**Just-in-Time Coaching Script**

**Health Care Worker**

​Hi my name is \_\_\_\_\_\_\_ and I’m a patient care manager on this unit. This unit is part of a hospital–wide hand hygiene compliance improvement project. As a part of this project I am questioning health care workers in order to better understand the barriers to hand washing in the clinical setting. I noticed that you did not wash your hands at room entry/exit. Can you please tell me why that happened?

**Physician**

​Dr. \_\_\_\_\_\_\_\_, I noticed that you did not wash your hands just now as you were entering/exiting the room/patient care area. In an effort to improve patient safety, this unit is a part of a hand hygiene compliance improvement project. My role in this project is to understand the barriers to hand washing, so I’d like to ask you a couple of questions. What do you think prevented you from washing your hands? What are the barriers that prevent you from performing hand hygiene?