

# As The Hospital Turns: The Continuing Saga Of Environmental Cleaning & Disinfection

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Saskatchewan  
**Health Authority**

# Issue

- Vancomycin-resistant *Enterococcus* (VRE) outbreak
  - Regina General Hospital, 2013
  - Medical inpatient unit
  - 8 months duration
  - Environmental sampling
    - Extensive contamination
    - Patient charts, hand rails, pyxis machine, nursing station, storage room, staff kitchen
- Policies, procedures, improvement program

# Project

- Environmental Services (EVS) Dept.,  
Infection Prevention & Control Dept,  
2014:
  - Analyzed practices, procedures, products
  - Improvement projects
  - Surveys regarding performance
  - Best evidence-based practices evaluated

# Results

- Analysis protocols and surveys
  - Standardizing cleaning procedures
  - Changing cleaning products
  - Incorporating technological tools
  - Increasing staff accountability
  - Focusing patient care areas
- Improvement projects 2015 - 2017

# Improvement Projects

- 1) Updating work standards



**Name of Activity:** Scripts for EVS Worker/Client Interaction

**Role Performing Activity:** EVS Employee



## WORK STANDARD

**Electronic Location:** EVS Supervisor Shared Drive

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[Replication.Specialist@rqhealth.ca](mailto:Replication.Specialist@rqhealth.ca)

### Work Standard Summary:

Essential Task	
1.	<b>EVS Employees may find themselves uncomfortable with conversing with clients – the following scripts are in place to ease any discomfort.</b>
2.	<b>Clients do want to know who is coming into their room. All EVS workers will introduce themselves and their purpose upon entering a patient’s room, when the patients are awake.</b>
3.	<p><b>The following are examples of” scripted conversation:</b></p> <ul style="list-style-type: none"> <li><b>Hello, my name is _____. I am an Environmental Service Worker; I am here to clean your room today.</b></li> <li><b>Hello, my name is _____. I am an Environmental Service Worker. I have to come in to clean your room today. I see that you have quite a few visitors, but I need to disinfect your room, would it be alright if I start now, or come back in 10 minutes.</b></li> </ul>
4.	<p><b>You may have visitors in an area that you need to clean.</b></p> <p><b>Hello, my name is _____. I am an Environmental Service Worker. I have to clean this area, and would ask that you move to the _____ to allow me to complete my job (when addressing patient visitors).</b></p>

# Improvement Projects

- 1) Updating work standards
- 2) Microfibre cleaning system and accelerated hydrogen peroxide
- 3) Portable hydrogen peroxide disinfection system

# Improvement Projects

## 4) “Sticky Note” Exercise

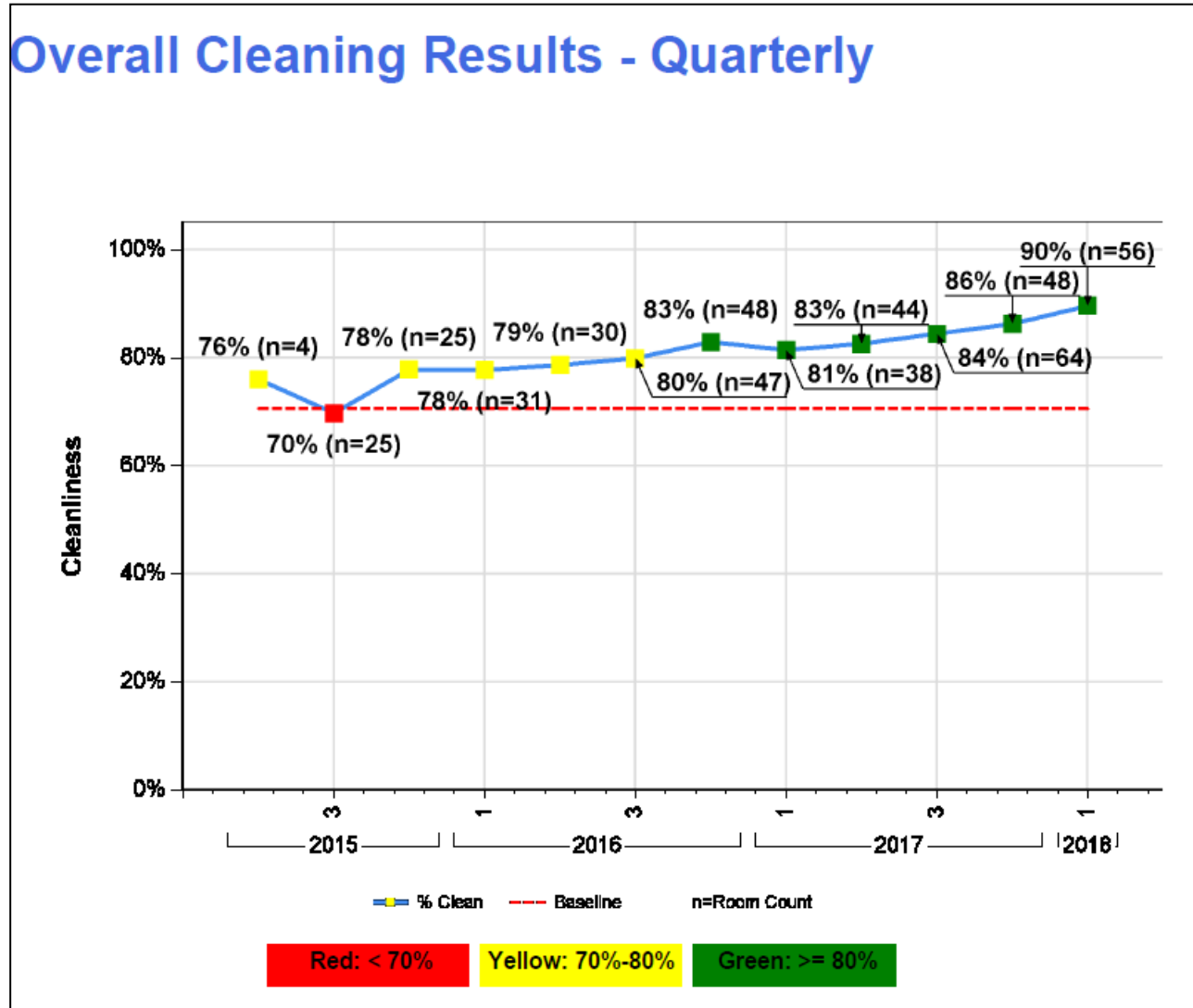


- Colour coded
- Patient rooms, exam rooms, nursing stations, equipment
- Outcomes:
  - Cleaning locations
  - Schedules
  - Areas and equipment not being cleaned



# Improvement Projects

## 5) Conducting audits



# Heat Map Progress and Trend Report

High Touch Object	Baseline	Q4 2017	Q1 2018	Change Over Baseline	Trend
<a href="#">Bathroom Handrail by Toilet</a>	65%	95%	93%	28%	↓
<a href="#">Bathroom Inner Door Knob</a>	61%	85%	87%	26%	↑
<a href="#">Bathroom Light Switch</a>	74%	98%	89%	15%	↓
<a href="#">Bathroom Sink</a>	83%	85%	88%	5%	↑
<a href="#">Bed Rail/Controls</a>	69%	78%	84%	15%	↑
<a href="#">Bedside Table Handle</a>	93%	91%	87%	-6%	↓
<a href="#">BR Hand Hygiene Dispenser</a>	58%	67%	90%	32%	↑
<a href="#">Call Button</a>	76%	90%	95%	19%	↑
<a href="#">Chair</a>	57%	79%	86%	29%	↑
<a href="#">IV Pole (Grab Area)</a>	0%				
<a href="#">PR Hand Hygiene Dispenser</a>	59%	89%	89%	30%	→
<a href="#">Room Inner Door Knobs</a>	58%	89%	91%	33%	↑
<a href="#">Room Light Switch</a>	50%	96%	91%	41%	↓
<a href="#">Room Sink</a>	80%	87%	90%	10%	↑
<a href="#">Telephone</a>	69%	100%	83%	14%	↓
<a href="#">Toilet Bedpan Cleaner</a>	75%				
<a href="#">Toilet Flush Handle</a>	86%	90%	98%	12%	↑
<a href="#">Toilet Seat</a>	78%	79%	87%	9%	↑
<a href="#">Tray Table</a>	80%	88%	92%	12%	↑
<a href="#">TV</a>		73%	89%	NaN	↑
<b>Total Patient Bathroom</b>	<b>73%</b>	<b>85%</b>	<b>90%</b>	<b>17%</b>	<b>↑</b>
<b>Total Patient Room</b>	<b>68%</b>	<b>85%</b>	<b>89%</b>	<b>21%</b>	<b>↑</b>
<b>Total</b>	<b>71%</b>	<b>86%</b>	<b>90%</b>	<b>19%</b>	<b>↑</b>

# Improvement Projects

- 6) Seasonal Cleaning Program, 2017
  - a) Patient room shut down 24 hours



b) Room decanted



c) Repairs

d) Equipment maintenance





d) Room cleaned

# Lesson Learned

- Understanding current processes & activities, opportunities for improving practices & patient safety
- Engaging patients & staff, initiatives introduced & implemented
- Implement strategies 2018
  - Updating orientation manual
  - Enhance training methods
  - Wipeable privacy curtains



# Acknowledgements

- Patients
- EVS Staff
- Infection Prevention & Control
- Support Services
- Clinical Staff
- Facilities Management
- Clinical Engineering



# Thank you

# Questions?

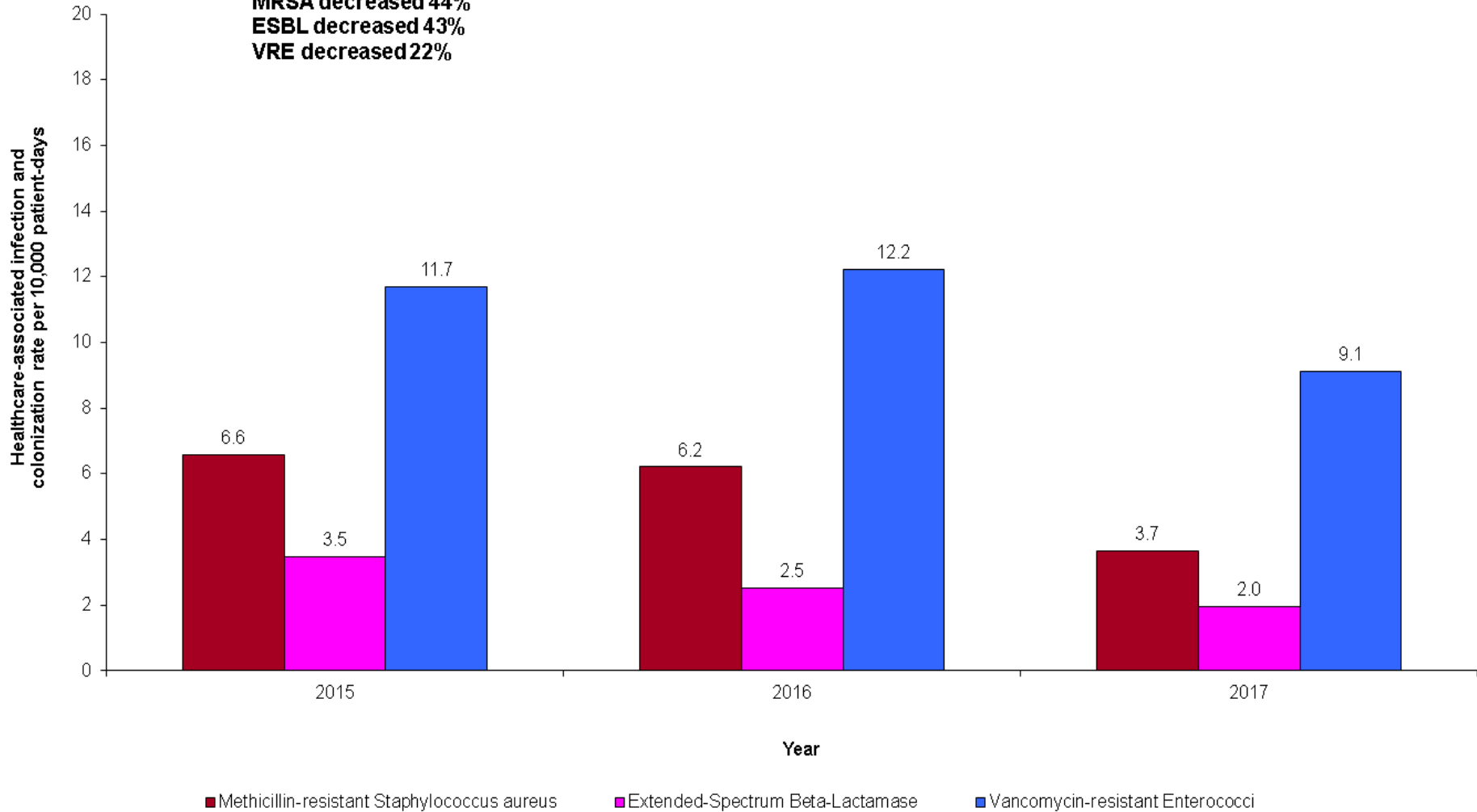
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Saskatchewan  
**Health Authority**

**Regina Qu'Appelle Health Region, healthcare-associated infection and colonization rate per 10,000 patient-days, 2015 - 2017**

**Between 2015 - 2017:  
MRSA decreased 44%  
ESBL decreased 43%  
VRE decreased 22%**



- From 2015 to 2017:

- 60 fewer MRSA cases at Regina General Hospital and Pasqua Hospital, cost savings of **\$530,460**

- 24 fewer VRE cases at Regina General Hospital and Pasqua Hospital, cost savings of **\$430,776**

**Total number of outbreak days, Vancomycin-Resistant *Enterococcus*,  
Regina General Hospital and Pasqua Hospital, 2015 - 2017**

