

**Toolkit Contents**

1. Overview

* Clean Wave Hand Hygiene Project Charter
* Clean Wave Project Focus - 4 Moments of Hand Hygiene
* Engaging the Team
* Engaging Patients / Residents and Families
* Clean Wave Communication Strategy
* Clean Wave Hand Hygiene Employee Survey
* Clean Wave Hand Hygiene Celebration

2. Auditing Process

* Informal Observation (Employees / Patients / Residents / Families)
* Formal Auditing (Employees only)
* Hand Hygiene Auditor Training & Auditing

3. Hand Hygiene Auditor Results

Appendix A: Communication Tools

Appendix B: Informal Observation Tools for Moment 1, 2, 3 & 4

Appendix C: Formal Auditing Tool

Appendix D: Patients / Residents and Families Tools

Appendix E: Informal Observation Results for Moment 1, 2, 3, & 4

Appendix F: Formal Audit Results

Appendix G: Clean Wave Employee Celebration

 August 2020