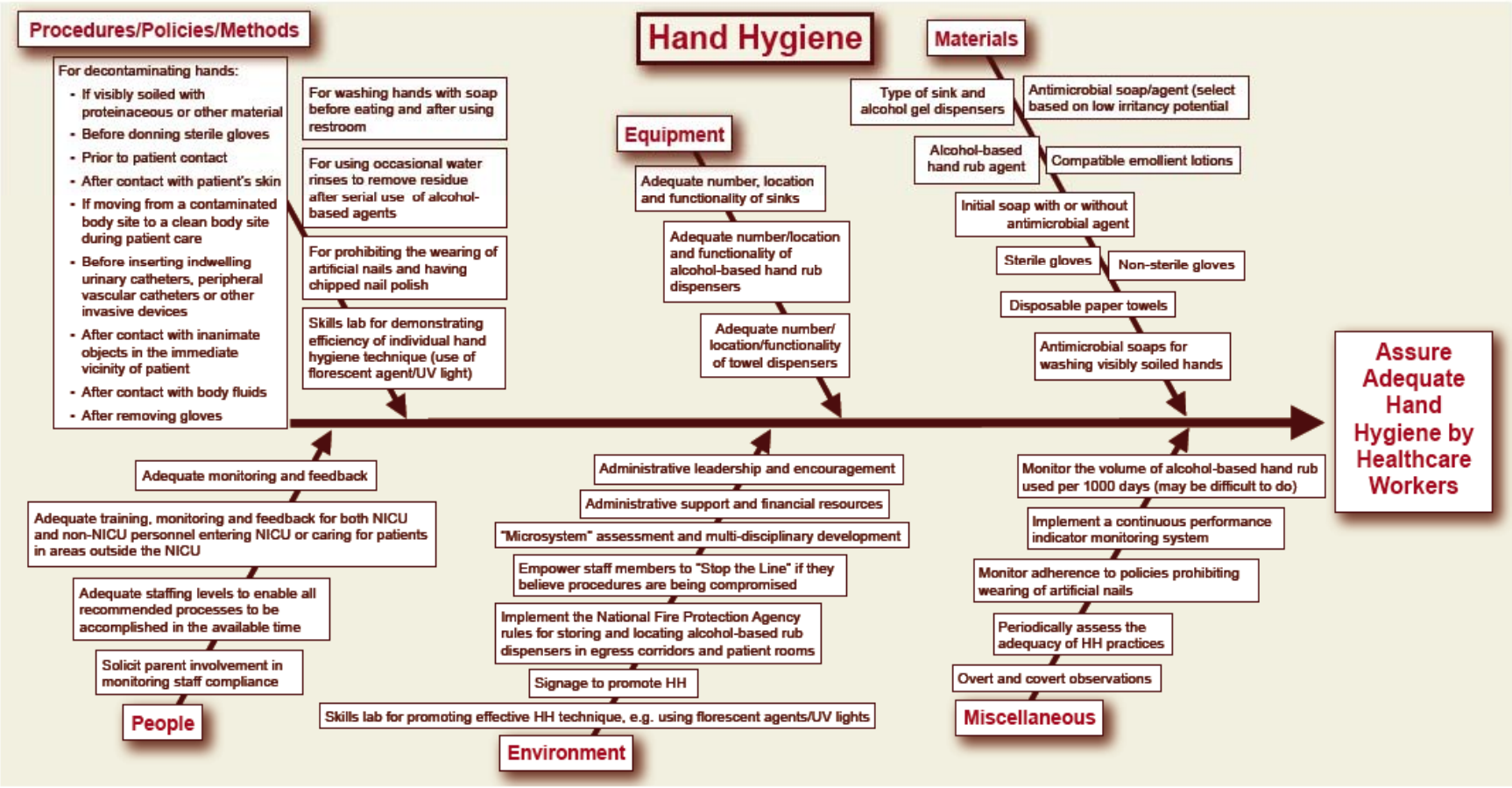Hand Hygiene Fishbone