



Report & Results

For

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

***Performed by Westech Systems FM, Inc
August 2009 to March 31st 2010***



***Prepared by
Westech Systems, FM Inc.
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Westech Systems FM Inc. is pleased to submit the following report of the independent housekeeping audit process and results of the 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 independent audit we have built upon the experience gained in performing the audits carried out annually in BC from 2005 through to today. Specifically, clarity changes made to the process have further improved the consistency in which the audits are performed. 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 August 2009 and March 31st 2010, Westech conducted an independent audit of the Fraser, Interior, Provincial, Vancouver Coastal, Northern and Vancouver Island Health Authorities in British Columbia. We audited a statistically representative sample size of all the rooms of the health authority owned and operated health care facilities in each of these aforementioned health authorities 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 participating health authorities (based on an overall average) exceed this target. In the 2009/10 audit, some individual sites fell below the targeted level of 85%.

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 provide an independent audit process that assists the Health Authorities in improving the cleanliness of hospitals across B.C.

Sincerely,

WESTECH SYSTEMS, INC.

Dean Waisman, President

Table of Contents

PROVINCIAL HOUSEKEEPING AUDIT SUMMARY REPORT.....	3
BACKGROUND	3
AUDIT PROCESS PROGRESS FROM 2005 TO THE PRESENT	3
PROVINCIAL HOUSEKEEPING AUDIT SYSTEM OVERVIEW	5
INDEPENDENT AUDIT SUMMARY RESULTS:	5
FACILITY SPECIFIC RESULTS BY HEALTH AUTHORITY	7
FRASER HEALTH.....	7
INTERIOR HEALTH	8
NORTHERN HEALTH.....	9
PROVINCIAL HEALTH.....	10
VANCOUVER COASTAL HEALTH.....	11
VANCOUVER ISLAND HEALTH	12

Provincial Housekeeping Audit Summary Report

Background

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 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, working closely with the British Columbia Health Authorities, 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 audits of health care facilities in British Columbia.
4. Provided standardized reporting processes for both the internal and independent 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 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 independent 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 Provincial Housekeeping Audit System, the participating Health Authorities are now using a common system and are working together to achieve continuous quality improvement. It should also be emphasized that B.C. has set a new benchmark for Canada and the world in the area of health care facility housekeeping audits.

Audit Process Progress from 2005 to the Present

Following the first independent audit conducted in June 2005, Westech has worked with the BC Health Authorities to develop the internal audit program and enhance the tools and process that

are consistent with industry best practices. Westech believes that best practice consists of routine internal audits supported by periodic independent audits.

Key Milestones of the Program Since 2005 Include:

- By the end of 2005 all Health Authorities were using the Provincial Housekeeping Audit System internally.
- All auditors are required to undertake a comprehensive training program to ensure audit result consistency
- In 2008 the audit system used by both Westech and the hospitals was updated to provide even more clarity and ease of use to make the process even more objective.
- The latest and fifth independent audit began in August 2009 and was completed in March of 2010. The audits were spread over an eight month time span and continue to be conducted on a random and unannounced basis.
- Since the audits began in 2005 the number of sites that have scored below 85% have gone down from 26% to 9%.

The independent, unannounced 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.

Provincial Housekeeping Audit System Overview

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 Hand Held Pocket PC 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 auditors and the health care facility internal auditors.

Independent Audit Summary Results:

Between August 2009 and March 31st 2010, Westech conducted an independent audit of the Fraser, Interior, Provincial, Vancouver Coastal, Northern and Vancouver Island Health Authorities in British Columbia. Some of the key details of this external audit are as follows:

- Audited a statistically valid representation of the Fraser, Interior, Provincial, Vancouver Coastal, Northern and Vancouver Island Health Authorities in B.C. using the Provincial Audit Housekeeping System described above.
- Of the 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 the 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:

Percentage Range	Action
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 independent 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 independent audit to ensure that the problem has been rectified.

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

Summary Results All Health Authorities	Score
Average Score Fraser Health Authority	88.45
Average Score Interior Health Authority	87.33
Average Score Northern Health Authority	89.52
Average Score Provincial Health Services Authority	89.81
Average Score Vancouver Coastal Health Authority	87.67
Average Score Vancouver Island Health Authority	89.14
Average Score All Health Authorities	88.65

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

Facility Specific Results by Health Authority

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Fraser Health			
Abbotsford	MSA General Hospital ECU	20	89.37
Abbotsford	Abbotsford Regional Hospital	96	92.23
Burnaby	Fellburn Care Centre	23	86.57
Burnaby	Burnaby Hospital	127	91.95
Chilliwack	Chilliwack General Hospital	104	86.72
Delta	Delta Hospital	44	83.75
Hope	Fraser Canyon Hospital	27	91.15
Langley	Langley Memorial Hospital	91	86.19
Maple Ridge	Ridge Meadows Hospital	67	89.93
Mission	Mission Memorial Hospital	42	90.53
New Westminster	Queens Park Care Centre	49	93.09
New Westminster	Royal Columbian Hospital	173	88.25
Port Moody	Eagle Ridge Hospital	80	84.39
Surrey	Surrey Memorial Hospital	193	88.33
White Rock	Peace Arch Hospital	103	84.29
Average/Totals - FHA		1239	88.45

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Interior Health			
Castlegar	Talarico Place	27	85.10
Chase	Chase and District Health Centre	20	88.18
Clearwater	Dr. Helmecken Memorial Hospital	22	87.71
Cranbrook	East Kootenay Regional Hospital	52	86.21
Creston	Creston Valley Hospital	29	86.85
Creston	Swan Valley Lodge	27	86.84
Enderby	Parkview Place	24	89.09
Fernie	Elk Valley Hospital	21	88.56
Kamloops	Royal Inland Hospital	100	86.70
Kamloops	Overlander Extended Care	32	82.74
Kaslo	Victoria Community Health Centre of Kaslo	21	87.34
Kelowna	Cottonwoods Extended Care	41	87.01
Kelowna	Kelowna General Hospital	118	87.55
Kelowna	David Lloyd Jones Home	20	87.54
Keremeos	South Similkameen Health Centre	20	89.49
Kimberley	Kimberley Special Care Home	20	81.92
Lillooet	Lillooet Hospital and Health Centre	25	89.66
Logan Lake	Logan Lake Health Centre	19	86.87
Merritt	Coquihalla Gillis House	21	88.66
Nakusp	Arrow Lakes Hospital	20	86.66
Nelson	Kootenay Lake Hospital	44	86.38
Penticton	Penticton Regional Hospital	81	88.62
Princeton	Princeton Health Centre	20	86.71
Salmon Arm	Shuswap Lake General Hospital	25	88.61
Salmon Arm	Bastion Place	27	87.58
Summerland	Summerland Health Centre	26	89.56

Trail	Kootenay Boundary Regional Hospital	66	88.68
Vernon	Vernon Jubilee Hospital	90	87.80
Vernon	Noric House Extended Care	21	87.21
Barriere	Barriere Health Centre	19	88.11
Average/Totals - IHA		1098	87.33

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Northern Health			
Burns Lake	Lakes District Hospital	19	85.42
Burns Lake	The Pines	19	89.83
Chetwynd	Chetwynd General Hospital	18	85.31
Dawson Creek	Dawson Creek and District Hospital	55	85.91
Dawson Creek	Rotary Manor	25	92.48
Dease Lake	Stikine Health Centre	18	96.25
Fort Nelson	Fort Nelson Hospital	29	83.03
Fort St James	Stuart Lake Hospital	17	87.16
Fort St John	Fort St John General Hospital	41	86.15
Fort St John	North Peace Care Centre	25	82.93
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	17	90.57
Granisle	Granisle Community Health Centre	16	89.83
Houston	Houston Health Centre	19	92.69
Hudson Hope	Hudson Hope Health Centre	16	89.17
Kitimat	Kitimat Hospital Health Centre	43	91.15
Masset	Masset Hospital	20	87.42
McBride	McBride & District Hospital	20	90.33
MacKenzie	MacKenzie & District Hospital	18	89.06
Pouce Coupe	Pouce Coupe Care Home	20	88.36
Pouce Coupe	Peace River Haven	20	87.01

Prince George	Prince George Regional Hospital	134	89.07
Prince George	Parkside Care Facility	18	93.60
Prince Rupert	Prince Rupert Regional Hospital	49	90.35
Prince Rupert	Prince Rupert LTC: Acropolis Manor	20	99.18
Queen Charlotte City	Queen Charlotte Islands General Hospital	20	87.41
Quesnel	GR Baker Memorial Hospital	69	89.27
Quesnel	Dunrovin Park Lodge	39	91.19
Smithers	Bulkley Valley District Hospital	24	88.31
Smithers	Bulkley Lodge	23	90.04
Stewart	Stewart Health Centre	19	94.31
Terrace	Mills Memorial Hospital	50	89.70
Terrace	Terraceview Lodge	21	88.77
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	87.18
Valemount	Valemount Health Centre	17	90.97
Vanderhoof	St John Hospital	25	88.61
Vanderhoof	Stuart Nechako Manor	18	94.57
Average/Totals - NHA		1038	89.52

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Vancouver	Children's & Women's Health Centre of BC	252	91.13
Vancouver	Sunny Hill Health Centre for Children	37	88.81
Vancouver	BC Cancer Agency Vancouver Centre	78	85.11
Vancouver	BC Cancer Research Centre	65	92.95
Vancouver	Riverview	150	87.27
Vancouver	New Mental Health Facility	31	93.59
Average/ Totals - PHSA		613	89.81

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Coastal Health			
North Vancouver	Lions Gate Hospital	140	86.68
North Vancouver	Evergreen House	40	79.09
North Vancouver	Cedarview Lodge\Gardens	26	96.54
North Vancouver	Kiwanis Care Centre	49	91.12
North Vancouver	Margaret Fulton Centre	14	92.37
Pemberton	Pemberton Health Centre	16	86.26
Powell River	Powell River General Hospital	45	89.08
Powell River	Evergreen Extended Care Unit	20	87.07
Powell River	Olive Devaud Residence	19	88.34
Richmond	Richmond Hospital	104	89.66
Richmond	Minoru Residence	30	92.04
Richmond	Richmond Lions Manor	25	79.89
Sechelt	St Mary's Hospital	36	91.87
Sechelt	Totem Lodge	17	88.49
Sechelt	Shorncliffe	20	91.22
Squamish	Squamish General Hospital	28	88.53
Squamish	Hilltop House	18	82.67
Vancouver	Youville Residence	42	87.85
Vancouver	Vancouver General Hospital	256	87.83
Vancouver	George Pearson Centre	54	85.51
Vancouver	GF Strong Centre	55	81.78
Vancouver	UBC Hospital	163	87.35
Vancouver	Dogwood Lodge	30	84.7
Vancouver	St Paul's Hospital	224	91.32
Vancouver	Holy Family Hospital	37	85.71
Vancouver	Mount Saint Josephs Hospital	64	82.35

Vancouver	Brock Fahrni Pavilion	24	87.76
Vancouver	Langara Site	33	85.22
West Vancouver	West Community Health Centre	17	93.71
Whistler	Whistler Health Care Centre	18	88.23
Average/Totals - VCHA		1664	87.67

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Island Health			
Alert Bay	Cormorant Island Health Centre	19	95.87
Campbell River	Campbell River & District General Hospital	55	89.87
Campbell River	Yucalta Lodge	29	91.23
Chemainus	Chemainus Health Care Centre	27	88.14
Cumberland	Cumberland Health Centre	17	86.22
Duncan	Cowichan District Hospital	51	86.79
Duncan	Cairnsmore Place	28	90.88
Ladysmith	Ladysmith & District General Hospital	25	87.99
Nanaimo	Nanaimo Regional General Hospital	105	87.87
Nanaimo	Dufferin Place	42	89.82
Parksville	Trillium Lodge	25	85.70
Port Alberni	West Coast General Hospital	54	92.00
Port Alice	Port Alice Health Centre	17	94.04
Port Hardy	Port Hardy Hospital	16	87.55
Port McNeill	Port McNeill and District Hospital	20	87.48
Qualicum Beach	Eagle Park Health Care Centre	21	88.32
Tofino	Tofino General Hospital	17	89.50
Victoria	Royal Jubilee Hospital	370	88.57
Victoria	Victoria General Hospital	135	90.79
Victoria	Saanich Peninsula Hospital	44	89.65

Victoria	Queen Alexandra Centre for children	52	89.35
Victoria	Aberdeen	46	88.28
Victoria	Glengarry	33	87.39
Victoria	Mount Tolmie	18	87.14
Victoria	Priory	33	89.00
Saltspring Island	Lady Minto Hospital	42	88.22
Victoria	Gorge Road Hospital	40	86.55
Port Alberni	Westhaven Lodge	41	91.59
Average/Totals - VIHA		1422	89.14