



OPERATIONAL SUPPORT

hyFive User manual

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Glossary

| | |
|----------------------------|--|
| Healthcare Facility | Any location where healthcare is provided. |
| Department | A specialised area within a Healthcare Facility (e.g. Dermatology, Internal Medicine, etc.). |
| Unit | A subdivision of the Department. |
| Profession | Professional profile of the observed person (e.g. nurse, doctor). |
| Observation | Individual entry recorded within a session. |
| Session | A set of observations conducted by an Observer during a specific time period. |
| Card | The square where all registrations are associated with a single observation. |
| Indication | A specific moment during healthcare delivery when hand hygiene should be performed to prevent cross-transmission and the spread of microorganisms. |
| ABHR | Alcohol-Based Hand Rub |
| BBE | Bare Below Elbows: the practice whereby healthcare workers wear no clothing, jewellery, or accessories below the elbows while delivering patient care. |

1 Introduction

The hyFive application is a web-based solution designed to strengthen infection prevention and control (IPC) by monitoring and reporting on hand hygiene compliance across Healthcare Facilities. Aligned with [WHO's 5 Moments for Hand Hygiene](#), it enables structured data collection, session management, and the generation of standardised reports.

By providing Observers, Coordinators, and Administrators with tailored functionalities, hyFive ensures accurate monitoring, consistent reporting, and actionable insights to drive continuous improvement in patient safety and quality of care.

The application works for both Android and iOS users.

1.1 Scope

The hyFive application is a comprehensive digital tool developed to support Healthcare Facilities in the systematic monitoring, documentation, and improvement of hand hygiene practices.

The tool enables Healthcare Facilities to:

- Conduct structured hand hygiene observations within various clinical settings.
- Document and transfer sessions from Observers to Coordinators and Administrators for further evaluation.
- Generate compliance and performance reports at Facility, Department and Unit levels.
- Maintain a hierarchical healthcare structure (national, city, Facility, Department, and Unit) to ensure data consistency and comparability.
- Produce customized reports in Excel formats to support internal quality improvement initiatives, as well as, external reporting obligations.

The solution supports three modules:

- i. Hand hygiene
- ii. Bare below elbows
- iii. Gloves

During observation, only the workplace and profession are recorded, so the data cannot be traced back to the individual level.

1.2 User Roles

The application incorporates role-based access:

1. **Observers** are responsible for recording observations during clinical practice and transmitting data sessions to Coordinator for review. Observers can only access observation module.
2. **Coordinators** manage Facility structures, oversee Observers, and generate analytical reports. Coordinators can access both admin module and observation module.
3. **Administrators** supervise the overall system, ensuring compliance with standards, governance of institutional data, and aggregation of national/regional-level reporting. Administrators can access both admin module and observation module.

2 Access the Application

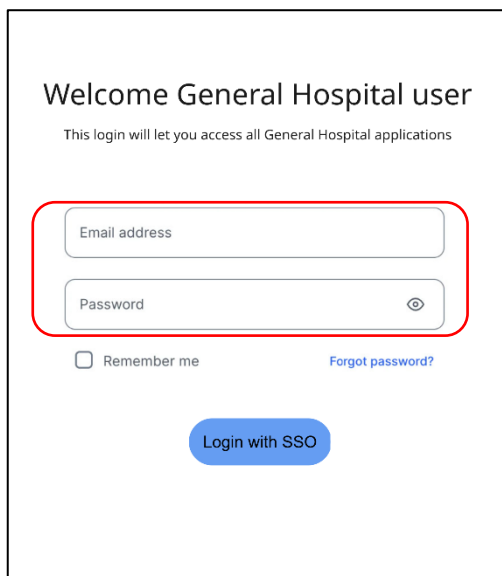
2.1 Log In

Open the application in your web browser.

Log in using your credentials (assigned by your Administrator).

User roles define the access rights to the application, namely:

- Administrators will access both Administrator and Observation modules;
- Coordinator will access both Administrator and Observation modules;
- Observers will only access Observation module;
- Users log-in through a dedicated login page using their credentials, email and password.



Welcome General Hospital user

This login will let you access all General Hospital applications

Email address

Password

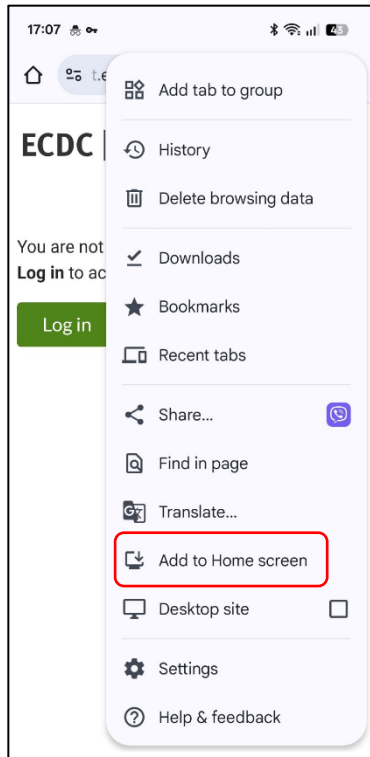
Remember me [Forgot password?](#)

Login with SSO

2.2 Add to home screen

Users can create a shortcut of the hyFive application on their mobile or tablet devices (android or IOS), by adding the app in the mobile home screen.

Users log into the respective website and select "Add to Home screen".



3 Main Modules and Functionalities

3.1 Observation Module (Observers)

Observer logs in to the observation module and navigates to the following tabs:

- Profile Page: Displays a welcome message.
- Start Observation: Observer can “Start” an observation either from the menu tab “Start Observation” or from the main green button.
- Unsent Sessions: View and edit saved sessions not yet transferred to the or.
- Sent Sessions: Review details of submitted sessions and download Excel reports.

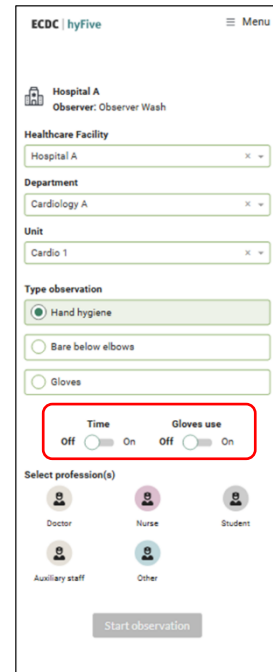
How to observe:

1. Use one card to record one professional role per observation.
2. One card is filled out per indication per professional, i.e. for every time there is an opportunity for hand hygiene.
3. Observations of the same healthcare professional can be recorded multiple times during the same session. The data does not indicate how many observations (saved cards) are by the same healthcare professional.
4. Observer starts an observation and must select:
 1. Healthcare Facility (if the Observer is registered with more than one)
 2. Department (if the Observer is registered with more than one)
 3. Unit (if the Department has more than one)
 4. Type of the module
 5. The profession(s) to observe (this can easily be changed during an observation)
 6. Start observation

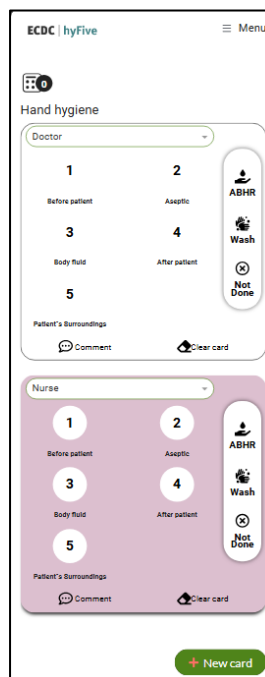
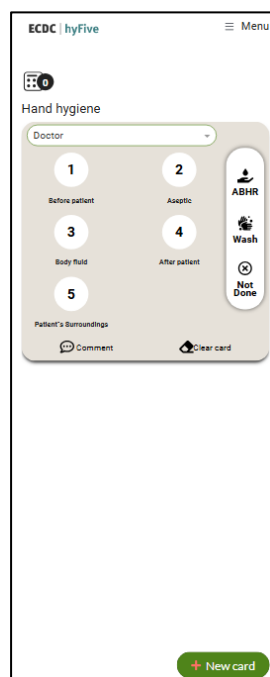
The image displays two screenshots of the ECDC | hyFive mobile application interface. The left screenshot shows the login/welcome screen with a 'Start observation' button. The right screenshot shows the observation setup screen with dropdown menus for Hospital A, Department (Cardiology A), and Unit (Cardio 1), radio buttons for observation types (Hand hygiene, Bare below elbows, Gloves), and a grid of profession selection buttons (Doctor, Nurse, Student, Auxiliary staff, Other) with a 'Start observation' button at the bottom.

3.1.1 Hand hygiene module

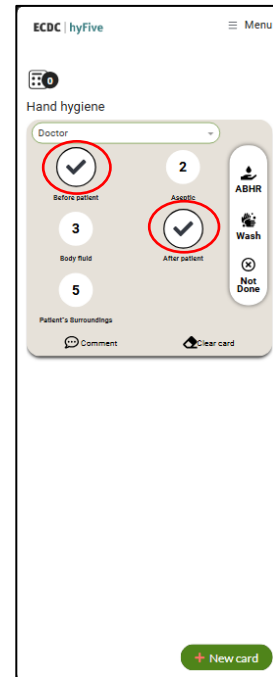
1. The hand hygiene module includes two optional functions:
 - a. Timing of hand hygiene practice (hand washing or hand disinfection).
If timing is selected as an option, there is an option to turn it off for the individual observation.
 - b. Recording glove use alongside hand hygiene observations.



2. A card will be displayed for each profession selected by the Observer before the observation starts.
3. You can find the cards by scrolling down the page.
4. Before filling out a card - make sure that the card you are recording on has the same profession as the person you are observing.



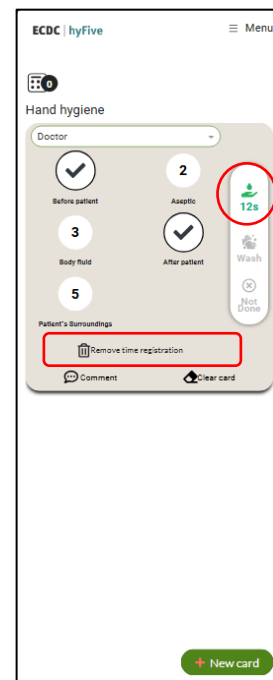
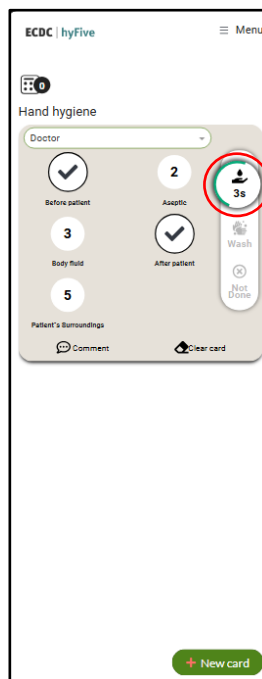
5. Select one or more observed indications for hand hygiene. The selected ones are marked with a check mark.
6. Check the box for a completed activity.
 - a. ABHR
 - b. Wash
 - c. Not done



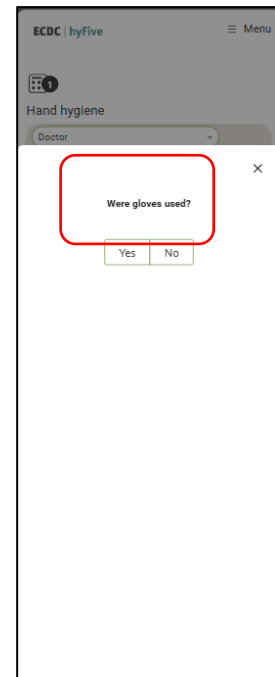
7. **Time:** If you have selected the timing option, this is activated when you press the icon. The time runs until you press the icon again. The icon is marked with a green circle while the time is running. When the time is stopped, the icon turns green.

If the timing is incorrect, it can be removed for the current observation.

Activity can be selected and timing started even before the indications are selected.



8. If you have selected **"glove use"** as an option, the question "Were gloves used?" will appear.



9. **Save** observation:

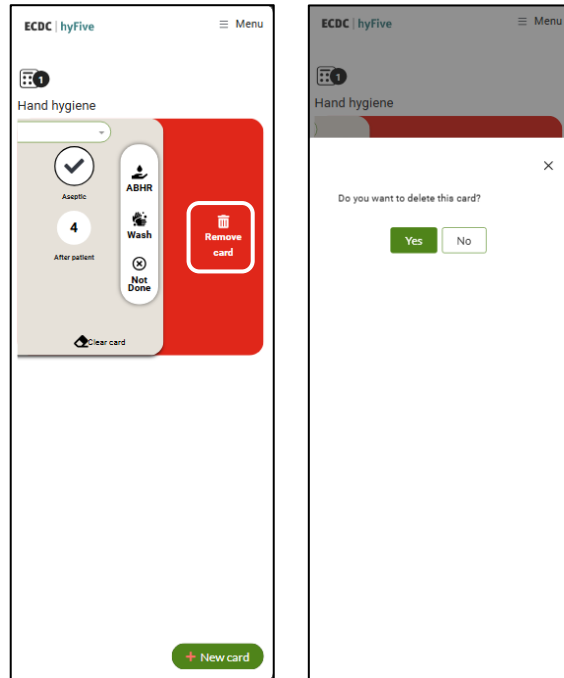
You can easily save the observation by dragging the entire card to the right.

You will then see that the count on the list at the top left has increased by one observation.



10.Delete card:

You can delete a card by swiping it to the left. The contents of the card will be lost when it is deleted.

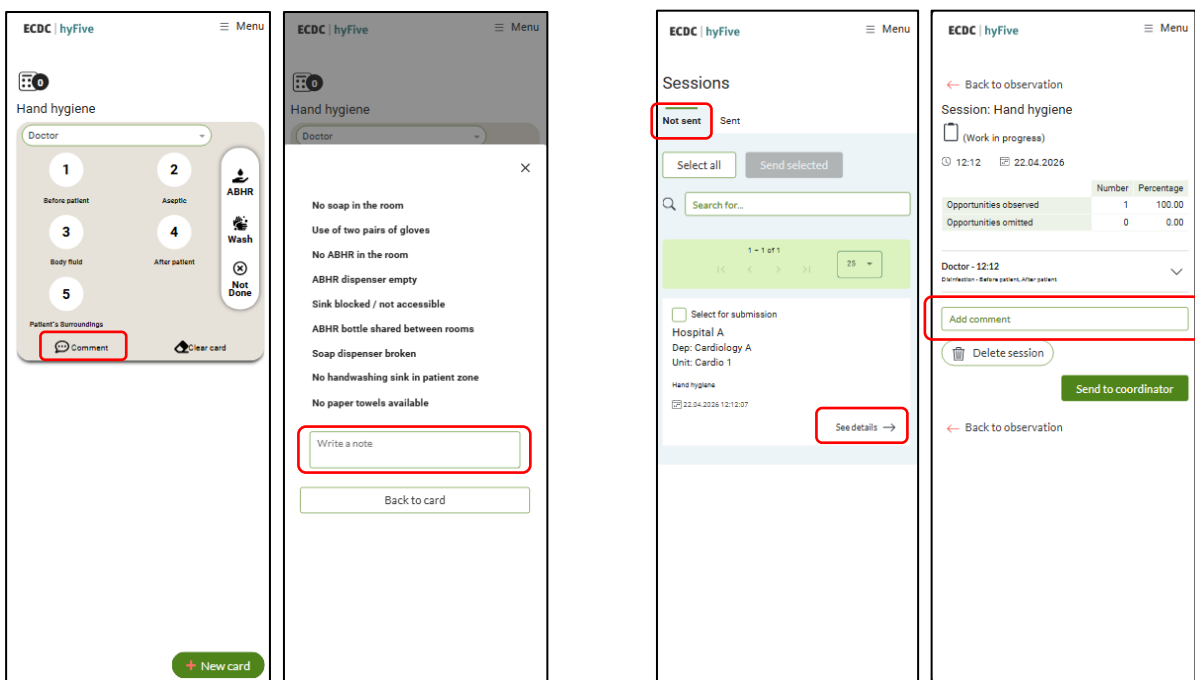


11.Add comment

In all modules, it is possible to add comments both to individual observations and to the session.

Comments to the individual observation are added by pressing "Comment" on the card before saving. Here, you can enter any free text you want.

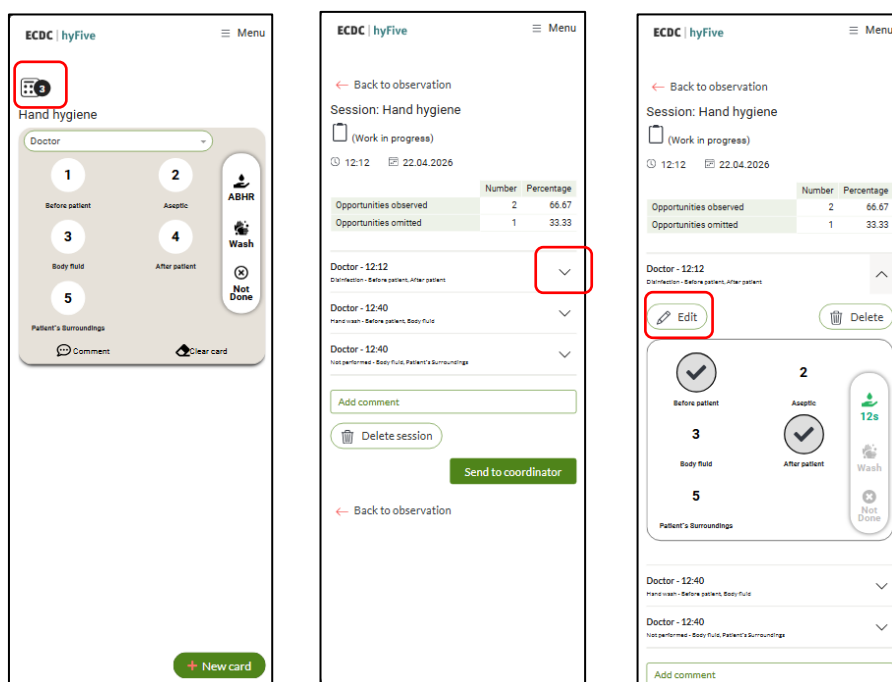
It is also possible to add a comment to the session by clicking on the count button in the top left corner and adding a comment in the comment field, or by going to the main menu and opening a session under "unsent sessions". Here, using the edit button, you can add comments to individual observations or to a session.



12. View and edit observations during an ongoing session

It is possible to view and edit observations (cards) saved during a session without ending the session:

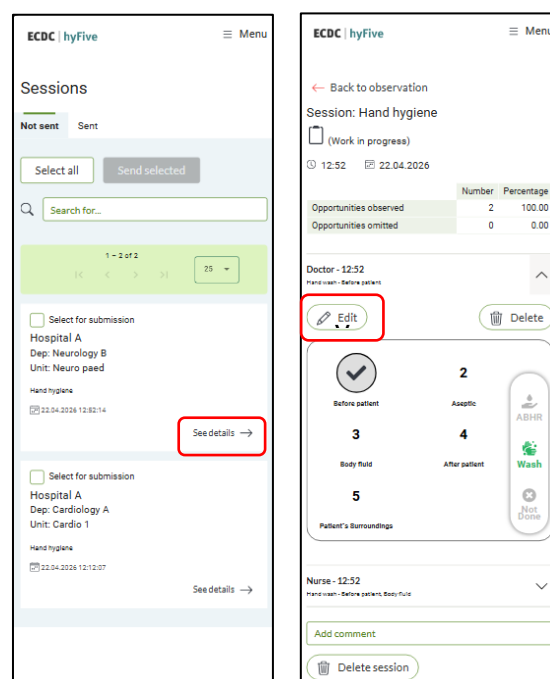
- Go to the counting list in the top left corner.
- Open and edit the observations (the cards) you want to edit by tapping on the card and then "Edit".
- Make changes and press "Save".
- Go back for more observations by pressing "Back to observation".



13. Edit saved observations

The Observer can edit saved data before sending it to the Coordinator. This is done by going to "Unsent sessions" on the main menu and selecting "View details" for the current session.

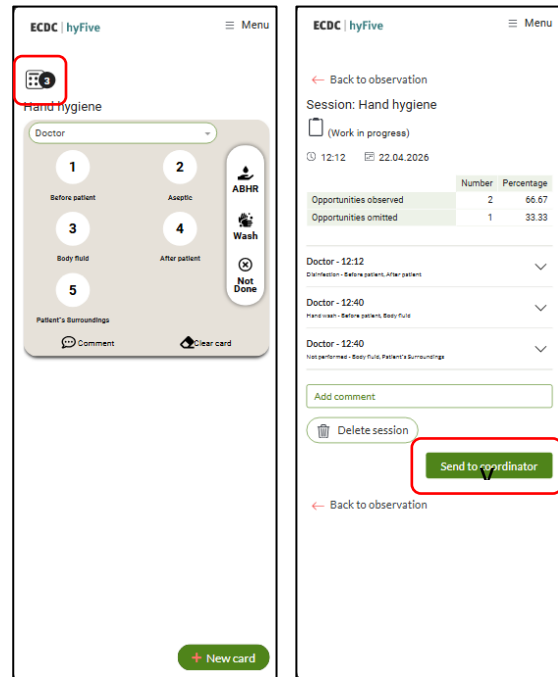
Here the Observer can edit individual observations, delete individual observations (cards) and delete entire sessions. Select the current session and then click on the observation you want to edit.



14. Send data to the Coordinator

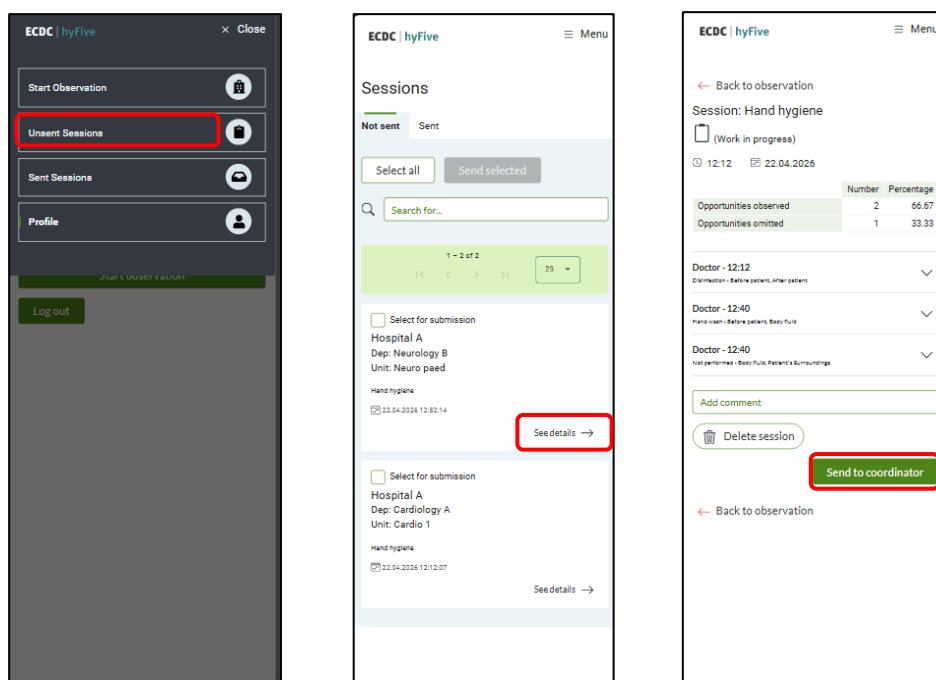
When the session is finished, the Observer can choose to send the session immediately to the Coordinator or wait until later. The Observer can send sessions in two ways:

- a. During ongoing observation, the Observer can end the session by sending it to the Coordinator:
 - i. Go to the counting list in the left corner
 - ii. Scroll down the page and select "Send to Coordinator"



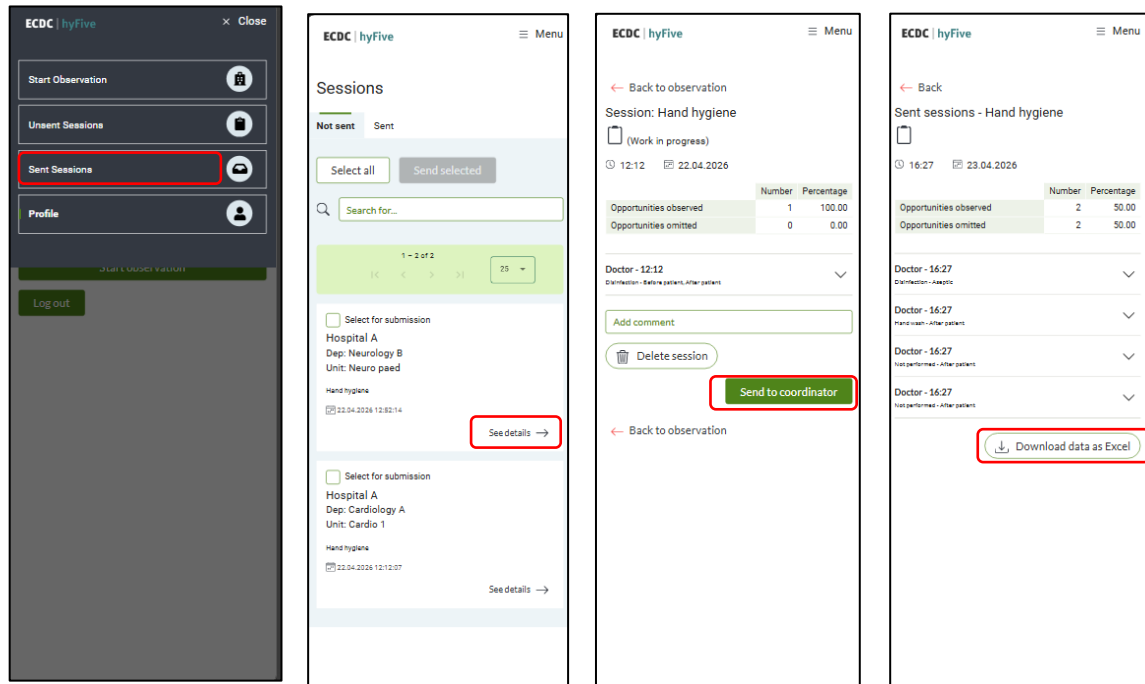
- b. The Observer can also send a session to the Coordinator from the main menu:
 - i. Select "Unsent sessions"
 - ii. Select "View details" for the current session so that all individual observations in the session become visible.
 - iii. Scroll down the page and select "Send to Coordinator"

Once the Observer has sent the data to the Coordinator, they have lost the ability to edit the data. If changes are needed after the data has been sent, this must be done by the Coordinator in the admin interface.



15.Sent sessions and Download data

The Observer can view the sent sessions by going to "Sent sessions" in the main menu. Here you can go into each individual session and see the details of each observation. You can also download the data as an Excel file. It is not possible to edit sent sessions. However, the Coordinator can edit the data from the admin interface.

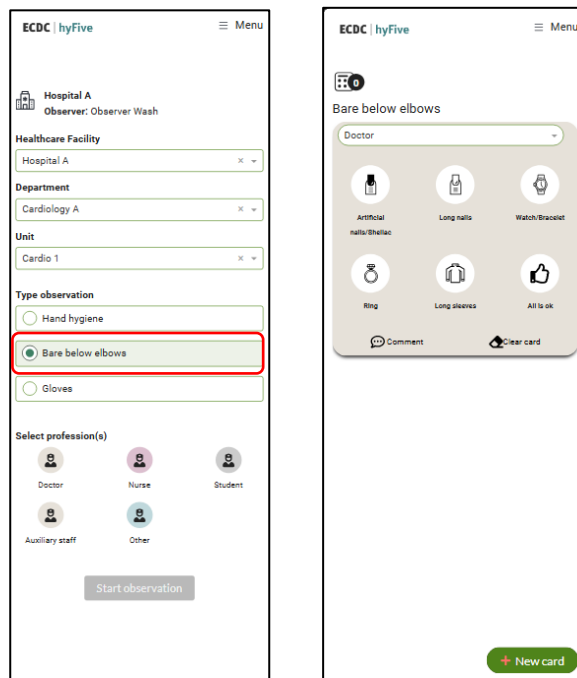


3.1.2 Bare Below Elbows

When observing Bare Below Elbows practice, each healthcare worker can be observed a maximum of once per day (unlike for the other modules where the same person can be observed multiple times).

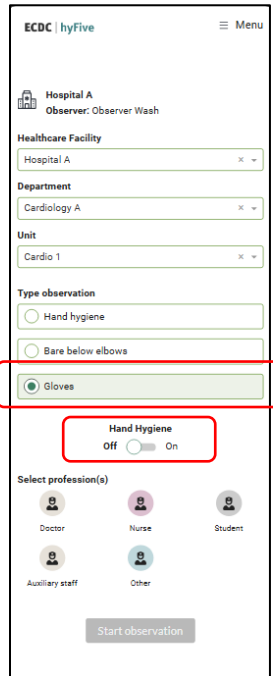
Select one profession for each card and mark the indication(s) when incorrect practice is observed, including:

- Artificial nails/Shellac;
- Long nails;
- Watch/Bracelet;
- Ring;
- Long sleeves.



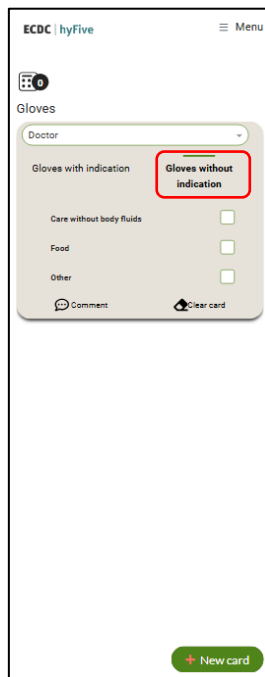
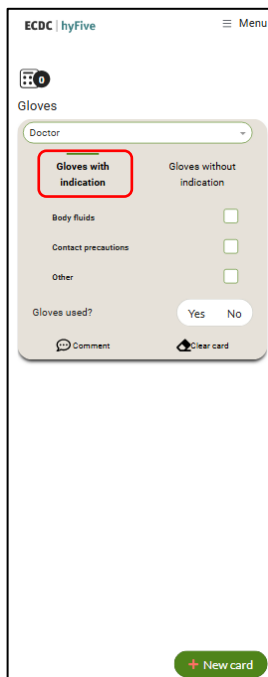
3.1.3 Gloves

To observe glove use, select the “Gloves” module. Optionally, you may also include “Hand Hygiene” to observe hand hygiene practices alongside glove use.



There are two categories to observe, whether gloves are used when indicated and whether gloves are used when not indicated.

1. Glove with indication
2. Glove without indication



In summary Observers can:

1. Login to observation module and redirected to Profile menu page;
2. Access Main Menu with 4 parts: Start Observation, Unsent Sessions, Sent Sessions, Profile;
3. Start Observation from Main Menu or from Profile page;
4. Select Healthcare Facility, Department and Unit to observe;
5. Select one of 3 modules: Hand Hygiene, Bare Below Elbows, Gloves;
6. Record observations for each one of the 3 modules;
7. Select profession(s) to observe – at least one;
8. View and edit observations during an ongoing session;
9. Add comments during observation;
10. Send Observation Sessions to Coordinator;
11. Review and edit Unsent Sessions and send to Coordinator;
12. Review Sent Session sent to Coordinator and download session's data as Excel file;
13. Save an observation;
14. Change profession on card or add card to a session;
15. Delete recorded data on a card;
16. Delete card;
17. End session;
18. View and edit observations during an ongoing session;
19. Edit saved observations
20. Review Profile and log out.

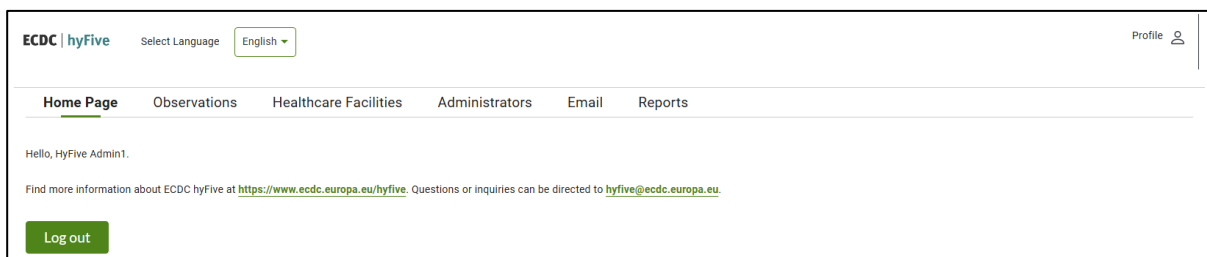
3.2. Admin Module (Coordinators & Administrators)

3.2.1 Administrator

Administrators have overall responsibility for setting up Healthcare Facilities and assigning Coordinator(s) for each Facility.

Administrator logs in to the admin module and navigates to the following tabs:

- Home Page: Personalised welcome message;
- Observations: View the sessions of the registered observations;
- Healthcare Facilities (HCF): Create and manage HCF;
- Administrators: Create more Administrators;
- Email: Send email to selected Facilities Coordinators and Observers;
- Reports: Generate compliance and download excel reports.



1. Create Healthcare Facilities

Administrator selects "Healthcare Facilities" from the main menu to create a new Facility.

Administrator should provide:

- Facility name
- A short name
- Facility types from a dropdown menu (Primary Care, Secondary Care, Tertiary Care, Specialised Care, Long-term Care)
- City: select the relevant city from a dropdown menu
- The Coordinator of the new Facility: First name, Last name and Email address

The screenshot shows the 'Create Healthcare Facility' form in the ECDC | hyFive system. The 'Healthcare Facilities' menu item is highlighted with a red box. The form includes the following fields:

- Name:** e.g. Oslo University Hospital HF
- Short Name:** e.g. OUS
- Facility Type:** Primary care (dropdown menu)
- City:** (dropdown menu)
- Coordinator:**
 - First Name:** (text input)
 - Last Name:** (text input)
 - Email:** (text input)

Below the form are 'Save' and 'Cancel' buttons, and a search bar labeled 'Search by (name/city/coordinator/observer)'. At the bottom, there is a table listing existing facilities:

| Name | Short Name | Facility Type | Action |
|------------|------------|------------------|----------------------|
| Hospital A | HOSA | Primary care | Edit |
| Hospital B | HOSB | Tertiary care | Edit |
| Hospital C | HOSC | Specialised care | Edit |

Once the Administrator has completed the appropriate fields, the "Create Healthcare Facility" button is activated. The Administrator clicks the button, and the new Facility is automatically created and added to the table of all Healthcare Facilities in alphabetical order.

The screenshot shows the 'Create Healthcare Facility' form. At the top, there is a navigation bar with 'Home Page', 'Observations', 'Healthcare Facilities' (selected), 'Administrators', 'Email', and 'Reports'. Below the navigation bar is a 'Create Healthcare Facility' button. The form fields are as follows:

- Name:** Great Clinic
- Short Name:** GrC
- Facility Type:** Primary care
- City:** Valletta
- Coordinator:**
 - First Name:** Maria
 - Last Name:** Andersen
 - Email:** mandersen@gmail.com

At the bottom of the form, there are two buttons: a green 'Save' button and a 'Cancel' button.

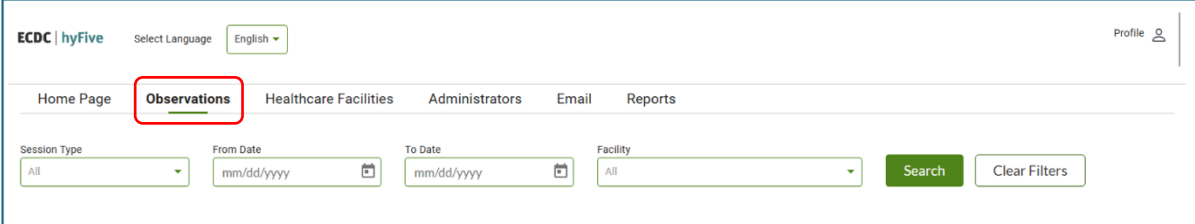
The screenshot shows the 'Healthcare Facilities' table. At the top, there is a navigation bar with 'Home Page', 'Observations', 'Healthcare Facilities' (selected), 'Administrators', 'Email', and 'Reports'. Below the navigation bar is a 'Create Healthcare Facility' button and a search bar with the placeholder text 'Search by (name/city/coordinator/observer)'. The table below has the following data:

| Name | Short Name | Facility Type | Action |
|--------------|------------|------------------|----------------------|
| Great Clinic | GrC | Primary care | Edit |
| Hospital A | HOSA | Primary care | Edit |
| Hospital B | HOSB | Tertiary care | Edit |
| Hospital C | HOSC | Specialised care | Edit |

The 'Great Clinic' row is highlighted with a red border, and its 'Edit' button is also highlighted with a red border.

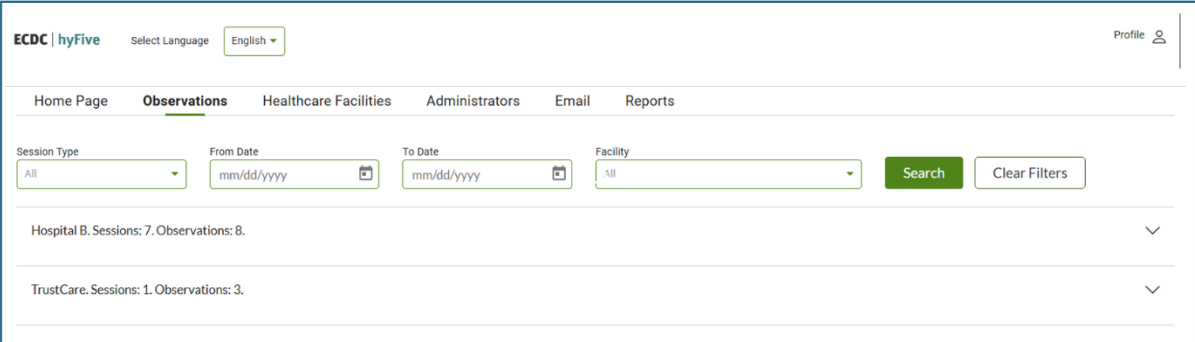
2. View Observations

Administrator selects "Observations" from the main menu to see all sessions. Select Session type, Date and Facility and then click "Search" button.



The screenshot shows the top navigation bar of the hyFive application. The "Observations" menu item is highlighted with a red box. Below the navigation bar, there are search filters for Session Type (set to "All"), From Date (mm/dd/yyyy), To Date (mm/dd/yyyy), and Facility (set to "All"). A green "Search" button and a "Clear Filters" button are also visible.

An overview of the Healthcare Facilities sessions appears. Administrators can see the number of sessions and the total number of observations for each Healthcare Facility.



The screenshot shows the main content area of the hyFive Observations page. It displays a table with two rows of data, each representing a Healthcare Facility. The first row is for "Hospital B" with 7 sessions and 8 observations. The second row is for "TrustCare" with 1 session and 3 observations. Each row has a downward arrow icon on the right side.

| Healthcare Facility | Sessions | Observations |
|---------------------|----------|--------------|
| Hospital B | 7 | 8 |
| TrustCare | 1 | 3 |

By clicking on the drop-down menu to the right of the Facility, you will see all Departments where observations have been registered.
 If a Department hasn't registered sessions the action column button "View sessions" is not enabled.

ECDC | hyFive Select Language English ▾ Profile

Home Page **Observations** Healthcare Facilities Administrators Email Reports

Session Type: All ▾ From Date: mm/dd/yyyy 📅 To Date: mm/dd/yyyy 📅 Facility: All ▾ Search Clear Filters

Hospital B. Sessions: 7. Observations: 8. ⬆

| Unit Name ↕ | Department Name | Number of sessions | Number of observations | Action |
|-------------|-----------------|--------------------|------------------------|------------------------------|
| ICU Burn A | ICU Burn | 1 | 1 | View sessions → |
| Lung ICU A | Lung ICU | 3 | 4 | View sessions → |
| NPT | Neo pre term | 2 | 2 | View sessions → |
| Neonates B | Neonates | 1 | 1 | View sessions → |
| Med ICU A | Med ICU | 0 | 0 | View sessions → |
| Med ICU B | Med ICU | 0 | 0 | View sessions → |
| NFT | Neo full term | 0 | 0 | View sessions → |
| Neonates A | Neonates | 0 | 0 | View sessions → |
| Onco A | Onco | 0 | 0 | View sessions → |

TrustCare. Sessions: 1. Observations: 3. ⬇

When you open a session, you will get an overview of all registered observations in the session.

The screenshot shows the 'Observations' page in the ECDC | hyFive system. The page includes a navigation bar with 'Home Page', 'Observations', 'Healthcare Facilities', 'Administrators', 'Email', and 'Reports'. A 'Back to overview' link is visible. The main content area displays a list of sessions. The first session, 'Hand hygiene', is expanded to show a 'comment' section and a detailed 'Observations' table. This table is highlighted with a red rounded rectangle. Below the expanded session, two other sessions are listed: 'Bare Below Elbows'.

| Session Type | Observer | Start Date | Registered Date | Transfer Status |
|--------------|----------------|------------------|------------------|----------------------|
| Hand hygiene | Observer Clean | 07.04.2026 22:05 | 07.04.2026 22:05 | Transferred To Admin |

comment:

Observations

| Role | Hand Hygiene | Activity | Seconds used | Gloves Used | Registered Date | Comment |
|-------|------------------|--------------|--------------|-------------|------------------|---------|
| Nurse | • Before patient | Disinfection | - | - | 07.04.2026 22:05 | |

| Session Type | Observer | Start Date | Registered Date | Transfer Status |
|-------------------|----------------|------------------|------------------|----------------------|
| Bare Below Elbows | Observer Clean | 07.04.2026 21:34 | 07.04.2026 21:34 | Transferred To Admin |

| Session Type | Observer | Start Date | Registered Date | Transfer Status |
|-------------------|----------------|------------------|------------------|----------------------|
| Bare Below Elbows | Observer Clean | 07.04.2026 21:17 | 07.04.2026 21:17 | Transferred To Admin |

In summary Administrators can:

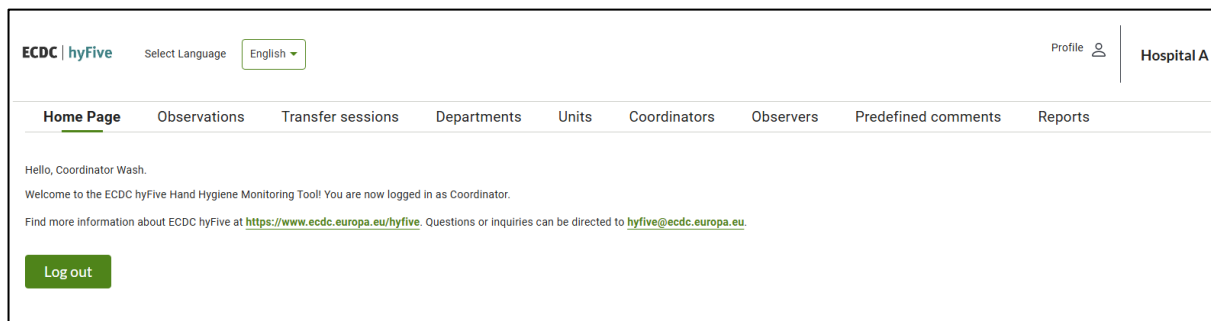
1. Login with a verified personal account;
2. View observations across all Healthcare Facilities;
3. Create Healthcare Facilities and link Coordinators to those Facilities;
4. Add more Administrators;
5. Send emails to Coordinators and Observers from a module;
6. Generate reports or download raw data to Excel (See Section 4. Reports).

3.2.2 Coordinator

Coordinators establish the structure of Healthcare Facilities (Departments and Units) and create Observers. Coordinators ensure that Observers conducting observations send the data to them so that they can forward it to Administrators for reporting issues.

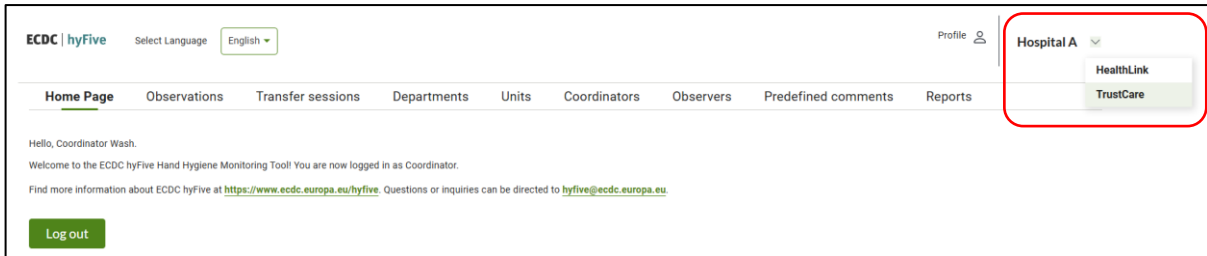
Coordinator logs in to the admin module and navigates to the following tabs:

- Home Page: Personalised welcome message and assigned HCF;
- Observations: View the sessions of the registered observations for a specific date range;
- Transfer Sessions: Coordinators can review Observer sessions and transfer them to Administrators;
- Departments: Create and manage Departments;
- Units: Create and manage Units;
- Coordinators: Create and manage Coordinators;
- Observers: Create and manage Coordinators;
- Predefined comments: Add predefined comments that can be selected when one wants to add a comment during the observation;
- Reports: Generate compliance and indication reports (graphs, tables, PDF, Excel).



1. Coordinator starts by selecting Healthcare Facility.

One person can be listed as a Coordinator for several Healthcare Facilities.
Coordinator can change the Healthcare Facility by clicking on the drop-down arrow.

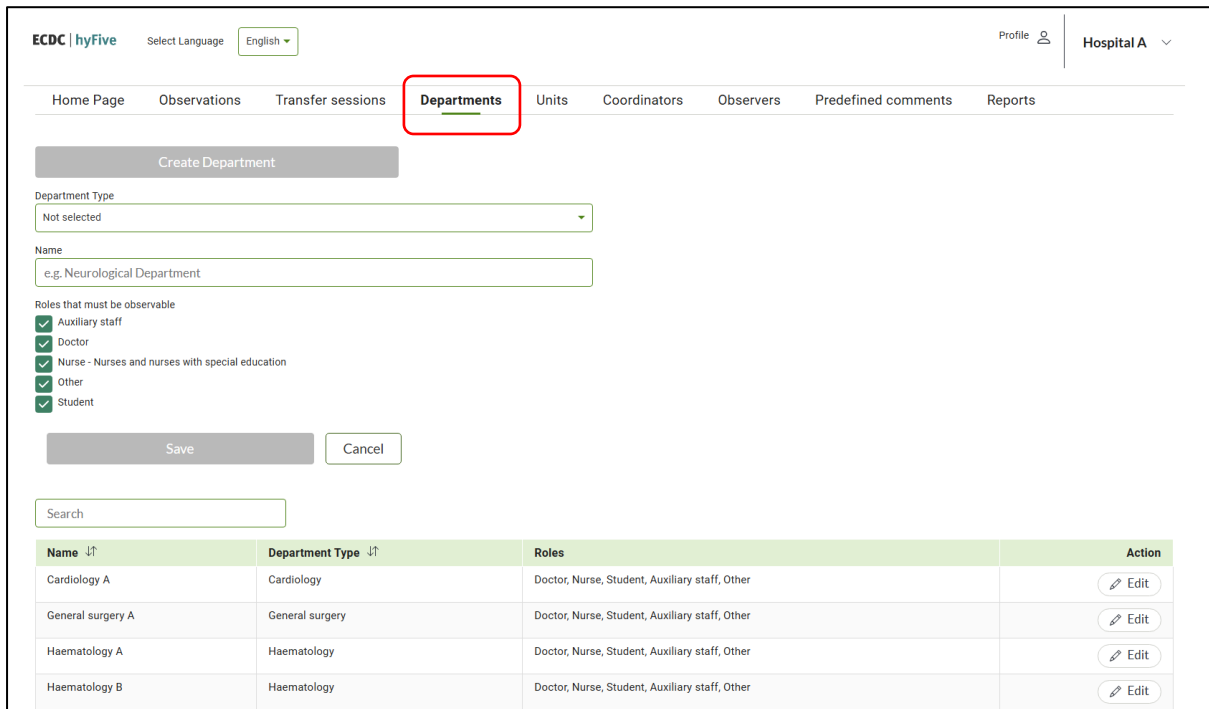


2. Create Departments

It is the Coordinator's task to create the structure for the Healthcare Facility.
Coordinator navigates to the menu tab "Departments" to create the Departments of the Facility. Then Coordinator must:

- Select the Department type from the dropdown menu;
- Write the name of the Department;
- Assign roles to the Department;
- Click the button "Create Department".

Then the new Department is listed on the table below with alphabetical order.



Coordinators can edit a Department, by clicking the "edit" button in the table.

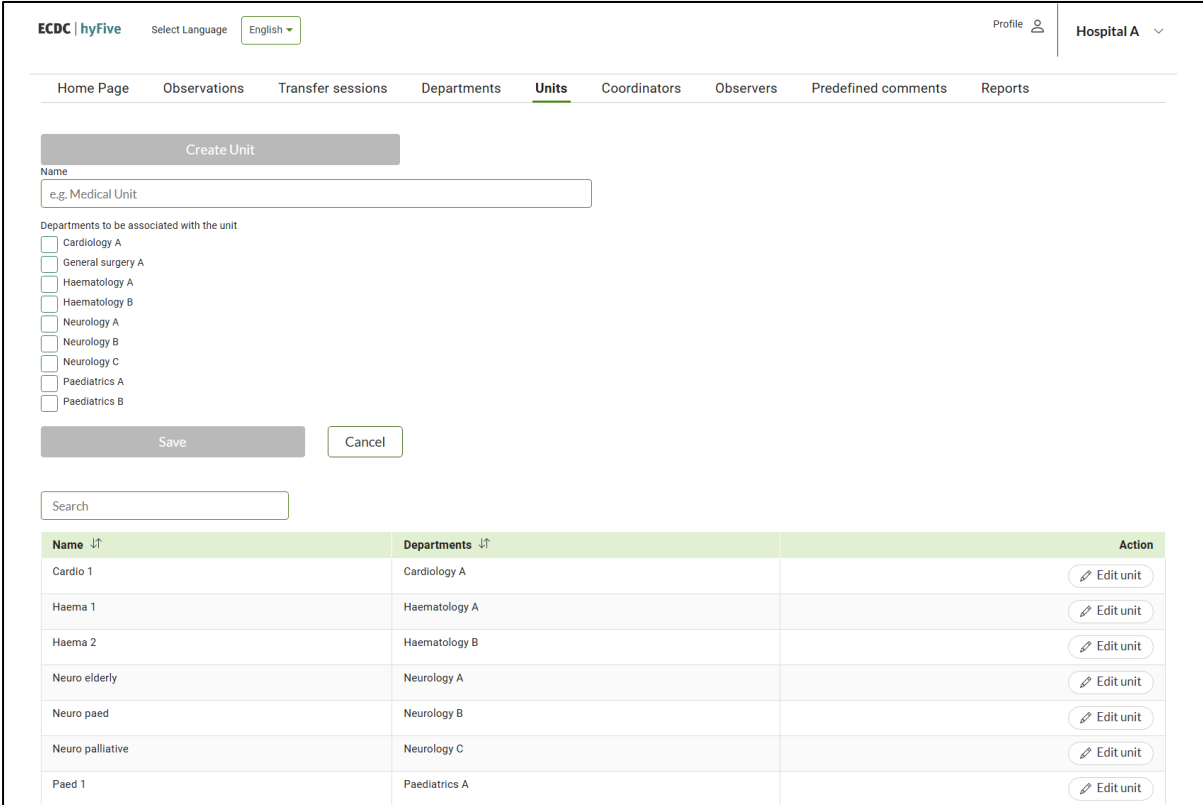
3. Create Units

Coordinators can also create Units of the Departments.

User navigates to the menu tab "Departments" to create the Departments of the Facility.

Then Coordinator must:

- Provide the name of the Unit
- Select the Department(s) that that will be affiliated with the Unit
- Click the button "Create Unit"



ECDC | hyFive Select Language English Profile Hospital A

Home Page Observations Transfer sessions Departments **Units** Coordinators Observers Predefined comments Reports

Create Unit

Name
e.g. Medical Unit

Departments to be associated with the unit

Cardiology A
 General surgery A
 Haematology A
 Haematology B
 Neurology A
 Neurology B
 Neurology C
 Paediatrics A
 Paediatrics B

Save Cancel

Search

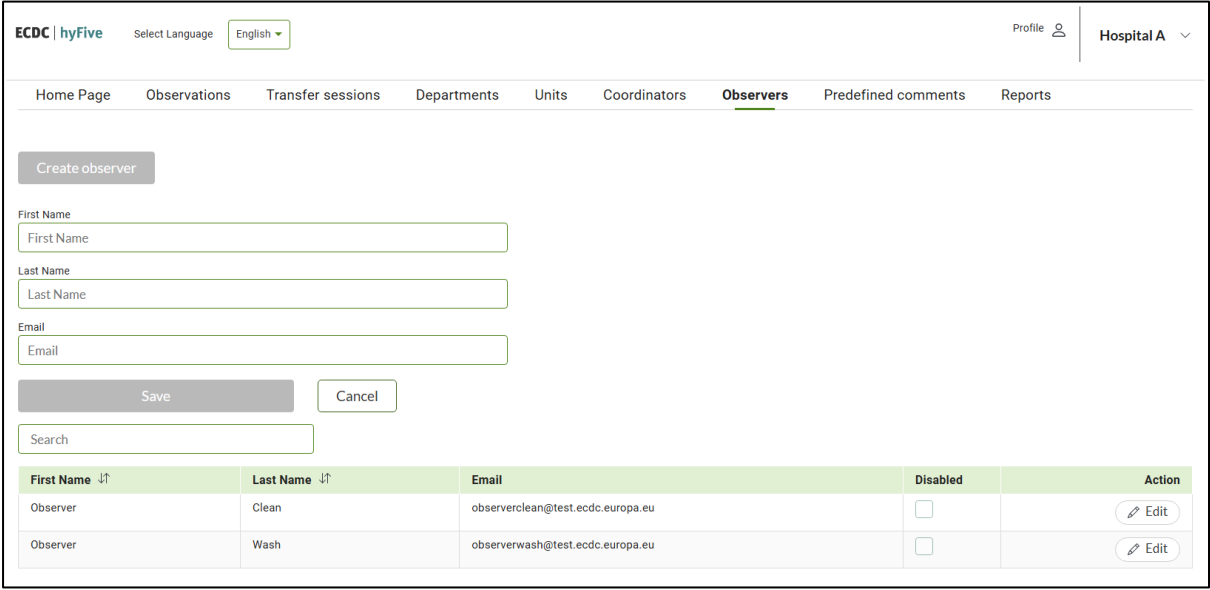
| Name ↕ | Departments ↕ | Action |
|------------------|---------------|---------------------------|
| Cardio 1 | Cardiology A | Edit unit |
| Haema 1 | Haematology A | Edit unit |
| Haema 2 | Haematology B | Edit unit |
| Neuro elderly | Neurology A | Edit unit |
| Neuro paed | Neurology B | Edit unit |
| Neuro palliative | Neurology C | Edit unit |
| Paed 1 | Paediatrics A | Edit unit |

Coordinator can also edit a Unit, by clicking the "edit" button in the table.

4. Manage Observers

The Coordinator creates users for those who will be able to observe at the Unit and assigns which Departments they will be able to observe at.

User navigates to the menu tab "Observers" to create the users of the Facility who will act as Observers. Then Coordinator must provide the full name of the Observer and the email. Coordinator can also edit a Unit, by clicking the "edit" button in the table.



ECDC | hyFive Select Language English Profile Hospital A

Home Page Observations Transfer sessions Departments Units Coordinators **Observers** Predefined comments Reports

Create observer

First Name
First Name

Last Name
Last Name

Email
Email

Save Cancel

Search

| First Name ↓↑ | Last Name ↓↑ | Email | Disabled | Action |
|---------------|--------------|-----------------------------------|--------------------------|--------|
| Observer | Clean | observerclean@test.ecdc.europa.eu | <input type="checkbox"/> | Edit |
| Observer | Wash | observerwash@test.ecdc.europa.eu | <input type="checkbox"/> | Edit |

5. View Observations

Coordinator selects "Observations" from the main menu to see all sessions. Select "Session type", "Date" and then click "Search" button.

The screenshot shows the top navigation bar with 'ECDC | hyFive', a language selector set to 'English', and a profile icon next to 'Hospital A'. Below the navigation bar, the 'Observations' menu item is highlighted. The filter section includes a 'Session Type' dropdown set to 'All', 'From Date' and 'To Date' date pickers, a green 'Search' button, and a 'Clear Filters' button. Below the filters, it displays 'Hospital A. Sessions: 41. Observations: 64.' with a downward arrow.

An overview of the Healthcare Facilities sessions appears. Coordinator can see the number of sessions and the total number of observations for each Healthcare Facility.

By clicking on the drop-down menu to the right of the institution, you will see all Departments where observations have been registered. If a Department hasn't registered sessions the action column button "View sessions" is not enabled.

The screenshot shows the same interface as above, but with the table expanded. The table has five columns: Unit Name, Department Name, Number of sessions, Number of observations, and Action. The 'Action' column contains 'View sessions' buttons with right-pointing arrows. The 'View sessions' button for 'Neuro paed' is disabled (greyed out).

| Unit Name | Department Name | Number of sessions | Number of observations | Action |
|------------------|-------------------|--------------------|------------------------|---------------------------------|
| Cardio 1 | Cardiology A | 28 | 28 | View sessions → |
| Surgical 1 | General surgery A | 7 | 16 | View sessions → |
| Haema 1 | Haematology A | 1 | 4 | View sessions → |
| Haema 2 | Haematology B | 1 | 3 | View sessions → |
| Neuro elderly | Neurology A | 2 | 11 | View sessions → |
| Neuro palliative | Neurology C | 1 | 1 | View sessions → |
| Paed 2 | Paediatrics B | 1 | 1 | View sessions → |
| Neuro paed | Neurology B | 0 | 0 | View sessions → |
| Paed 1 | Paediatrics A | 0 | 0 | View sessions → |

When you open a session, you will get an overview of all registered observations in the session.

ECDC | hyFive Select Language English Profile Hospital A

Home Page **Observations** Transfer sessions Departments Units Coordinators Observers Predefined comments Reports

Session Type: All From Date: mm/dd/yyyy To Date: mm/dd/yyyy Search Clear Filters

Hospital A. Sessions: 41. Observations: 64.

| Unit Name | Department Name | Number of sessions | Number of observations | Action |
|------------------|-------------------|--------------------|------------------------|-------------------------------|
| Cardio 1 | Cardiology A | 28 | 28 | View sessions |
| Surgical 1 | General surgery A | 7 | 16 | View sessions |
| Haema 1 | Haematology A | 1 | 4 | View sessions |
| Haema 2 | Haematology B | 1 | 3 | View sessions |
| Neuro elderly | Neurology A | 2 | 11 | View sessions |
| Neuro palliative | Neurology C | 1 | 1 | View sessions |
| Paed 2 | Paediatrics B | 1 | 1 | View sessions |
| Neuro paed | Neurology B | 0 | 0 | View sessions |
| Paed 1 | Paediatrics A | 0 | 0 | View sessions |

6. Transfer Sessions to Administrator

Coordinator decides which sessions will be transferred to the Administrator. When the user navigates "Transfer sessions", a list of all sessions that have not been transferred to Administrator appears.

Below the list is a new list of sessions that have already been transferred to the Administrator.

The list can be limited by searching for Observer and/or session type.

The sessions then are transferred individually by clicking "Transfer to Administrator". The session is marked as "Transferred to Administrator" in the system, in the list of "Transferred sessions".

User can also select to transfer "all sessions" to Administrator at once.

| Unit Name | Department Name | Observer | Session Type | Registered Date | Transfer to Administrator | Delete session | Select |
|------------------|-------------------|----------------|--------------|------------------|---------------------------|----------------|--------------------------|
| Cardio 1 | Cardiology A | Observer Clean | Hand hygiene | 25.04.2026 13:36 | | | <input type="checkbox"/> |
| Cardio 1 | Cardiology A | Observer Clean | Hand hygiene | 25.04.2026 13:35 | | | <input type="checkbox"/> |
| Cardio 1 | Cardiology A | Observer Clean | Hand hygiene | 25.04.2026 13:34 | | | <input type="checkbox"/> |
| Neuro palliative | Neurology C | Observer Wash | Hand hygiene | 23.04.2026 21:19 | | | <input type="checkbox"/> |
| Surgical 1 | General surgery A | Observer Wash | Gloves | 23.04.2026 20:39 | | | <input type="checkbox"/> |

The Coordinator can edit data and delete sessions until a session has been sent to Administrator. The Coordinator cannot edit a session that has been transferred to Administrator. To delete sessions, the Coordinator must go to "Transfer sessions to Administrator" and select "Delete session".

7. Edit Sessions

The Coordinator can edit until the session has been sent to Administrator.
 The Coordinator can edit sessions through "Observations" tab or via "Transfer sessions" tab.

- Select a session from the list;
- The transfer status must be "Transferred to Coordinator";
- Open the session with the drop-down to the right of the session;
- Edit the individual observation by clicking somewhere on the line;
- Press "Save" to keep the changes.

The screenshot displays the 'Transfer sessions' interface in the ECDC | hyFive system. At the top, there is a navigation menu with 'Transfer sessions' highlighted. Below the menu, there are search filters for 'Observer', 'Session Type', and 'Session Status', all currently set to 'All'. A 'Search' button and a 'Clear Filters' button are also present. The main content area shows a table of sessions under the heading 'Not Transferred sessions'. One session is selected, and its details are shown below. The details include a 'comment' field with an 'edit comment' button, and an 'Observations' table. The 'Observations' table has columns for 'Role', 'Hand Hygiene', 'Activity', 'Seconds used', 'Gloves Used', 'Registered Date', and 'Comment'. The 'Hand Hygiene' section is expanded, showing a list of checkboxes: '1. Before patient', '2. Aseptic' (checked), '3. Body fluid', '4. After patient', and '5. Patient's Surroundings'. The 'Gloves Used' section shows '0' seconds used and 'Timekeeping not performed'. The 'Registered Date' is '25.04.2026 13:36'. At the bottom, there are 'Save', 'Delete', and 'Cancel' buttons. The session details table at the bottom of the screenshot shows the selected session with a 'Transfer to Administrator' button and a 'Delete session' button.

8. Predefined Comments

The Coordinator can add predefined comments that can be selected when one wants to add a comment during an observation.

When the comment is written, select "Add comment" and it is saved and added to the list of comments.

The screenshot shows the 'Predefined comments' section of the hyFive application. At the top, there is a navigation bar with the following items: Home Page, Observations, Transfer sessions, Departments, Units, Coordinators, Observers, **Predefined comments**, and Reports. The 'Predefined comments' item is highlighted. Below the navigation bar, there is a search bar labeled 'Comment' and a button labeled 'Add to comment'. Below the search bar, there is a table with two columns: 'Comment' and 'Action'.

| Comment | Action |
|-------------------------------------|--------|
| ABHR bottle shared between rooms | Edit |
| ABHR dispenser empty | Edit |
| No ABHR in the room | Edit |
| No handwashing sink in patient zone | Edit |
| No paper towels available | Edit |
| No soap in the room | Edit |
| Sink blocked / not accessible | Edit |
| Soap dispenser broken | Edit |
| Use of two pairs of gloves | Edit |

In summary Coordinators can:

1. Login with a verified personal account;
2. Create and edit institutional structure (Departments and Units);
3. Create/edit/deactivate/delete Observers;
4. View all Observer sessions and edit date/time and add comments to the session;
5. Generate finished reports or download raw data to Excel (Department, Facility or Unit Report).

4 Reports

Reports on compliance with hand hygiene at Healthcare Facilities are based on data registered using hyFive. The Coordinators forward data to the Administrators via the admin interface.

Reports provide insights into hand hygiene compliance across Healthcare Facilities, Departments and Units.

Types of reports:

- Hand Hygiene Compliance – Compliance rate by indication.
- Number of Observed Indications – Count of recorded observations by indication.
- Excel Reports – Raw session data for detailed analysis.

4.1 Hand Hygiene Compliance Report

Administrators and Coordinators access the Compliance report for hand hygiene through the admin panel in the "Reports" tab.

User selects the report: "Hand hygiene" -> "Compliance" report from the left side menu of available reports.

1. Administrators can apply the filters:

- Facility type;
- Healthcare Facility;
- Interval;
- Time period;
- Department types;
- Departments;
- Units;
- Role;

And click the "Show graph" button.

The screenshot displays the ECDC | hyFive interface. At the top, there is a language selector set to 'English' and a profile icon. The navigation menu includes 'Home Page', 'Observations', 'Healthcare Facilities', 'Administrators', 'Email', and 'Reports', with 'Reports' being the active tab. On the left, a sidebar shows 'Hand Hygiene' expanded to 'Compliance', with a 'Downloads (Excel)' link. The main content area contains several filter fields: 'Facility Types' (dropdown), 'Healthcare facilities' (dropdown), 'Interval' (dropdown), 'From year' (text input with '2026'), 'To year' (text input with '2026'), 'Department Types' (dropdown), 'Departments' (dropdown), 'Units' (dropdown), and 'Role' (dropdown). A green 'Show graph' button is positioned at the bottom right of the filter section.

2. Coordinators can apply the filters:

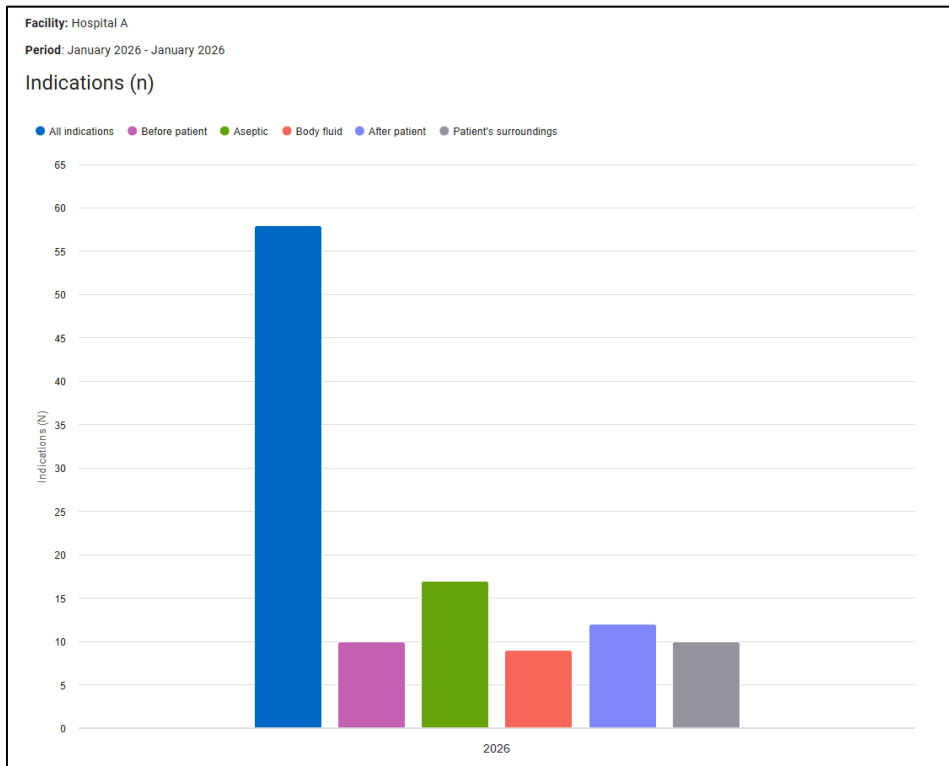
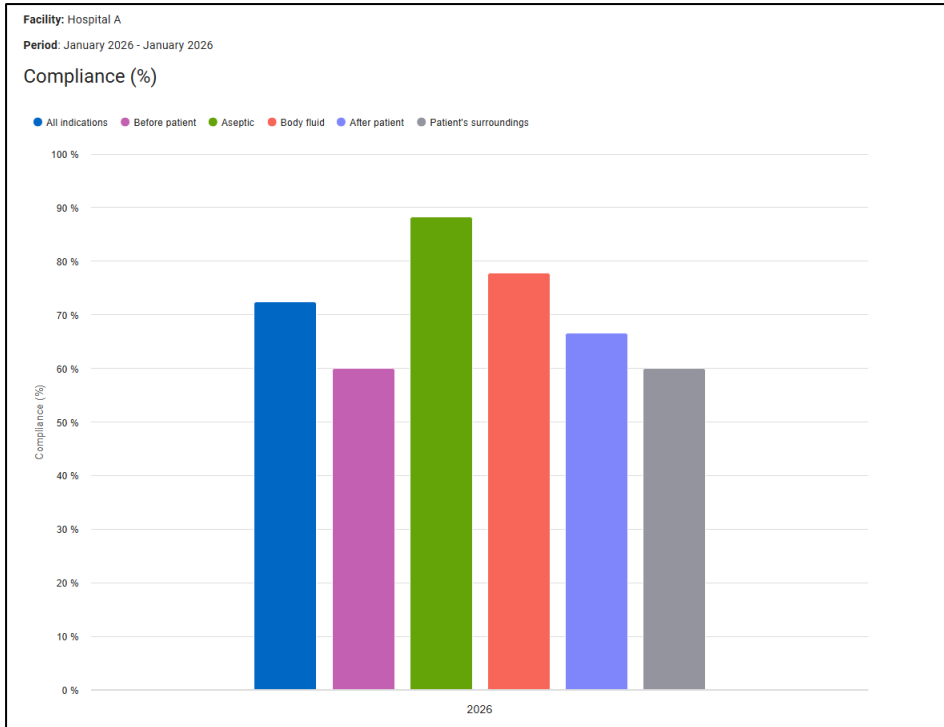
- Interval;
- Time period;
- Department types;
- Departments;
- Units;
- Role;
- Transferred to;

And click the “Show graph” button.

The screenshot displays the 'Reports' section of the hyFive interface. At the top left, it shows 'ECDC | hyFive' and a language selector set to 'English'. On the top right, there is a 'Profile' icon and a dropdown menu for 'Hospital A'. A navigation bar below the header includes links for 'Home Page', 'Observations', 'Transfer sessions', 'Departments', 'Units', 'Coordinators', 'Observers', 'Predefined comments', and 'Reports' (which is highlighted). The main content area is divided into two sections: 'Hand Hygiene' and 'Compliance'. The 'Hand Hygiene' section has an expandable arrow and includes filters for 'Interval' (set to 'Year'), 'From year' (set to '2026'), and 'To year' (set to '2026'). The 'Compliance' section includes filters for 'Department Types' (set to 'Select'), 'Departments' (set to 'Select departments'), 'Units' (set to 'Select units'), 'Role' (set to 'Select'), and 'Transferred to' (set to 'All'). A green 'Show graph' button is located at the bottom right of the filter area.

Clicking "Show graph" originates two graphs:

- The compliance rates;
- The number (n) of indications.



4.2 Raw session data for detailed analysis

Administrators and Coordinators can download raw data for each module for further analysis and reports, by selecting the "Reports" tab -> "Downloads (Excel)".

1. Administrators can apply the filters:

- Healthcare Facility;
- Departments;
- Module;
- Time period;

And click the "Download file" button.

The screenshot shows the hyFive interface for Administrators. At the top, there is a language selector set to 'English' and a profile icon. The navigation menu includes 'Home Page', 'Observations', 'Healthcare Facilities', 'Administrators', 'Email', and 'Reports' (which is highlighted). Below the navigation, there is a section titled 'Downloading data for a healthcare facility or department on Excel-format'. On the left, there are expandable sections for 'Hand Hygiene' and 'Compliance', with 'Downloads (Excel)' currently expanded. The main area contains several filter options: a dropdown for 'Healthcare facilities' (labeled 'Select healthcare facilities'), a checkbox for 'Download for healthcare facility', a dropdown for 'Departments' (labeled 'Select departments'), a dropdown for 'Module' (labeled 'Select module'), and two date input fields for 'From Date' and 'To Date' (both labeled 'mm/dd/yyyy'). At the bottom of this section are two buttons: 'Download file' and 'Clear Filters'.

2. Coordinators can apply the filters:

- Healthcare Facility;
- Departments;
- Module;
- Time period;

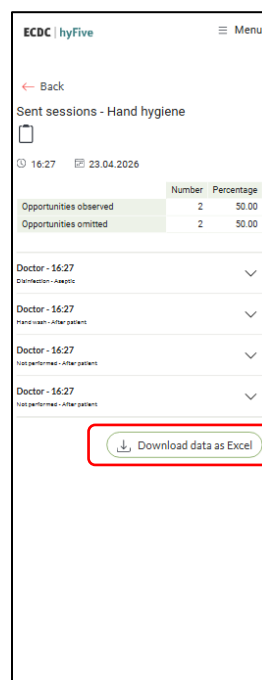
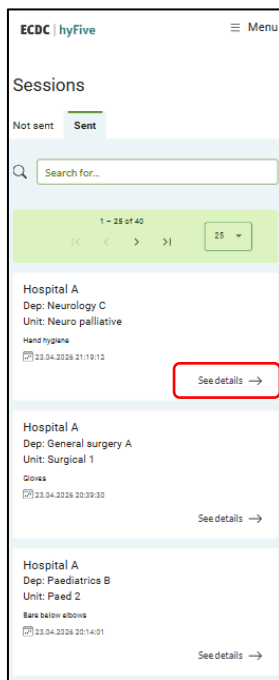
And click the "Download file" button.

The screenshot shows the hyFive interface for Coordinators. At the top, there is a language selector set to 'English', a profile icon, and a dropdown for 'Hospital A'. The navigation menu includes 'Home Page', 'Observations', 'Transfer sessions', 'Departments', 'Units', 'Coordinators', 'Observers', 'Predefined comments', and 'Reports' (which is highlighted). Below the navigation, there is a section titled 'Downloading data for a healthcare facility or department on Excel-format'. On the left, there are expandable sections for 'Hand Hygiene' and 'Compliance', with 'Downloads (Excel)' currently expanded. The main area contains several filter options: a checkbox for 'Download for healthcare facility', a dropdown for 'Departments' (labeled 'Select departments'), a dropdown for 'Module' (labeled 'Select module'), and two date input fields for 'From Date' and 'To Date' (both labeled 'mm/dd/yyyy'). At the bottom of this section are two buttons: 'Download file' and 'Clear Filters'.

4.3 Observer report

Observers can download the data of a session they have sent to the Coordinator.

To do so, Observer navigates to the "Sent Sessions" tab, selects to "See details" of a session and then "Download data as Excel".



5 Basic User Flow to Start using the app

1. Administrator creates new Healthcare Facility (HCF):

- a. Administrator logs into the admin panel.
- b. Select "Healthcare Facilities" tab to create a new HCF:
 - i. Write the name of the new HCF;
 - ii. Write a short name of the HCF;
 - iii. Select Facility type;
 - iv. Select the city;
 - v. Write the Coordinator's name and email address;
 - vi. and click "Save" button;
 - vii. Administrator can edit the HCF.
- c. Administrator can see the observed sessions of the HCFs by selecting the "Observations" tab and applying the appropriate filters.
- d. Administrator can create more Administrators from the "Administrators" tab.
- e. Administrator can create compliance reports from the "Reports" tab.

2. Coordinator creates the structure of the Healthcare Facilities:

- a. New Coordinator logs into the Coordinator's panel.
- b. Coordinator selects the HCF from the top right menu to create the structure.
- c. Coordinator navigates to the "Departments" tab to create the Departments of each HCF and assigns roles.
- d. Coordinator navigates to the "Units" tab to create the Units of the Departments.
- e. Coordinator navigates to the "Coordinators" tab to assign Coordinators to HCFs.
- f. Coordinator navigates to the "Observers" tab to create new Observers for the HCF.
- g. Coordinator creates compliance reports from the reports tab.

3. Observers can observe assigned HCF:

- a. Observer logs into the observation panel and can start a new observation.
- b. Observer selects the HCF to which they are assigned to and the relevant Department and Unit.
- c. Observer selects the module type and the profession to observe.
- d. Observer saves or deletes observations
- e. Observers can view the "saved" observations by selecting the "Unsent" tab
- f. Observers send the sessions to Coordinators from the "Unsent" tab.
- g. Observers view the "Sent" sessions to Coordinators from the "Sent" tab.

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