Supplement Table 1: Missed Opportunities by Nurse Observed by WHO-defined Moment of HH:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nurse | Time in Encounter | HH Observed / Expected for Moment 1: | HH Observed / Expected for Moment 2: | HH Observed / Expected for Moment 3: | HH Observed / Expected for Moment 4: | HH Observed / Expected for Moment 5: |
| 1 | 15 min |  1/1 | 0/2 | 0/1 | 1/2 | 0/0 |
| 2 | 30 min | 1/2 | 0/5 | 0/2 | 1/3 | 0/2 |
| 3 | 17 min | 1/2 | 0/1 | 0/0 | 1/2 | 0/1 |
| 4 | 4 min | 0/2 | 0/1 | 0/0 | 1/1 | 0/0 |
| 5 | 15 min | 1/1 | 0/3 | 0/1 | 1/2 | 0/0 |
| 6 | 13 min | 0/2 | 0/0 | 0/1 | 2/3 | 0/1 |
| Total | 94 min | 4/10 | 0/12 | 0/5 | 7/13 | 0/4 |

Supplement Table 2. Breakdown of overall HH opportunities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| date | adherent events | missed opportunities | total events | adherence |
| 2020-December | 1597 | 263 | 1860 | 85.9% |
| 2020-November | 3076 | 388 | 3464 | 88.8% |
| 2020-October | 3440 | 440 | 3880 | 88.7% |
| 2020-September | 2117 | 279 | 2396 | 88.4% |
| 2020-August | 1546 | 126 | 1672 | 92.5% |
| 2020-July | 2235 | 209 | 2444 | 91.4% |
| 2020-June | 1726 | 192 | 1918 | 90.0% |
| 2020-May | 3288 | 337 | 3625 | 90.7% |
| 2020-April | 5932 | 665 | 6597 | 89.9% |
| 2020-March | 20659 | 1494 | 22153 | 93.3% |
| 2020-February | 31742 | 2639 | 34381 | 92.3% |
| 2020-January | 31499 | 2345 | 33844 | 93.1% |
| 2019-December | 37061 | 2700 | 39761 | 93.2% |
| 2019-November | 32512 | 2040 | 34552 | 94.1% |
| 2019-October | 21901 | 1389 | 23290 | 94.0% |