

# Report & Results

*For*

***Third Party Independent Unannounced Housekeeping Audit  
of B.C.'s Health Care Facilities***

***Performed by Westech Systems FM, Inc  
February 1<sup>st</sup> to April 4<sup>th</sup> 2006***



***Prepared by***

**Westech Systems, FM Inc.**

**May 5, 2006**

April 24, 2006

Westech Systems FM Inc. is pleased to submit the following report of the third party independent housekeeping audit process and results to B.C. Health Authorities.

Westech Systems FM Inc. is a British Columbia owned and operated company that has focused primarily on providing cleaning\housekeeping auditing services and housekeeping management software solutions for hospitals and other facilities in North America for nearly two decades. For this most recent third party audit we have built upon the experience gained in performing the initial audit carried out in BC in 2005. In fact over the last year Westech and members from each health authority have made several improvements to the audit process itself through regularly scheduled meetings. We have continued to base the methodology on extensive research relating to auditing best practices used in the U.K, Australia, the U.S., and Canada.

Between February 1<sup>st</sup> and April 4<sup>th</sup> 2006, Westech conducted an independent third party audit of all public health care facilities in British Columbia. We audited approximately 10% of all the rooms of every health care facility in each health authority in four risk categories. All audits were conducted unannounced.

The overall score for a room is based on up to 19 inspection elements that have different weights associated with them, depending on the risk category. The overall percentage score for a facility is based on the average score for all rooms audited in that facility. The overall percentage score for a health authority is based on the average of all the facilities audited within that health authority.

Using an established industry benchmark of 85%, all of the health authorities (based on a overall average) are in excess of this target - an improvement over 2005. However, some individual sites fell below the targeted level of 85% in this recent audit. The continued focus for all sites will be to work on keeping the scores consistently above the target level.

Westech performed the recently completed audits with a focus on consistency, and objectivity and will stand behind the results in this report and future audits that we perform. We are also committed to staying abreast of best practices around the world by undertaking research on an ongoing basis. In short, our goal is to continually improve the process to assist Health Authorities in improving the cleanliness of hospitals across B.C.

Sincerely,

WESTECH SYSTEMS, INC.

Dean Waisman, President

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# Provincial Housekeeping Audit Summary Report

Background: Dec 2004 – June 2005

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In late 2004, a common system for measuring health care facility cleanliness was sought on a Provincial scale – the first initiative of its kind in Canada – by B.C.'s six Health Authorities. Acting as a collective, the health authorities issued a Request for a Proposal that was awarded to Westech Systems.

Utilizing 15+ years of experience and recent research relating to best practices in the U.K., Australia, the U.S. and Canada, Westech achieved the following:

1. Developed a common set of cleaning standards.
2. Developed an audit system specific to the needs of the participating Health Authorities.
3. Performed independent third party audits of every health care facility in British Columbia.
4. Provided standardized reporting processes for both the internal and independent third party quality audits; and
5. Created an audit system for internal use at all the public health care facilities. All of this was realized using current best practices based on extensive worldwide research and state-of-the-art computer technology.

Westech Systems FM Inc. is a British Columbia owned and operated company that has focused primarily on providing cleaning\housekeeping auditing services and housekeeping management software solutions for large hospitals and other facilities in North America for nearly two decades. Working with our sister company, QHT Technologies from Michigan, we have assisted in the development of the state-of-the-art Palm-based quality audit software used for this significant project. The current version of this software system is based on both the recent research that we have completed, and our years of experience in the development of quality audit systems for our clients.

As a firm that provides impartial, unannounced third party housekeeping audits, we are acutely aware of our independent position. As such, it is not our policy to contract housekeepers, or sell cleaning chemicals. Moreover, Westech has never been affiliated with any contract cleaning companies and/or janitorial cleaning product companies.

Prior to this provincial initiative, the majority of Health Authorities in B.C. were utilizing a variety of good - but different - systems for auditing cleanliness. With the new Provincial Housekeeping Audit System, the participating Health Authorities are now using a common system and are well on their way to working together to achieve continuous quality improvement. It should also be emphasized that B.C. has now set a new benchmark for Canada and the world in the area of health care facility housekeeping audits.

## Provincial Housekeeping Audit System Overview

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Some of the key components of the Provincial Housekeeping Audit System are:

- **The B.C. health care facility cleaning outcome standards** detailing the acceptable cleaning outcomes of the different inspection elements (toilets, walls, floors, beds, patient equipment, showers, tubs, doors, etc.) within rooms that are cleaned.
- **A methodology on how to divide every area in a health care facility into four different risk categories - Risk 1: Very High Risk; Risk 2: High Risk; Risk 3: Moderate Risk; and Risk 4: Low Risk.** Rooms categorized in a Very High Risk area such as an operating room have a lower tolerance for unclean inspection elements than rooms deemed Low Risk, such as a maintenance area.
- **A weighted scoring system** that puts more emphasis on inspection elements such as beds, toilets and other items that have a higher chance of hand contact points, thus increasing the risk of spreading infection. This concept of weighting is new to many of the B.C. Health Authorities and is based on global best practice methods.
- **State-of-the-art software and Palm technology** to make the auditing process as consistent and objective as possible by automating many of the functions that had to be performed manually with the old paper system. Major benefits include:
  - ✓ Less data input resulting in fewer human errors and significantly less time consumed.
  - ✓ Consistency amongst auditors as a direct result of standardized formulas built into the system.
- **Rigorous training programs and systems** to monitor the consistency of both the Westech independent third party auditors and the health care facility internal auditors.

## Developments Since June 2005 & Future Strategy

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Following the success of the first third party audit in June 2005, the primary goal was to implement the Provincial Housekeeping Audit System in all six B.C. Health Authorities. This would enable health care facility staff to perform audits internally on a regular basis. This goal has been achieved, with all hospitals now performing internal audits using the same scoring methodology and basic system.

As a result of regular meetings between Westech and members from each Health Authority, many improvements have been realized to the audit process over the last year – reflecting the commitment of the health authorities to continuous quality improvement. These improvements, either already in place or soon to be implemented, include:

- Improved Cleaning Standards:
  - Less tolerance for any soil on areas considered hand contact points. For instance soil on the following items is now more likely to fail:
    - Around door handles
    - Under over bed tables, soap dispensers, sinks, etc.
  - More emphasis on floor care and areas of high visibility

- Room Specific Databases:
  - 75% of the room specific databases for all the health authorities have been created since the initial third party audit in 2005. The room specific audit databases enable trending over time and help pinpoint problem areas.
  - The goal will be to complete all the room specific databases by the next third party audit.
  
- Changes to the Auditing Plan: Third Party Audits
  - Based on experience from the initial third party audit Westech did not audit as many Risk 1 rooms as part of the 2006 audit. In addition, Westech made the determination to spread the 10% audit sample throughout the facility in order to get a more balanced reading of how clean the facility was in all areas. A higher portion of the R1 to R3 areas was still completed but with the emphasis on spreading the audits throughout the facility.
  - Westech audited higher than a 10% sample size of some of the smaller sites in order to provide more statistically correct data than the previous audit. This determination is based on findings from the initial audit and work with a statistician.
  
- Changes To Risk Categories
  - There are currently proposed changes as to how the different areas types or room types will be assigned a risk category. The goal of these changes is to improve the cleaning quality.
  
- Ensuring More Consistency in Auditing Practices
  - Westech and the Health Authorities are currently in the process of developing a means to ensure that all auditors be it internal or third party are as consistent as possible in how they perform their audits.

The independent, unannounced third party audits are important in that they act as a check and balance to the internal process. The internal process is important from an operational standpoint to manage the day-to-day issues. The end result of these ongoing quality checks will be continuous quality improvement over time and cleaner health care facilities.

In summary, Westech is extremely proud to be a continued part of this Provincial initiative. We are looking forward to continuing to play a significant role in the process of objectively improving the cleanliness of all health care facilities in B.C.

It should also be emphasized that by no means has Westech concluded with our research of cutting edge auditing procedures. Westech is committed to staying abreast of best practices around the world by undertaking research on an ongoing basis.

### Third Party Independent Audit Summary Results:

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Between Feb 1<sup>st</sup> and April 4<sup>th</sup> 2006, Westech conducted an independent and unannounced third party audit on all the health care facilities in B.C. Some of the key details of this external audit are as follows:

- Audited approximately 10% of all the rooms of every health care facility in B.C. using the new Provincial Audit Housekeeping System described above. We audited a higher percentage of rooms in smaller facilities in order to make the process more statistically representative.
- Of the 10% of rooms audited, we examined a proportionally higher percentage of high risk rooms in the R1, R2 & R3 categories compared to R4 rooms. In addition we attempted in most cases to spread these audits throughout all entire facility in order to get a true reading of the cleanliness of the facility.
- The overall score for a room is based on a weighted score for up to 19 inspection elements that could be assessed.
- The overall percentage score for a health care facility is based on the average score of all the rooms audited in that facility.
- The overall percentage score for a Health Authority is based on the average of all the scores of all the facilities audited within the Health Authority.
- The percentage scores for the Health Authorities are to be interpreted with a percentage system that is based on best practice in the industry. This best practice benchmark is 85%. The following provides a definition on how to interpret the percentage scores:

<b>Percentage Range</b>	<b>Action</b>
85% and above	Industry benchmark target
75% - 84.99%	Improvement is needed
65% - 74.99%	Improvement is necessary
Below 65%	Take immediate action

- It should be emphasized that the following overall scores for each Health Authority are based on an audit performed by Westech at a point in time and can easily vary over time. Moreover, the best measure of a health care facility's cleanliness is to monitor both the third party audit results and regular internal audit results over a period of at least one year to determine if any trends or patterns exist.
- Westech recommends that if a facility's overall score falls into the range where improvement is necessary, the Health Authority should address the issue immediately and order a non-scheduled internal or third party audit to ensure that the problem has been rectified.

The summary results for each B.C. Health Authority are as follows:

<b>Summary Results All Health Authorities</b>	<b>Score</b>
Average Score Fraser Health Authority	87.26
Average Score Interior Health Authority	90.09
Average Score Northern Health Authority	87.32

Average Score Provincial Health Services Authority	89.71
Average Score Vancouver Coastal Health Authority	85.57
Average Score Vancouver Island Health Authority	94.52
<b>Average Score All Health Authorities</b>	<b>89.08</b>

The following pages outline the audit results, in alphabetical order, by each B.C. Health Authority and community.



## Facility Specific Results by Health Authority

Fraser Health		Overall Score	Total Rooms Audited
City Name	Health Care Facility Name		
Abbotsford	MSA General Hospital	86.95	101
Burnaby	Fellburn Care Centre	90.87	20
Burnaby	Burnaby Hospital	82.53	201
Chilliwack	Chilliwack General Hospital	89.34	150
Delta	Delta Hospital	85.29	49
Hope	Fraser Canyon Hospital	91.23	27
Langley	Langley Memorial Hospital	86.69	152
Maple Ridge	Ridge Meadows Hospital	84.68	96
Mission	Mission Memorial Hospital	92.98	53
New Westminster	Queens Park Care Centre	85.14	69
New Westminster	Royal Columbian Hospital	83.60	286
Port Moody	Eagle Ridge Hospital	89.66	113
Surrey	Surrey Memorial Hospital	84.20	322
White Rock	Peace Arch Hospital	88.45	149
<b>Average/Totals - Fraser Health</b>		<b>87.26</b>	<b>1788</b>

Interior Health			
City Name	Health Care Facility Name	Overall Score	Total Rooms Audited
100 Mile House	100 Mile District General Hospital	93.26	54
Armstrong	Pleasant Valley Health Centre	88.41	20
Ashcroft	Ashcroft Hospital and Health Centre	88.85	20
Castlegar	Talarico Place	86.88	31
Chase	Chase and District Health Centre	95.84	20
Clearwater	Dr. Helmcken Memorial Hospital	93.39	20
Cranbrook	East Kootenay Regional Hospital	89.89	75
Cranbrook	Dr.F.W.Green Memorial Home	93.01	20
Creston	Creston Valley Hospital	96.46	32
Creston	Swan Valley Lodge	90.70	27
Enderby	Parkview Place	94.91	20
Fernie	Elk Valley Hospital	90.80	20
Golden	Golden and District General Hospital	93.21	24
Grand Forks	Boundary Hospital	88.85	32
Grand Forks	Hardy View Lodge	90.99	20
Invermere	Invermere District Hospital	93.38	22
Kamloops	Royal Inland Hospital	85.22	165
Kamloops	Overlander Extended Care	91.55	33
Kaslo	Victoria Community Health Centre of Kaslo	83.65	20
Kelowna	Brookhaven Extended Care	90.43	28
Kelowna	Cottonwoods Extended Care	90.79	45
Kelowna	Kelowna General Hospital	85.25	197
Kelowna	David Lloyd Jones Home	89.16	20
Kelowna	Three Links Manor	87.55	23
Keremeos	South Similkameen Health Centre	91.95	23
Kimberley	Kimberley Special Care Home	94.55	21
Lillooet	Lillooet Hospital and Health Centre	95.32	29
Logan Lake	Logan Lake Health Centre	91.93	21
Merritt	Nicola Valley Health Centre	92.04	36
Nakusp	Arrow Lakes Hospital	89.08	20
Nelson	Kootenay Lake Hospital	83.60	48
Nelson	Nelson Jubilee Manor	86.55	20
New Denver	Slocan Community Health Centre	86.46	20
Oliver	South Okanagan General Hospital	88.62	28
Oliver	Sunnybank Centre	94.33	20
Osoyoos	Sagebrush Lodge	88.89	20
Penticton	Penticton Regional Hospital	86.00	115
Penticton	Trinity Care Centre	85.31	20
Princeton	Princeton Health Centre	91.78	40
Revelstoke	Queen Victoria Hospital	91.22	48
Salmon Arm	Shuswap Lake General Hospital	95.38	38
Salmon Arm	Bastion Place	91.89	27

Summerland	Summerland Health Centre	87.15	26
Trail	Kootenay Boundary Regional Hospital	87.61	94
Trail	Columbia View Lodge	89.96	35
Vernon	Vernon Jubilee Hospital	88.63	129
Vernon	Gateby IC Facility	90.08	28
Vernon	Noric House Extended Care	86.16	21
Williams Lake	Cariboo Memorial Hospital and Health Centre	87.51	55
<b>Average/Totals - Interior Health</b>		<b>90.09</b>	<b>1970</b>

Northern Health			
City Name	Health Care Facility Name	Overall Score	Total Rooms Audited
Burns Lake	Lakes District Hospital	89.36	20
Burns Lake	The Pines	85.06	20
Chetwynd	Chetwynd General Hospital	90.39	20
Dawson Creek	Dawson Creek and District Hospital	89.23	69
Dawson Creek	Rotary Manor	83.54	22
Dease Lake	Stikine Health Centre	92.37	20
Fort Nelson	Fort Nelson Hospital	87.28	28
Fort St James	Stuart Lake Hospital	88.71	19
Fort St John	Fort St John General Hospital	86.05	50
Fort St John	North Peace Care Centre	88.88	24
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	90.04	20
Granisle	Granisle Community Health Centre	83.36	20
Houston	Houston Health Centre	85.03	20
Hudson Hope	Hudson Hope Health Centre	93.98	20
Kitimat	Kitimat Hospital Health Centre	87.55	54
Masset	Masset Hospital	86.99	20
McBride	McBride & District Hospital	89.64	20
McBride	McBride Mental Health Building	82.96	10
MacKenzie	MacKenzie & District Hospital	90.18	20
Pouce Coupe	Pouce Coupe Care Home	78.00	20
Pouce Coupe	Peace River Haven	79.86	20
Prince George	Prince George Regional Hospital	86.58	194
Prince George	Parkside Care Facility	82.26	20
Prince Rupert	Prince Rupert Regional Hospital	86.54	68
Prince Rupert	Prince Rupert LTC: Acropolis Manor	85.79	20
Queen Charlotte City	Queen Charlotte Islands General Hospital	88.96	20
Quesnel	GR Baker Memorial Hospital	82.98	90
Quesnel	Dunrovin Park Lodge	79.15	43
Smithers	Bulkley Valley District Hospital	85.13	24
Smithers	Bulkley Lodge	93.66	23
Stewart	Stewart Health Centre	91.76	20
Terrace	Mills Memorial Hospital	92.37	61
Terrace	Terraceview Lodge	90.26	16
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	82.54	20
Valemount	Valemount Health Centre	88.24	20
Vanderhoof	St John Hospital	90.89	25
Vanderhoof	Stuart Nechako Lodge	95.41	20
<b>Average/Totals - Northern Health</b>		<b>87.32</b>	<b>1220</b>

<u>Provincial Health Services Authority</u>			
<b>City Name</b>	<b>Health Care Facility Name</b>	<b>Overall Score</b>	<b>Total Rooms Audited</b>
Vancouver	Children's & Women's Health Centre of BC	88.59	430
Vancouver	Sunny Hill Health Centre for Children	97.54	40
Vancouver	BC Cancer Agency Vancouver Centre	87.78	125
Vancouver	BC Cancer Research Centre	95.69	98
Vancouver	Riverview	78.93	248
<b>Average Score - Provincial Health Services Authority</b>		<b>89.71</b>	<b>941</b>

Vancouver Coastal Health			
City Name	Health Care Facility Name	Overall Score	Total Rooms Audited
North Vancouver	Lions Gate Hospital	84.21	232
North Vancouver	Evergreen House	88.30	51
North Vancouver	Cedarview Lodge\Gardens	89.79	26
North Vancouver	Kiwanis Care Centre	89.21	60
North Vancouver	Margaret Fulton Centre	88.03	17
Pemberton	Pemberton Health Centre	74.08	20
Powell River	Powell River General Hospital	90.09	49
Powell River	Evergreen Extended Care Unit	88.63	20
Powell River	Olive Devaud Residence	92.50	20
Richmond	Richmond Hospital	85.29	147
Richmond	Minoru Residence	84.75	32
Richmond	Richmond Lions Manor	86.40	25
Sechelt	St Mary's Hospital	86.54	40
Sechelt	Totem Lodge	85.41	20
Sechelt	Shorncliffe	90.87	20
Squamish	Squamish General Hospital	85.58	27
Squamish	Hilltop House	79.68	22
Vancouver	Youville Residence	85.24	51
Vancouver	Vancouver General Hospital	84.38	855
Vancouver	George Pearson Centre	87.53	68
Vancouver	GF Strong Centre	83.22	69
Vancouver	UBC Hospital	88.7	279
Vancouver	Dogwood Lodge	94.27	33
Vancouver	St Paul's Hospital	84.89	447
Vancouver	Holy Family Hospital	82.12	41
Vancouver	Mount Saint Josephs Hospital	85.45	92
Vancouver	Brock Fahrni Pavilion	87.95	25
Vancouver	Langara Site	83.45	36
West Vancouver	West Community Health Centre	78.55	20
Whistler	Whistler Health Care Centre	71.99	20
<b>Average/Totals - Vancouver Coastal Health</b>		<b>85.57</b>	<b>2864</b>

Vancouver Island Health Authority			
City Name	Health Care Facility Name	Overall Score	Total Rooms Audited
Alert Bay	Cormorant Island Health Centre	95.52	20
Campbell River	Campbell River & District General Hospital	94.00	78
Campbell River	Yucalta Lodge	95.05	29
Chemainus	Chemainus Health Care Centre	94.75	27
Cumberland	Cumberland Health Centre	92.70	20
Duncan	Cowichan District Hospital	93.48	70
Duncan	Cairnsmore Place	95.68	31
Duncan	Cowichan Lodge	95.84	25
Ladysmith	Ladysmith & District General Hospital	95.63	20
Nanaimo	Nanaimo Regional General Hospital	91.70	175
Nanaimo	Dufferin Place	98.03	47
Parksville	Trillium Lodge	95.89	25
Port Alberni	West Coast General Hospital	95.82	74
Port Alice	Port Alice Health Centre	96.51	18
Port Hardy	Port Hardy Hospital	93.34	20
Port McNeill	Port McNeill and District Hospital	93.24	20
Qualicum Beach	Eagle Park Health Care Centre	97.59	21
Tofino	Tofino General Hospital	97.54	20
Victoria	Royal Jubilee Hospital	88.96	720
Victoria	Victoria General Hospital	89.11	271
Victoria	Saanich Peninsula Hospital	91.67	55
Victoria	Queen Alexandra Centre for children	93.61	74
Victoria	Aberdeen	93.99	58
Victoria	Glengarry	95.01	37
Victoria	Mount Tolmie	98.16	20
Victoria	Priory	94.59	37
<b>Average/Totals - Vancouver Island Health Authority</b>		<b>94.52</b>	<b>2012</b>