




PIDAC Best Practices for Environmental Cleaning in all Health Care Facility

A Strategic Impact Assessment for the Environmental Services Department
Closing the GAP – Operational Strategies




Mark Heller
October, 2009

Objectives

1. Help you make sense of the changing world of Health Care housekeeping
2. To provide my perspective on where to begin

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Strategic Assessment

*If anything is certain, it is that change is certain.
The world we are planning for today will not exist in this form tomorrow.*

Philip Crosby,
Reflections on Quality

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Strategic Assessment

The Big Picture

- Health Care Industry
- The Provincial Scene
- Environmental Services Profession
- Sanitation Industry

Your World

- Facility and Inter-Facility Politics
- Stakeholder Relationships
- Operational Resources & Programs

You

- Environmental Services Leadership

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*However beautiful the strategy,
you should occasionally look at the results.*

Sir Winston Churchill
British Politician (1874 - 1965)

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Operational Strategies

1 Embrace & Lead Change

- Read the PIDAC document
- The buck stops with you
- Begin now; make this your critical mission



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Operational Strategies

2 Filter Your Environmental Services Program

Routine Cleaning Program
 (Normal operating conditions application of Routine Practices and Transmission-based Precautions)

- Hotel Area Types (Lounges, Corridors, Lobbies, Office & Admin Spaces, Support Areas)
- Clinical Area Types (Patient / Resident Rooms, Washrooms, Tub & Shower Rooms, Unit Utility Spaces, Critical Care)

Outbreak Response Plan

- Localized or facility – wide response with enhanced or modified cleaning, PPE

Contingency Operations Plan

- Facility wide response to reduced staffing, modified facility operating conditions

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Operational Strategies

3 Perform a Gap Analysis

Environmental Scan


- Physical Environment
- IPAC Relationship with ES

Resources



- ES Leadership Team (quantity and quality)
- ES Staff Levels
- Equipment & Supplies

Program

- Protocols & Procedures
- Training (curriculum, format, proficiency assessment mechanisms)
- Quality Monitoring



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Operational Strategies


4 Define or Update your Protocols & Procedures

Governance

- Cleaning Frequencies (by area type)
- Chemical Applications Protocol (by surface type)
- Scope of Responsibility (by item / task)

Documentation

- Audience centered writing (don't over complicate)
- Procedures have to be accessible to all (ES, Nursing, Leadership)
- Completed cleaning needs to be documented



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Operational Strategies

5 Audit your Training & Education

- Do you know if learning has taken place?
- Are the people delivering the training, competent to training?
- Is your program universal and comprehensive?

Program

- Application:
 - Orientation (new ES staff), Continuing Education (existing ES staff)
 - Knowledge (what/why), Skill (how), Orientation (where/when)
- Key components:
 - Curriculum (what to train)
 - Training Guide (how to train)
 - Support Materials (subject information)
 - Proficiency Assessment (Q&A, skills demonstration etc)
 - Follow-Up (performance coaching)
 - Documentation
- Leadership Standards
 - CHICA Core Competencies
 - Routine Practices and Transmission-Based Precautions
 - Cleaning Procedures, PPE Techniques



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Operational Strategies

6 Quality Control

Perform a PIDAC Recommendations Audit

Ongoing Quality Monitoring

- Visual (Cleanliness) Inspections
- Microbial Simulation Type Audits (Environmental Marking)
- Process/Procedure Compliance Audits
 - Isolation Cleaning (transmission-based precautions)
 - Hand Hygiene
- Safety / Condition Snap-Shot Assessments
 - Inspections of Cleaning Carts, Closets, Equipment & Laundry

Satisfaction Surveys

- Internal (Clinical Leadership)
- Patient / Resident / Families

Specialty/Application Specific Assessments

- ATP Bio-luminescence
- Environmental Culturing



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Operational Strategies

7 Moving Forward

- Get Out There! (leadership visibility)
- Map Your Plan
 - What items can you address now?
 - What items do you need the support of others?
 - What items do you need more resources to resolve?
 - What items are not likely to be addressed?



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Questions?



*Real success is finding your lifework
in the work that you love.*

David McCullough
US biographer & historian (1933 -)

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