

Indiana Healthcare Associated Infection Initiative

Speak Up Scripts for Health Care Workers

Strategy	Example
Take a positive approach to prevention.	Thanks for coming to help, John.
	I appreciate your time Jane.
	I'd like your help with something.
Use nonthreatening language.	I think you missed the sign, I almost didn't see it at first myself, but Mr. Smith is in isolation.
	I think Mr. Smith's room needs to be cleaned with a bleach solution, and I wondered if you got solutions mixed up...or if I'm mixed up.
	Paper towels and soap were just restocked so you can wash your hands.
Offer to help.	I can help Mr. Smith while you get ready.
	I can take that chart while you wash your hands.
Appeal to the other person's expertise or sense of responsibility.	I know you believe patient safety is important too.
	We all want to do what's right for the patient/resident.
	I know you have a lot of experience with this...
Use appropriate humor.	Though I find it hard to believe we are not all perfect...
	Our hands are like sandpaper because we wash them so much, THAT's why we have to wear gloves.
Encourage others to speak up.	Mr. Smith I want to explain one way we help prevent infections here. Everyone who comes in to your room should wash their hands or use hand sanitizer and rub their hands. So if you see someone and you are not sure if they did this, make sure to ask "washed or rubbed?"
	Do you have any questions?
	Does this make sense?
Pull the other person aside.	Can I talk to you over here for just a moment - I'd like to check something with you?
Acknowledge uncertainty.	Remembering everything can be difficult sometimes.
	I know there is a lot in the plan and I don't have everything memorized, so it's good to review. Now we both know what the right disinfectant is.
Reference resources.	I think you missed the sign, I almost didn't see it at first myself, but Mr. Smith is in isolation.
	We just had that in-service that talked about the importance of wearing personal protective equipment and washing our hands.
	Our Patient Safety Team put together a checklist to help us remember the correct way to change catheters.

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Speak Up Scripts for Patients/Residents

Strategy	Example
Take a positive approach to prevention.	Thanks for coming to help, Dr. Jones.
	I appreciate your time Jane.
	I'd like your help with something.
Use nonthreatening language.	It seems like the hospital/facility pays attention to infection prevention.
	I think my room needs to be cleaned with a bleach solution, and I wondered if you got solutions mixed up...or if I'm mixed up.
	Paper towels and soap were just restocked so you can wash your hands. Actually, I have a question about that.
Appeal to the other person's expertise or sense of responsibility.	I know you probably already know this, but can you help
	I know you want to do what's right for me.
	I know you have a lot of experience with this, so can you clarify for me...
Use appropriate humor.	Washed or rubbed?
	Your hands are like sandpaper because you wash them so much, THAT's why you have to wear gloves.
Use appropriate humor.	Washed or rubbed?
	Your hands are like sandpaper because you wash them so much, THAT's why you have to wear gloves.
Encourage others to speak up.	Washed or rubbed?
Pull the other person aside.	Can I talk to you over here for just a moment - I'd like to check something with you?
Acknowledge uncertainty.	Remembering everything can be difficult sometimes.
	Do I really need an antibiotic? Can this clear up without one, or is there another medicine?
	I'm not sure this will work for me.
Reference resources.	I saw on the news that sometimes it's not good to take antibiotics.
	I heard nurses talking about preventing infections with hand washing. Can you tell me more?