



National Hand Hygiene Initiative (NHHI) App Mobile

How to set up and trouble shoot the NHHI App Mobile – Frequently Asked Questions

Guide for Apple devices (iPads and iPhones)

Images in this FAQ were taken on an iPhone 10. If you are using a different iPhone or iPad model, the information displayed on your device may look slightly different.

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What is the NHHI App Mobile?

The National Hand Hygiene Initiative Hand Hygiene Compliance App (NHHI HHCAApp) is known on the mobile interface as the NHHI App Mobile.

The [NHHI App Mobile](#) is a 'paper free' method for auditors to collect and 'sync' moments directly into the national hand hygiene database. The NHHI App Mobile can only be used to collect audit data (moments). You will *not* be able to view compliance rates for your facility, or be able to perform administrative functions such as add or remove facility information including departments or auditors. These functions will need to be performed through the [NHHI HHCAApp Desktop](#) application.

The NHHI App Mobile is not a true App - it is a shortcut link that you can put on your mobile device to enable you to directly enter data into the Hand Hygiene audit database only.

What are the benefits of using NHHI App Mobile?

Using the NHHI App Mobile saves times as there is no need to input data from paper audits. Facilities using NHHI App Mobile report a 50% reduction in time spent entering hand hygiene audit data.

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

Can I use NHHI App Mobile to do a local audit or only for national audits?

The NHHI App Mobile can be used to collect hand hygiene data for both national and local audits so long as these options have been set by the organisation administrator for your facility.


How can I set up the NHHI App Mobile?

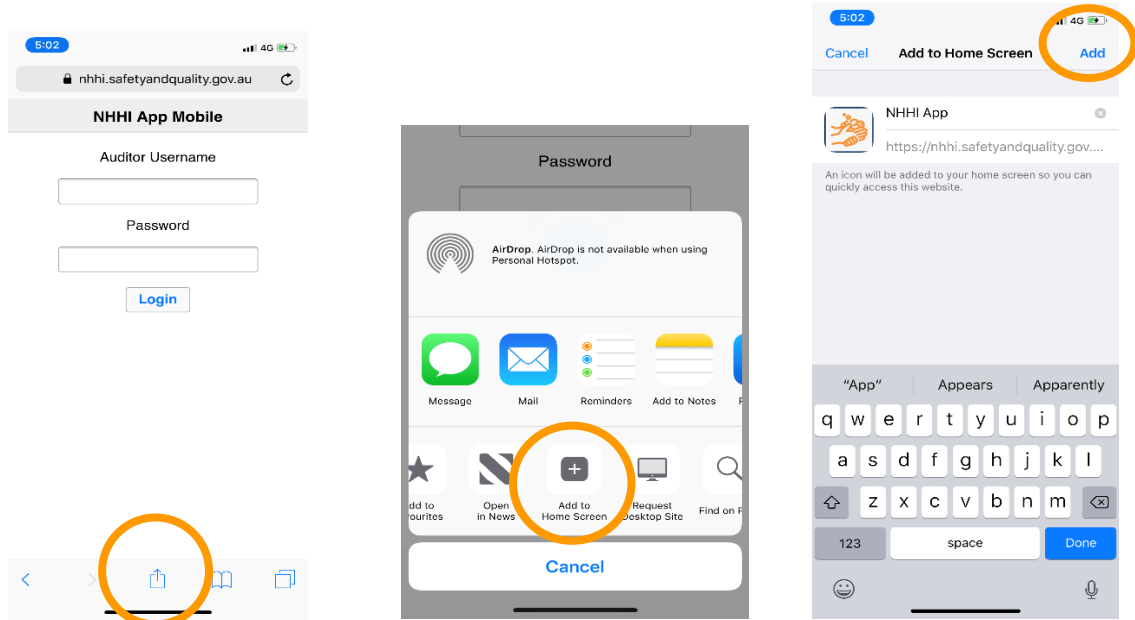
This can be done by adding a link to the home screen of your mobile device (phone or tablet).

- I. Go to Safari on your device

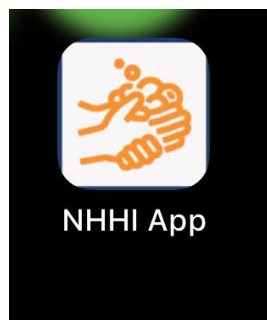


II. Type in this URL: <https://nhhi.safetyandquality.gov.au/mobile/>

III. At the bottom of your screen, Click on the following icon,  , click on 'Add to Home Screen', then select 'Add' to add the link to the NHHI App Mobile to your home screen.

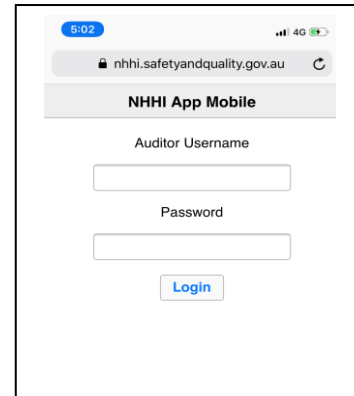


IV. The NHHI App Mobile icon will now be on your home screen. To open the login page, tap this icon and you will go straight to the NHHI App Mobile login page.

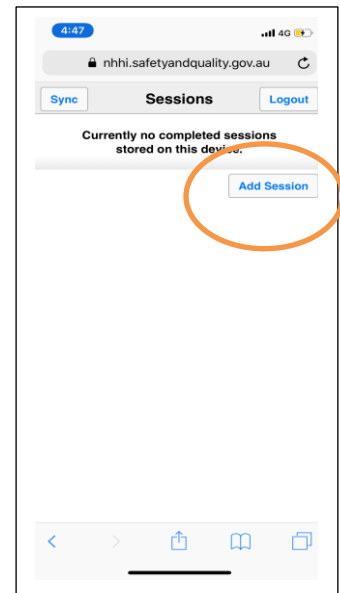


How to use the NHHI App Mobile

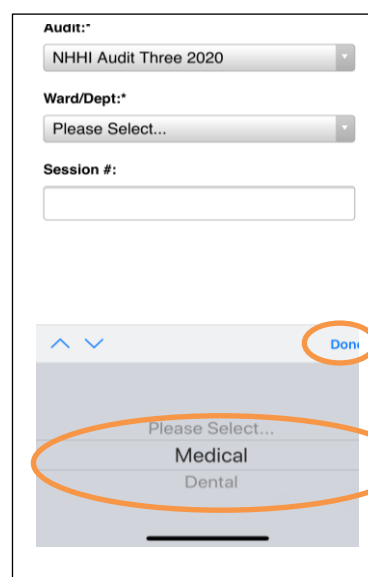
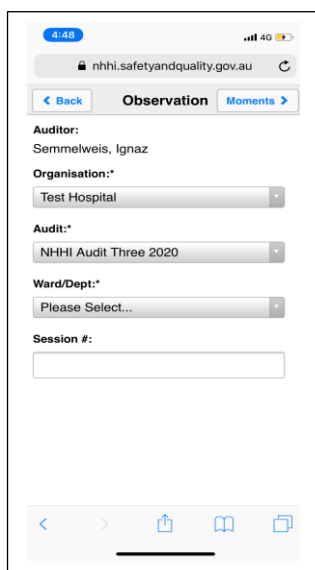
- i. Login to the NHHI App using the same username and password that you use when you log in to the NHHI App desktop site



- ii. Select '**Add Session**' at the top right side of the screen.




- iii. The details for your organisation and the current audit period are pre-populated in the dropdown boxes. If the information needs to be changed, for example the **Ward/Dept** information is incorrect, use the arrows to select the correct information for this audit session. Options will appear at the bottom of the screen, scroll through these options to select the correct information, and tap '**Done**' when you have found the **Ward/ Dept** you are looking for. For example, select 'Medical' for the Ward/Dept. Enter the Session # (number). The session number is an optional field. Tap the '**Moments**' tab at the top right of the screen to start entering data.



Example of updating information in drop boxes before starting an audit.

NOTE: There is a limit to the amount of information you can edit on the NHHI App Mobile. Some options to adjust session details are not available in the NHHI App Mobile. You may need to log in via the NHHI HHCApp desktop site to edit session details or contact your organisation administrator lead for assistance

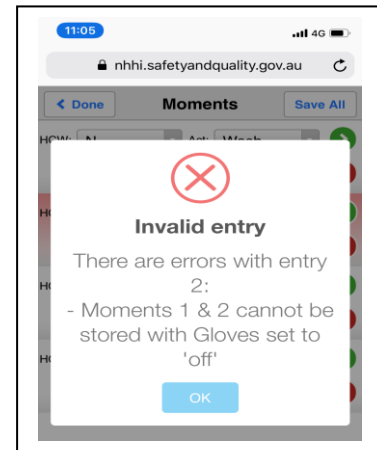
- iv. A maximum of four moments can be observed and audited on the screen at once. However each session may comprise an unlimited number of Moments.

- v. To add Moments to the NHHI App Mobile, Click on the arrow  beside the fields for **HCW**, **M**, **Act** or **Glv**. Options will appear at the bottom of the screen, scroll through the options for each field and select '**Done**' to enter the data for each new moment of hand hygiene you observe.

- vi. If you make an error when entering a Moment, you can delete the entry by tapping the red circle.




The database will also detect errors in entered data. If this occurs, the row with the incorrect information will be highlighted in red and you will be able to edit the data before saving.



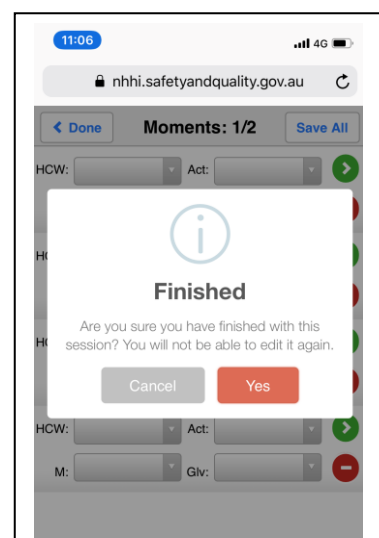
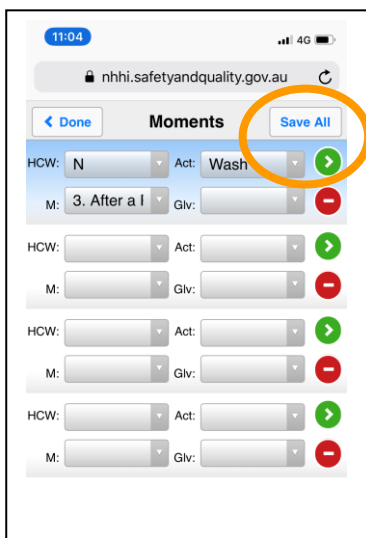
How to save moments in the NHHI App Mobile

There are two ways to save the data collected while auditing.

- each Moment can be saved individually by clicking the green circle with the arrow  beside it or,
- all four Moments can be saved at once by clicking on '**Save All**' on the right of the grey Moments bar at the top.

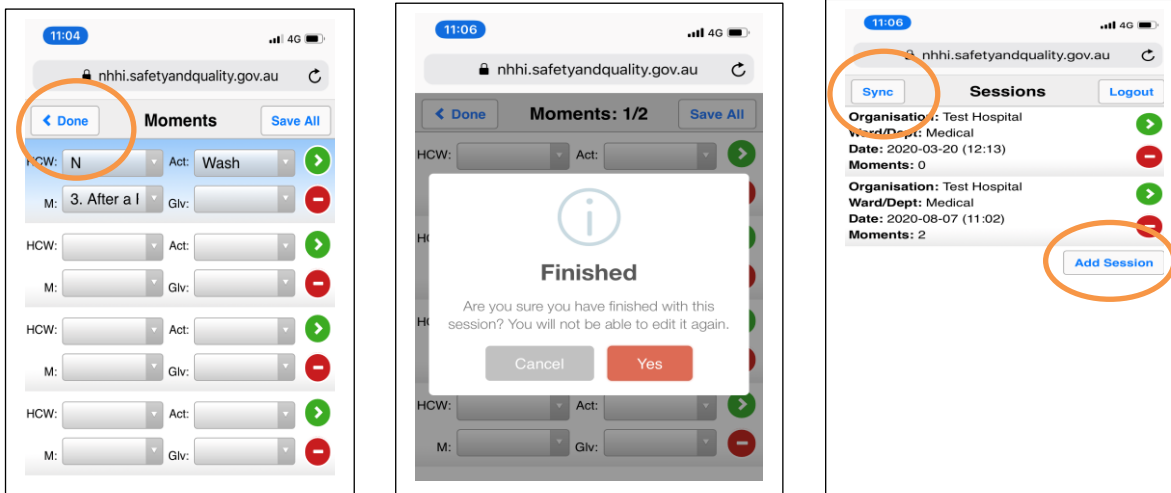
Each time Moments are saved, new blank Moment(s) will appear on the screen.

Continue with this process until the Session is complete.



How to save a Session in the NHHI App Mobile

To save a Session; select '**Done**' at the top left hand side of the screen. You will see the message above asking if you are '**Finished**'. If you select 'Cancel', you will return to the current audit session. If you select '**Yes**', you can either sync your data and end the audit session or select '**Add Session**' to continue auditing or start a new session on a new Ward/ Department.

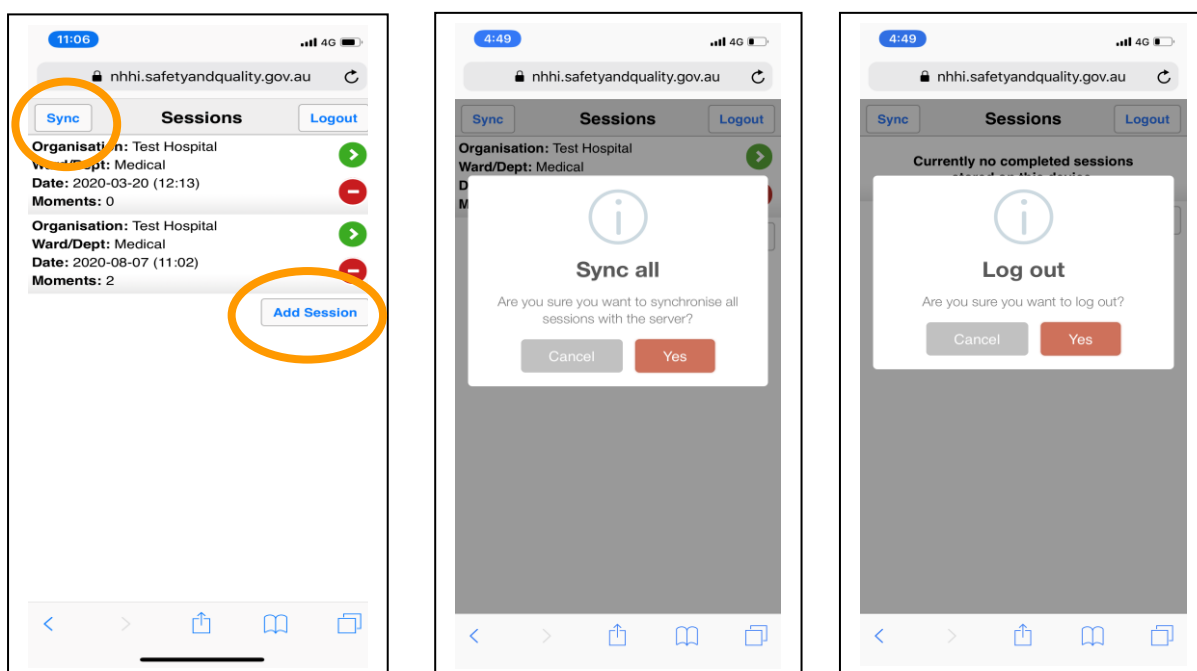


Syncing data to the NHHI HHCApp database

Once you have saved your Moments, it is **important** that you '**Sync**' your data by selecting the Sync tab.

If you have completed auditing, make sure you log out of the NHHI App Mobile.

If you wish to continue auditing, select the '**Add Session**' tab.



To avoid any errors, ensure you sync your sessions as soon as you have 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 be synced the next time the device is used. If a national audit reporting period has ended and you have audit data stored on your mobile device that has not been synced, you may not be able to add this data to the national audit. Contact your organisation administrator for further advice.

Trouble shooting for the NHHI App Mobile

I cannot log in to the NHHI App Mobile

If you are not listed as an auditor for your organisation on the NHHI HHCApp Desktop site then you will not be able to log into NHHI App Mobile.

Ensure that you are logged out of the NHHI App Mobile and NHHI HHCApp Desktop on any other devices e.g. desktop, tablets, or phones before trying to log in. If you can login to NHHI HHCApp on the computer but not on NHHI App Mobile, then your username and password are correct.

I have forgotten my password

Make sure you are logged out of the NHHI App on both the mobile and desktop. Go to the NHHI HHCApp website at <http://nhhi.safetyandquality.gov.au> and click on the '**Forgot your password?**' link.

You will be asked to enter your email address to be emailed instructions to reset your password. If you do not receive this email, first check your Junk or Spam folders. If there is no email from the NHHI, this may be due to the fact that the email address that you entered is incorrect, or is different to the one currently linked to your NHHI HHCApp account. If this is the case, contact your organisation's NHHI HHCApp administrator to reset your password.

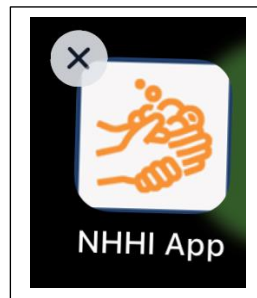
I cannot sync the hand hygiene data

There are a couple of reasons why a completed session cannot be synced.

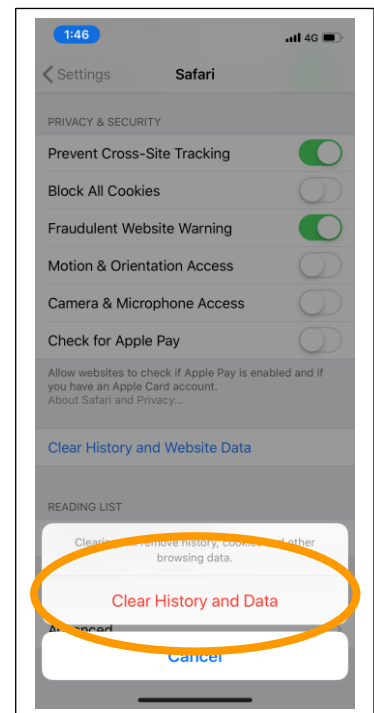
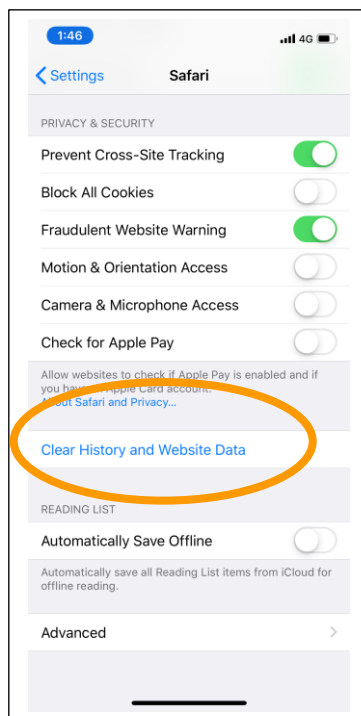
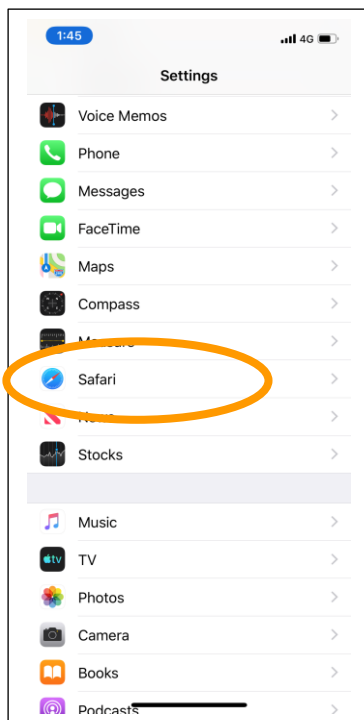
- There is **no active internet connection**. If this is the case, you will need to try again when you have an active internet connection, or
- Your password has been changed while you were logged into NHHI App mobile.

If the data that has been collected is not able to be synced with the server, you must

1. Enter the data manually via the NHHI HHCApp desktop site (see FAQ: [Adding a session to an Audit](#))
2. On the NHHI App Mobile site, delete the session from the device by clicking on the red minus sign beside the session and confirm OK you are sure you want to delete this session?
3. Log off from the NHHI App mobile site by using the **Logout button** (not just by closing 'Safari') and ensure all pages of 'Safari' are closed
4. Remove the NHHI App Mobile icon from the home screen by pressing on it until it 'wiggles' then click on the cross in the top left hand corner. You may need to press the NHHI icon for a few seconds to delete this from your home screen. To stop all the icons on your home screen wiggling, press the home button on you device.



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



6. To reinstate the NHHI App Mobile icon follow the instructions in the beginning of this FAQ. Log in and test all is working correctly by entering and syncing one moment only. If not working correctly, you can delete this Moment and Session using the NHHI App Desktop.

Manually entering data from the NHHI App Mobile

To view the data that is stored on your device, tap on the details of the audit session you need to enter into the NHHI App. Details of that audit will appear on your screen and you will be able to enter this information into the desktop NHHI HHCApp site.

