

# ULTIMATE™

## Hand Hygiene Plan



Manager's Guide for  
Hand Hygiene Compliance



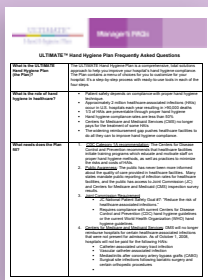


# Your Hands?

The ULTIMATE™ Hand Hygiene Plan helps support your infection control initiatives. The Plan, based on behavioral science, helps you manage, build and maintain hand hygiene compliance among healthcare workers.

The Plan features tools and information for both you, as the manager, and for healthcare workers — the two vital agents for lasting improvement of hand hygiene in your hospital.

## Get Ready



### Manager's FAQs

As a leader and role model, employees look to you for answers. This guide prepares you by providing answers you're likely to need to be an effective leader of good hand hygiene practices.



### Dispenser Placement Analysis

The installation program defines installation standards and expectations to optimize dispenser placement. Your GOJO representative is available to evaluate current dispenser placement for maximum convenience and safety.



### Letter from Leadership

This pre-written letter provides a template communication to your organization from your leadership (e.g. CEO). It emphasizes the leader's personal commitment to good hand hygiene to inspire staff to adopt the same high standard.

## Get Set

### Kick-Off Presentation

This presentation template can be used to introduce the Ultimate Hand Hygiene Plan or select elements of the Plan that will be used as part of a multi-modal approach to hand hygiene management. The presentation can be customized to the needs of your facility.



### Staff Education Video

This video makes it easy for you to educate staff about hand hygiene best practices and help them overcome obstacles to improving their hand hygiene compliance.

### GOJO Clean Hands: A 30-day Program to Lasting Improvement

This self-study, web-based program puts the responsibility for hand hygiene compliance in the hands of the individual healthcare worker – right where it belongs.

Unique in its approach to changing hand hygiene behavior, Clean Hands features self-assessment and self-improvement planning. Healthcare workers compare their hand hygiene practices to recommendations from the CDC and identify areas for improvement. While they incorporate their improvement plan into their day-to-day activities, they receive e-mail reminders and tips to help them achieve their personal improvement goals.

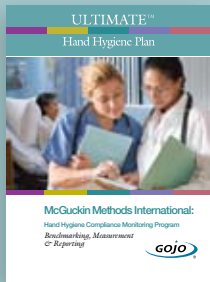
Using aggregate data from Clean Hands, managers can identify knowledge deficits and hand hygiene behaviors affecting compliance and use this information to target improvement areas for intervention.



## Signage

The Plan includes engaging signage to remind and encourage staff to practice good hand hygiene.

## Hand Hygiene Compliance Monitoring



Effectively monitor, track and measure hand hygiene compliance through product usage (volumetric) measurement.

GOJO partners with McGuckin Methods

International (MMI), an agency recognized in the U.S. for reporting hand hygiene statistics. Volumetric measurement helps you meet CDC recommendations and Joint Commission requirements.

## Contact Hours

The Plan provides easy access to continuing education contact hours focused on evidence-based recommendations for hand hygiene and prevention of healthcare-associated infections (HAIs) such as ventilator-associated pneumonia, urinary tract infections, surgical site infections and catheter-related bloodstream infections.

## Patient Empowerment



Building hand hygiene awareness for all is an important part of improving compliance. Patients are a valuable resource in encouraging hand hygiene compliance.



The pamphlet “**Get the Upper Hand on Germs**” and **Patient Hand Hygiene Video** explain the importance of proper hand hygiene

for patient safety. These tools reassure patients and visitors that it’s OK to ask their healthcare workers to wash or sanitize their hands prior to direct contact.

## Reminder Cue



This “slogan” or “cue” – **Your Hands?** – can be used along with a hand signal to promote peer influence on hand hygiene compliance. This reminder “cue” will be supported with buttons to keep staff, patients and visitors focused on good hand hygiene.

## Highlighting Role Models

Every healthcare facility has individuals who “do it right” when it comes to hand hygiene. Whether called role models, champions, or positive ‘deviants’, they have special practices, strategies and behaviors that help them be more compliant with hand hygiene than others who have the same busy schedule and constraints. These individuals are a significant resource for helping managers demonstrate best practices for others to recognize and follow. This section contains suggested ideas and techniques you can use to highlight these workers and their approach to hand hygiene.

This Manager’s Guide outlines the tools you implement during the Plan’s four stages. There is no quick fix to achieve good hand hygiene. The Plan recognizes that people vary and that different people will adopt the new behavior of good hand hygiene at different rates. So the Plan organizes your efforts into stages and provides you with tools tailored for those stages.

# ULTIMATE™ Hand Hygiene Plan



