



Commonly Asked Questions and Answers for Managers

Problem	Answer
I washed/sanitized my hands, but I did not get credit for it.	<ul style="list-style-type: none">• Look at the dashboard to see what happened. Sometimes healthcare workers mistakenly think they were marked as non-compliant.• Make sure they are using a monitored dispenser. Only the monitored dispensers give credit to a badge for performing hand hygiene.• If they used a manual dispenser, they must fully compress the push bar to receive credit.• Look for the light on the front of the dispenser to flash. On the manual dispensers it will be a blue light, and on the touch-free dispensers it will be gold. The light indicates that their badge and the dispenser are “talking” to each other and that they are getting credit for that event.
I performed hand hygiene but did not see the flash of light on the dispenser.	<ul style="list-style-type: none">• Look on the dashboard to see if the system “noted” their wash/sanitize. The light is small and quick, so it could be easily missed.• If they used a manual dispenser, they must fully compress the push bar to receive credit• Make sure their badge is within the dispenser zone or range. That zone is about an arm’s length, and the badge must be within that zone to be able to communicate with the dispenser
I was away from a patient and my badge randomly went red.	<ul style="list-style-type: none">• Look at the dashboard to see what is going on.• The system allows for a certain amount of time to pass after the patient interaction for the compliant wash out hand hygiene event to occur, which is meant to give the healthcare worker flexibility, but it could also mean that someone could be sitting at a desk after a patient interaction (and not be near patients at that exact time) and the badge could turn red if the time allotted for the wash out expires without the healthcare worker washing or sanitizing.• If a stretcher passed them in the hallway the system could have thought they were a part of that zone and assumed they had to perform hand hygiene for a compliant wash-in to that patient interaction. The system captures so many events that random events such as this should not negatively affect a compliance score when you are doing everything else right.

Problem	Answer
<p>My badge is yellow even when I wash my hands and have not been near a patient.</p>	<ul style="list-style-type: none"> Yellow is ok, they are still compliant when the badge is yellow. Yellow is just a reminder that if they are going to interact with a patient, they should wash/sanitize their hands before doing so.
<p>I am worried that the badge is not safe. What are the statistics of this?</p>	<ul style="list-style-type: none"> The Ecolab HHCM System HCW Badge has been tested by independent laboratories, and is certified by the FCC (part 15). The frequency of transmission is 917 MHz –similar to a cordless landline telephone, but the badge operates at much lower energy, with much shorter transmissions and lower rates of transmission. Therefore, the RF exposure associated with the badge is minimized and far less than that of other commercially available devices (for example, Bluetooth headphones). The frequencies used by the badge are outside of those bands most likely to be absorbed by the human body. Further information can be found on the FCC website at the following links: https://www.fcc.gov/consumers/guides/wireless-devices-and-health-concerns https://www.fcc.gov/engineering-technology/electromagnetic-compatibility-division/radio-frequency-safety/faq/rf-safety#Q7

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