BACKGROUND

ABOUT THE SURVEY

- The survey was conducted by United Minds on behalf of Tork and in collaboration with the panel provider CINT.

- The survey covered five markets: United States, United Kingdom, Sweden, Germany and Poland.

- A total of 1017 healthcare professionals answered the survey.

- The field period of the survey lasted from 23 November to 7 December, 2018.

- The survey was conducted online.
ABOUT THE RESPONDENTS
Demographic data

All respondents were asked to answer a number of background questions

What is your gender?, n=1017
Which of the following best describes your current profession?, n=1017
How many years have you worked in health care?, n=923

GENDER

- Male: 21%
- Female: 79%

PROFESSION

- Physician (M.D.): 12%
- Nurse: 41%
- Nursing assistant: 47%

13.5 years

Average amount of years spent in healthcare
Workplace

Which of the following best describes your workplace?

<table>
<thead>
<tr>
<th>Workplace Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>Urgent care</td>
<td>5%</td>
</tr>
<tr>
<td>Somewhere else</td>
<td>8%</td>
</tr>
<tr>
<td>Health center</td>
<td>9%</td>
</tr>
<tr>
<td>Assisted living</td>
<td>11%</td>
</tr>
<tr>
<td>Private practice</td>
<td>11%</td>
</tr>
<tr>
<td>Long-term care</td>
<td>20%</td>
</tr>
<tr>
<td>Hospital</td>
<td>36%</td>
</tr>
</tbody>
</table>

How many patient beds does your workplace have?

- Less than 50 beds: 43%
- 51-200 beds: 26%
- 201-500 beds: 14%
- More than 500 beds: 10%
- Don't know: 7%

n=1017
**Patient contact**

*Do you have regular physical contact with patients in your ward?*

![Pie chart showing percentage of respondents who have regular physical contact with patients in their ward.](chart_image)

During a typical workday, which of the following areas do you typically spend time working in?

<table>
<thead>
<tr>
<th>Area Description</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Critical Areas (e.g. intensive care unit, operating room) (%)</th>
<th>Don't know (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General and public areas (e.g. reception area, waiting room, back office)</td>
<td>32%</td>
<td></td>
<td>20%</td>
<td>8%</td>
</tr>
<tr>
<td>Patient care areas (e.g. patient rooms)</td>
<td>70%</td>
<td></td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Critical areas (e.g. intensive care unit, operating room)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of the above</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don't know</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

n=1017
# Hand hygiene guidelines

Which hand hygiene guidelines do you follow in your ward?

<table>
<thead>
<tr>
<th>Guidelines</th>
<th>Total</th>
<th>US</th>
<th>UK</th>
<th>Germany</th>
<th>Poland</th>
<th>Sweden</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO guidelines (The 5 Moments)</td>
<td>45%</td>
<td>20%</td>
<td>53%</td>
<td>64%</td>
<td>66%</td>
<td>21%</td>
</tr>
<tr>
<td>National guidelines</td>
<td>54%</td>
<td>78%</td>
<td>62%</td>
<td>16%</td>
<td>36%</td>
<td>77%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
<td>5%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>9%</td>
<td>8%</td>
<td>2%</td>
<td>20%</td>
<td>7%</td>
<td>5%</td>
</tr>
</tbody>
</table>
SURVEY RESULTS
Almost all respondents say hand hygiene is important or very important in their daily work

How important is hand hygiene in your daily work?

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very important</td>
<td>91%</td>
</tr>
<tr>
<td>Important</td>
<td>7%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>2%</td>
</tr>
<tr>
<td>Slightly important</td>
<td>0%</td>
</tr>
<tr>
<td>Not important</td>
<td>0%</td>
</tr>
</tbody>
</table>

98%

Nurses and nursing assistants say hand hygiene is important more often than physicians:

While hand hygiene was important to all professions, nurses and nursing assistants more often reported hand hygiene to be "very important" in their daily work than physicians did:

- Nursing assistant: 92%
- Nurse: 91%
- Physician (M.D.): 84%
8 out of 10 say they would like to improve their hand hygiene compliance

Please indicate how far you agree or disagree with this statement: I would like to be better at following hand hygiene guidelines and recommendations at work.

Nurses and nursing assistants feel less of a need to improve their hand hygiene than physicians:

When asked whether they would like to be better at following hand hygiene routines, physicians were slightly overrepresented among those saying they wished so:

Physician (M.D.) 88%
Nurse 82%
Nursing assistant 76%
6 out of 10 report hand hygiene as a frequent topic of work conversations

How often do you discuss hand hygiene with your team at work?

- Very frequently: 27%
- Frequently: 34%
- Occasionally: 25%
- Rarely: 8%
- Very rarely: 3%
- Never: 2%
- Don’t know: 1%

The United States take the top spot for frequent collegial conversations about hand hygiene at work, Sweden comes last:

- US: 72%
- UK: 67%
- Poland: 63%
- Germany: 56%
- Sweden: 49%
4 out of 10 say they frequently discuss hand hygiene with their manager

How often does your manager discuss hand hygiene with you?

<table>
<thead>
<tr>
<th>How Often</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very frequently</td>
<td>18%</td>
</tr>
<tr>
<td>Frequently</td>
<td>24%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>28%</td>
</tr>
<tr>
<td>Rarely</td>
<td>15%</td>
</tr>
<tr>
<td>Very rarely</td>
<td>7%</td>
</tr>
<tr>
<td>Never</td>
<td>7%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
</tr>
</tbody>
</table>

Poland takes the top spot for frequent managerial inquiries about hand hygiene, Sweden comes last:

- Poland: 51%
- US: 50%
- UK: 50%
- Germany: 40%
- Sweden: 21%

n=1017
1 out of 5 have their hand hygiene compliance assessed less than once per year

How often is your hand hygiene compliance assessed by someone in your ward?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every day</td>
<td>24%</td>
</tr>
<tr>
<td>Every week</td>
<td>15%</td>
</tr>
<tr>
<td>Every month</td>
<td>16%</td>
</tr>
<tr>
<td>Every quarter</td>
<td>10%</td>
</tr>
<tr>
<td>Every year</td>
<td>9%</td>
</tr>
<tr>
<td>Less than once per year</td>
<td>8%</td>
</tr>
<tr>
<td>Never</td>
<td>10%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>8%</td>
</tr>
</tbody>
</table>

Large differences in daily assessments of hand hygiene between countries

In Poland, 40% of healthcare workers say their hand hygiene compliance is assessed daily by someone in their ward. In Sweden, only 10% of respondents say so.

- Poland: 42%
- US: 32%
- Germany: 18%
- UK: 16%
- Sweden: 10%

n=1017
Manual observation of hand hygiene compliance most common assessment method

Which of the following best describes how hand hygiene compliance is assessed in your ward?

- Through manual observation
- Through electronic observation
- Don’t know

Germany takes the top spot for assessing hand hygiene compliance through electronic observation:

- Germany: 17%
- Sweden: 14%
- US: 13%
- UK: 13%
- Poland: 7%

n=834, filter: the question excluded those who reported not having any assessment conducted at all or less than once a year
1 out of 4 respondents don’t know how often hand hygiene compliance is externally reported

How often is hand hygiene compliance externally reported in your ward?

- Every day: 12%
- Every week: 15%
- Every month: 17%
- Every quarter: 10%
- Every year: 7%
- Less than once per year: 4%
- Never: 9%
- Don’t know: 26%

The United States take the lead when it comes to daily external reporting of hand hygiene compliance:

- US 18%
- Poland 15%
- UK 11%
- Germany 11%
- Sweden 6%
Protecting yourself from infections is a bigger hand-hygiene motivator than anything else

What motivates you most to maintain proper hand hygiene?

Physicians more often cite "to be good at my job" as their foremost motivation to maintaining proper hand hygiene.

Number of respondents in each profession that cite "to be good at my job" as their foremost motivation towards maintaining proper hand hygiene:

- Physician (M.D.): 20%
- Nurse: 13%
- Nursing assistant: 10%

To protect myself from infections: 44%
To protect my patients from infections: 42%
To be good at my job: 12%
Something else, please specify: 1%
Don't know: 0%

n=1017
3 out of 10 less than satisfied with their received hand hygiene training

Overall, how satisfied are you with the hand hygiene training you have received at your ward?

Satisfaction with hand hygiene training varies highly across markets

The number of respondents in each country that have answered that they are "satisfied" or "very satisfied" with their received hand hygiene training:

- US: 87%
- UK: 72%
- Germany: 70%
- Poland: 55%
- Sweden: 55%

n=866; filter: the question excluded those who reported not knowing or not having received hand hygiene training
More than half receive training in hand hygiene only once every year, or less often

How often do you receive training in hand hygiene at your current ward?

<table>
<thead>
<tr>
<th>Training Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once every month</td>
<td>15%</td>
</tr>
<tr>
<td>Once every quarter</td>
<td>23%</td>
</tr>
<tr>
<td>Once every year</td>
<td>29%</td>
</tr>
<tr>
<td>I have only received it once</td>
<td>17%</td>
</tr>
<tr>
<td>I never received training</td>
<td>10%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
</tr>
</tbody>
</table>

Number of respondents per country who say that they never received any hand hygiene training at their current ward:

- Sweden: 16%
- Poland: 11%
- Germany: 8%
- US: 8%
- UK: 6%

n=1017
### 3 out of 10 cite lack of novelty for not being satisfied with hand hygiene training

Why are you not satisfied with the hand hygiene training you have received at your ward?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>It does not teach me anything new</td>
<td>34%</td>
</tr>
<tr>
<td>It is too theoretical</td>
<td>21%</td>
</tr>
<tr>
<td>It is not offered at a convenient time</td>
<td>21%</td>
</tr>
<tr>
<td>It is uninspiring</td>
<td>17%</td>
</tr>
<tr>
<td>It is boring</td>
<td>16%</td>
</tr>
<tr>
<td>It is too passive</td>
<td>15%</td>
</tr>
<tr>
<td>I do not have much use for it in practice</td>
<td>6%</td>
</tr>
<tr>
<td>I do not understand it</td>
<td>3%</td>
</tr>
<tr>
<td>None of the above</td>
<td>15%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2%</td>
</tr>
</tbody>
</table>

A lack of novelty* was the most common cited cause for not being satisfied with hand hygiene training in all countries except the United Kingdom.

The most common cause in the United Kingdom was that "it is not offered at a convenient time" which 38% of respondents reported.

* "It does not teach me anything new"
# Latest research and ease of application tops the wishlist for hand hygiene training

**What is most important to you when it comes to hand hygiene training?**

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>That it is based on facts and the latest research</td>
<td>54%</td>
</tr>
<tr>
<td>That it is easy to apply</td>
<td>52%</td>
</tr>
<tr>
<td>That it allows me to train whenever I want</td>
<td>18%</td>
</tr>
<tr>
<td>That it is individualized</td>
<td>18%</td>
</tr>
<tr>
<td>That it is interactive</td>
<td>17%</td>
</tr>
<tr>
<td>That it allows me to train wherever I want</td>
<td>16%</td>
</tr>
<tr>
<td>That it is fun and engaging</td>
<td>16%</td>
</tr>
<tr>
<td>That it is flexible</td>
<td>16%</td>
</tr>
<tr>
<td>Something else</td>
<td>1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
</tr>
</tbody>
</table>

Germany saw the highest number of respondents among all markets reporting ease of application as their top priority. For 60% of respondents there ease of application was the top priority.

When it comes to training being based on facts and research, the United States saw the highest number of respondents seeing this as their top priority with 60%.
3 out of 10 say they sometimes lack the time or feel too stressed to prioritize hand hygiene

I sometimes do not have enough time to prioritize hand hygiene at work.

- Strongly agree: 5
  - 10%
- 4
  - 18%
- 3
  - 16%
- 2
  - 16%
- Strongly disagree: 1
  - 39%
- Don't know
  - 0%

I sometimes feel too stressed at work to prioritize hand hygiene.

- Strongly agree: 5
  - 9%
- 4
  - 19%
- 3
  - 14%
- 2
  - 19%
- Strongly disagree: 1
  - 38%
- Don't know
  - 0%

n=1017
6 out of 10 would like hand hygiene to be given higher priority in their ward

I would like hand hygiene to be given higher priority in our ward.

- Strongly agree: 5 (35%)
- 4 (26%)
- 3 (22%)
- 2 (8%)
- Strongly disagree: 1 (7%)
- Don't know: 1 (1%)

I always try to follow the hand hygiene guidelines and recommendations at work.

- Strongly agree: 5 (76%)
- 4 (17%)
- 3 (5%)
- 2 (1%)
- Strongly disagree: 1 (2%)
- Don't know: 0%
4 out of 10 would like to receive better training in hand hygiene

I would like to receive better training in hand hygiene.

<table>
<thead>
<tr>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree: 5</td>
<td>21</td>
</tr>
<tr>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Strongly disagree: 1</td>
<td>22</td>
</tr>
<tr>
<td>Don't know</td>
<td>1</td>
</tr>
</tbody>
</table>

If I want information on hand hygiene, I know exactly whom to turn to at work.

<table>
<thead>
<tr>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree: 5</td>
<td>54</td>
</tr>
<tr>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Strongly disagree: 1</td>
<td>5</td>
</tr>
<tr>
<td>Don't know</td>
<td>1</td>
</tr>
</tbody>
</table>
1 out of 3 say they can do their job without having to worry too much about hand hygiene

I can go about my daily tasks at work without having to worry too much about hand hygiene.

- Strongly agree: 5
- Strongly disagree: 1
- Don't know: 1%
- Total: 33%

Individual feedback would help me improve my hand hygiene.

- Strongly agree: 5
- Strongly disagree: 1
- Don't know: 1%
- Total: 20%

n=1017
1 out of 4 are unsure about how good their hand hygiene is

I am not sure how good my hand hygiene is in practice.

- Strongly agree: 5
  - 8%
- 4
  - 14%
- 3
  - 17%
- 2
  - 19%
- Strongly disagree: 1
  - 42%
- Don't know
  - 0%

I am not sure if my hand hygiene lives up to guidelines and recommendations.

- Strongly agree: 5
  - 11%
- 4
  - 14%
- 3
  - 14%
- 2
  - 20%
- Strongly disagree: 1
  - 40%
- Don't know
  - 1%