



PELATIHAN IPCN

AUDIT *HAND HYGIENE*

Himpunan Perawat Pencegah dan Pengendali
Infeksi Indonesia (HIPPII)



Tujuan Umum Pembelajaran

- Setelah mengikuti pembelajaran diharapkan peserta latih mampu melakukan audit kepatuhan *hand hygiene* dengan baik dan benar



Tujuan Khusus

Setelah mengikuti pembelajaran diharapkan peserta latih mampu memahami:

- Tujuan pembelajaran
- Pengertian audit *hand hygiene*
- Tujuan audit *hand hygiene*
- Konsep penting *hand hygiene*
- Cara melakukan audit *hand hygiene*
- Pelaporan hasil audit *hand hygiene*



Pokok Bahasan

- Tujuan pembelajaran
- Pengertian audit *hand hygiene*
- Tujuan audit *hand hygiene*
- Konsep penting *hand hygiene*
- Cara melakukan audit *hand hygiene*
- Pelaporan hasil audit *hand hygiene*

Pendahuluan

- RS mengembangkan suatu pendekatan untuk mengurangi risiko infeksi yang terkait pelayanan kesehatan **IPSG 5 & PCI 9**
 1. RS mengadopsi atau mengadaptasi pedoman HH terbaru yang baru-baru ini diterbitkan dan sudah diterima secara umum (al. WHO Patient safety)
 2. RS menerapkan HH yang efektif
 3. Kebijakan dan / prosedur dikembangkan untuk mendukung pengurangan secara berkelanjutan risiko infeksi terkait pelayanan kesehatan



Pengertian audit *hand hygiene*

- Audit adalah melakukan pemeriksaan praktek aktual terhadap Program & Standar PPI RS yang sudah dibuat.
- Audit *hand hygiene* adalah pengamatan/observasi kepatuhan petugas terhadap implementasi *5 moment hand hygiene* selama petugas berada di area pasien



Tujuan audit

- Menentukan derajat kepatuhan petugas kesehatan terhadap *hand hygiene* (HH)
- Hasil observasi → menentukan intervensi yang paling sesuai KIE HH.
- Sebagai umpan balik bagi petugas
- Membandingkan data dasar dengan data selanjutnya untuk melihat efektifitas intervensi.
- Sebagai dokumen akreditasi



Bagaiman cara melakukan audit?

- Observasi langsung dengan metode terkini
- Observer terlatih → paham thdp metode dan alat observasi.
- Observasi dilakukan secara terbuka, tanpa mengganggu jam kerja, namun tetap menjaga kerahasiaan.
- Kepatuhan berdasarkan pendekatan “5 Moments HH” dari WHO.



Konsep penting

1. Proses transmisi silang yang dinamis
2. ZONA PASIEN dan AREA PERAWATAN
3. Konsep RISIKO TRANSMISI
4. *Point Of Care*



Proses transmisi silang yg dinamis

- Mikroba terdapat di kulit pasien dan lingkungan sekitar pasien
- **Transfer mikroba dari pasien ke petugas kesehatan.**
- Mikroba bertahan dan memperbanyak di tangan petugas kesehatan.
- **Cuci tangan yang tidak benar**
- **Kegagalan Hand Hygiene menyebabkan transmisi silang antar pasien**



Zona pasien dan area perawatan

Lingkungan perawatan pasien dapat dibagi menjadi dua wilayah, yaitu **zona pasien** dan **area perawatan**.

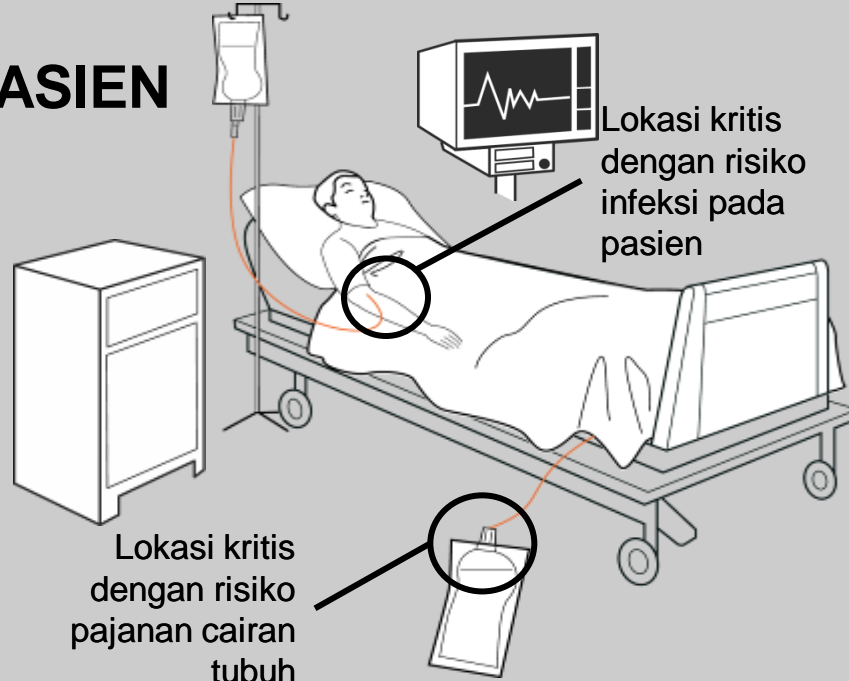
- **Zona Pasien** meliputi: pasien dan benda-benda di sekitar pasien, termasuk permukaan benda di sekitar pasien seperti tempat tidur, meja di samping tempat tidur, sprei, tabung infus dan peralatan medis lainnya.
- **Area perawatan** meliputi seluruh permukaan di dalam ruang perawatan diluar zona pasien X, termasuk pasien lain dan zona pasien lainnya tersebut. Di area perawatan ini banyak terdapat berbagai mikroorganisme, termasuk mikroorganisme yang multi-resisten



Konsep risiko transmisi

■ AREA PERAWATAN

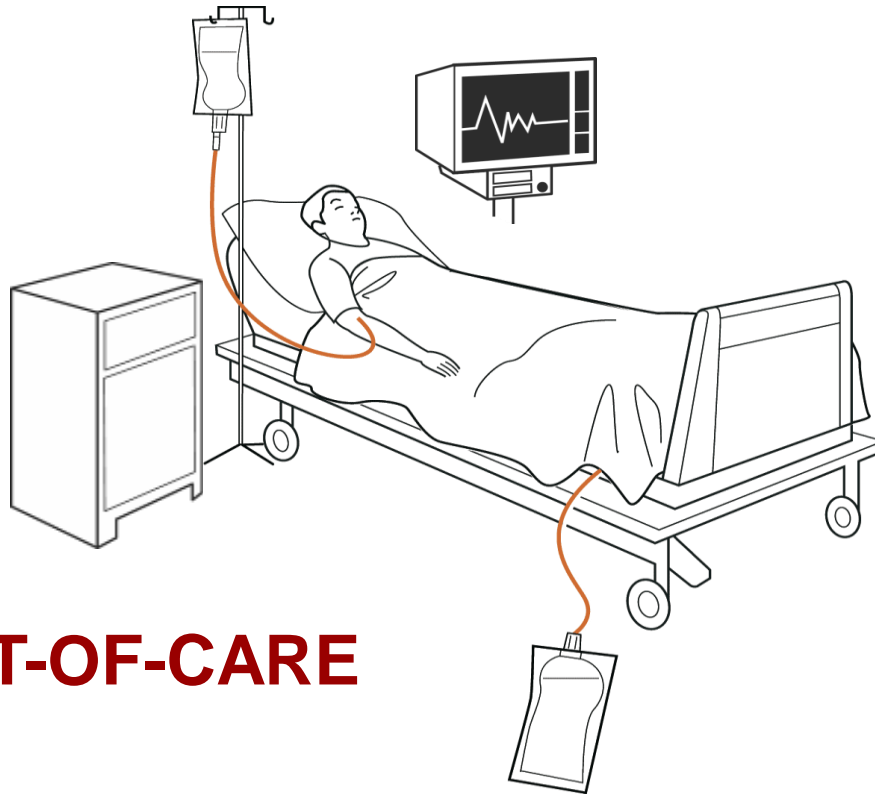
ZONA PASIEN



Definisi point-of-care

- **Point-of-care** – adalah tempat dimana 3 elemen terjadi bersama: pasien, petugas kesehatan, dan perawatan pasien yang melibatkan kontak (dalam zona pasien).
- Konsepnya adalah melakukan Hand Hygiene di saat yang tepat sewaktu melakukan perawatan.
- Hal ini membutuhkan produk **Hand Hygiene yang mudah diakses** dan **sedekat mungkin** dengan area perawatan → tanpa meninggalkan pasien.

Hand Hygiene yang optimal

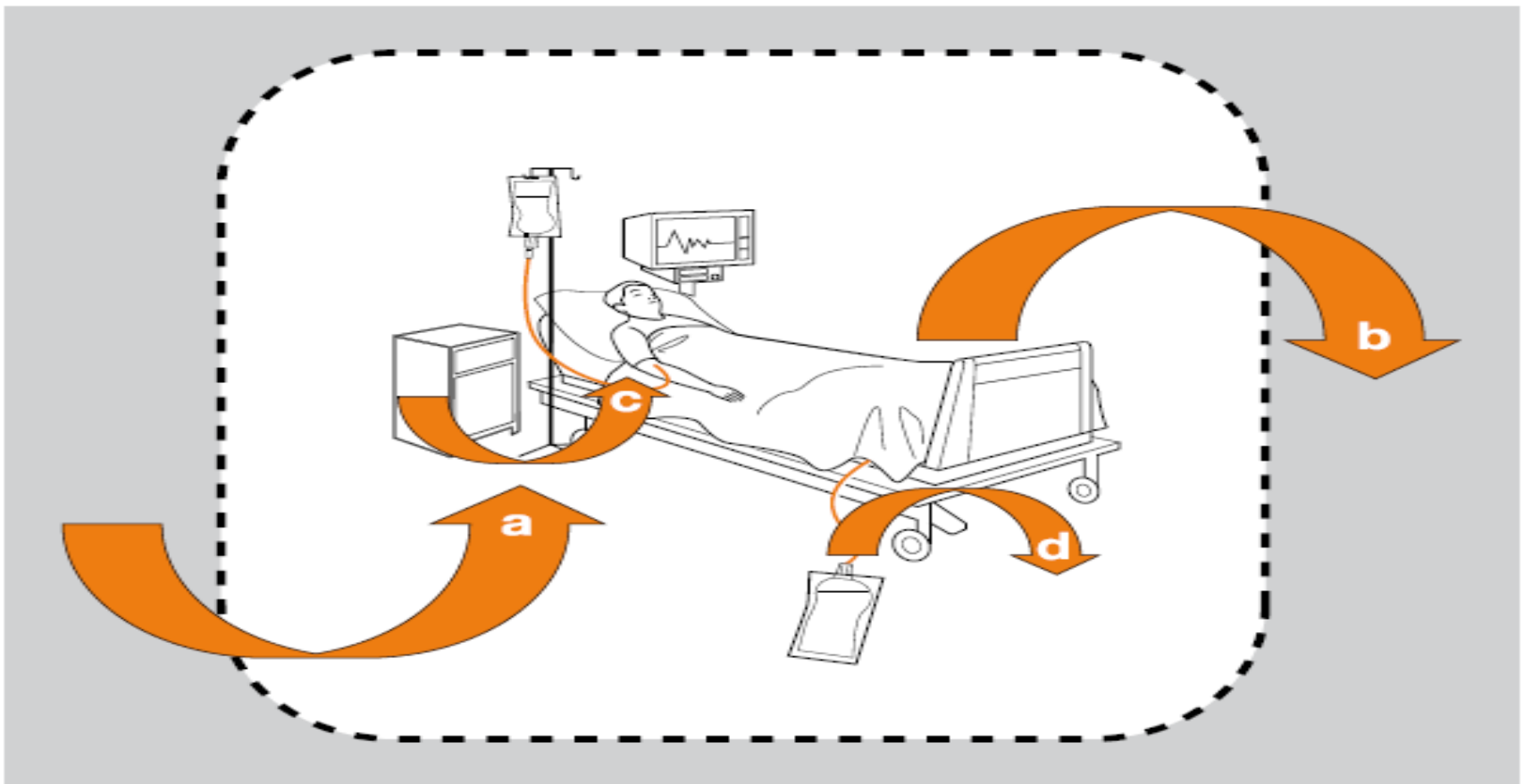


**DI
POINT-OF-CARE**

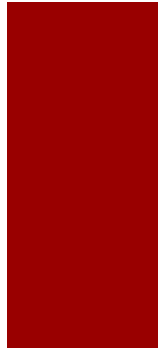
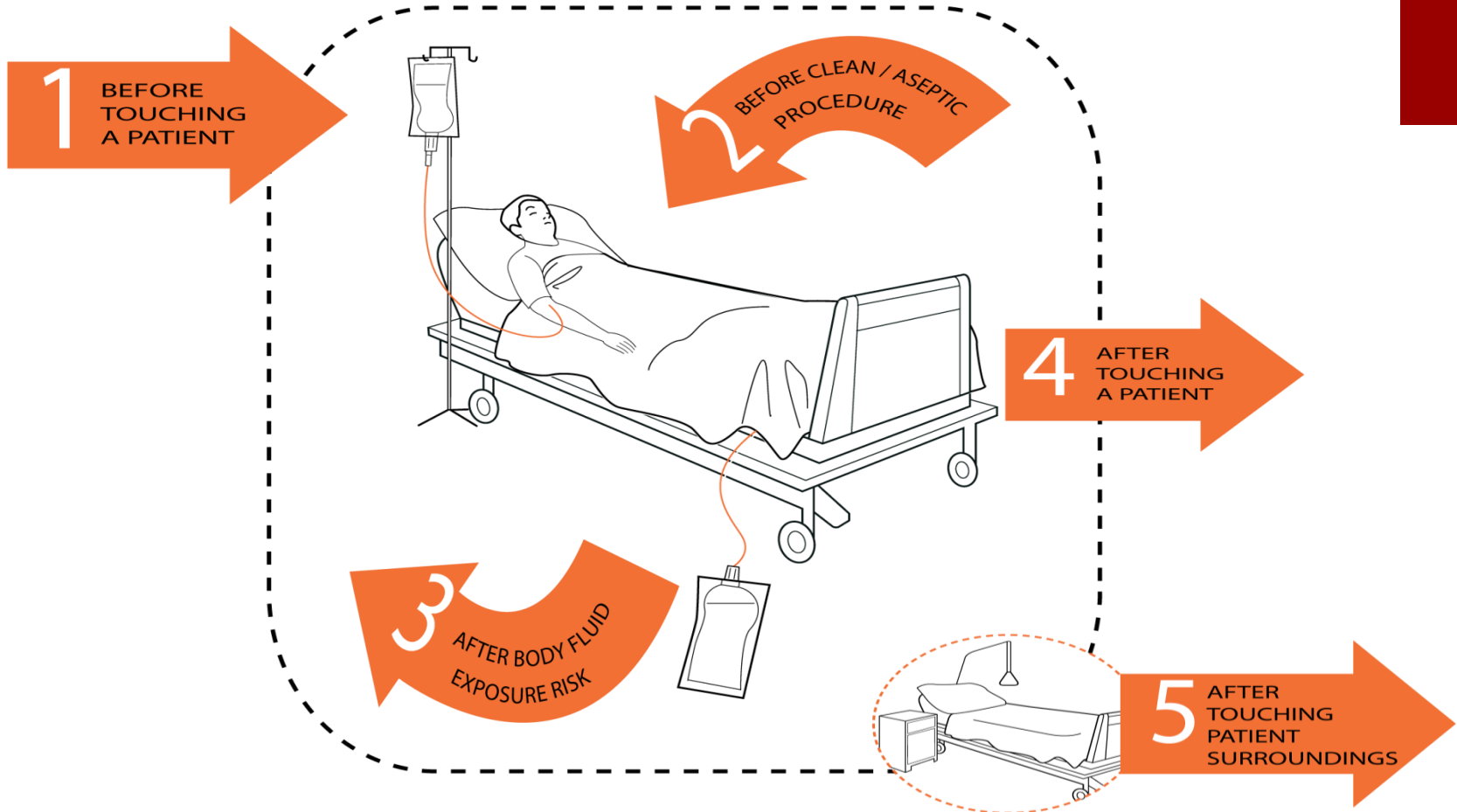
Area perawatan dan zona pasien : Transmisi silang dinamis



Figure 5. Health-care area and patient zone: dynamics of germ transmission



5 Moment Hand Hygiene



5 Moment *Hand Hygiene*



1
BEFORE
TOUCHING
A PATIENT

HH segera saat mendekati pasien, sebelum menyentuh pasien, dilakukan diantara kontak dengan **area perawatan dan kontak dengan pasien.**

HH segera setelah menyentuh cairan tubuh (dan setelah melepas sarung tangan).



2
BEFORE CLEAN / ASEPTIC
PROCEDURE

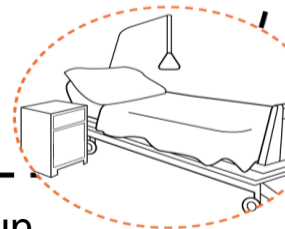


3
AFTER BODY FLUID
EXPOSURE RISK



4
AFTER
TOUCHING
A PATIENT

setelah menyentuh pasien, sebelum menyentuh **lingkungan di area perawatan.**



5
AFTER
TOUCHING
PATIENT
SURROUNDINGS

setelah menyentuh objek apapun atau furniture di sekitar pasien (**tanpa menyentuh pasien**) sebelum menyentuh objek di **area perawatan**

HH segera sebelum menyentuh bagian tubuh pasien yang berisiko infeksi. **Dilakukan setelah kontak dengan area perawatan dan zona pasien** (termasuk pasien dan lingkungannya), dan prosedur lain yang kontak langsung maupun tidak langsung dengan membrane mukosa, kulit non intak atau alat invasif.

Formulir observasi Hand Hygiene



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

Observation Form

Facility: **Period Number*:** **Session Number*:**
Service: **Date:** / / **Observer:**
Ward: **Start/End time:** : : **Page N°:**
Department: **Session duration:** (mm) **City**:**
Country:**

Prof.cat Code N°	Prof.cat Code N°	Prof.cat Code N°	Prof.cat Code N°
Opp. <input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr. Indication <input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="checkbox"/> gloves	Opp. <input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr. Indication <input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="checkbox"/> gloves	Opp. <input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr. Indication <input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="checkbox"/> gloves	Opp. <input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr. Indication <input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="checkbox"/> gloves
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General Recommendations

(refer to the Hand Hygiene Technical Reference Manual)

- In the context of open and direct observations, the observer introduces him/herself to the health-care worker and to the patient when appropriate, explains his/her task and proposes immediate informal feedback.
- The health-care worker, belonging to one of the main four following professional categories (see below), is observed during the delivery of health-care activities to patients.
- Detected and observed data should be recorded with a pencil in order to be immediately corrected if needed.
- The top of the form (header) is completed before starting data collection (excepted end time and session duration).
- The session should last no more than 20 minutes (± 10 minutes according to the observed activity); the end time and the session duration are to be completed at the end of the observation session.
- The observer may observe up to three health-care workers simultaneously, if the density of hand hygiene opportunities permits.
- Each column of the grid to record hand hygiene practices is intended to be dedicated to a specific professional category. Therefore numerous health-care workers may be sequentially included during one session in the column dedicated to their category. Alternatively each column may be dedicated to a single health-care worker only of whom the professional category should be indicated.
- As soon as you detect an indication for hand hygiene, count an opportunity in the appropriate column and cross the square corresponding to the indication(s) you detected. Then complete all the indications that apply and the related hand hygiene actions observed or missed.
- Each opportunity refers to one line in each column; each line is independent from one column to another.
- Cross items in squares (several may apply for one opportunity) or circles (only a single item may apply at one moment).
- When several indications fall in one opportunity, each one must be recorded by crossing the squares.
- Performed or missed actions must always be registered within the context of an opportunity.
- Gloves use may be recorded only when the hand hygiene action is missed while the health-care worker is wearing gloves.

Short description of items

Facility:	to complete according to the local nomenclature	
Service:	to complete according to the local nomenclature	
Ward:	to complete according to the local nomenclature	
Department:	to complete according to the following standardized nomenclature:	
	medical, including dermatology, neurology, haematology, oncology, etc.	surgery, including neurosurgery, urology, EENT, ophthalmology, etc.
	mixed (medical & surgical), including gynaecology	obstetrics, including related surgery
	paediatrics, including related surgery	intensive care & resuscitation
	emergency unit	long term care & rehabilitation
	ambulatory care, including related surgery	other (to specify)
Period N°:	1) pre- / 2) post-intervention, and then according to the institutional counter.	
Date:	day (dd) / month (mm) / year (yy)	
Start/end time:	hour (hh) / minute (mm)	
Session duration:	difference between start and end time, resulting in minutes of observation.	
Session N°:	attributed at the moment of data entry for analysis.	
Observer:	observer's initials (the observer is responsible for the data collection and for checking their accuracy before submitting the form for analysis).	
Page N°:	to write only when more than one form is used for one session.	
Prof.cat:	according to the following classification:	
	1. nurse / midwife	1.1 nurse, 1.2 midwife, 1.3 student
	2. auxiliary	
	3. medical doctor	3.1 in internal medicine, 3.2 surgeon, 3.3 anaesthetist / resuscitator / emergency physician, 3.4 paediatrician, 3.5 gynaecologist, 3.6 consultant, 3.7 medical student.
	4. other health-care worker	4.1 therapist (physiotherapist, occupational therapist, audiologist, speech therapist), 4.2 technician (radiologist, cardiology technician, operating room technician, laboratory technician, etc.), 4.3 other (dietician, dentist, social worker and any other health-related professional involved in patient care), 4.4 student.
Number:	number of observed health-care workers belonging to the same professional category (same code) as they enter the field of observation and you detect opportunities.	
Opp(ortunity):	defined by one indication at least	
Indication:	reason(s) that motivate(s) hand hygiene action; all indications that apply at one moment must be recorded	
	bef.pat: before touching a patient	aft.b.f: after body fluid exposure risk
	bef.asept: before clean/aseptic procedure	aft.pat: after touching a patient
		aft.p.surr: after touching patient surroundings
HH action:	response to the hand hygiene indication(s); it can be either a positive action by performing handrub or handwash, or a negative action by missing handrub or handwash	
	HR: hand hygiene action by handrubbing with alcohol-based formula	Missed: no hand hygiene action performed
	HW: hand hygiene action by handwashing with soap and water	

* To be completed by the data manager.

** Optional, to be used if appropriate, according to the local needs and regulations.



The grid of the Observation form

- Masing-masing kolom diperuntukan untuk 1 orang yang diobservasi
- Lakukan observasi pada petugas yang kontak langsung dengan pasien atau dengan lingkungan pasien
- Tidak mengobservasi lebih dari 3 petugas dalam waktu bersamaan.
- waktu observasi : diisi waktu memulai observasi di ruangan terpilih, sampai dengan waktu selesai melakukan observasi.
(10-20 menit)



Konsep penting

- **Opportunity** adalah waktu diperlukannya HH
- **Indikasi** adalah alasan melakukan HH

bef.pat : sebelum kontak dengan pasien

bef.asept : sebelum melakukan tindakan aseptik

aft.b.f : setelah terkena cairan tubuh pasien

aft.pat : setelah kontak dengan pasien

aft.p.surr : setelah kontak dengan lingkungan sekitar pasien

- Setidaknya terdapat 1 indikasi untuk 1 opportunity
- 1 Opportunity dapat terdiri dari beberapa indikasi



Konsep penting

- **HH Action**

Respon terhadap indikasi yang membutuhkan HH, dapat berupa aksi positif dengan melakukan *Handrub* atau *Handwash*, atau aksi negatif dengan meninggalkan *Handrub* atau *Handwash*.

- **HR:** Melakukan Handrub dengan menggunakan disinfektan

handrub berbahan dasar alcohol.

- **HW:** Melakukan Handwash dengan menggunakan sabun dan air

- **Missed :** Tidak melakukan HR atau HW.

The observer point of view

Opportunity dan Hand Hygiene action

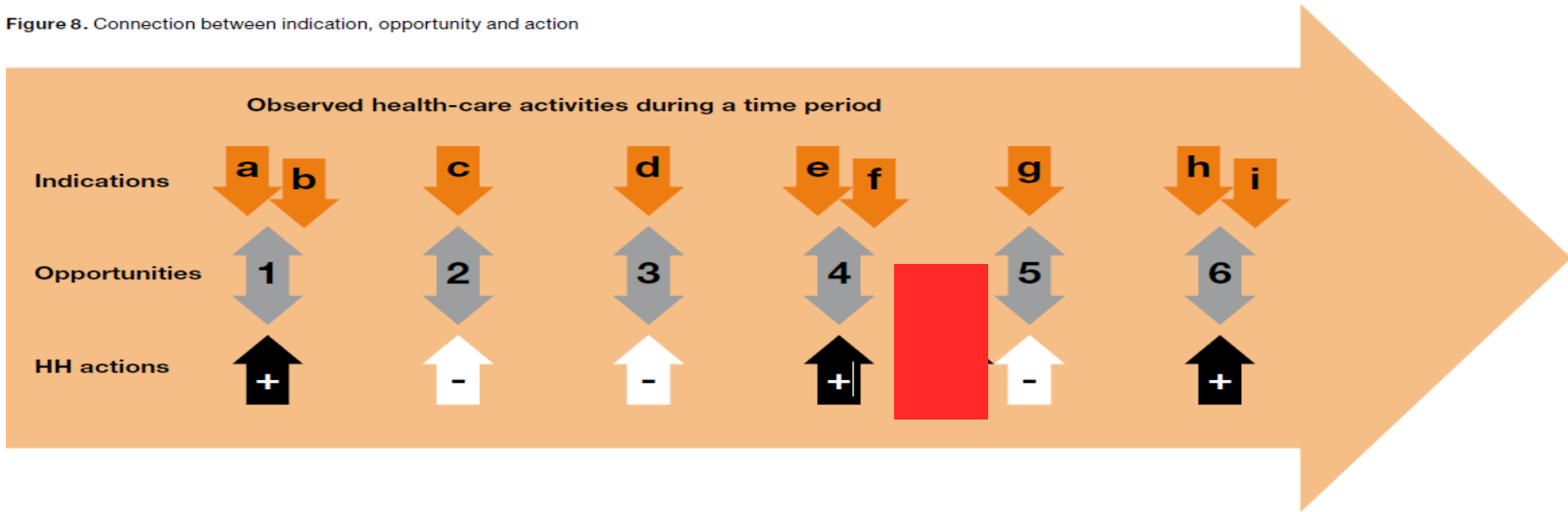
Opp.	Indication	HH Action
1	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW ○ missed ○ gloves

- Observer harus dapat melihat 1 indikasi untuk menghitung 1 opportunity (multiple indications simultaneously occur dan determine one opportunity)
- The Hand Hygiene action harus mewakili satu opportunity
- The Hand Hygiene action dapat dilakukan dengan handrub atau handwashing; bila tidak dilakukan maka harus dihitung sebagai "missed"

Hubungan antara: indikasi, *opportunity* dan HH action

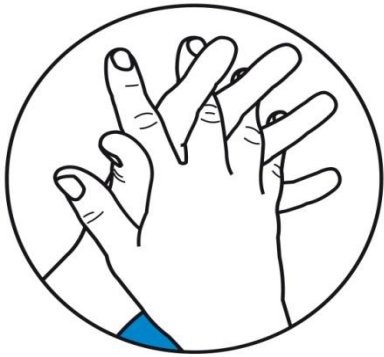


Figure 8. Connection between indication, opportunity and action



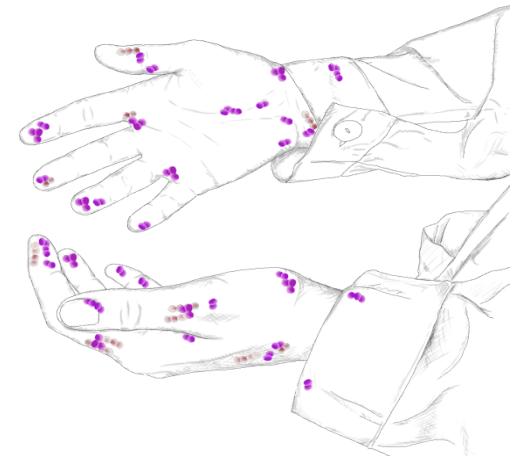
$$\text{Compliance (\%)} = \frac{\text{Performed actions}}{\text{Opportunities}} \times 100$$

Hand Hygiene dan penggunaan sarung tangan

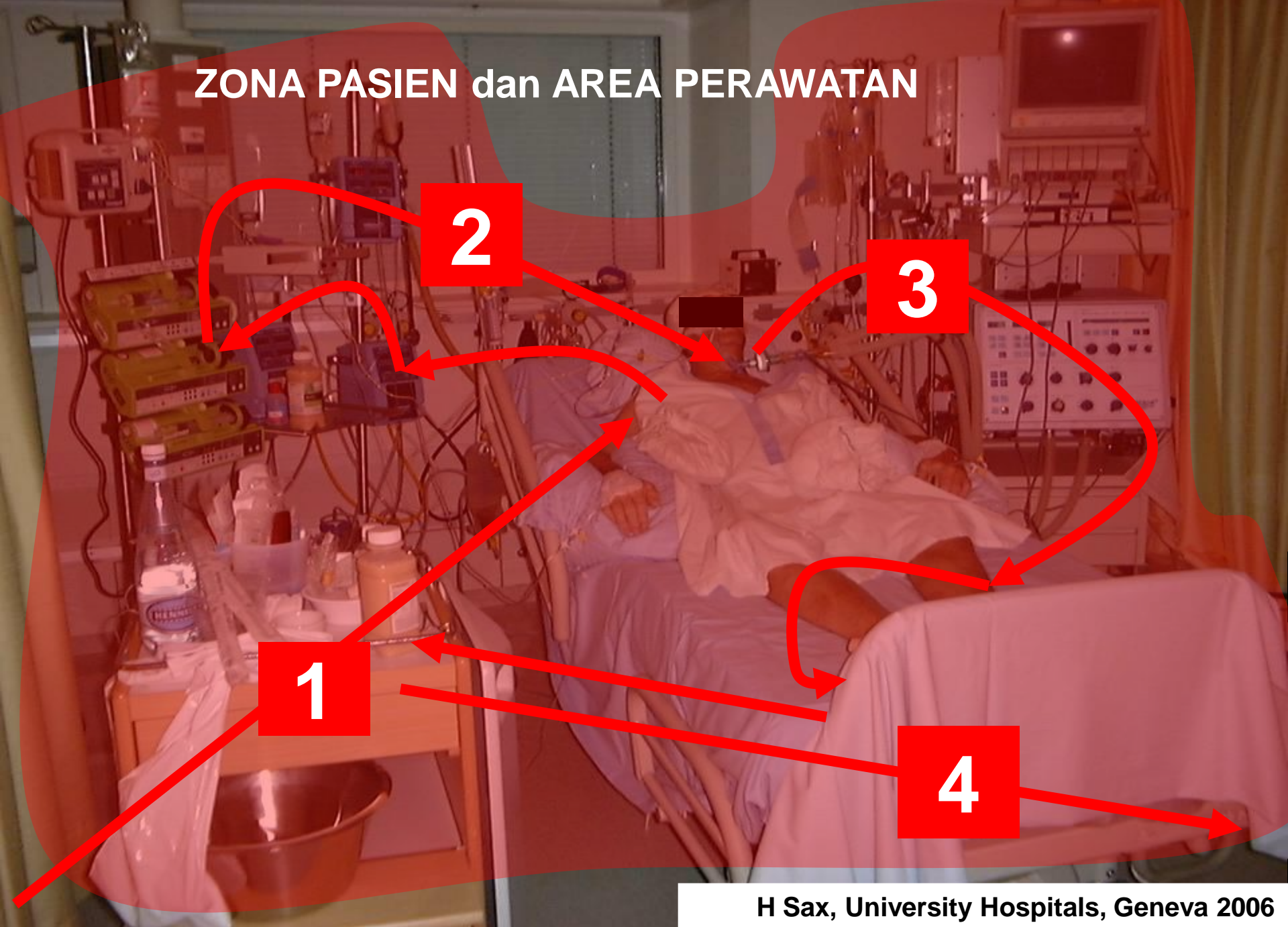


**SARUNG TANGAN +
Hand Hygiene
= CLEAN HANDS**

**SARUNG TANGAN TANPA
Hand Hygiene
= TRANSMISI MIKROBA**



ZONA PASIEN dan AREA PERAWATAN



Opp.	Indication	HH Action
1	<input checked="" type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="checkbox"/> missed <input type="checkbox"/> gloves

Opp.	Indication	HH Action
2	<input type="checkbox"/> bef-pat. <input checked="" type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input checked="" type="checkbox"/> missed <input checked="" type="checkbox"/> gloves

Opp.	Indication	HH Action
3	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input checked="" type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="checkbox"/> missed <input type="checkbox"/> gloves

Opp.	Indication	HH Action
4	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input checked="" type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="checkbox"/> missed <input type="checkbox"/> gloves

$$\text{Compliance (\%)} = \frac{\text{Performed actions}}{\text{Opportunities}} \times 100$$

$$\text{Compliance (\%)} = \frac{3}{4} \times 100$$

**Compliance (kepatuhan)
Hand hygiene ?**

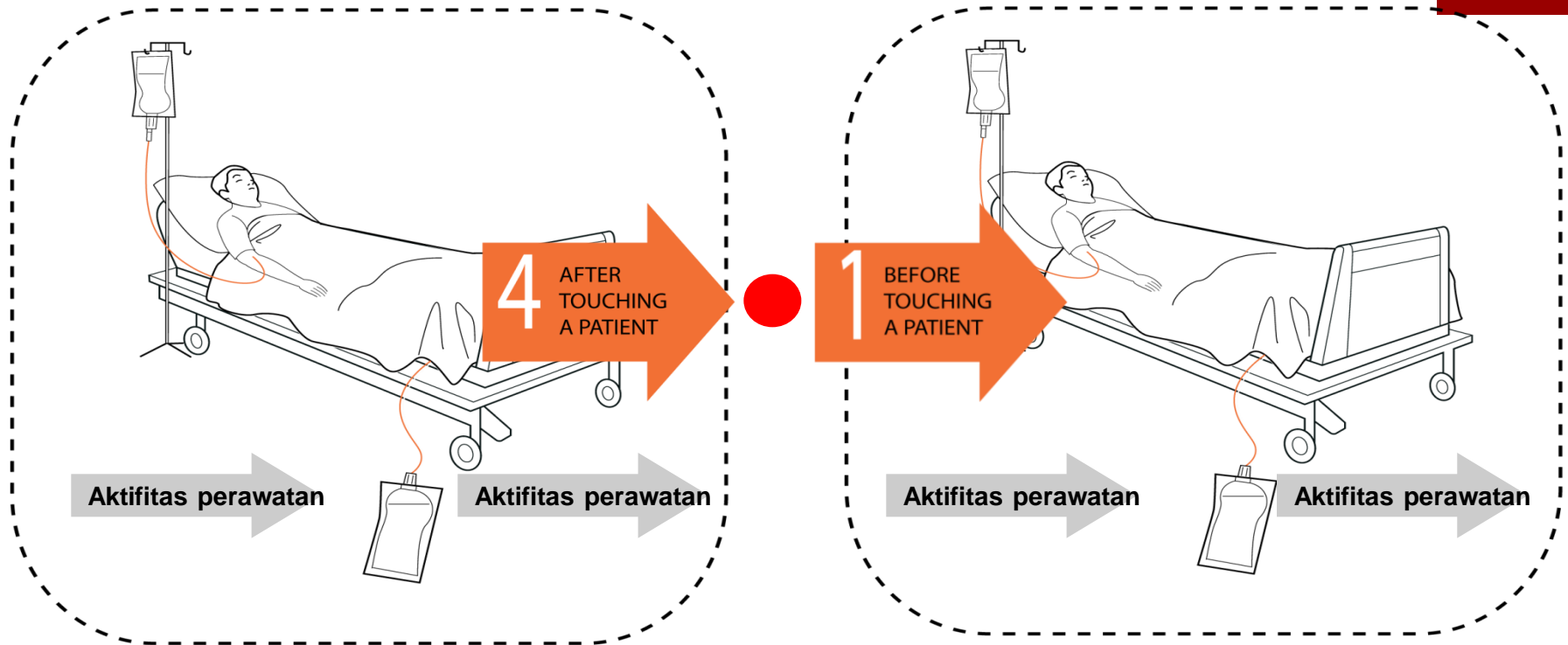
75 %

The grid of the Observation form

PROFESI

- **Perawat/ Bidan** : (Perawat, Bidan, Siswa kebidanan/keperawatan) → **70 %**
- **Dokter** : (Dokter umum, Dokter spesialis, Dokter konsultan, Co-Ass/PPDS) → **10 %**
- **Petugas lain** : (Pekarya, Terapis, Teknisi, (Ahli gizi, pekerja sosial, dan profesi lain yang terlibat di pelayanan pasien) → **20 %**
- **Diperlukan data ± 200 opportunities per unit per satu periode observasi.**

Kejadian dua indikasi dalam 1 *Hand hygiene action*



The observer point of view :

Kejadian dua indikasi dalam 1 HH action

Opp.	Indication	HH Action
1	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input checked="" type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

2	<input checked="" type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves
---	---	---

$$\frac{\text{1 Hand Hygiene action x 100}}{\text{2 indications}} = 50\%$$

= 50%

Opp.	Indication	HH Action
1	<input checked="" type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input checked="" type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input checked="" type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

2	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves
---	--	--

$$\frac{\text{1 Hand Hygiene action x 100}}{\text{1 opportunity}} = 100\%$$

= 100%



The grid of the Observation form

Kombinasi indikasi memungkinkan, KECUALI kombinasi “**setelah kontak dengan pasien**” dengan “**setelah kontak dengan lingkungan sekitar pasien**”.

Indikasi 4 (Setelah kontak dengan pasien) **tidak dapat dipisahkan dengan indikasi 1** (Sebelum kontak dengan pasien)

Key points



Opp.	Indication	HH Action
1	<input checked="" type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input checked="" type="checkbox"/> aft-b.f. <input checked="" type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

Opp.	Indication	HH Action
1	<input checked="" type="checkbox"/> bef-pat. <input checked="" type="checkbox"/> bef-asept. <input checked="" type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

Opp.	Indication	HH Action
2	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input checked="" type="checkbox"/> aft-pat. <input checked="" type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

Opp.	Indication	HH Action
2	<input type="checkbox"/> bef-pat. <input type="checkbox"/> bef-asept. <input type="checkbox"/> aft-b.f. <input type="checkbox"/> aft-pat. <input type="checkbox"/> aft.p.surr.	<input type="checkbox"/> HR <input type="checkbox"/> HW <input type="radio"/> missed <input type="radio"/> gloves

Calculation Form.



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Observation Form – Basic Compliance Calculation

Session N ^o	Facility:			Period:			Setting:			Total per session		
	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Prof.cat.	Opp	HW	HR
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
Total Calculation	Act (n) =			Act (n) =			Act (n) =			Act (n) =		
	Opp (n) =			Opp (n) =			Opp (n) =			Opp (n) =		
Compliance	$\text{Compliance (\%)} = \frac{\text{Actions}}{\text{Opportunities}} \times 100$											

Instructions for use

1. Define the setting outlining the scope for analysis and report related data according to the chosen setting.
2. Check data in the observation form. Hand hygiene actions not related to an indication should not be taken into account and vice versa.
3. Report the session number and the related observation data in the same line. This attribution of session number validates the fact that data has been taken into count for compliance calculation.
4. Results per professional category and per session (vertical):
 - 4.1 Sum up recorded opportunities (opp) in the case report form per professional category; report the sum in the corresponding cell in the calculation form.
 - 4.2 Sum up the positive hand hygiene actions related to the total of opportunities above, making difference between handwash (HW) and handrub (HR); report the sum in the corresponding cell in the calculation form.
 - 4.3 Proceed in the same way for each session (data record form).
 - 4.4 Add up all sums per each professional category and put the calculation to calculate the compliance rate (given in percent)
5. The addition of results of each line permits to get the global compliance at the end of the last right column.



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Observation Form – Optional Calculation Form

(Indication-related compliance with hand hygiene)

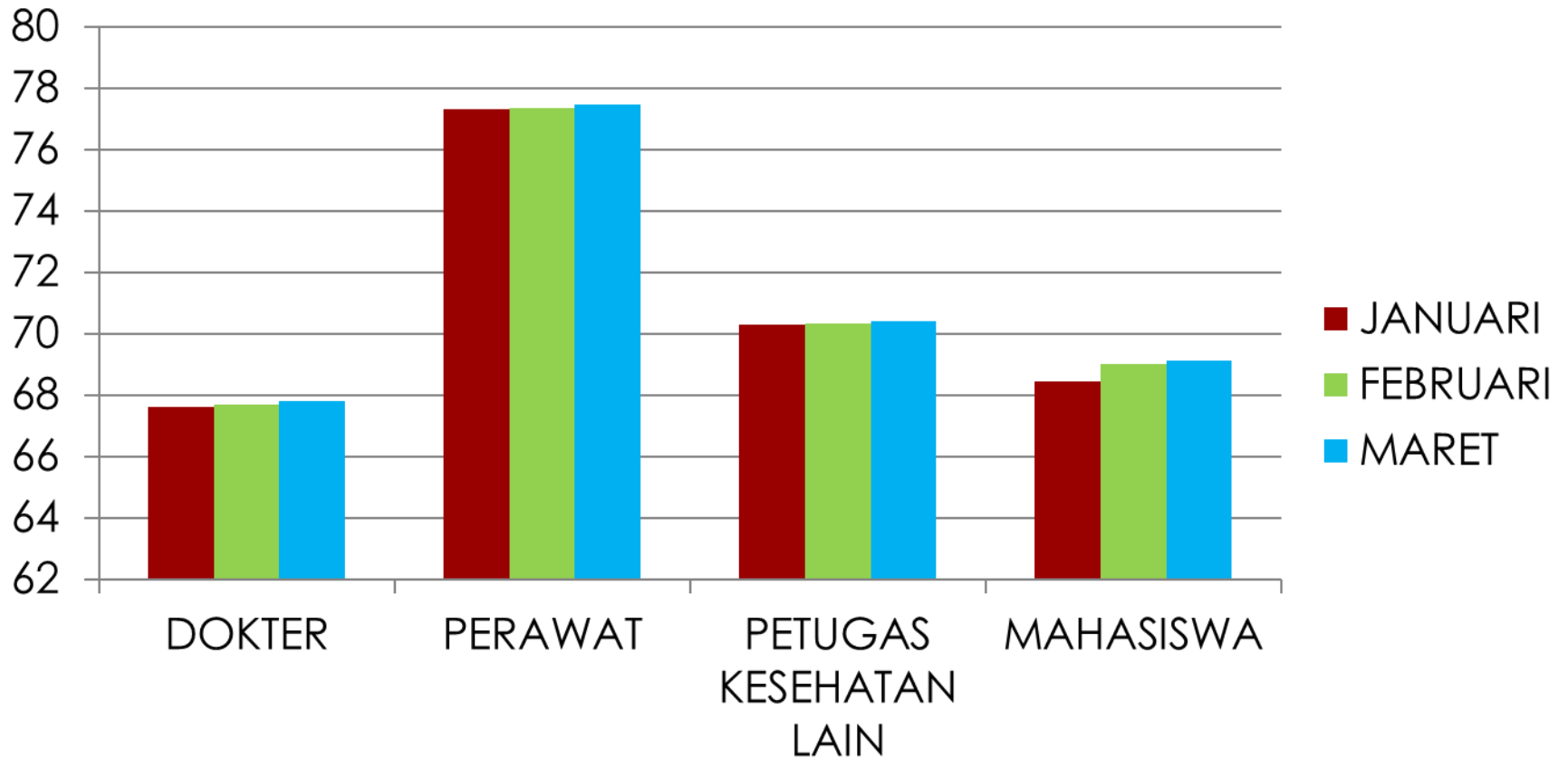
Session N ^o	Facility:			Period:			Setting:					
	Before touching a patient	Before clean/aseptic procedure	After body fluid exposure risk	After touching a patient	After touching patient surroundings	Indic	HW	HR	Indic	HW	HR	
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
Total Calculation	Act (n) =			Act (n) =			Act (n) =			Act (n) =		
	Indic1 (n) =			Indic2 (n) =			Indic3 (n) =			Indic4 (n) =		
Ratio act / indic*												

Instructions for use

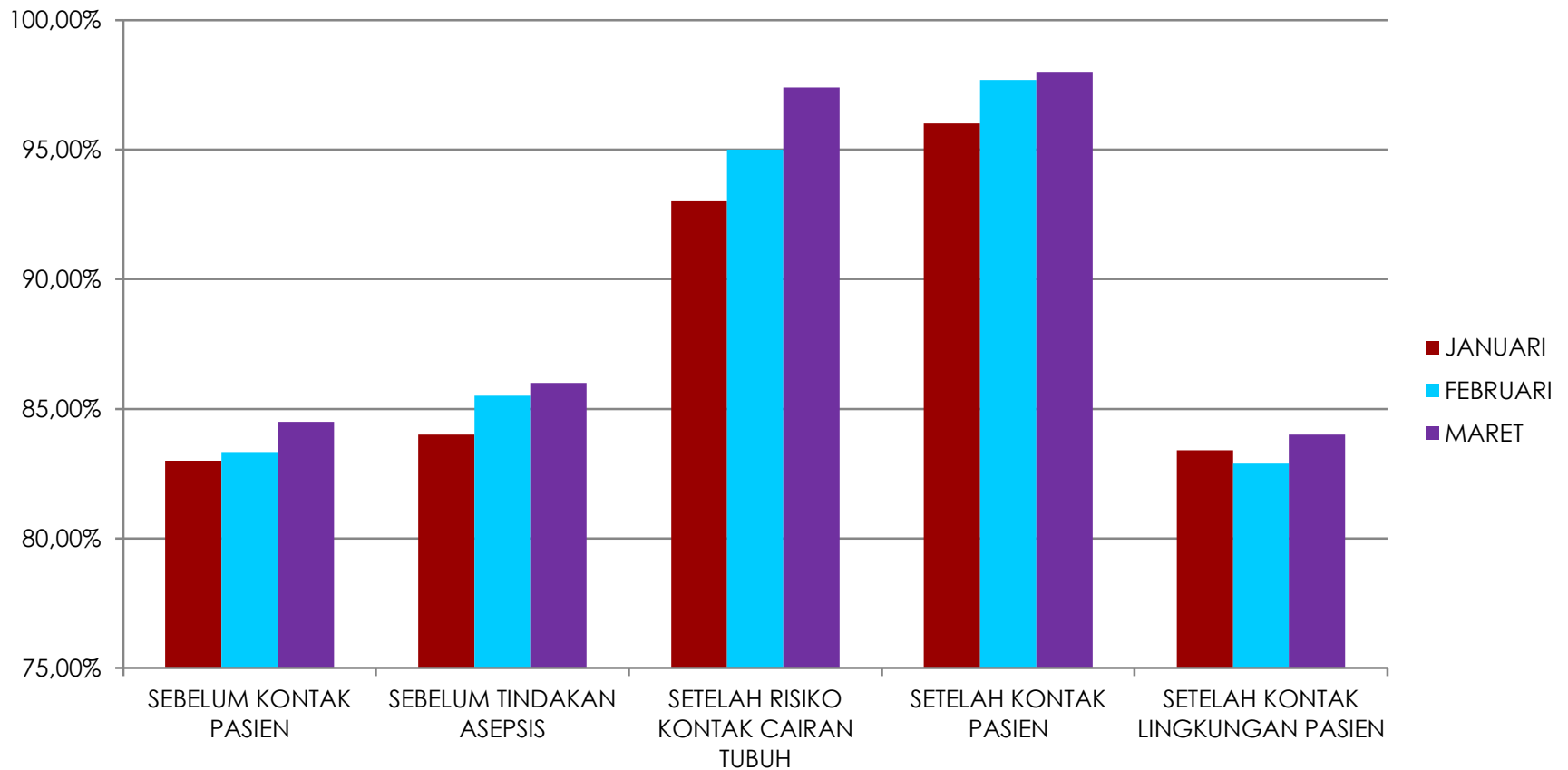
1. Define the setting outlining the scope for analysis and report related data according to the chosen setting.
2. Check data in the observation form. Hand hygiene actions not related to an indication should not be taken into account and vice versa.
3. If several indications occur within the same opportunity, each one should be considered separately as well as the related action.
4. Report the session number and the related observation data in the same line. This attribution of session number validates the fact that data has been taken into count for compliance calculation.
5. Results per indication (indic) and per session (vertical):
 - 4.1 Sum up indicators per indication in the observation form; report the sum in the corresponding cell in the calculation form.
 - 4.2 Sum up positive hand hygiene actions related to the total of indications above, making the difference between handwash (HW) and handrub (HR); report the sum in the corresponding cell in the calculation form.
 - 4.3 Proceed in the same way for each session (observation form).
 - 4.4 Add up all sums per each indication and put the calculation to calculate the ratio (given in percent)

*Note: This calculation is not exactly a compliance result, as the denominator of the calculation is an indication instead of an opportunity. Action is artificially overestimated according to each indication. However, the result gives an overall idea of health-care worker's behaviour towards each type of indication.

KEPATUHAN HAND HYGIENE DI RUMAH SAKIT KASIH TRI WULAN 1 2016

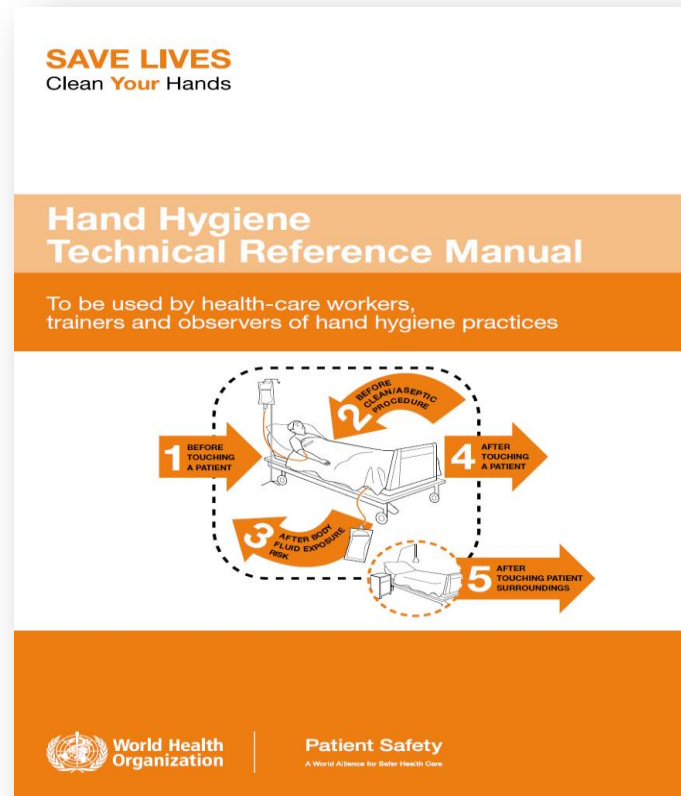


KEPATUHAN HAND HYGIENE SESUAI 5 MOMENT DI RS KASIH TRIWULAN 1 2016





Observer harus membaca “ *Hand Hygiene Technical Reference Manual* ”





Terima Kasih
Semoga Bermanfaat