

A close-up photograph of two hands being washed with white soap suds under a stream of water. The background is a soft, out-of-focus green.

Hand Hygiene Observation Training For Third-Party Observers

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Hand Hygiene Observation Training

For Third-Party Observers

■ Objectives

After completing this eLearning, you will be able to:

- outline proper hand hygiene techniques
- state the purpose for hand hygiene observations
- describe how to conduct observations using the 'Five rules for hand hygiene observation'
- demonstrate how to document observations

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Hand Hygiene Observation Training

For Third-Party Observers



Key Points

Infections can be costly and devastating.

Hand hygiene (HH) is the #1 way to prevent infections in hospitalized patients.

Hand hygiene is mandatory at Allina Health.

Even though health care workers (HCWs) know they should wash their hands, the national average for compliance is about 50 percent.

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Hand Hygiene Observation Training

For Third-Party Observers

■ What are the main methods for hand hygiene (HH)?



Sink with soap



Resurgent sinks

Hand Wash (HW) is cleansing your hands by washing with soap and water at a sink, or using a Resurgent sink (an automated washing station available in some locations).



Foam canister



Stands with gel

Hand Rub (HR) is cleansing your hands by rubbing on special foam or gel from a Quik Care dispenser. These are usually located near patient's rooms.

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Hand Hygiene Observation Training

For Third-Party Observers

■ Alternative Products

Staff who have been evaluated by Employee Health for dermatitis/skin irritation may be assigned personal-sized hand hygiene products, which are often kept in a staff person's pocket. Hand hygiene is expected at the same moments regardless of the products staff use.

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Hand Hygiene Observation Training

For Third-Party Observers

■ When is hand hygiene expected to take place?

HW or HR is expected immediately upon entry and exit from a patient's room. The Allina Health Hand Hygiene Policy defines room entry as crossing over the threshold of a sliding door or crossing past the area of a swinging door as shown with the arrows below.

HH is required regardless if patient contact or contact with room items is expected or not. Contact with the patient or items in the patient environment while still within the area of the door swing is considered entry.



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Hand Hygiene Observation Training

For Third-Party Observers

■ Who should be observed?

All health care workers (HCWs) should be part of your observation, regardless of their position. Some worker types can be distinguished by the color of their uniforms, which are listed on the top of the Observation Tool form. If you are unsure of the position of the HCW, mark them as 'other'.



[Continue](#)

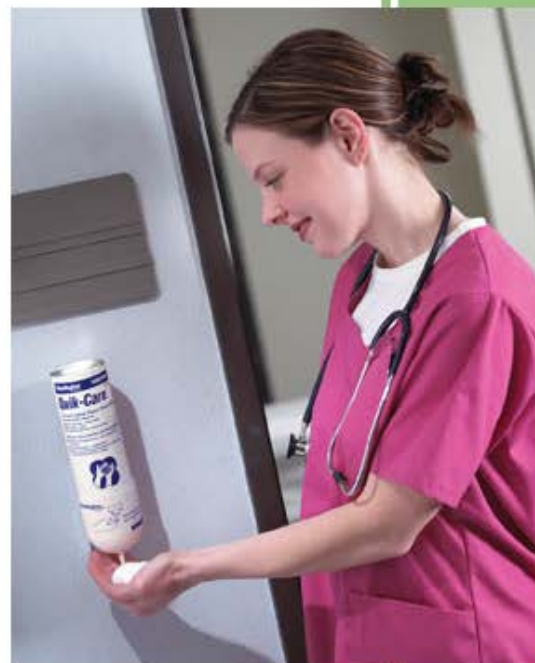
Hand Hygiene Observation Training

For Third-Party Observers

■ Five Situations for Hand Hygiene

- HCWs must use the dispenser outside of the patient door if their hands are **empty** prior to entrance.
- Any HCW entering/exiting a room with **full** hands (carrying food trays, linens, supplies, etc.) does not need to perform hand hygiene immediately at the door. They should use the nearest sink or dispenser after setting down or putting away the items carried.
- HCWs may exit the room and walk directly to a dispenser or sink as long as they don't touch anything in the interim.
- HCWs who perform hand hygiene on room exit and go directly to another patient room **without** touching anything are OK to enter the room without using the dispenser on room entrance.
- Any HCW transporting a patient must perform hand hygiene upon room exit and entrance.

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Hand Hygiene Observation Training

For Third-Party Observers

Evidence of Compliance

HCWs exiting a room who exhibit signs of having performed HH should be considered compliant even if you did not witness the actual cleansing. Examples include drying the hands with paper towels or rubbing the hands together after foam or gel use.



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Hand Hygiene Observation Training

For Third-Party Observers

■ Isolation Rooms

When observing HCWs entering or exiting a precautions room, there are a few extra things to watch for.

These rooms can be identified by a cart placed outside the door and/or a posted precautions sign.

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Hand Hygiene Observation Training

For Third-Party Observers

Isolation Types

In addition to HH observation, document whether the HCW performed the HH before donning the gown and gloves before entering, or after removal of the gown and gloves upon exiting the room. These special additions in documentation apply to contact and enteric precaution rooms.

Record HH observations for other precautions (droplet, airborne, etc.) as you would for other non-precaution rooms. No special auditing is required.

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CONTACT PRECAUTIONS

(In addition to Standard Precautions)

| STAFF and PHYSICIANS | | VISITORS, STAFF and PHYSICIANS | |
|---|--|--|--|
|  | Always • Hand hygiene before donning |  <p>When you enter and each time you leave the room, either Use waterless foam</p> <p>OR Wash hands.</p>  | |
|  | Always | | |
|  | Dedicate equipment Disinfect with disinfectant upon between patients | | |
|  | For essential purposes only Patient: • Gown gown • Hand hygiene Staff: Clean gloves only if patient transported in own bed or contact with blood or body fluids expected | | |



ENTERIC PRECAUTIONS

(In addition to Standard Precautions)

| STAFF and PHYSICIANS | | VISITORS, STAFF and PHYSICIANS | |
|--|---|--|--|
|  | Always • Hand hygiene before donning | <p>Each time you enter the room: Wash hands with soap and water or use waterless foam.</p> <p>Wash your hands with soap and water each time you leave the room.</p>  | |
|  | Always | | |
|  | When patient is sneezing | | |
|  | Disinfect with bleach wipes between patients | | |
|  | For essential purposes only Patient: • Clean gown • Wash hands to gloves Staff: Clean gloves only if patient transported in own bed or contact with blood or body fluids expected | | |
|  | Terminal clean room with bleach | | |



Hand Hygiene Observation Training

For Third-Party Observers

■ Hand Hygiene for Enteric Precautions

Washing with soap and water is required when exiting enteric precaution rooms.

If staff use foam (HR) when exiting the room, please continue to observe whether they go directly to a sink to wash.

If they follow foam use with hand washing, document HW as their form of hand hygiene. If not, document original 'HR' observation or 'No' as appropriate.

[Continue](#)



ENTERIC PRECAUTIONS

(In addition to Standard Precautions)

| STAFF and PHYSICIANS | | VISITORS, STAFF and PHYSICIANS |
|----------------------|--|--|
| Gloves | Always • Hand hygiene before donning | <p>Each time you enter the room, Wash hands with soap and water or use waterless foam.</p> <p>Wash your hands with soap and water each time you leave the room.</p>  <ol style="list-style-type: none"> 1. Apply soap to wet hands. Wash 15-20 seconds. Rinse completely. 2. Dry hands with paper towel. Use a towel to turn off water.  |
| Gown | Always | |
| Mask | When patient is venting | |
| Equipment | Disinfect with bleach wipes between patients | |
| Transport | For essential purposes only Patient: • Clean gown • Wash hands to elbows Staff: Clean gloves only if patient is transported in own bed or contact with blood or body fluids expected | |
| Environment | Terminal clean rooms with bleach | |

Hand Hygiene Observation Training

For Third-Party Observers

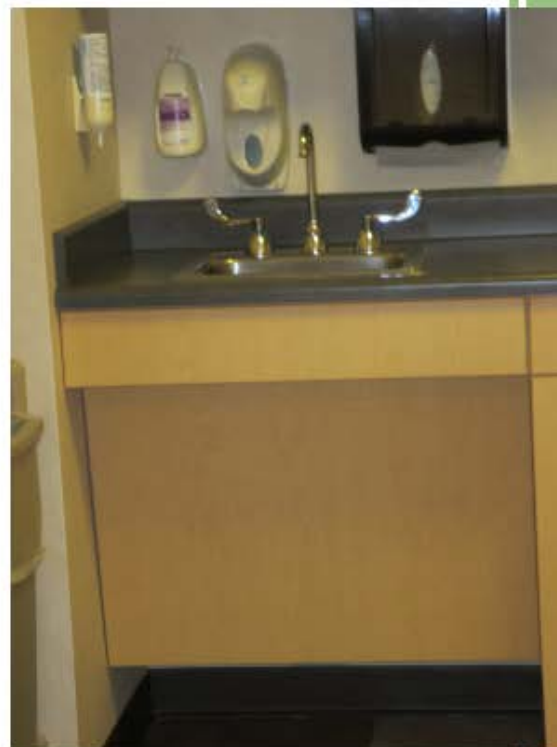
■ Hand Hygiene for Enteric Precautions

Some sites don't have sinks or Resurgents nearby in the hallway. In these instances it's acceptable to use the sink in the patient's room (although not ideal) if exiting an enteric precautions room.

Order of preference for hand washing:

1. Sink or Resurgent in the hallway
2. Hand washing sink in patient's room
3. Sink in patient bathroom (this is to be avoided if at all possible)

[Continue](#)



Hand Hygiene Observation Training

For Third-Party Observers



■ How to Observe Dietary Workers

Dietary aides who pass trays should perform HH before each tray is accessed from the cart and after a tray taken out of a room is placed on the cart. Foam is available on the food tray delivery carts.

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Hand Hygiene Observation Training

For Third-Party Observers

■ Where do I perform my observations?

You may be assigned to observe on a particular unit(s), or you may be asked to float through the hospital, collecting observations while you work.

Wear scrubs if appropriate for your position and try to be inconspicuous, this will make your data as close to real-life as possible.

Conduct observations by walking up and down hallways, not by positioning yourself in one place.

Give everyone a fair chance to demonstrate hand hygiene.

Do not exceed three observations per HCW in one day.

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Hand Hygiene Observation Training

For Third-Party Observers

■ Exclusions

Do not guess! Do not record an observation if your view is blocked.

Examples of exclusions for HH observations:

- Someone brings an item out of the room and you're not able to follow them to where they put the item down and witness HH.
- Someone with full hands enters a patient room and you're not able to verify HH after item is put down/away (they may close the door).

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Hand Hygiene Observation Training

For Third-Party Observers

■ Observation Audit Submissions

Your goal is to capture twenty observations in your assigned area in a month's time. The timing of your submission is dependant on your method for submission.

Your site third-party observation coordinator will indicate whether you submit your audits on the paper Observation Tool or if you will be submitting them online through a survey link on the AKN.

Audits to be submitted on paper should be kept by the observer until all twenty observations are captured. Then send or deliver the completed audit to your designated spot.



Audits to be submitted with the online survey tool should be completed daily at the end of your shift. There is an area on the paper tool to indicate if the observation has been submitted electronically.



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Hand Hygiene Observation Training

For Third-Party Observers

■ Introducing the Form

Next, you will be viewing a narrated walk-through of the Observation Tool Form. Each section of the form is described in detail so you can feel comfortable with the form while performing your audits.

The image shows a stack of orange forms labeled 'INTER-OBS' and 'Over the patient's shoulder'. On top of the stack is a white form titled 'Hand Hygiene Observation Tool'. The white form has a header section with fields for 'Observer Name', 'Date', 'Time', 'Room', 'Patient Name', and 'Room Number'. Below the header is a table with columns for 'Observation', 'Time', 'Room', 'Patient Name', and 'Room Number'. The table has 10 rows for recording observations.

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Hand Hygiene Observation Training

For Third-Party Observers

■ Observation Recording Tool

Hand Hygiene/Isolation Precautions Observational Tool

Initials of Observer: _____

Month/Year: _____

Healthcare Worker (HCW) Type:

1 = Physician

2A = Nurse Practitioner

2B = Medical Student

2C = Physician Assistant

3 = Pharmacy (Maroon)

4 = Resp Therapist (Olive Green)

5A = Registered Nurse (Navy)

5B = LPN (Purple)

5C = Nursing Assistant (Teal)

5D = RN Student

7 = Care Coordinator/SW

8 = Pastoral Care

9 = PT/OT/SLP (Royal Blue)

10 = EVS (Dark Brown)

11 = Patient Transporter (Teal)

12 = Rad/US/ECHO techs (Gray)

13 = Dietitian

14 = Tray Passer (Black/Khaki)

15 = Other

16 = Volunteer

17 = Phlebotomy Staff (Dark Teal)

18 = CRNA

19 = CST

20 = Oph Personnel

21 = Dialysis RN

22 = Op Tech

If N/A or not observed, leave blank

| Observation Information | | | | | Hand Hygiene / Isolation Precautions | | | | |
|-------------------------|----------------------|-------------------------------|-----------|-------------|--|---|--|---|---------------------|
| | | | | | Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Date (mm/dd/yyyy) | Shift (Day, Eve, Night) | Unit/Dept | HCW Type | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) | Obs entered ✓ |
| 1 | | | | | None / Contact / Enteric | Entry / Exit | | | |
| 2 | | | | | None / Contact / Enteric | Entry / Exit | | | |



Hand Hygiene Observation Training

For Third-Party Observers

■ Observation Goals

Each opportunity for hand hygiene is considered a separate observation and should be recorded as an individual event. Do not record more than three observations per HCW in one session.

You can observe someone enter a patient room without waiting for them to come out (entry).

You can observe someone exiting a patient room even if you didn't see them enter (exit).

You can observe someone leave one room and directly enter another (exit and entry counts as two separate observations as shown below).

| Observation Information | | | | | Hand Hygiene / Isolation Precautions | | | |
|-------------------------|----------------------|-------------------------------|-----------|-------------|--|--|---|---|
| | | | | | Contact = Yellow Sign Enteric = Brown Sign | | | |
| # Obs | Date (mm/dd/yyyy) | Shift (Day, Eve, Night) | Unit/Dept | HCW Type | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | 07/16/2014 | day | H7000 | 4 | None / <u>Contact</u> / Enteric | <u>Entry</u> / Exit | 1 | Y |
| 2 | 07/16/2014 | day | H7000 | 4 | None / <u>Contact</u> / Enteric | Entry / <u>Exit</u> | 2 | Y |

[Continue](#)



Hand Hygiene Observation Training

For Third-Party Observers

■ Assessment

The assessment test contains 15 questions. Each question requires you to make a choice and then click the **Submit** button. Once a question is submitted you can not go back to it.

A score of 93% (14/15 questions) is required prior to conducting third-party hand hygiene observations for Allina Health.

Note About Hot Spot Questions

Hot Spot questions contain areas that you must identify by clicking on one or more areas of the screen. Your clicks are identified as spinning asterisks. If you wish to change your answer, click the 'Clear' button and try again.

[Continue](#)



Hot Spot

Question 1 of 15

Identify two forms of hand washing (HW).

Click only on the pictures of hand washing methods, then click Submit.



Clear

Submit



Hand Hygiene Observation Training

Final Quiz

True or False

Question 2 of 15

Each hand hygiene observation should be recorded on a separate line of the observation tool (even if it's the same HCW entering and exiting a room).

- ☐ True
- ☐ False

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

True or False

Question 3 of 15

If HCWs perform HH on exit from one room and go directly to another room without touching anything along the way, they are required to perform hand hygiene again before entering another patient room.

- ☐ True
- ☐ False

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Hot Spot

Question 4 of 15

An HCW uses foam and puts on gloves and a gown prior to entering the room of a patient on contact precautions.

Click the audit entry line that would be the correct way to document this, then click Submit.

| Hand Hygiene / Isolation Precautions | | | | |
|--|---|--|---|---|
| Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | |
| 2 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 3 | |
| 3 | None / Contact / <input checked="" type="radio"/> Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | Y |
| 4 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 1 | |
| 5 | None / <input checked="" type="radio"/> Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | Y |
| 6 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | |

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 5 of 15

An HCW removes gloves and gown and foams on exit from the room of a patient on enteric precautions.

The correct way to document this observation is?

- ☐ A) Record their instance as HR
- ☐ B) Record their action as no HH
- ☐ C) Continue to observe if HCW washes hands
- ☐ D) Assume they will wash and record as HW

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Hot Spot

Question 6 of 15

In question #5, the HCW foamed on exit from the room of a patient on enteric precautions. You observed him/her go directly to a sink or Resurgent.

Click the audit entry line that would be the correct way to document this, then click Submit.

| Hand Hygiene / Isolation Precautions | | | | |
|--|---|--|---|---|
| Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | |
| 2 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 3 | |
| 3 | None / Contact / <input checked="" type="radio"/> Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | Y |
| 4 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 1 | |
| 5 | None / <input checked="" type="radio"/> Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | Y |
| 6 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | |

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Hot Spot

Question 7 of 15

You observe the HCW exiting a room (no precautions sign posted) drying their hands with a paper towel.

Click the audit entry line that would be the correct way to document this, then click Submit.

| Hand Hygiene / Isolation Precautions | | | | |
|--|---|--|---|---|
| Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | |
| 2 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 3 | |
| 3 | None / Contact / <input checked="" type="radio"/> Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | Y |
| 4 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 1 | |
| 5 | None / <input checked="" type="radio"/> Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | Y |
| 6 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | |

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Hot Spot

Question 8 of 15

You observe an HCW enter a room with empty hands and close the door behind her (no precautions sign posted; foam available outside door).

Click the audit entry line that would be the correct way to document this, then click Submit.

| Hand Hygiene / Isolation Precautions | | | | |
|--|---|--|---|---|
| Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | |
| 2 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 3 | |
| 3 | None / Contact / <input checked="" type="radio"/> Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | Y |
| 4 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 1 | |
| 5 | None / <input checked="" type="radio"/> Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | Y |
| 6 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | |

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 9 of 15

You observe the HCW enter a room carrying a pile of linen and close the door behind her (no precautions sign posted; foam available outside door).

The correct way to document this observation is?

- ☐ A) Record their instance as HR
- ☐ B) Do not document this observation; view is blocked
- ☐ C) Record their action as no HH
- ☐ D) Assume they will wash and record as HW

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 10 of 15

It's a quiet day on the unit you've been assigned for hand hygiene observations. Fortunately, there's one room with the HCW going in and out repeatedly. You think, 'this is great, I'll get 10 observations pretty quickly.'

Is this an acceptable solution?

- ☐ A) Yes, collect as many as I can
- ☐ B) No, I can only record three instances per day on individual HCWs

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 11 of 15

You observe an HCW step within the swing of a door in a patient room, reach to the counter to get a form that had been left behind, and then bring it to the nurse's station.

Should this be considered a room entry?

- ☐ A) Yes, they touched something within the room
- ☐ B) No, they did not touch the patient

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Hot Spot

Question 12 of 15

You observe an HCW enter a room carrying a glucometer and medication; the door is left open (no precautions sign posted; foam available outside door). Upon room entry, he sets the glucometer and medications on the counter and uses the foam in the room.

Click the audit entry line that would be the correct way to document this, then click Submit.

| Hand Hygiene / Isolation Precautions | | | | |
|--|---|--|---|---|
| Contact = Yellow Sign Enteric = Brown Sign | | | | |
| # Obs | Precaution Type (Circle One) | Observed on room ENTRY or EXIT? (Circle ONE) | Hand Hygiene: 1 = Yes HR 2 = Yes HW 3 = No | For Precautions: Gloves & gown worn on entry or removed on exit? (Y or N) |
| 1 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | |
| 2 | <input checked="" type="radio"/> None / Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 3 | |
| 3 | None / Contact / <input checked="" type="radio"/> Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | Y |
| 4 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 1 | |
| 5 | None / <input checked="" type="radio"/> Contact / Enteric | <input checked="" type="radio"/> Entry / Exit | 1 | Y |
| 6 | <input checked="" type="radio"/> None / Contact / Enteric | Entry / <input checked="" type="radio"/> Exit | 2 | |

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 13 of 15

You observe the HCW exit a room carrying dinner tray (no precautions sign posted; foam available outside door); she walks down the hall and around the corner. You are not able to follow and remain inconspicuous.

The correct way to document the observation is?

- ☐ A) Assume they foamed after they rounded the corner, mark as HR
- ☐ B) Assume they did not perform HH, mark as no HH
- ☐ C) Do not document this observation; view is blocked

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 14 of 15

You observe an HCW pull a small bottle from his pocket, put something on his hands and rub them together as he exits the room (no precautions sign posted; foam available outside door).

The correct way to document the observation is?

- ☐ A) Record this as HR
- ☐ B) Record this as no HH, they did not use the foam at the door
- ☐ C) Do not document this observation; HCWs using alternative HH products from Employee Health are exempt

Clear

Submit



Hand Hygiene Observation Training

Final Quiz

Multiple Choice

Question 15 of 15

Your site third-party observation coordinator will indicate whether you submit your audits on the paper Observation Tool, or if you will be submitting them online through a survey link on the AKN.

The timing of your submission is dependant on your method for submission. Which pair of guidelines is correct?

- ☐ A) Paper submitters hand in their results daily and online submitters submit weekly
- ☐ B) Paper submitters drop-off/send to identified location once all twenty observations are collected, online submission is done daily at the end of the shift
- ☐ C) Both paper submissions and online submissions are not submitted until all twenty observations are collected

Clear

Submit

Quiz Results

You Scored: 15

Maximum Score: 15

Correct Questions: 15

Total Questions: 15

Accuracy: 100%

Attempts: 2

Congratulations, you passed the quiz! Click the Continue button.

Continue