

SwipeSense Q&A Topics

Q. What is the SwipeSense Hand Hygiene Monitoring System?

A: SwipeSense is an innovative platform that uses a network of Bluetooth devices to automate our Hand Hygiene observations. This Data will allow us to better protect our patients and ourselves from the spread of germs.

Q: If staff clean their hands with hand sanitizer in the hall within 60 seconds of going into a patient room does that count as a compliant event?

A: Yes. As long as there is a hygiene sensor under the dispenser and they enter within 60 seconds, this will count towards their entry compliance.

Q: If a staff member leaves a patient room and uses the sink across the hall, will this count as compliant if use is within 60 seconds?

A: Yes. Staff may use any hygiene sensor in the Unit to receive credit for hand washing, as long as it is within 60 seconds of exiting the room. As a reminder, hygiene sensors are only collecting hand hygiene events. They do not pick up staff locations.

Q: If a closet is close to the door entry to the patient room and a staff member goes to the closet and back to the patient, will they be counted as going in and out of the room?

A: As long as the location hub does not detect you physically exiting the room for more than 60 seconds it will not be counted. If you exit for more than 60 seconds you are expected to re-sanitize. If you re-enter the room without sanitizing it will be counted against you.

Q: If a staff member is in a patient room and they go past the hygiene sensor, is that when the opportunity is picked up? What if they washed hands upon entry to the room?

A: Hand hygiene sensors only pick up hand hygiene events. Staff location is picked up by [location hubs](#) located in each room. Once a staff member enters a room, the system will search for a hand hygiene event that happened within 60 seconds of entering the room. If an event is found the staff member receives credit. Hygiene sensors do not pick up staff locations.

Q: If a staff member passes by any hygiene sensor located throughout the hospital, is that considered an opportunity?

A: No. As a reminder, hygiene sensors are only picking up hand hygiene events. Staff location is picked up by **location hubs** located in each patient room.

Q: Where should I wear my SwipeSense Badge?

A: SwipeSense badges must be worn above the waist and visible at all times

Q: Is SwipeSense tracking my hand hygiene compliance in vacant patient rooms?

A: Yes. Hand hygiene must be performed when entering and exiting a vacant patient care area to keep it clean for the next patient

Q: Will I be counted as non-compliant if I am standing in the doorway of the patient room?

A: Yes - If you are standing in the doorway of a patient's room for longer than 60 seconds, you should perform hand hygiene as you normally would to avoid being counted as non-compliant.

Q: Can I unplug a location hub?

A: No. Location hubs have been placed optimally in each room and assigned to a specific location. Unplugging the Location Hub will affect your hand hygiene data.

Q: Can I temporarily unplug the Location Hub?

A: No, please do not unplug the Location Hubs. It is important to leave the system as it was initially installed for accuracy and system health purposes.

Q: What should I do if I find an unplugged location hub?

A: Please return any unplugged location hubs to the SwipeSense program manager or the facilities team. They will be able to determine where the location hub belongs.

Q: What do I need to do to accurately record a positive sensor reading?

A: Manual Dispenser: You must fully activate the dispenser lever to receive credit for a hand hygiene event. Apply sufficient disinfectant to thoroughly wet the entire hands. Always follow the dispenser manufacturer's recommendations to get the correct amount of disinfecting solution.

Automatic Dispenser: Allow the disinfecting solution to fully dispense from the automatic dispenser to receive credit for a hand hygiene event. Apply sufficient disinfectant to thoroughly wet the entire hands.

Q: Can I leave my badge in my locker or breakroom overnight?

No: It is not recommended to remove badges and leave them in lockers and break rooms. Staff members are encouraged to take their badges home with them. As a reminder, your badge activity cannot be tracked once the badge leaves the proximity of SwipeSense equipment in the hospital.