In collaboration with the Patient and Family Advisory Council (PFAC), the Infection Prevention and Control (IPAC) department at the Scarborough Health Network implemented a patient education model that focused on increasing patient’s knowledge and awareness of hand hygiene. The education model consisted of four strategies: creating new patient centered hand hygiene posters for each patient room; making hand sanitizer accessible to patients and families within the patient room; creating educational brochures; and ensuring that hand hygiene stations on entrance to the inpatient unit are accessible to family and visitors.

**Evaluation Results:**

- **Have you seen the hand hygiene poster in your room?**
  - Yes: 41, No: 0

- **If you answered “yes” to Q1, do you understand when you should be cleaning your hands while in hospital?**
  - Yes: 20, No: 11

- **Have you used the hand sanitizer at your bedside?**
  - Yes: 21, No: 10

- **If “yes” to Q3, when did you use the hand sanitizer? (Select all that apply)**
  - Before eating a meal: 22, After using the washroom: 15, Before and after touching your wound or IV site: 5, Other (please note): 0