

Supplementary Material

Annex 1. Questions used in the questionnaire survey and in structured interviews (hand hygiene, HH, healthcare workers, HCWs).

Questionnaire Survey—Questions About the Knowledge of Hand Hygiene
1.1. Questions that only HCWs were asked:
When should the '5 Moments for HH' be performed?(open question)
How often other HCWs performed HH before drawing your blood for testing (in outside analytical laboratories)? (Likert scale: always/ often/ rarely)
Would you admonish an HCW that they do not comply with HH? (answer choice: yes/no)
1.2. Question that only patients were asked:
Being at the hospital, did you know that the medical staff conducted HH during medical procedures? (answer choice: yes/no)
How often did HCWs perform HH before touching you? (Likert scale: always/ often/ rarely)
How often did HCWs perform HH before examining you? (Likert scale: always/ often/ rarely)
How often did HCWs perform HH prior to oral drug administration? (Likert scale: always/ often/ rarely)
How often did HCWs perform HH before drawing blood / piercing a vein? (Likert scale: always/ often/ rarely)
1.3. Questions that both HCWs and patients were asked:
When you were attending primary and secondary schools, was there a supply of soap and towels in the bathrooms? (answer choice: yes/no)
Give the level of the felt need for hand hygiene after their contamination in particular situations associated with health and disease (Likert scale: 1 – clean hands, 7 – very dirty hands)
Structured Interviews—Questions (only HCWs)
On a scale of 1 to 5, how do you assess the level of HH among HCWs? (Likert scale: 1 – Very Low; 5 – Very High)
What did you feel when a patient admonished you for not complying with HH?
Have you ever drawn the attention of an HCW because of a lack of conducting HH? (answer choice: yes/no) and in what circumstances?