**Key lessons and ongoing efforts**

**Keep it positive!** Have fun, celebrate progress, and focus on the facts... Not the faults.

**Organized effort:** A multidisciplinary team and multifaceted approach works.

**Set solid goals:** Attainable short term goals can help to meet long term expectations.

**Get others involved: Seek input, share the efforts and results**
- Champions and Leaders
- Others: Professionals and Non-professionals

**Recognize common trouble spots**
- “Before contact”
- “Patient’s environment”
- Glove issues: Not a substitute; Eliminate “GGTTHS” (Gloves Glued to the Hands Syndrome)

**Identify barriers and work to overcome them**
- Listen and respond to complaints, concerns and questions
- Define, categorize and quantify persistent noncompliance (the last 10%)

**Promote growth and lasting success**
- Reach out, encourage, assist, and adapt program for others
- Seek ways to apply guidelines and measure compliance in different settings
- Continue the push for cultural change

*Massachusetts General Hospital Hand Hygiene Program, April 2008*