

## Hand Hygiene Compliance Immediate Feedback Scripting

*The following feedback scripting has been prepared to assist with immediate feedback during hand hygiene audits. You may change these to your own words but we recommend using phrases similar to the scripting.*

### *Notes about tone/body language –*

- Pay attention to your voice tone and body language.
- Speak in a calm, matter-of-fact manner.
- Be polite, respectful and professional.
- Offer feedback in a non-threatening and private manner.
- If you receive negative responses do not take these personally – you are doing the right thing for patient care and it is a natural response for some to feel defensive
- Speak with your supervisor if you have difficult interactions with any immediate feedback process – do not continue the conversation beyond the scripts listed below

### *After observation of compliance*

"I am conducting hand hygiene observations and observed that you performed hand hygiene appropriately (before you entered the patient's room/after leaving the patient's room). Thank you for keeping our patients safe with your clean hands."

### *After observation of non-compliance*

"I am conducting hand hygiene observations and observed that you did not clean your hands (before you entered the patient's room/after leaving the patient's room). Please be sure to do this every time you enter and exit the room to prevent the spread of infections."

### *If told "but I didn't touch the patient"*

"Often times, we go into a room without the intention of touching anything, but end up touching a countertop, a monitor, a remote control, a pump, something... we must perform hand hygiene before and after entering the room to ensure that we are not bringing something in or carrying something out that puts our patients and ourselves at risk--regardless of whether or not we plan to touch anything in the room."

### *If told "I just washed"*

"I'm sorry that I did not observe this instance. It is important that we perform hand hygiene before and after entering patient's rooms. Thank you for your time."

### *When you receive immediate feedback, your response must be:*

"Thank you for the reminder."