

The five key components of the WHO Multimodal Hand Hygiene Improvement Strategy

- 1. System Change:** ensuring that the necessary infrastructure is in place to allow health-care workers to practice hand hygiene. This includes two essential elements:
 - access to a safe, continuous water supply as well as to soap and towels;
 - readily accessible alcohol-based handrub at the point of care.
- 2. Training / Education:** providing regular training on the importance of hand hygiene, based on the "My five moments for hand hygiene" approach, and the correct procedures for handrubbing and handwashing, to all health-care workers.
- 3. Evaluation and feedback:** monitoring hand hygiene practices and infrastructure, along with related perceptions and knowledge among health-care workers, while providing performance and results feedback to staff.
- 4. Reminders in the workplace:** prompting and reminding health-care workers about the importance of hand hygiene and about the appropriate indications and procedures for performing it.
- 5. Institutional safety climate:** creating an environment and the perceptions that facilitate awareness-raising about patient safety issues while guaranteeing consideration of hand hygiene improvement as a high priority at all levels, including
 - active participation at both the institutional and individual levels;
 - awareness of individual and institutional capacity to change and improve (self-efficacy); and
 - partnership with patients and patient organizations.