

Hand Hygiene Improvement Checklist

Helping Leaders Achieve 90% Compliance

Use this checklist as a reminder of important initiatives for improving hand hygiene compliance with your team.

1. Creating an environment for success

- ☐ Familiarize yourself with the information found on the [Dispenser Placement Algorithm](#) and [Product Ingestion Risk Screening](#).
- ☐ Revisit product availability and placement for ABHR, soap, and lotion on an ongoing basis by evaluating all areas where patient care occurs.
- ☐ Familiarize yourself with the location of dedicated hand hygiene sinks.
- ☐ Ensure there is a system in place for monitoring and replacing empty dispensers (e.g., collaborate with Environmental Services).
- ☐ Visit the [Hand Hygiene webpages](#) for valuable information about hand health.
- ☐ Contact Contracting, Procurement & Supply Management (CPSM) for available products (e.g., portable ABHR dispensers, lockable dispenser covers or mountable ABHR holders) and ordering information.
- ☐ Place “how to” posters for ABHR and hand washing in prominent areas where patient care takes place. The [Using alcohol-based hand rub](#) poster will be best placed near ABHR dispensers and the [Washing hand with soap](#) poster displayed beside handwashing sinks.



2. Training & Education

- ☐ Ensure your team receives regular hand hygiene education (e.g. complete Required Organizational Learning) and is familiar with the AHS resources available online.
- ☐ Ensure newly hired staff and students are aware of and understand the 4 Moments for Hand Hygiene and the review process.
- ☐ Encourage members of your team to come forward as hand hygiene [champions](#) to help promote hand hygiene amongst their peers.
- ☐ Help your team explore innovative and fun ways to learn about hand hygiene and build engagement.
- ☐ Develop effective communication strategies to promote hand hygiene [campaign](#) and education materials (e.g. Clean Your Hands Day, Global Handwashing Day etc.).
- ☐ Request training specific for your team from the [IPC Hand Hygiene Program](#), as needed.

3. Evaluation, feedback and quality improvement

- ☐ Work with the hand hygiene reviewer to develop a hand hygiene review schedule that ensures the required number of observations are completed for each reporting period (i.e. quarterly, monthly).
- ☐ Ensure that the reviewer generates a Unit Hand Hygiene Feedback Report after each review.

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- ☐ Establish an [Advanced User](#) who can generate additional hand hygiene reports to help with improvement actions.
- ☐ Share your team's hand hygiene compliance data at staff meetings/huddles and discuss the feedback received and trends noted.
- ☐ Post your team's hand hygiene compliance data in areas with high visibility for staff, patients and visitors.
- ☐ Encourage reviewers to capture observations for additional healthcare providers (i.e., physicians, Linen and Environmental Services (LES), diagnostics, allied health, etc.) that may provide care and invite those providers to participate in your team's improvement strategies.
- ☐ Ensure your team's hand hygiene reviewer(s) connects with the IPC Zone Hand Hygiene Coordinator on a regular basis.

4. Reminders in the workplace

- ☐ Develop a system (e.g., reminders in code) to remind each other about hand hygiene opportunities when interacting with patients.
- ☐ Place current posters to provide staff, patients, and visitors with visual cues and reminders.
- ☐ Work with the IPC Hand Hygiene Program to develop additional reminder posters that may be beneficial (e.g., hand hygiene before accessing gloves / clean supplies, use lotion regularly, etc.).

5. Building a supportive culture

- ☐ Remind your team to review the information in the [Hand Hygiene Policy and Procedure](#) and develop a plan for addressing team members who are consistently non-compliant with hand hygiene requirements such as [Artificial Nails](#).
- ☐ Implement a recognition program to acknowledge team members who lead by example and are positive role models for good hand hygiene practices for their colleagues (e.g., [Hand Hygiene Heroes](#)).
- ☐ Support your team's Hand Hygiene Reviewer to feel comfortable providing just-in-time feedback either verbally or using [Hand Hygiene Feedback Cards](#). Explain to your team that receiving just-in-time feedback is important to help recognize improvement opportunities and encourage them to be receptive to receiving it.
- ☐ Recognize your team's Hand Hygiene Reviewer(s) periodically for their valuable contribution to your hand hygiene program. Encourage team celebrations when goals are achieved and sustained.
- ☐ Support your team's Hand Hygiene Reviewer(s) and Advanced User(s) to attend ongoing learning opportunities offered by the IPC Hand Hygiene Program e.g., [forum sessions](#) and special events (i.e., [hand hygiene campaigns](#)).
- ☐ Work with your team to empower patients to become part of your improvement strategy by providing education to them, their families, and visitors about hand hygiene (e.g., [Hand Hygiene: A Guide to clean hands](#)).
- ☐ Encourage a culture where patients, families, and visitors are encouraged to ask you and your team if you have cleaned your hands.
- ☐ Model exemplary hand hygiene behavior.