

# Hand Hygiene Compliance Application (HHCApp) Mobile – Frequently Asked Questions

## Guide for Apple devices (iPads/iPhones/iPods)

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## 1. What are the benefits of using HHCApp Mobile?

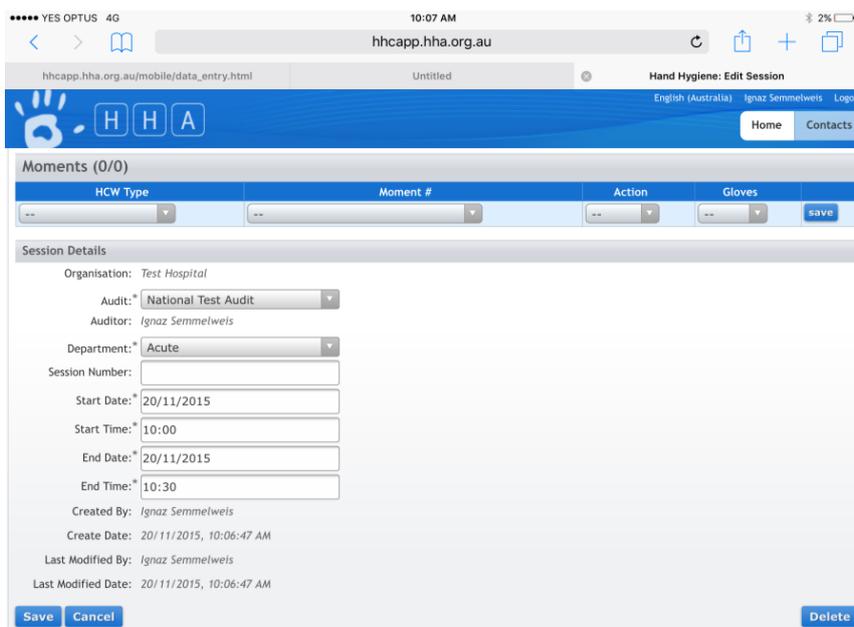
HHCApp Mobile is a 'paper free' method for auditors to 'sync' moments directly into the national database. There are three main reasons to use HHCApp Mobile:

1. Save time: Facilities using HHCApp Mobile report a 50% reduction in data management time.
2. Data validation: data quality is optimised because of real-time application of validation rules
3. Immediate performance feedback: once the session is synced, it is available for immediate feedback to healthcare workers by using the HHCApp website reporting tools.

## 2. What is the difference between the HHCApp Website and HHCApp Mobile?

The HHCApp website (<http://compliance.hha.org.au/>) and HHCApp Mobile (<http://hccapp.hha.org.au/mobile/>) are two separate sites. HHCApp Mobile allows entry and syncing of data only. All other functions such as adding audits, adding auditors, resetting passwords, adding departments, submitting completed audits and generating reports must be done on the HHCApp website. Data can only be entered one moment at a time on the HHCApp website but with HHCApp Mobile four moments can be observed and audited simultaneously (note that whichever method is used, an unlimited number of moments can be added to each session).

### HHCApp Website



The screenshot shows the HHCApp Website interface. At the top, there is a navigation bar with the HHA logo and links for Home and Contacts. Below this is a table titled 'Moments (0/0)' with columns for HCW Type, Moment #, Action, and Gloves. A 'save' button is located at the end of the table. Below the table is a 'Session Details' section with various input fields and dropdown menus for Organisation, Audit, Auditor, Department, Session Number, Start Date, Start Time, End Date, End Time, Created By, Create Date, Last Modified By, and Last Modified Date. At the bottom of the session details section are 'Save', 'Cancel', and 'Delete' buttons.

### HHCApp Mobile



The screenshot shows the HHCApp Mobile interface. At the top, there is a navigation bar with the HHA logo and links for Home and Contacts. Below this is a list of moments to be audited. Each moment is represented by a row with dropdown menus for HCW Type, Moment #, Action, and Gloves. A 'Done' button is located at the top left of the list, and a 'Save All' button is at the top right. Each row has a green checkmark icon on the right side, indicating that the moment has been audited.

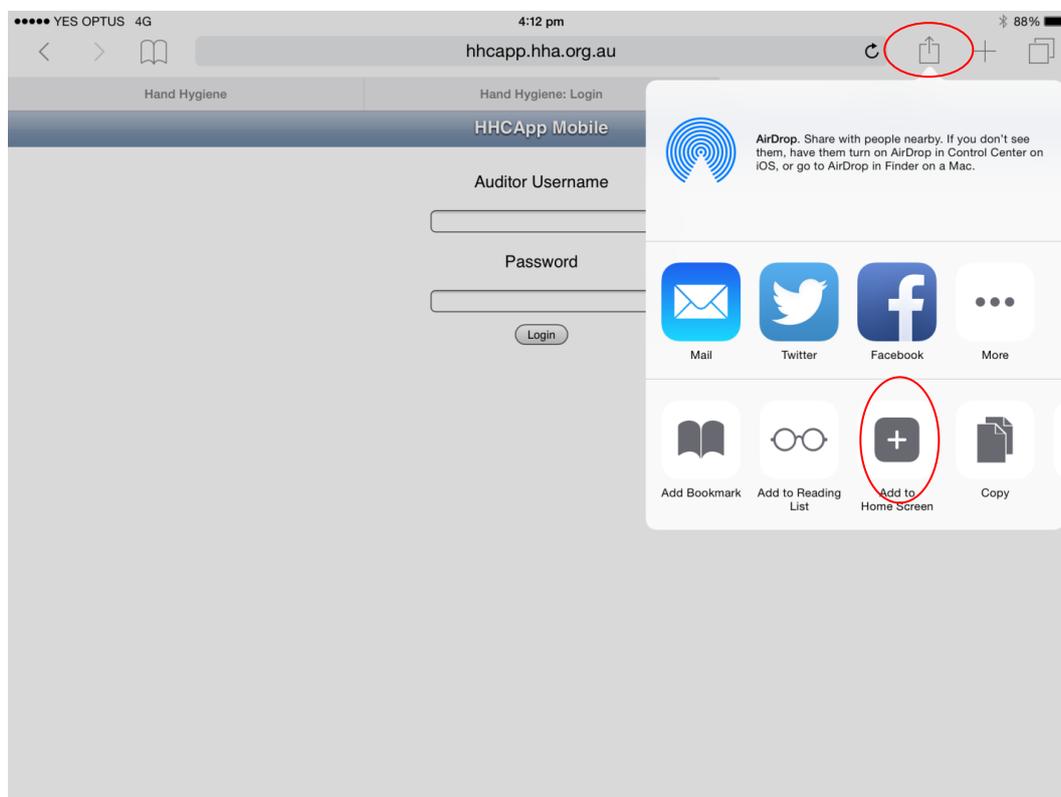
### 3. How can I quickly access HHCApp Mobile?

This can be done by adding a link to the home screen.

Go to <http://hhcapp.hha.org.au/mobile/> , click on  , then select Add to Home Screen. The



icon will appear and remain on your home screen. Clicking on this icon will take you directly to HHCApp Mobile Login.



Editorial note:  
Since the time of publication, the page layout has changed and the highlighted icon (left) is now at the bottom of the screen rather than at the top.

### 4. How much of my data plan will I use if I collect moments on my personal device?

Auditing using a mobile device will result in minimal data usage on your plan.

Syncing 100 moments = 650 bytes

Most data plans are in gigabytes

1GB = 1 billion bytes

### 5. What if I can login to HHCApp on the computer but not HHCApp mobile?

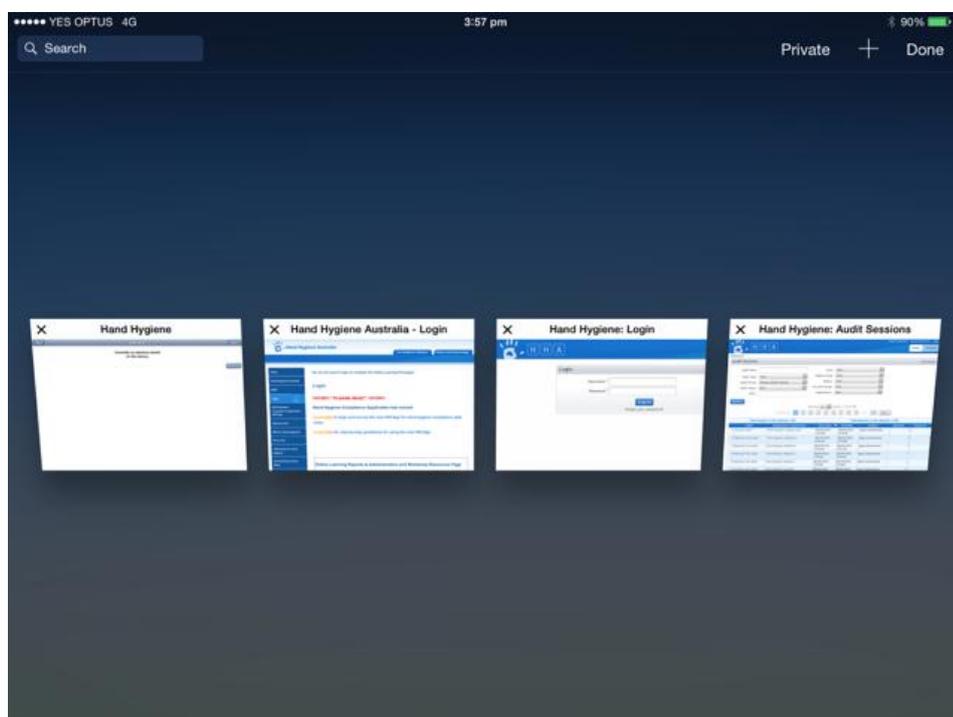
If you can login to HHCApp on the computer but not on HHCApp mobile then your username and password are correct. If this is the case try using a different internet browser e.g. Chrome.

## 6. How do I reset my password if I have forgotten it?

Prior to resetting your password it is important to ensure any previously collected sessions have been synchronised and you are **logged out** of HHCApp Mobile on **all** devices you have ever previously been logged into by clicking on the Logout button. Simply closing the screen does not log you out.

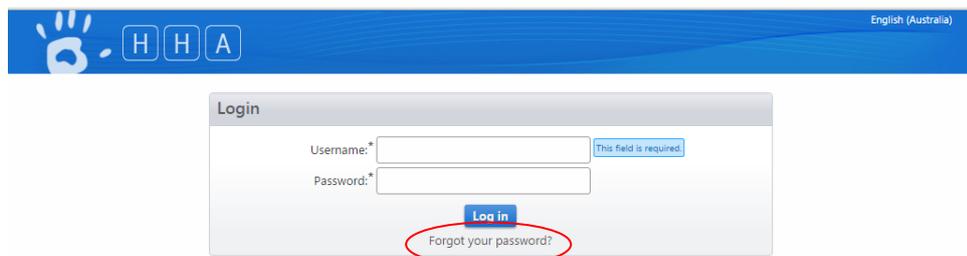


To check if you are logged out of all screens click the two overlapping squares in the top right corner of the page  and all open pages will appear (see below).



If still logged in tap the page to open it and then click on Logout. If already logged out click on the cross in the top left hand corner to close the page.

Then go to the HHCApp website at <http://compliance.hha.org.au/> and click on Forgot your password? You will be asked to enter your email address and a new password will be emailed to you.



## 7. What if the 'Forgot Password' function doesn't work?

This is usually due to the fact that your email address (entered when username was created) is incorrect. Please contact the Hand Hygiene Coordinator (HHCApp 'Organisation Administrator') at your facility who can reset usernames and/or passwords as follows:

1. Log into HHCApp as the Organisation Administrator
2. Click on Users in the top level menu
3. Search for the user they want to edit by completing one of the search fields, either Username (if known) or Last Name and then clicking Search
4. Select the required user from the blue table below by clicking on their Username.

4:25 pm  
94%  
hhcapp.hha.org.au  
English (Australia) Jenny Bradford Logout

Home Country Audits Organisations Regions Organisation Groups **Users**

Dashboard > Users

**Users** Add User

Username: Ignaz  
First Name:   
Last Name:   
Keyword:   
Include deleted:

State: Any  
Region Group: Any  
Region: Any  
1st Level Group: Any  
2nd Level Group: Any  
Organisation: Please Select Parent  
Department: Select an Organisation  
Role: Any

**Search**

Total results: 2

	Username	Name	Email	Role
1	th2ignaz	Semmelweis, Ignaz	x@x.x830	Auditor
2	ignaz	Semmelweis, Ignaz	x@testhospital.com	Auditor

Confirm all sessions are synchronised AND all devices are logged out, enter and confirm the new password and click Save.

English (Australia) Jenny Bradford Logout

Home Country Audits Organisations Regions Organisation Groups **Users**

Dashboard > Users > User Details

**Edit User: Ignaz Semmelweis**

**Main Details**

Role: Auditor

Username: ignaz  
First Name: ignaz  
Last Name: Semmelweis  
Email: x@testhospital.com  
Phone:   
Street:   
Suburb:

**Password**

Please ensure this user has synchronised all sessions on their mobile devices AND has logged out of ALL mobile devices (even if there were no sessions to be synchronised) BEFORE you change the password. To log out of a mobile device you need to press the logout button. Simply closing the browser/navigating to a new page is NOT sufficient.

I confirm all sessions are synchronised AND devices are logged out

New Password:   
Confirm Password:   
Force password change:

**Other Information**

Created By:   
Create Date: 06/05/2010, 11:13:39 AM  
Last Modified By: Kelvin Heard  
Last Modified Date: 07/03/2013, 9:55:21 PM  
Last Login: 07/03/2013, 9:55:41 PM from IP address 110.32.145.251  
Legacy User ID: 453

**Save** **Cancel** **Delete**

## 8. How do I update my details or change my password?

Ensure ALL sessions are synchronised and you are logged out of ALL mobile devices as per instructions in FAQ 6 above. Login to HHCApp on a computer as usual and click on your username at the top right of the page.

### Organisation Administrator View



### Auditor View

The screenshot shows the 'Auditor View' dashboard. At the top, there is a navigation bar with 'Home' and 'Contacts'. The user's name 'Ignaz Semmelweis' is circled in red. Below the navigation bar, the dashboard title is 'Dashboard'. Underneath, there is a section for 'Audit Sessions' with a search form. The search form includes fields for 'Audit Name', 'Audit Type', 'Audit Period', 'Audit Status', 'Date', 'State', 'Region Group', 'Region', '1st Level Group', and 'Organisation'. A 'Search' button is located below the search form. Below the search form, there is a table with the following data:

Total Sessions in this selection: 472		Total Moments in this selection: 1468				
Audit	Organisation: Department	Start Date	End Date	Auditor	Moments	Session #
1 National Test Audit	Test Hospital: Medical 2	20/10/2015, 2:20:00	20/10/2015, 2:31:00	Ignaz Semmelweis	7	
2 Practice 2015	Test Hospital: Acute	07/10/2015, 9:50:00	07/10/2015, 12:10:00	Ignaz Semmelweis	1	
3 Practice 2015	Test Hospital: Medical 1	29/09/2015, 8:30:00	29/09/2015, 8:40:00	Ignaz Semmelweis	2	1

This will take you to the screen below where you can update your details and change your password. Then click Save at the bottom left of the page.

English (Australia) Org Admin Test Logout

Home Sessions Audits Organisations Contacts Users

Dashboard > Users > User Details

### Edit User: Org Admin Test

**Main Details**

Role: Organisation Administrator

Username: \* TestOrgAdmin

First Name: \* Org Admin

Last Name: \* Test

Email: \* test.org@hha.org.au

Phone:

Street:

Suburb:

**Password**

New Password:

Confirm Password:

Force password change:

**Other Information**

Created By:

Create Date: 08/12/2012, 4:55:44 PM

Last Modified By: Paul Rodger

Last Modified Date: 12/12/2012, 2:48:50 PM

Last Login: 28/10/2015, 1:06:37 PM from IP address 203.180.1

Legacy User ID: 8520

Save Cancel Delete

## 9. Can I only enter four moments per session?

A maximum of four moments can be observed and audited on the screen at once however each session can consist of an unlimited number of Moments.

YES OPTUS 4G 10:48 am 82%

hccapp.hha.org.au

Done Moments Save All

HCW Type: Action: Gloves: [Green Arrow]

Moment: Gloves: [Red Minus]

HCW Type: Action: Gloves: [Green Arrow]

Moment: Gloves: [Red Minus]

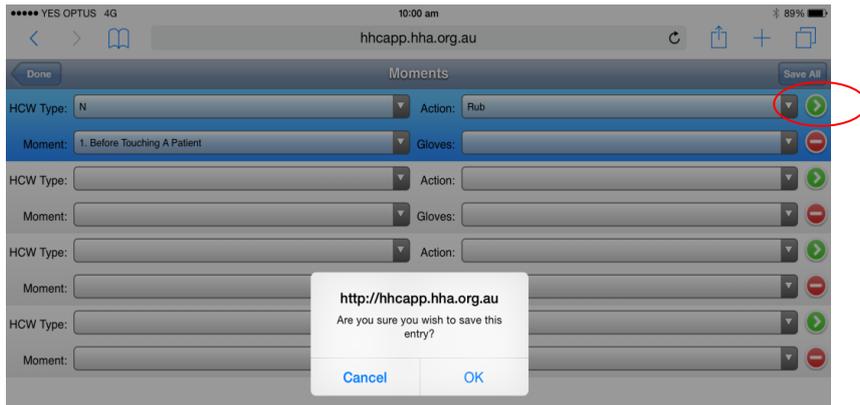
HCW Type: Action: Gloves: [Green Arrow]

Moment: Gloves: [Red Minus]

HCW Type: Action: Gloves: [Green Arrow]

Moment: Gloves: [Red Minus]

When complete each Moment can be saved individually by clicking the green arrow beside it:



Alternatively all four Moments can be saved at once by clicking on Save All on the right of the grey Moments bar at the top:

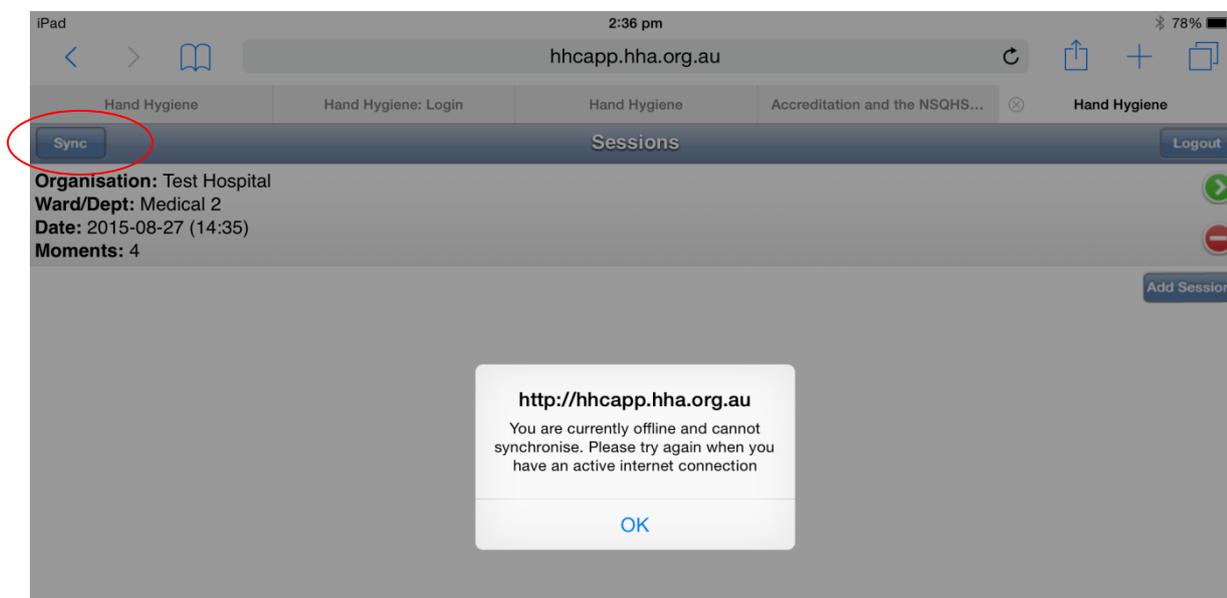


Each time a Moment / Moments are saved new blank Moment / Moments will appear on the screen. Continue with this process until the Session is complete.

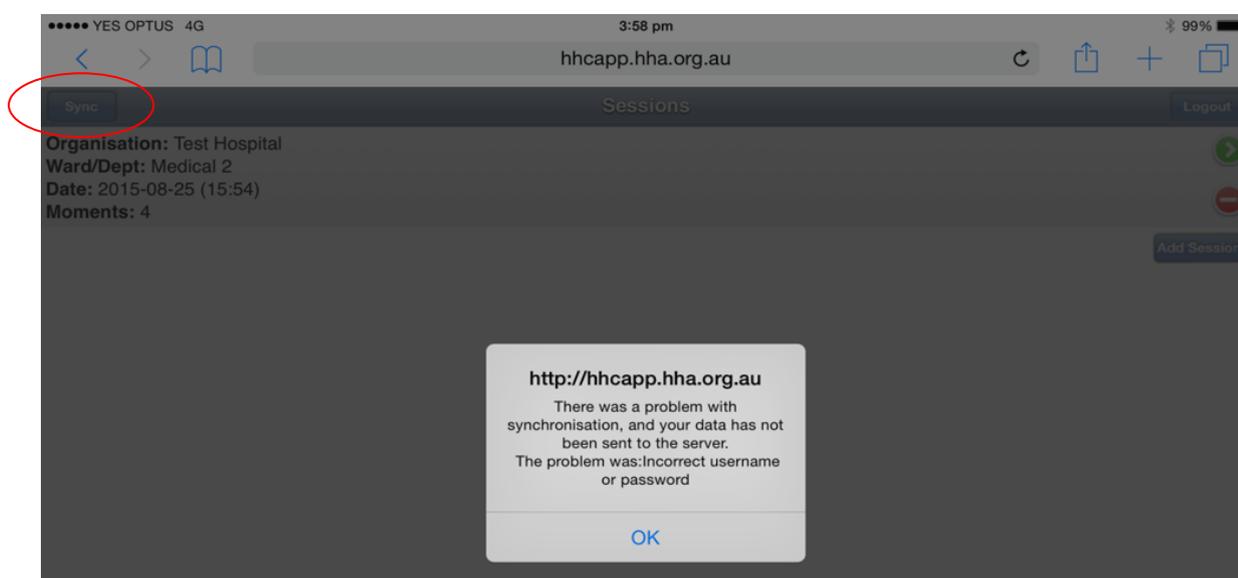
## 10. Why can't I Sync my data?

There are a couple of reasons why completed session/sessions can't be synchronised.

**A)** There is no active internet connection: Try again when you have an active internet connection



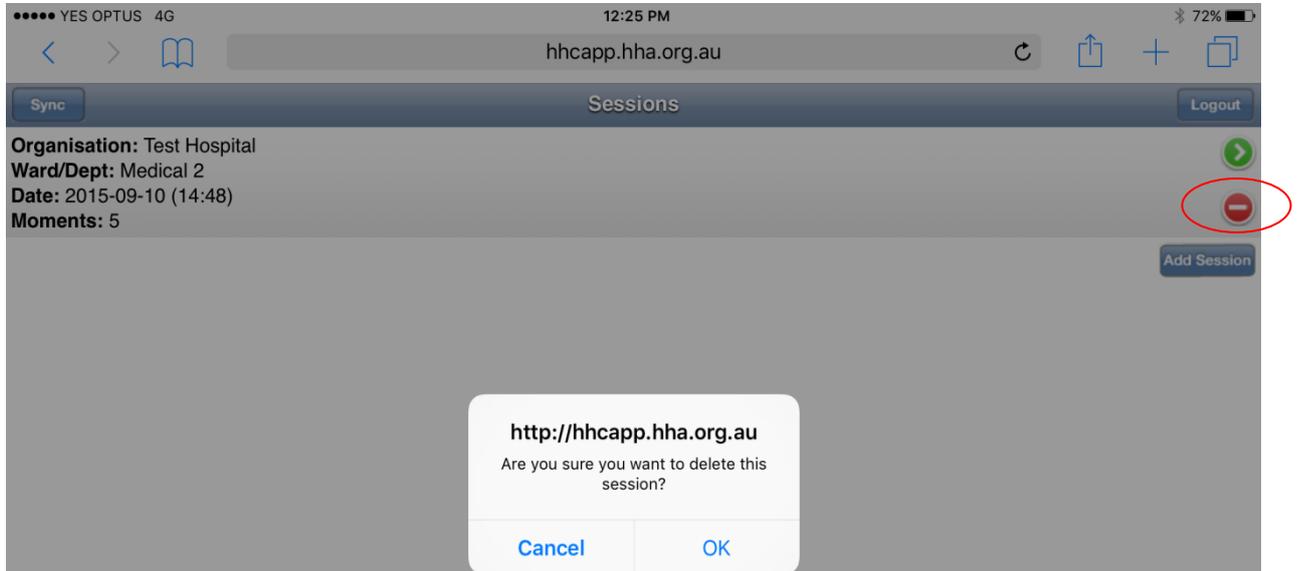
**B)** User password has been changed whilst the user is still logged into HHCApp mobile.



This data can't be synchronised with the server and must be entered into HHCApp **manually** (see FAQ 11 for instructions on how to do this).

In this situation, it is crucial that the steps below be followed so that subsequently collected data can be synchronised:

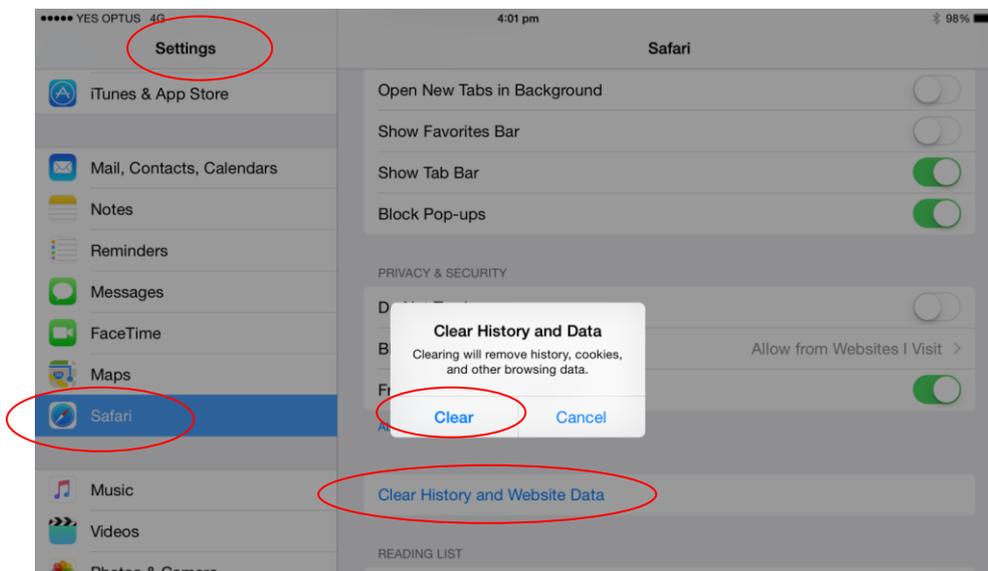
1. Enter the data manually (see FAQ 11)
2. Delete the session from the iPad by clicking on the red minus sign beside the session and confirm OK you are sure you want to delete this session?



2. Log off the iPad by using the **Logout button** (not just by closing the internet browser) and ensure all pages of the internet browser are closed (see instructions for FAQ 6)

3. Remove the HHCApp Mobile icon from the home screen by pressing on it until it “wiggles” then click on the cross in the top left hand corner.

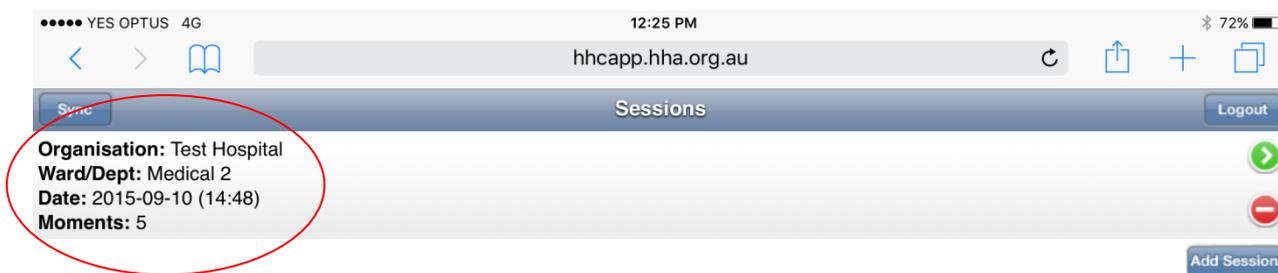
4. Then go to Settings/Safari/Clear History and Website Data/Clear



To reinstate icon see instruction for FAQ 3. Log in and test all is working correctly by entering and syncing one moment only. If necessary delete this Moment and Session from HHCApp using the computer.

## 11. How do I manually enter data that can't be synchronised into HHCApp?

Click on summary details of session and all audited moments will appear below



Enter Moments into HHCApp manually before deleting session from iPad (see FAQ number 10B, 1 & 2)



## 12. Why has my Health Service compliance rate changed after the closure of the audit period?

Data collected on a mobile device within an audit period can still be synchronised with the server even after the closure of same audit period. To avoid any errors, ensure you synchronise your sessions as soon as you are finished auditing and log out after each use so data is not left on mobile devices for extended periods of time.

Any data left on a mobile device (not synced) will still be synced the next time the device is used even if the audit period the data was collected in is now closed. This will change your previously reported results.