

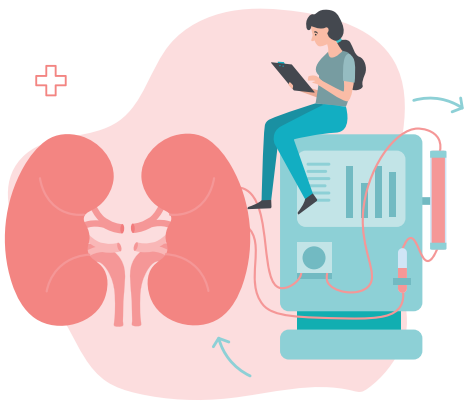
STAFF CONVERSATION GUIDE



Preventing infections is a critical component of patient safety. Hand hygiene is one of the easiest and most effective infection prevention measures. This Conversation Guide is intended to be used in conjunction with the hand hygiene brochure and poster, and will assist you in starting a conversation with patients about how they can help prevent infections by practicing good hand hygiene when outside of the dialysis facility. Please use this document to:

- 1) Start the hand hygiene conversation with patients.
- 2) Promote patient engagement in self-care.
- 3) Re-invigorate your facility's hand hygiene focus!

ACCESS-RELATED



Q: When outside of the dialysis facility, how can cleaning your hands prevent you from getting an access infection?

A: Germs are everywhere! Your hands touch everything around you and germs that get on your hands can get transferred to your access and cause serious infections. Cleaning your hands often is the best way to get rid of the germs and prevent you from getting a serious infection in your access or in your bloodstream.

Start the conversation:

Ask the patient to list some important times to clean their hands. Examples of times when a patient should clean their hands listed in the brochure include: Before and after touching your access, removing your fistula or graft bandage, caring for your catheter and/or changing the dressing. Ask the patient to list some other important times to clean their hands. Discuss how many opportunities for hand hygiene they have had today.

Q: How can you enjoy spending time outdoors without getting an infection?

A: Gardening and spending time outdoors can bring many health benefits. However, exposure to bacteria and mold can occur through contact with soil, plant matter, and droppings or body fluids from animals and rodents while outdoors. You should keep all wounds and your access covered, wear gloves when gardening, and always clean your hands after outdoor activities.

Start the conversation:

Examples of outdoor activities listed in the brochure include exercising, gardening, and caring for your lawn. Ask the patient what outdoor activities they like to participate in. Talk through how and when they should clean their hands after those activities.

OUTDOOR ACTIVITIES



IN THE COMMUNITY

Q: Why is it important to clean your hands when you are out in the community and when you return home?

A: Germs are everywhere! Every time you participate in an activity in the community, you can be exposed to germs that may lead to an infection. Cleaning hands after touching items that are frequently touched by others in the community is important. Once you reach home, you should clean your hands so you don't spread germs you may have picked up in the community.

Start the conversation:

Ask the patient to tell you about some of the community activities they take part in that may put them at risk for infection. Have them think about a day in their life when they are out of their home. If they are having trouble describing activities, you can offer some examples such as visiting friends and/or family, going to the grocery store or pharmacy, attending church, seeing a concert or play, or going out to eat. Ask the patient if they have a normal routine when they reach home that includes performing hand hygiene to protect themselves from germs. If not, encourage them to develop a hand hygiene routine every time they return home.

Q: When you are in the comfort of your own home, why is cleaning your hands important?

A: We often assume that the home is a safe and clean place. We don't realize that we can pick up germs or spread germs to others during day-to-day activities. Activities such as using the bathroom, preparing meals, and feeding or cleaning up after pets can spread germs.

Start the conversation:

Ask the patient to describe activities they do at home that might increase their risk of infection. Discuss how many opportunities for hand hygiene they may encounter in their home in a typical day.

IN THE HOME



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