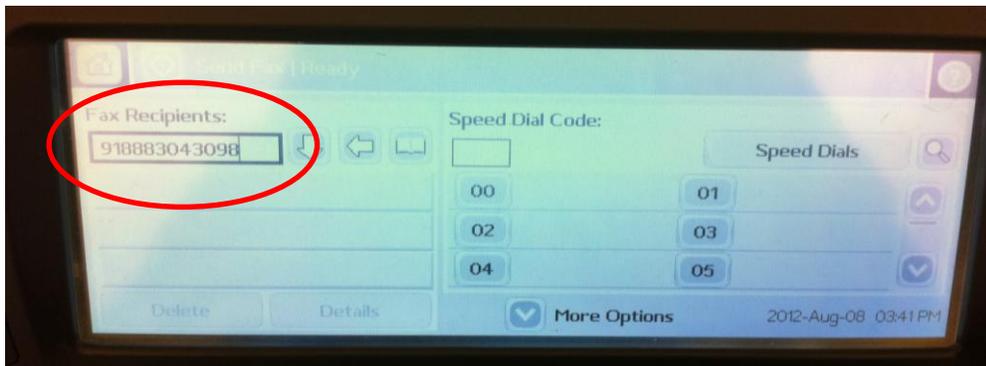
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## FormAudit Hand Hygiene System: Common User Errors

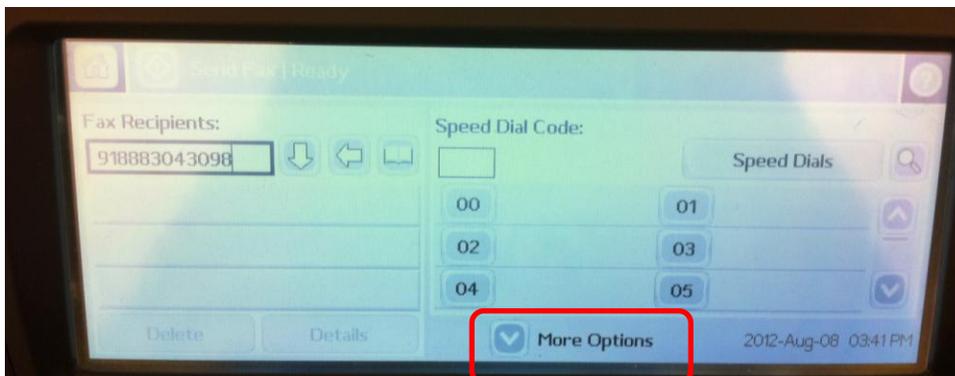
- Press **"FAX"**.



- Dial **"9"** first, then enter the fax number **1-888-304-3098**.



- Press **"MORE OPTIONS"**.

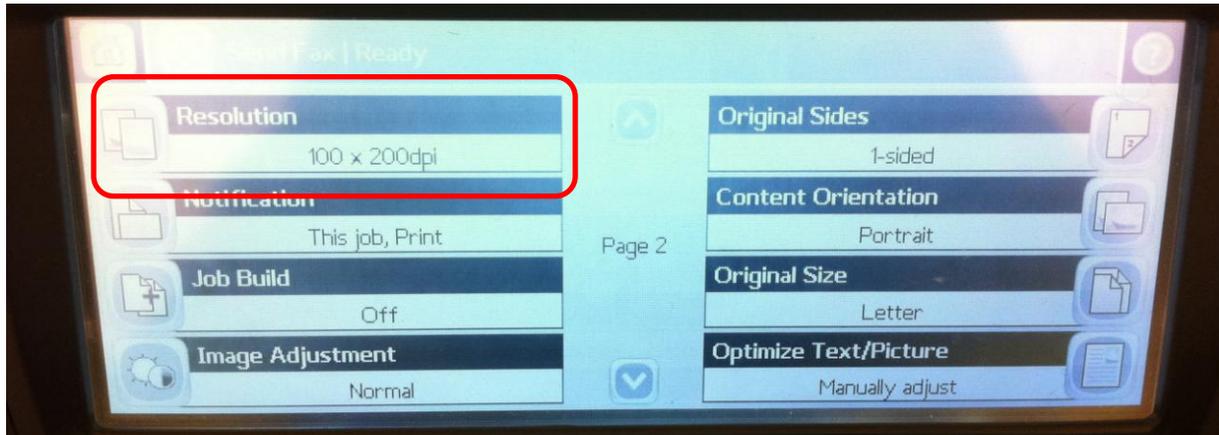


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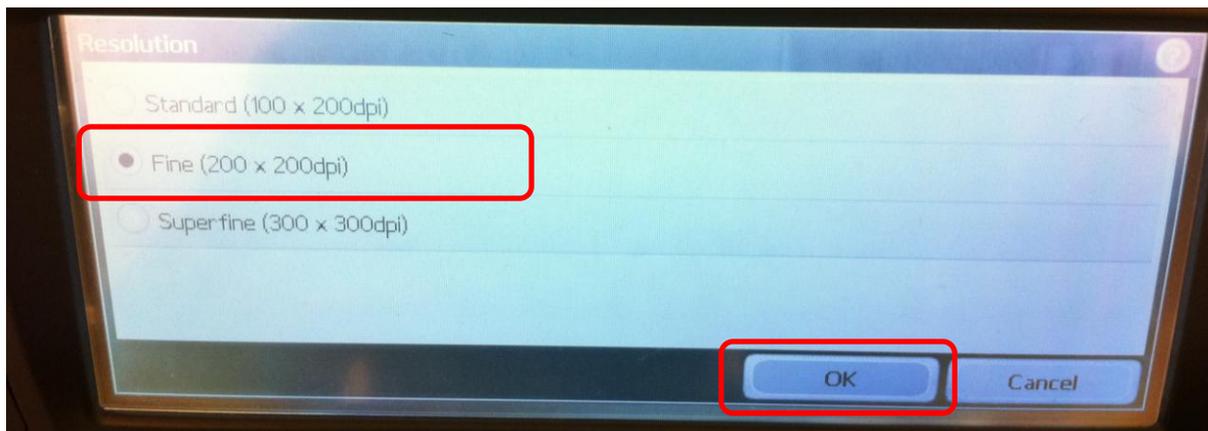
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## FormAudit Hand Hygiene System: Common User Errors

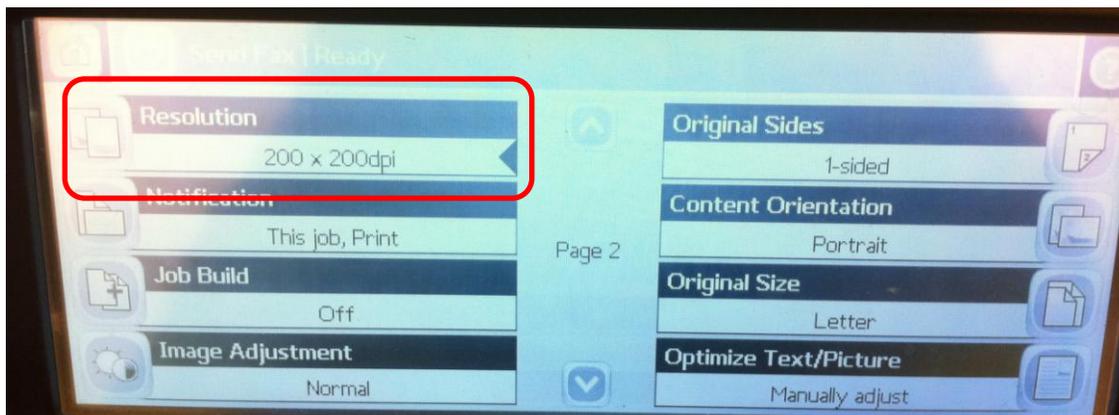
- Press **"RESOLUTION"**.



- Press **"FINE (200 x 200 dpi)"** then press **"OK"**.



- The Resolution window should now display 200 x 200dpi.



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### FormAudit Hand Hygiene System: Common User Errors

- Press the green "START" button.



- Done!

If you have any questions about the FormAudit Hand Hygiene System or about hand hygiene auditing, please email [handhygiene@fraserhealth.ca](mailto:handhygiene@fraserhealth.ca)

Updated September 9, 2012