

PURELL SMARTLINK® OBSERVATION SYSTEM

User Guide

Version 7.0, January 2024



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For questions, please contact smartlinksupport@gojo.com

OBSERVATION REPORTS

The OBV Reports tab is where you can view the data collected from the PURELL SMARTLINK® Observation System App.

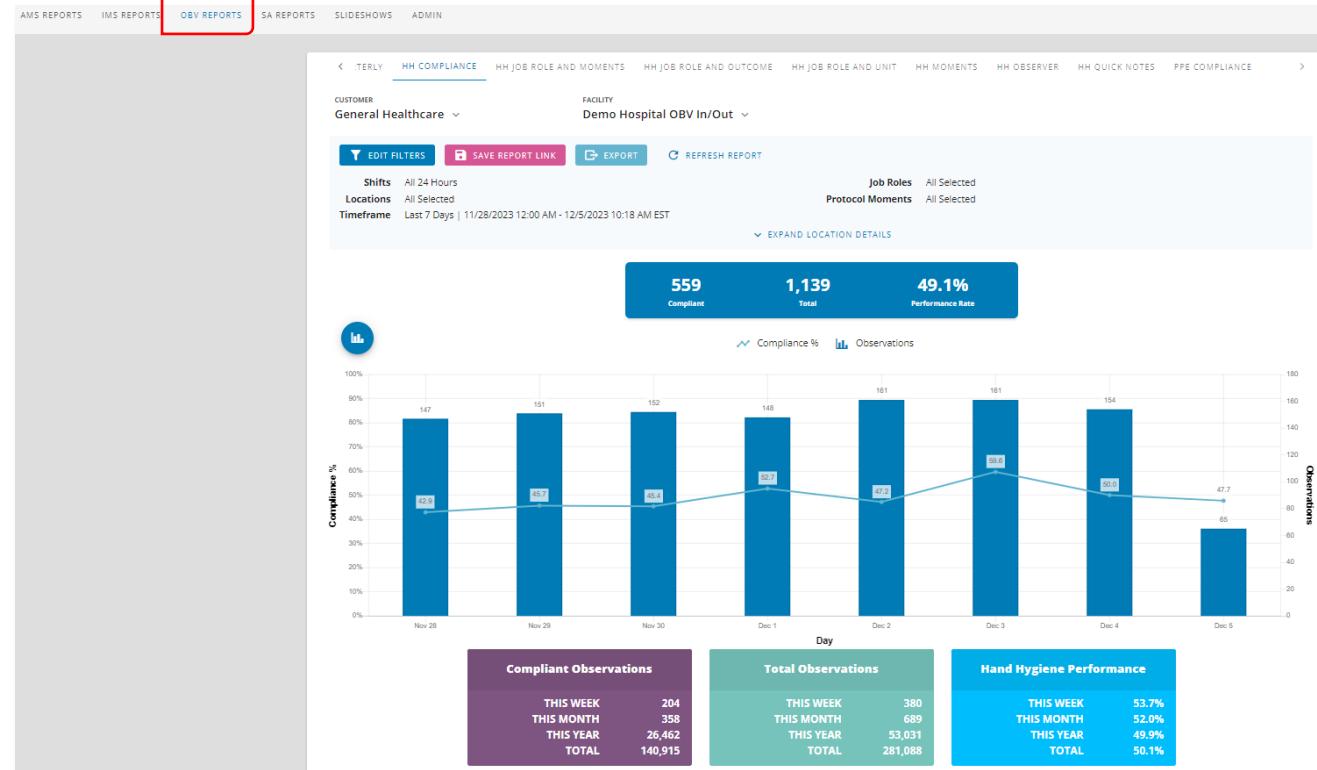
You will use this tab to:

✓ View all the system reports:

- HH Activity History Monthly
- HH Activity History Quarterly
- HH Compliance
- HH Job Role and Moments
- HH Job Role and Outcome
- HH Job Role and Unit
- HH Moments
- HH Observer
- HH Quick Notes
- PPE Compliance

✓ Customize subsets of data by shifts, job roles, locations, protocol moments, timeframe

✓ Export data



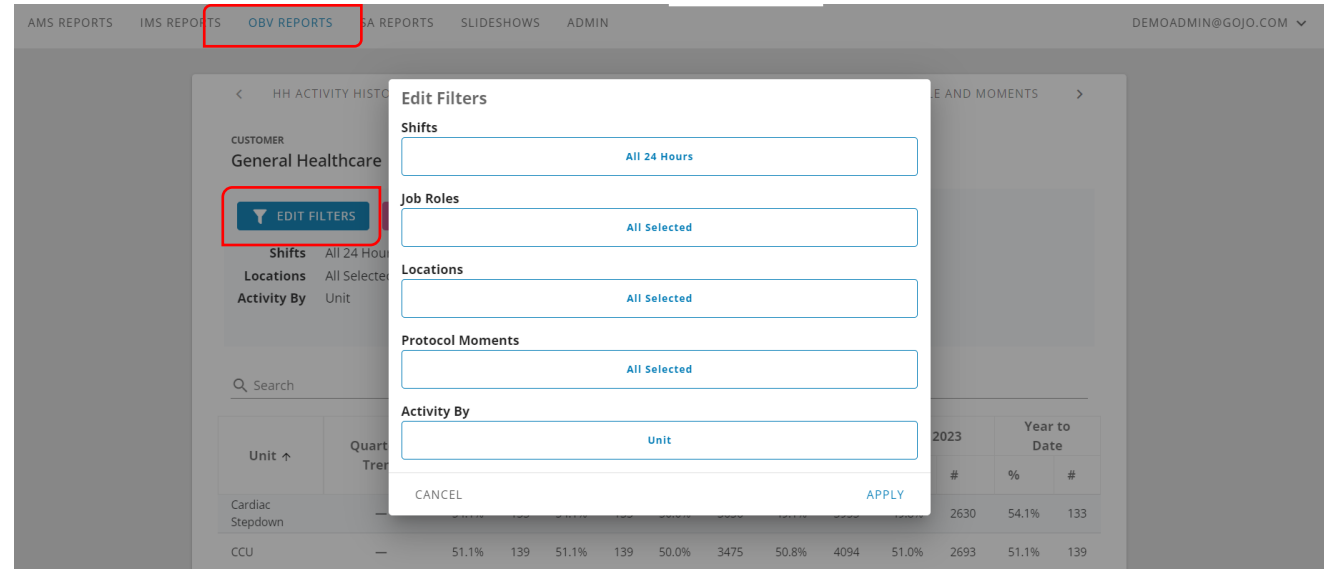
OBSERVATION REPORTS

REPORT FILTERS

Reports can be viewed differently based Shifts, Job Roles, and/or Protocol Moments. This function allows you to filter on which data you would like reflected in your report.

- ✓ Click Edit Filters
- ✓ You will have the option to edit by:
 - Shifts
 - Job Roles
 - Locations
 - Protocol Moments
 - Activity By

- ✓ You can also click on any of the Filter Headers (e.g. Job Roles) in the gray box to open that filter directly.
- ✓ Once you've made your filter selections, click "**Apply**" to refresh the data



***NOTE:** If your facility does not configure data by shifts, there will be a note stating this under the Shifts filter.

OBSERVATION REPORTS

EXPORTING DATA

Data can be pulled from the reports and exported into PDF/Print, Excel, or Raw Export format.

- ✓ Click the Export button, choose one of the following:
 - PDF/Print
 - Excel
 - Raw Export
- ✓ PDF/Print will create a PDF with a graph of the data
- ✓ Excel will numerically display the data points that are on the graph in Excel
- ✓ Raw Export will give you all the data points that were recorded for the scope of the report. The data points include
 - Timestamp
 - Unit/ Floor/ Site
 - Observer Department
 - Session ID
 - Session Observer
 - Job Role
 - Moment
 - Outcome
 - Feedback Provided
 - Notes

✓ **NOTE:** The filters you have selected will affect the export data

The screenshot displays the 'HH Compliance' report for 'Demo Hospital OBV In/Out'. The 'EXPORT' button is highlighted with a red box. The report includes a summary table, a bar chart showing compliance percentage over time, and a detailed raw export table.

Date	Total Successful Outcomes	Opportunities	Compliance %
11/28/2023 0:00	63	147	42.9
11/29/2023 0:00	69	151	45.7
11/30/2023 0:00	69	152	45.4
12/1/2023 0:00	78	148	52.7
12/2/2023 0:00	76	161	47.2
12/3/2023 0:00	96	161	59.6
12/4/2023 0:00	77	154	50
12/5/2023 0:00	46	90	51.1

Compliance %	Observations
42.9	147
45.7	151
45.4	152
52.7	148
47.2	161
59.6	161
50	154
51.1	90

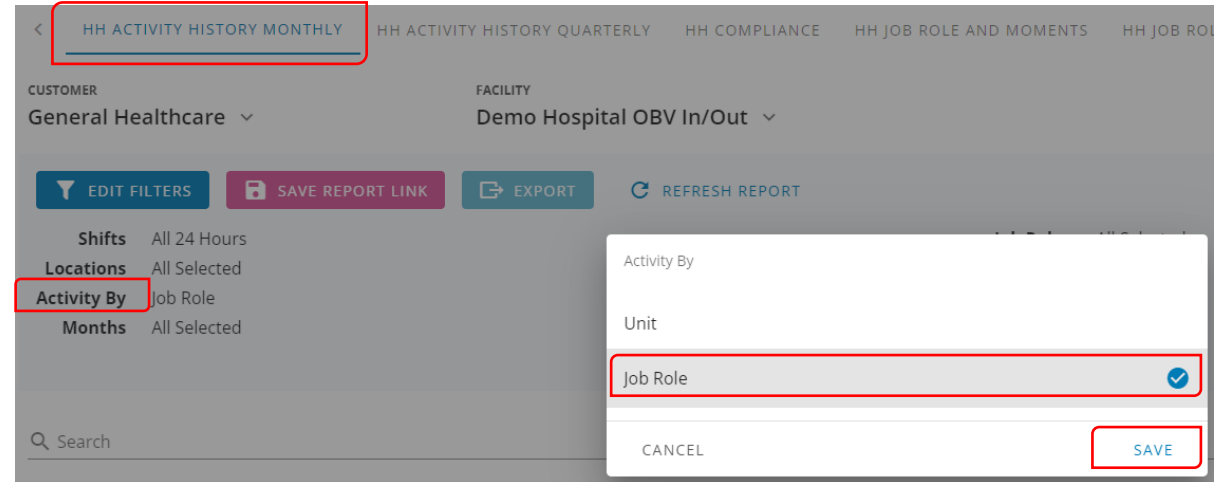
Recorded Time	Unit	Floor	Site	Observer Department	Session ID	Session Observer	Job	Moment	Outcome	Feedback Provided	Notes
11/28/2023 0:06	ICU	1st Floor	Demo Hos	Observation	58588	Observer Six	Nurse Practitioner	In Room	Rub	No	
11/28/2023 0:06	Oncology	2nd Floor	Demo Hos	Observation	58588	Observer Six	Respiratory Therapist	Out of Ro	None	Yes	
11/28/2023 0:08	CCU	1st Floor	Demo Hos	Observation	58588	Observer Six	Nurse	Out of Ro	Wash	Yes	

OBSERVATION REPORTS

HH ACTIVITY HISTORY MONTHLY REPORT

The **HH Activity History Monthly** report gives you historical compliance data in a tabular form by Unit or by Job Role.

- ✓ On the OBV Reports tab, choose “**HH Activity History Monthly**”
- ✓ The reports will default to “Activity by Unit”
- ✓ To change to “Activity by Job Role” click **Activity By**, select **Job Role** and **Save**



OBSERVATION REPORTS

HH ACTIVITY HISTORY QUARTERLY REPORT

The **HH Activity History Quarterly** report gives you historical compliance data in a tabular form by Unit or by Job Role.

- ✓ On the OBV Reports tab, choose **“HH Activity History Quarterly”**
- ✓ The reports will default to “Activity by Unit”
- ✓ To change to “Activity by Job Role” click **Activity By**, select **Job Role** and **Save**
 - The colored indicators let you know at a glance how the previous full quarter performed vs. the quarter before that.
 - The trend column changes based on these percentage differences from quarter to quarter.

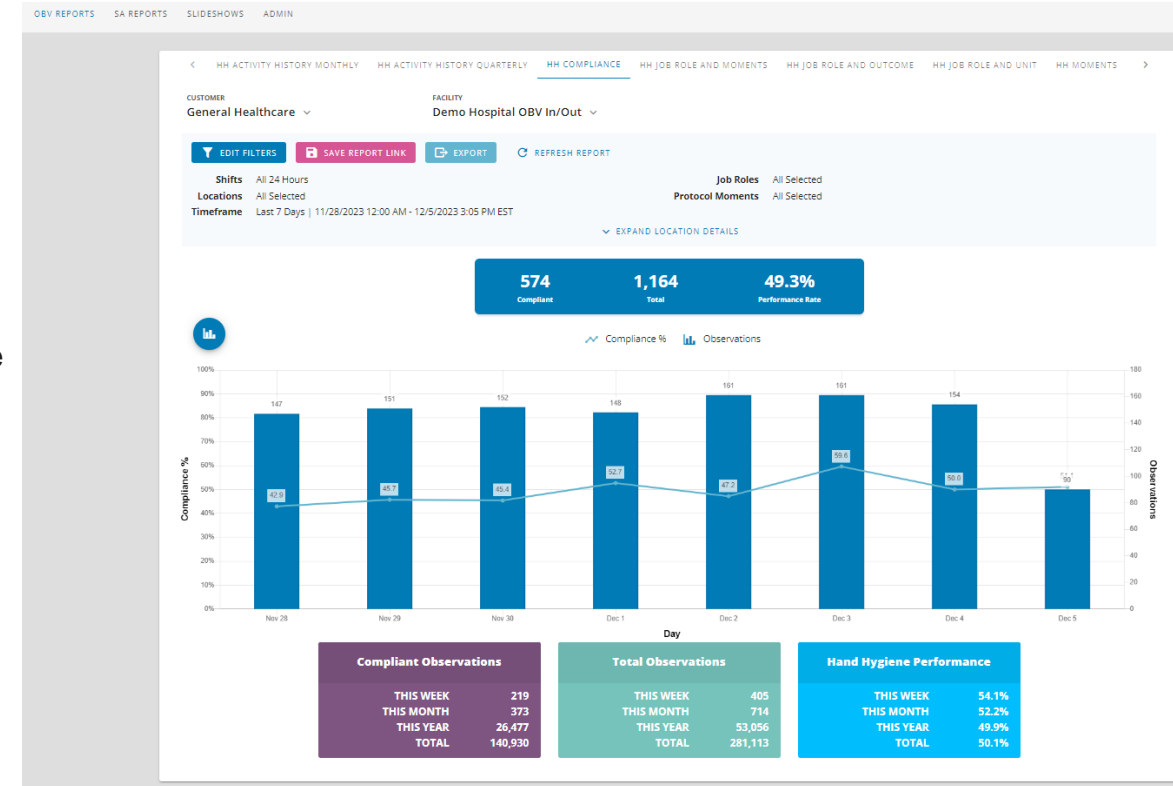
Unit ↑	Quarterly Trend	January		Q1 to Date		Q4 2023		Q3 2023		Q2 2023		Year to Date	
		%	#	%	#	%	#	%	#	%	#	%	#
Cardiac Stepdown	—	54.1%	133	54.1%	133	50.0%	3636	49.1%	3953	49.8%	2630	54.1%	133
CCU	—	51.1%	139	51.1%	139	50.0%	3475	50.8%	4094	51.0%	2693	51.1%	139
ICU	↓	50.0%	144	50.0%	144	48.6%	3581	52.2%	4054	50.2%	2753	50.0%	144
Oncology	↓	52.7%	150	52.7%	150	48.2%	3436	51.2%	4048	51.7%	2672	52.7%	150
Total		51.9%	566	51.9%	566	49.2%	14128	50.8%	16149	50.7%	10748	51.9%	566

OBSERVATION REPORTS

HH COMPLIANCE REPORT

The **HH Compliance** report calculates the number of observations and the compliance rate over a period of time.

- ✓ On the OBV Report tab, click on “**HH Compliance**”
- ✓ Choose your filters (Shifts, Job Roles, Locations, Protocol Moments, Timeframe). The blue summary box near the top will change based on the filters selected.
- ✓ The data is reported in both a line and bar graph, as well as an Overall Performance Summary
- ✓ The Overall Summary Performance Report provides an overview of all the hand hygiene observations over time
 - **Compliant Observations:** summary of observations that were recorded as either “Wash” or “Rub”
 - **Total Observations:** summary of total observations including those that were recorded as compliant and non-compliant or “none”
 - **Hand Hygiene Performance:** calculated by dividing the compliant observations by the total observations



OBSERVATION REPORTS

HH JOB ROLE AND MOMENTS REPORT

The **HH Job Role and Moments** report compares the compliance rates for different Job Roles by Moment and displays the data in both a bar chart and a table.

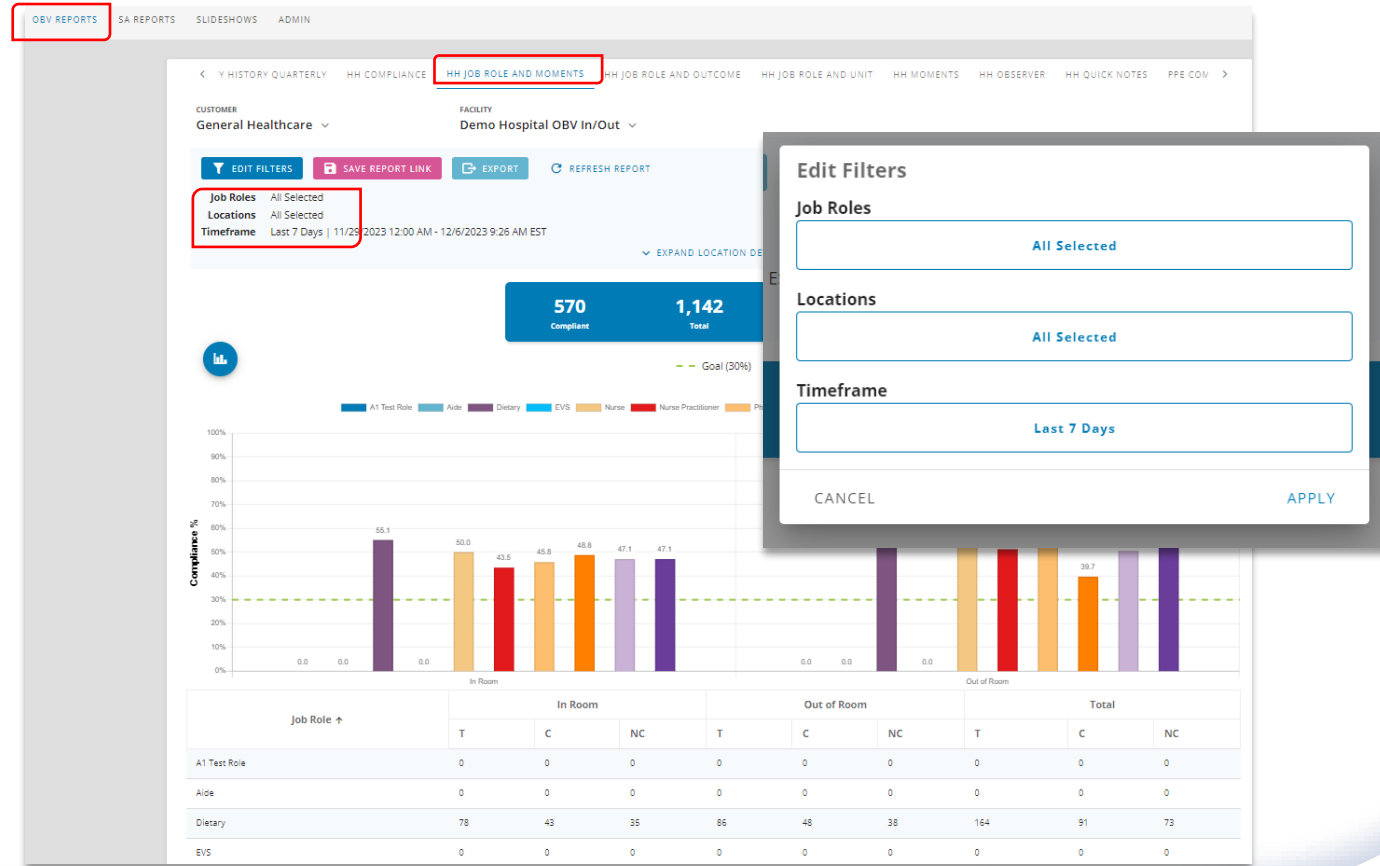
✓ On the OBV Reports tab, click on the “**HH Job Role and Moments**”

✓ Click on Job Roles to select those you would like to view in the report, click save

✓ Reminder: you can add and remove floors or units from the report by clicking on Locations and selecting those you would like to view, click save

✓ Once the report has generated, hover your mouse over any bar in the bar graph to view the Job Role and compliance percentage that bar represents

✓ The Chart generated provides (T) Total Observations, (C) Compliant Observations, and (NC) Non-Compliant Observations for each Moment, by Job Role

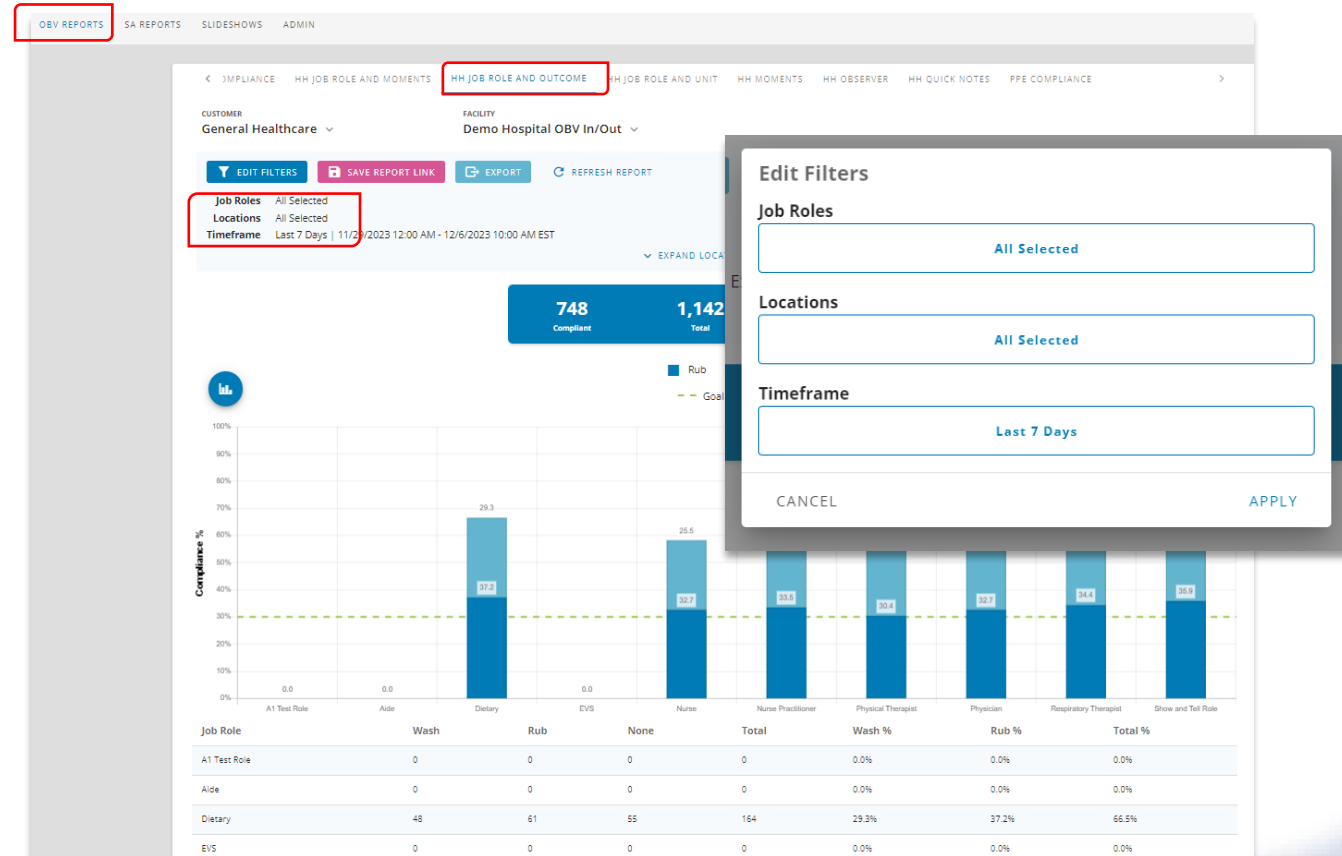


OBSERVATION REPORTS

HH JOB ROLE AND OUTCOME REPORT

The **HH Job Role and Outcome** report compares the compliance rates for different Job Roles by Outcome and displays the data in both a bar chart and a table.

- ✓ On the OBV Reports tab, click on “HH Job Role and Outcome”
- ✓ Click on Job Roles to select those you would like to view in the report, click save
- ✓ Reminder: you can add and remove floors or units from the report by clicking on Locations and selecting those you would like to view, click save
- ✓ Once the report has generated, hover your mouse over any bar in the bar graph to view the compliance percentage for the outcome
- ✓ The Chart generated provides Totals and Compliance rates for Wash, Rub, and None

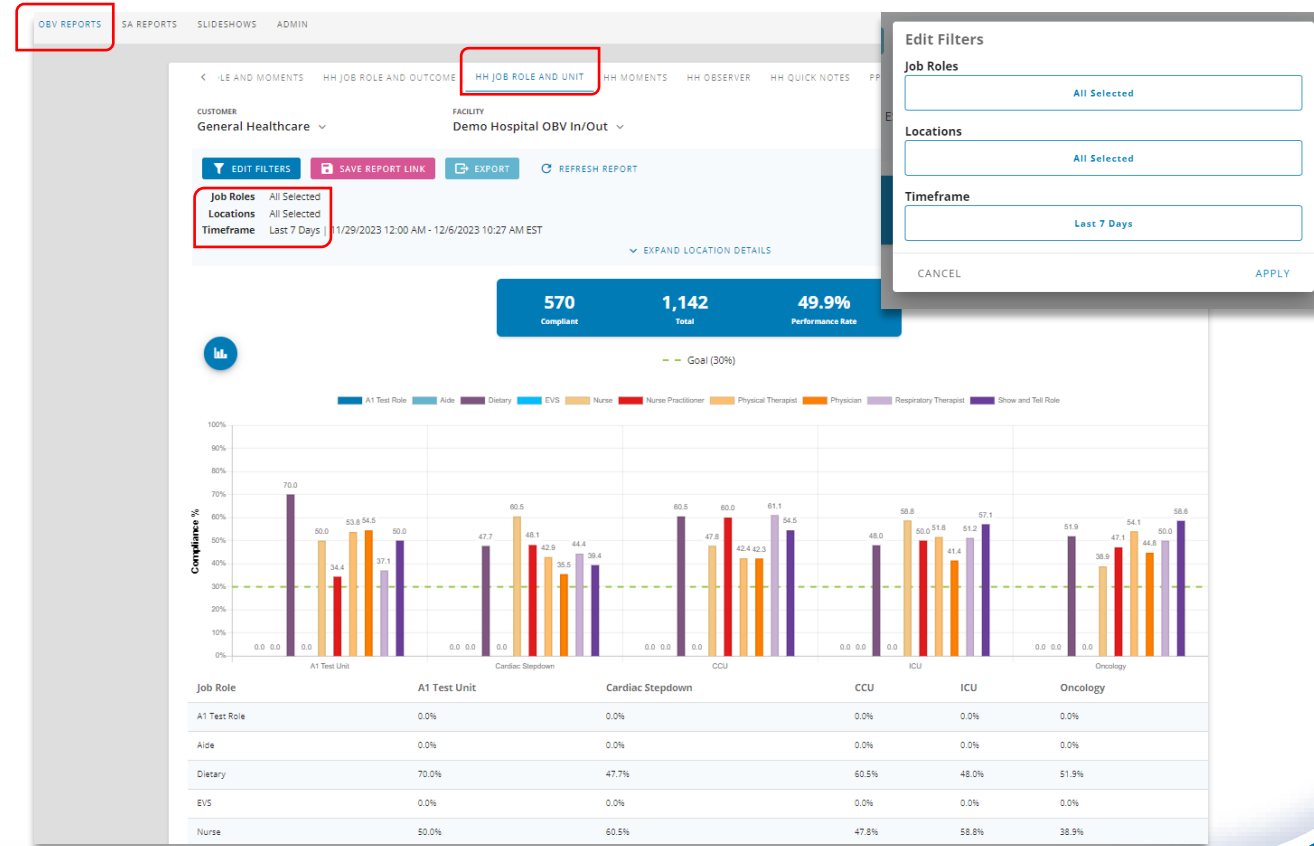


OBSERVATION REPORTS

HH JOB ROLE AND UNIT REPORT

The **HH Job Role and Unit** report compares the compliance rates for different Job Roles by Unit and displays the data in both a bar chart and a table.

- ✓ On the OBV Reports tab, “**HH Job Role and Unit**”
- ✓ Click on Job Roles to select those you would like to view in the report, click save
- ✓ Reminder: you can add and remove floors or units from the report by clicking on Locations and selecting those you would like to view, click save
- ✓ Once the report has generated, hover your mouse over any bar to view the Job Role and compliance percentage that bar represents

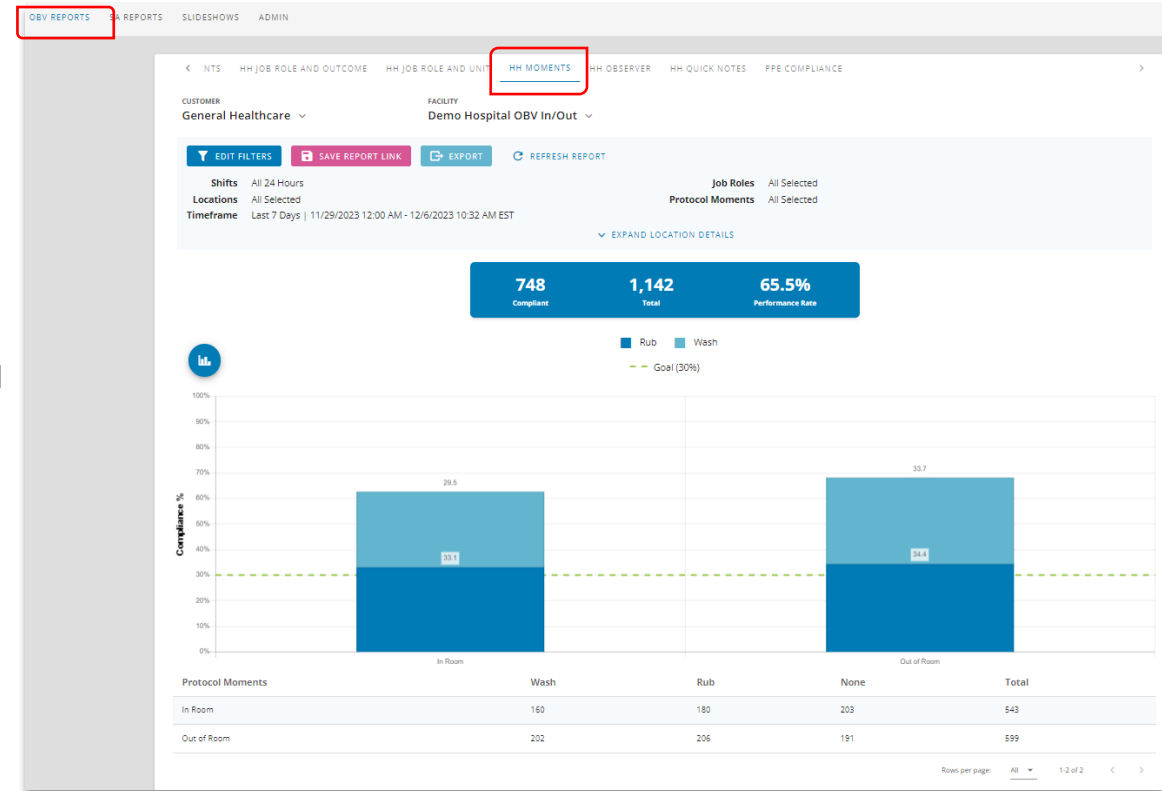


OBSERVATION REPORTS

HH MOMENTS REPORT

The **HH Moments** report displays compliance rates for hand hygiene moments by outcome (Wash, Rub, or None) and displays the data in both a bar chart and a table.

- ✓ On the OBV Reports tab, click on “**HH Moments**”
 - ✓ Choose the desired timeframe you would like displayed in the report
 - ✓ The “Compliance by Outcome” rates are displayed in the bar chart by each of the moments captured.
 - You can hover over the different colors on any bar to identify Wash vs. Rub and display the exact compliance rate
 - ✓ The counts and totals for outcomes of Wash, Rub, and None are displayed in the table below the bar chart
- * **NOTE:** If your facility is configured using the In/Out or 4 Moments protocol, those would be displayed on the graph.



OBSERVATION REPORTS

HH OBSERVER REPORT

The **HH Observer** report displays the counts for observations completed by those in observer roles and provides a breakdown of compliance vs. noncompliant.

- ✓ On the OBV Reports tab, click on “**HH Observer**”
- ✓ You can access “Observer Options” to include in the report from the Edit Filters button or by clicking on **Observer Options**
- ✓ Reminder: you can add and remove floors or units from the report by clicking on Locations and selecting those you would like to view, click save
- ✓ Reminder: you can adjust the period of time by clicking on Timeframe and selecting the dates you would like to view, click save
- ✓ The table will display the observer's name and department, as well as the count of observations completed, and the compliance rates

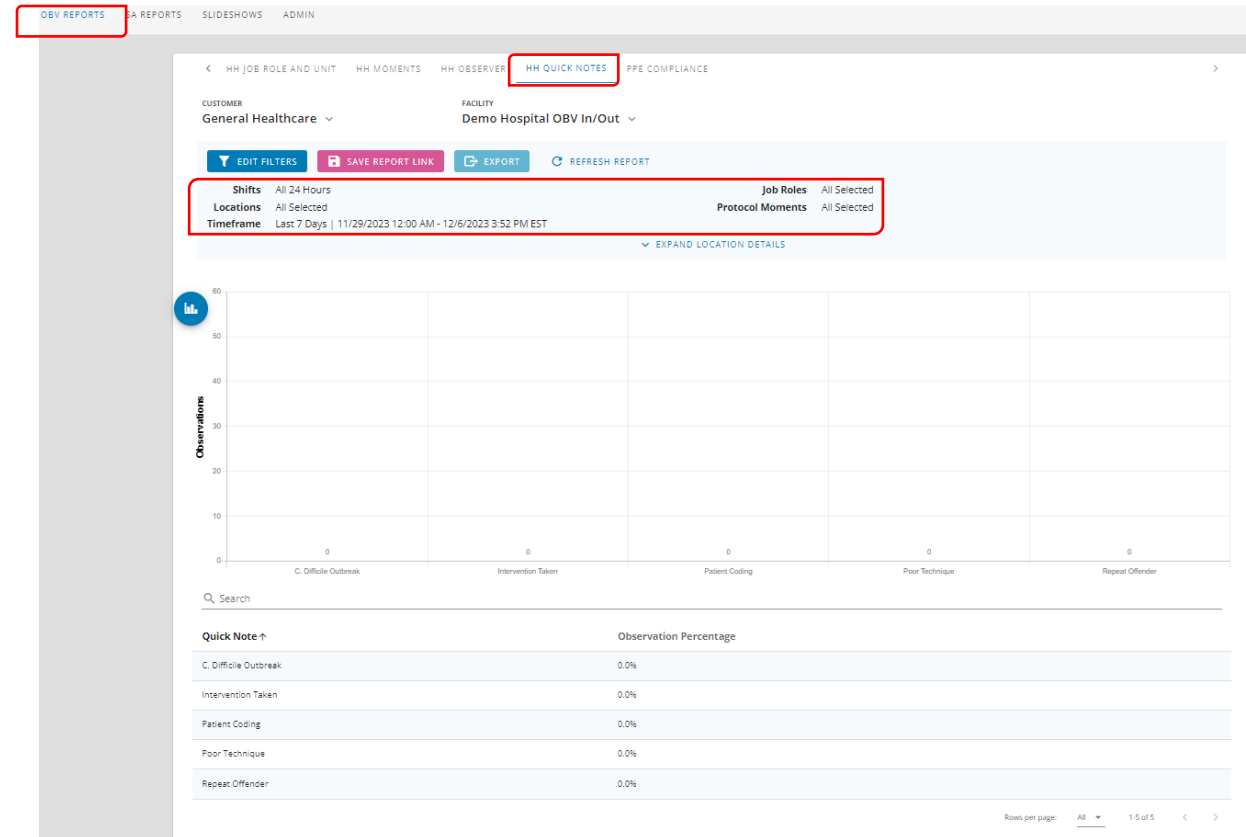
Department	Observer	Compliant	Non-Compliant	Total	Rate
Observation	Observer Five	49	43	92	53.3%
Observation	Observer Five	28	47	75	37.3%
Observation	Observer Four	47	53	100	47.0%
Observation	Observer Four	60	40	100	60.0%
Observation	Observer One	36	39	75	48.0%
Observation	Observer One	35	40	75	46.7%
Observation	Observer Six	49	51	100	49.0%
Observation	Observer Six	38	37	75	50.7%
Observation	Observer Three	47	53	100	47.0%
Observation	Observer Three	37	38	75	49.3%
Observation	Observer Two	53	47	100	53.0%
Observation	Observer Two	42	33	75	56.0%
Test Account	Observer observer	49	51	100	49.0%

OBSERVATION REPORTS

HH QUICK NOTES REPORT

The **HH Quick Notes** report displays the count of observations that include specified Quick Notes captured over a customized period of time.

- ✓ On the OBV Reports tab, click on “**HH Quick Notes**”
- ✓ Click on the Edit Filters button to adjust the Quick Notes you would like to display (Shifts, Job Roles, Locations, Protocol Moments, Timeframe)
- ✓ The bar chart will display the count of each specific Quick Note that was included in the observations taken during that period of time.

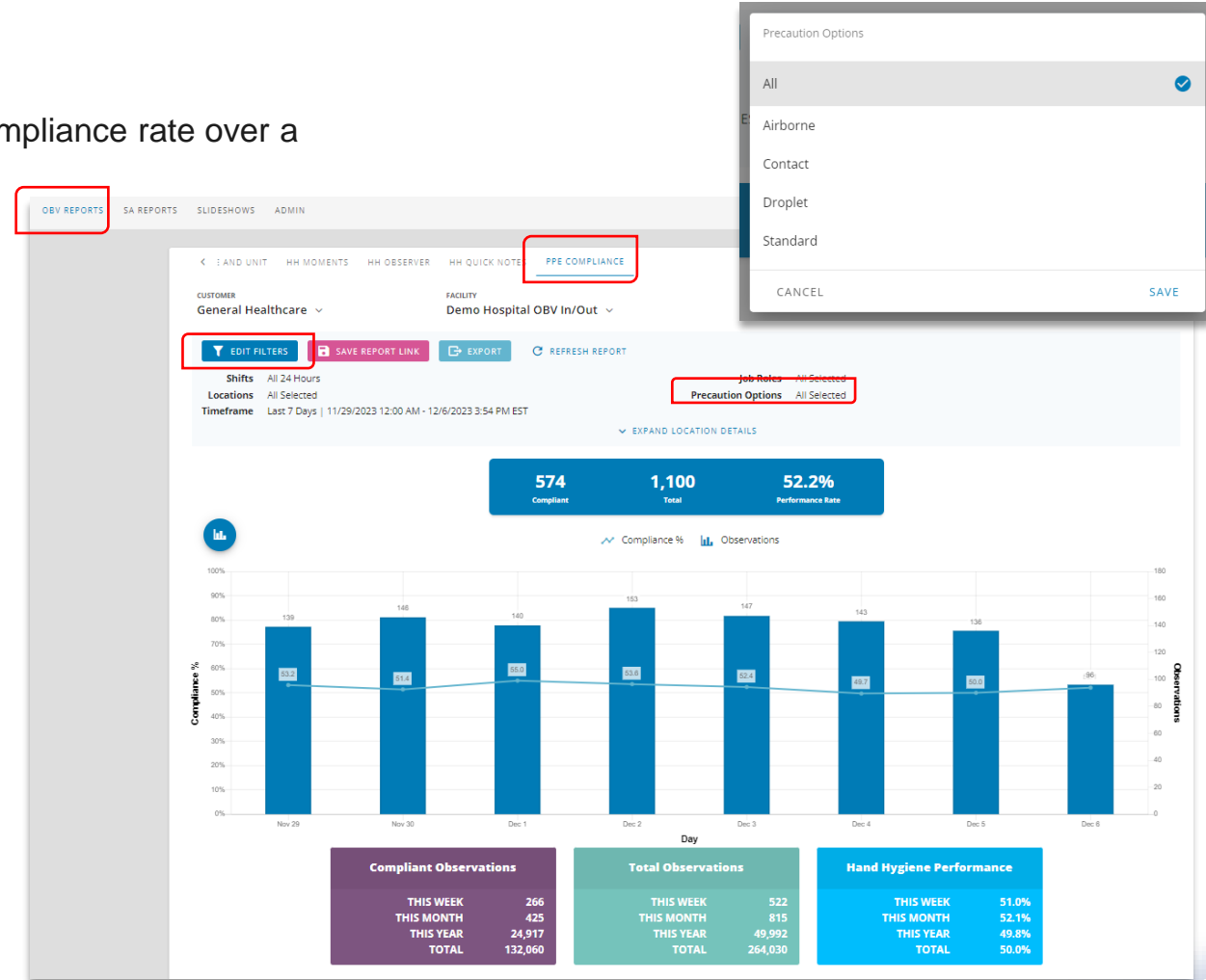


OBSERVATION REPORTS

PPE COMPLIANCE REPORT

The **PPE Compliance** report displays the number of observations and the compliance rate over a period of time.

- ✓ On the OBV Report tab, click on **“PPE Compliance”**
- ✓ Use the additional filter under **“Precaution Options”** to choose All, Airborne, Contact, Droplet, or Standard, click save
- ✓ An overall compliance summary is also included on the report.



ADMIN

ADMIN

The **Admin** tab is where Administrators can edit an account.





✓ You will you use tab to:

- Set up a new user and maintain current users
- Edit the baseline and performance goals for each unit and the facility
- Manage observable job roles
- Manage facility and report settings

AMS REPORTS | IMS REPORTS | OBV REPORTS | SA REPORTS | SLIDESHOWS | **ADMIN** | DEMOADMIN@GOJO.COM

GOJO Customer Administration

Search

Customer	Address	City	State/Province	Country	Active	Edit
 General Healthcare	One GOJO Plaza	Akron	Ohio	United States of America	<input checked="" type="checkbox"/>	
 GOJO Industries Inc.	One GOJO Plaza Suite 500	Akron	Ohio	United States of America	<input checked="" type="checkbox"/>	

Rows per page: All | 1-2 of 2

ADMIN

EDITING INFORMATION

You can update general information about your facility including name, location, and region.

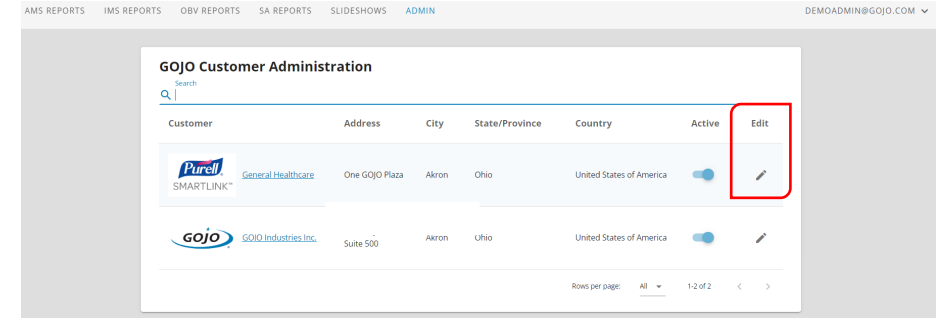
✓ In the Admin tab, select the “Edit Information” button. You can edit the following information

- Customer Name
- Address Information
- Security Policies





✓ **NOTE:** GOJO will fill in this information when we create your account. You can edit the information as needed.

✓ Click the blue circle button with pencil icon to upload the logo of your facility/hospital

✓ Always click SAVE when making any changes



The screenshot shows the 'GOJO Customer Administration' interface. At the top, there are navigation tabs: AMS REPORTS, IMS REPORTS, OBV REPORTS, SA REPORTS, SLIDESHOWS, and ADMIN. The ADMIN tab is selected. Below the navigation is a search bar and a table of customers. The table has columns for Customer, Address, City, State/Province, Country, Active, and Edit. Two customer entries are visible: 'General Healthcare' and 'GOJO Industries Inc.'. The 'Edit' button for the first entry is highlighted with a red box.

Customer	Address	City	State/Province	Country	Active	Edit
 General Healthcare	One GOJO Plaza	Akron	Ohio	United States of America	<input checked="" type="checkbox"/>	
 GOJO Industries Inc.	Suite 500	Akron	Ohio	United States of America	<input checked="" type="checkbox"/>	

Edit Customer

Basic Information

Customer Name *

General Healthcare

18 / 100

Select Region *

United States of America

Address Information

Customer Address *

One GOJO Plaza

14 / 100

Address 2

0 / 100

Address 3

0 / 100

City *

Akron

State/Province *

Ohio

Postal Code *

44311

5 / 50

5 / 10

Security Policies

Account Lockout

Disabled

Lockout Duration

N/A



ADMIN

MANAGE USERS

The **Users** section allows you to add or edit a user, user roles, and basic information.

- ✓ Select the facility from the Admin tab
 - ✓ To add a user, select the blue **“New User”** button
 - ✓ Type the new user’s basic information including his/her Email Address, Department, First, and Last Name
 - ✓ Select the Roles:
 - Data Analyst - Access to all reports and all export types
 - Observer - Access to submit observations via the OBV system mobile application; cannot access OBV System from a desktop computer; cannot access reports or exports
 - **NOTE:** The Observer role is only used with the Observation System / Mobile Application, not the SMARTLINK Activity Monitoring System (AMS) or Service Alerts (SA) Systems
 - Reporting - access to all reports based on the facility’s license and PDF/Excel export; cannot export raw data
 - ✓ Click **“Save”** when you are finished filling out the new user's role(s) and information
- ✓ **NOTE:** If you need to Add or Edit Customer Admin’s, please request this by sending an email to SMARTLINK Support at SMARTLINKSupport@gojo.com

The screenshot displays the SMARTLINK Admin interface for 'General Healthcare'. The top navigation bar includes 'ADMIN' (highlighted in red). The facility is set to 'One GOJO Plaza' in 'Akron, Ohio, United States of America'. The 'Users' section is active, showing a table of users with columns: Department, Name, Email, Role, Active, and Actions. A 'NEW USER' button is highlighted in red in the top right of the Users section. Below the table, three red-bordered boxes highlight the 'Users Basic Information' form (fields: Email Address *, Department, First Name *, Last Name *), the 'Roles*' selection area (checkboxes for Data Analyst, Observer, Reporting), and the 'SAVE' and 'CANCEL' buttons.

ADMIN

MANAGE OBV JOB ROLES

The **OBV Job Roles** section allows you to change the Job Roles in your facility that will be used during the Observation with the PURELL SMARTLINK® System app.

✓ In the Admin tab, select the Customer, then the Facility





✓ Scroll down until you the OBV Job Roles Section

✓ From here you can:

- Add a New Job Role by clicking the blue button
- Activate or Deactivate a Job Role by sliding the blue toggle
- Edit a Job Role Name by clicking the pencil icon

OBV Job Roles

Q Search NEW JOB ROLE

Job Role	Active	Edit Name
Nurse	<input checked="" type="checkbox"/>	
Nurse Aide	<input checked="" type="checkbox"/>	
Phlebotomist	<input checked="" type="checkbox"/>	
Physical Therapist	<input checked="" type="checkbox"/>	

Rows per page: 10 1-8 of 8 < >

✓ **NOTE:** Changes to the job roles will automatically update on the PURELL SMARTLINK® Observation App for all users during their next login

ADMIN

ACCESSING FACILITIES

You can access or edit facility information by first clicking on the customer, then referring to the Facilities section

✓ Under the Actions column you can click the pencil to edit:

- Basic Information
- Report Settings
- Service Alert Settings

✓ Under the Actions column you can also click the heart for Device Maintenance

AMS REPORTS IMS REPORTS OBV REPORTS SA REPORTS SLIDESHOWS ADMIN DEMOADMIN@GOJO.COM

GOJO Customer Administration

Search

Customer	Address	City	State/Province	Country	Active	Edit
General Healthcare	One GOJO Plaza	Akron	Ohio	United States of America	<input checked="" type="checkbox"/>	

AMS REPORTS IMS REPORTS OBV REPORTS SA REPORTS SLIDESHOWS ADMIN

Purell
SMARTLINK™

General Healthcare

Address: One GOJO Plaza City: Akron

Facilities

Search

Facility	Devices	Actions	Active
Demo Hospital	663		<input checked="" type="checkbox"/>
Demo Hospital - Five Moments	0		<input checked="" type="checkbox"/>
Demo Hospital - In / Out	1		<input checked="" type="checkbox"/>

ADMIN

EDITING A FACILITY

Editing a facility is similar to adding a facility.

- ✓ Select the gray pencil icon to edit your facility's information



- ✓ The information that you currently have for your facility can be edited by simply clicking on the section that you would like to change and typing in the correct information

- Basic Information
- Address Information
- Report Settings
- Service Alert Settings

- ✓ Click “Save” button at the bottom of the page once your information is updated

The screenshot shows the 'ADMIN' section of the GOJO system. The top navigation bar includes 'AMS REPORTS', 'IMS REPORTS', 'OBV REPORTS', 'SA REPORTS', 'SLIDESHOWS', and 'ADMIN'. The user is logged in as 'DEMOADMIN@GOJO.COM'. The main content area is titled 'GENERAL HEALTHCARE DEMO HOSPITAL' and has a sidebar with 'BASIC INFORMATION', 'REPORT SETTINGS', and 'SERVICE ALERT SETTINGS'. The 'BASIC INFORMATION' section is active and contains the following fields:

- Basic Information**
 - Facility Name *: Demo Hospital (13 / 50)
 - Facility Region *: United States of America
 - Time Zone *: (UTC-05:00) Eastern Time (US & Canada)
 - Location Template *: US Hospitals
 - Hygiene Protocol *: In and Out
 - Occupancy: 100
- Address Information**
 - Facility Address *: One GOJO Plaza (14 / 100)
 - Address 2: Suite 500 (9 / 100)
 - Address 3: (0 / 100)
 - City *: Akron (5 / 50)
 - State/Province *: Ohio
 - Postal Code *: 44311 (5 / 10)

ADMIN

DEACTIVATING/ACTIVATING A FACILITY

You can deactivate a facility so the data from that facility will no longer reflect in the reports.

- ✓ Click on the **blue toggle** under the Active column. Once it slides to the left it will no longer be active
- ✓ To reactivate, click the toggle again and once it moves to the right it will be active again

Facilities

Search

Facility	Devices	Actions	Active
Demo Hospital	663		<input checked="" type="checkbox"/>
Demo Hospital - Five Moments	0		<input type="checkbox"/>
Demo Hospital - In / Out	1		<input type="checkbox"/>
Demo Hospital AMS	129		<input type="checkbox"/>

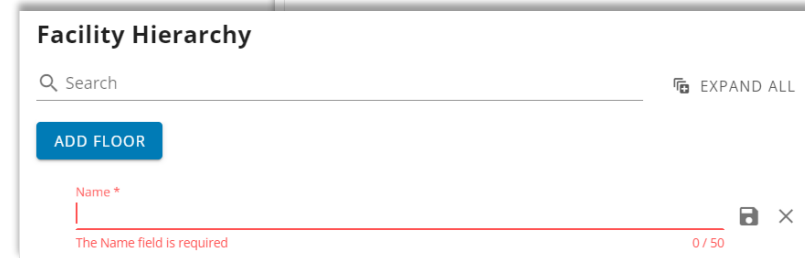
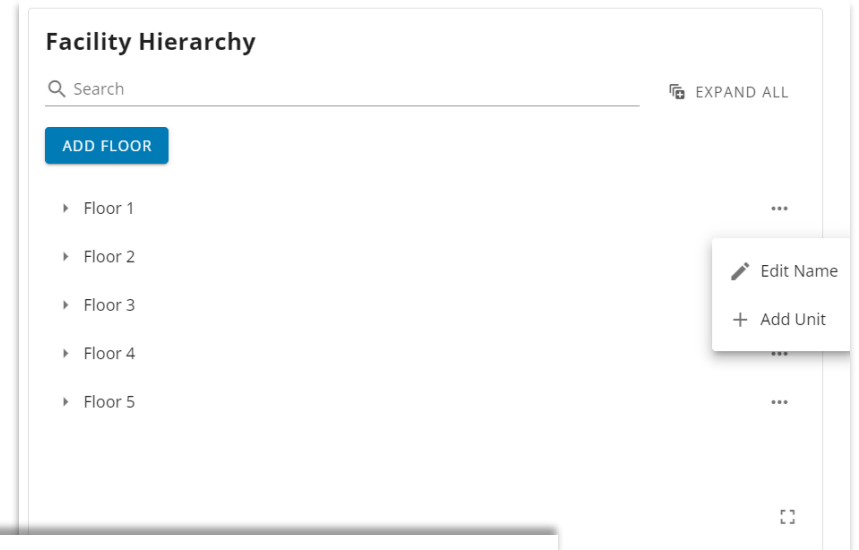
Rows per page: 10 1-10 of 10

ADMIN

FACILITY HIERARCHY

This section allows you to set-up and manage your facility's hierarchy. The hierarchy will define the reporting structure and locations where you will execute observations.

- ✓ From the Admin tab, click on the Customer and then the Facility
- ✓ You will see the Facility Hierarchy section where you can:
 - Add Floor
 - Edit Names (by clicking the three dots...)
 - Add Units (by clicking the three dots...)



ACCOUNT MANAGEMENT

MANAGING YOUR ACCOUNT

Users can update their account information including changing their password within the software.

- ✓ At the top of the screen, click on the arrow next to your user name (must be logged in)
- ✓ Choose Manage Account
- ✓ You can change basic information and change your password
- ✓ Be sure to click Save when making any changes

DEMOADMIN@GOJO.COM ▾

Downloads

Manage Account

Alert Subscriptions

OBV System

Report Subscriptions

Log Out

Manage Account

Basic Information

First Name *
GOJO

Last Name *
Customer Admin

Change Password (Optional)

Current Password



New Password



Confirm Password



SAVE

Password requirements:

At least 8 characters

At least 3 of the following:

Lowercase character

Uppercase character

Number

Special character

ACCOUNT MANAGEMENT

RESETTING YOUR PASSWORD

Users can reset their own password.

- ✓ To reset your password, go to the login page and click the “[Forgot Your Password](#)” link at the bottom
- ✓ It will take you to the “Reset Password” page where you can enter your email address and click submit
- ✓ Instructions on how to reset your password will be sent to your email address

Purell
BRAND®
SMARTLINK®

Email Address *
demoadmin@gojo.com

Password *
.....

Remember Me

LOG IN

[Forgot password?](#)

Purell
BRAND®
SMARTLINK®

Reset Password

Enter your email address to send password reset instructions

Email Address *

SUBMIT

DOWNLOAD THE PURELL SMARTLINK® OBSERVATION SYSTEM APP

Apple App Store



Android / Google Play Store



SMARTLINK HELP

TECHNICAL SUPPORT

Questions and requests for PURELL SMARTLINK® System Support can be emailed to SMARTLINKSupport@gojo.com

The PURELL SMARTLINK® Observation App training can be accessed via the Help button within the mobile app or at:
<https://www.youtube.com/playlist?list=PLtSOu0EHrduzIXTbdz8muH9PU4LuKVssf>