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Report & Results

For

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

***Performed by Westech Systems FM, Inc
April 2010 to March 2011***



***Prepared by
Westech Systems, FM Inc.
July 11, 2011***



July 11, 2011

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 over 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 April 1st 2010 and March 31st 2011, Westech conducted independent audits 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 unannounced.

The overall score for a room or area 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. However, some individual sites did fall 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

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B.C. Healthcare Facility Cleaning Audit System Defined

Westech Corporate Overview

Westech Systems FM Inc. is a Canadian owned and operated company that has focused primarily on providing cleaning\housekeeping auditing services and housekeeping management software solutions for healthcare facilities in North America for over two decades.

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.

Background History of the B.C. Facility Cleaning Audit Standards

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 research relating to best practices in the U.K., Australia, the U.S. and Canada, Westech helped achieve 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;
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.

B.C. Facility Cleaning Audit System Standards & Technology Progress from 2005 to the Present

Following the first independent audit conducted in British Columbia by Westech in June 2005, Westech has worked closely with the BC Health Authorities and other Canadian Health Care Facilities to enhance the tools and process to ensure that they are consistent with industry best practices.

Key Milestones of the Program from 2005 to the Present Include:

- Westech has completed independent audits on an annual basis for up to 160 healthcare facilities at all BC Health Authorities every year from 2005 to 2011. Beginning April 2010 Westech began to audit the facilities in the lower mainland (FHA, VCH/PHC, PHSA) of British Columbia on a monthly basis. At all non-lower mainland BC facilities (IHA, VIHA,

NHA) the audits are conducted monthly by Health Authority staff and Westech completes an annual audit.

- Westech has done all the training of auditors in British Columbia (including those auditors who work for the Health Authorities) using the B.C. Facility Cleaning Audit Program as well as other sites across Canada to ensure audit result consistency
- Since the audits began in BC from 2005 to 2011 the percentage of sites that have scored below 85% have gone down from 26% to 6%.

Westech has met with the B.C. Housekeeping Technical Team on a monthly basis since 2005 to ensure that the auditing standards are keeping up with industry best practice.

In summary, Westech is extremely proud to be providing such an important service and we are looking forward to continuing to play a significant role in the process of objectively improving the cleanliness of Health Care Facilities across Canada.

B.C Healthcare Facility Cleaning Audit System Overview

Some of the key components of the Audit System are:

- **Version 7C of the 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. The auditing standards also provide detail as to what is included in the 19 inspection elements. The standards are compatible with the Ontario PIDAC guidelines for visual assessment audits.
- **A methodology on how to divide every area in a Health Care Facility into four different risk categories - Risk 1: Very High Risk (R1); Risk 2: High Risk (R2); Risk 3: Moderate Risk (R3); and Risk 4: Low Risk (R4).** 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 based on global best practice methods.
- **State-of-the-art software and technology** to make the auditing process as consistent and objective as possible by automating many of the functions. 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 auditors.

Independent Audit Summary Results:

Between April 1st 2010 and March 31st 2011, Westech conducted independent audits 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.
 - The results contained in the report are reflective of monthly independent audits at the lower mainland health authorities (FHA, VCH/PHC and PHSA) and annual independent audits at all other B.C. health authorities. The results in this report do not include the internal audit results performed by the Health Authority staff at VIHA, NHA & IHA. This is highlighted by the larger independent audit samples sizes at the lower mainland sites.
- 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 perform 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 | 89.80 |
| Average Score Interior Health Authority | 90.98 |
| Average Score Northern Health Authority | 87.55 |
| Average Score Provincial Health Services Authority | 90.58 |
| Average Score Vancouver Coastal Health Authority | 90.05 |
| Average Score Vancouver Island Health Authority | 91.53 |
| Average Score All Health Authorities | 90.08 |

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 | Cottage Worthington Extended Care | 120 | 89.55 |
| Abbotsford | Abbotsford Regional Hospital* | 96 | 91.62 |
| Burnaby | Fellburn Care Centre | 120 | 89.69 |
| Burnaby | Burnaby Hospital | 409 | 86.13 |
| Chilliwack | Chilliwack General Hospital | 240 | 91.53 |
| Delta | Delta Hospital | 256 | 89.32 |
| Hope | Fraser Canyon Hospital | 240 | 91.39 |
| Langley | Langley Memorial Hospital | 446 | 89.41 |
| Maple Ridge | Ridge Meadows Hospital | 385 | 92.04 |
| Mission | Mission Memorial Hospital | 288 | 90.18 |
| New Westminster | Queens Park Care Centre | 276 | 89.94 |
| New Westminster | Royal Columbian Hospital | 349 | 85.9 |
| Port Moody | Eagle Ridge Hospital | 493 | 91.81 |
| Sardis | Herigate Village | 120 | 92.57 |
| Surrey | Surrey Memorial Hospital | 466 | 87.66 |
| White Rock | Peace Arch Hospital | 593 | 88.06 |
| Average/Totals - FHA | | 4897 | 89.80 |

* Abbotsford Regional Hospital is independently audited on an annual basis

| City Name | Official Health Care Facility Name | Number Audits Completed | Overall Score |
|------------------|---|--------------------------------|----------------------|
| Interior Health | | | |
| 100 Mile House | 100 Mile District General Hospital | 44 | 90.92 |
| Armstrong | Pleasant Valley Health Centre | 23 | 84.75 |
| Ashcroft | Ashcroft Hospital and Health Centre | 22 | 89.25 |
| Cranbrook | East Kootenay Regional Hospital | 50 | 91.17 |
| Cranbrook | Dr.F.W.Green Memorial Home | 20 | 89.34 |
| Golden | Golden and District General Hospital | 23 | 93.83 |
| Grand Forks | Boundary Hospital | 29 | 93.3 |
| Invermere | Invermere District Hospital | 22 | 91.13 |
| Kamloops | Royal Inland Hospital | 100 | 92.76 |
| Kamloops | Overlander Extended Care | 32 | 90.24 |
| Kelowna | Brookhaven Extended Care | 28 | 89.15 |
| Kelowna | Cottonwoods Extended Care | 41 | 89.01 |
| Kelowna | Kelowna General Hospital | 118 | 89.99 |
| Kelowna | Three Links Manor | 23 | 87.35 |
| Merritt | Nicola Valley Health Centre | 23 | 91.26 |
| Nelson | Kootenay Lake Hospital | 43 | 90.66 |
| Nelson | Nelson Jubilee Manor | 20 | 92.46 |
| New Denver | Slocan Community Health Centre | 20 | 93.42 |
| Oliver | South Okanagan General Hospital | 28 | 91.47 |
| Oliver | Sunnybank Centre | 19 | 92.11 |
| Penticton | Penticton Regional Hospital | 81 | 92.4 |
| Penticton | Trinity Care Centre | 23 | 89.79 |
| Revelstoke | Queen Victoria Hospital | 28 | 93.65 |
| Trail | Kootenay Boundary Regional Hospital | 66 | 92.53 |
| Trail | Columbia View Lodge | 31 | 92.7 |
| Vernon | Vernon Jubilee Hospital | 90 | 90.02 |

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|-----------------------------|---|-------------|--------------|
| Vernon | Gateby IC Facility | 28 | 92.34 |
| Williams Lake | Cariboo Memorial Hospital and Health Centre | 44 | 90.32 |
| Average/Totals - IHA | | 1119 | 90.98 |

| City Name | Official Health Care Facility Name | Number Audits Completed | Overall Score |
|----------------------|---|--------------------------------|----------------------|
| Northern Health | | | |
| Burns Lake | Lakes District Hospital | 23 | 82.08 |
| Burns Lake | The Pines | 18 | 87.71 |
| Chetwynd | Chetwynd General Hospital | 19 | 87.92 |
| Dawson Creek | Dawson Creek and District Hospital | 55 | 88.67 |
| Dawson Creek | Rotary Manor | 42 | 86.28 |
| Dease Lake | Stikine Health Centre | 16 | 93.92 |
| Fort Nelson | Fort Nelson Hospital | 28 | 89.04 |
| Fort St James | Stuart Lake Hospital | 17 | 94.74 |
| Fort St John | Fort St John General Hospital | 41 | 88.34 |
| Fort St John | North Peace Care Centre | 24 | 87.74 |
| Fraser Lake | Fraser Lake Diagnostic and Treatment Centre | 17 | 85.97 |
| Granisle | Granisle Community Health Centre | 16 | 79.99 |
| Houston | Houston Health Centre | 19 | 92.43 |
| Hudson Hope | Hudson Hope Health Centre | 16 | 85.8 |
| Kitimat | Kitimat Hospital Health Centre | 43 | 88.41 |
| Masset | Masset Hospital | 16 | 93.05 |
| McBride | McBride & District Hospital | 20 | 82.09 |
| MacKenzie | MacKenzie & District Hospital | 18 | 90.3 |
| Pouce Coupe | Peace River Haven | 20 | 81.14 |
| Prince George | Prince George Regional Hospital | 120 | 84.44 |
| Prince George | Parkside Care Facility | 18 | 90.93 |
| Prince Rupert | Prince Rupert Regional Hospital | 50 | 88.51 |
| Prince Rupert | Prince Rupert LTC: Acropolis Manor | 20 | 89.89 |
| Queen Charlotte City | Queen Charlotte Islands General Hospital | 21 | 86.17 |
| Quesnel | GR Baker Memorial Hospital | 63 | 88.05 |

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|-----------------------------|---|-------------|--------------|
| Quesnel | Dunrovin Park Lodge | 39 | 85.67 |
| Smithers | Bulkley Valley District Hospital | 24 | 83.97 |
| Smithers | Bulkley Lodge | 23 | 85.33 |
| Stewart | Stewart Health Centre | 22 | 93.88 |
| Terrace | Mills Memorial Hospital | 50 | 88.24 |
| Terrace | Terraceview Lodge | 21 | 88.23 |
| Tumbler Ridge | Tumbler Ridge Diagnostic and Treatment Centre | 17 | 86.97 |
| Valemount | Valemount Health Centre | 17 | 80.51 |
| Vanderhoof | St John Hospital | 26 | 91.17 |
| Vanderhoof | Stuart Nechako Manor | 18 | 86.63 |
| Average/Totals - NHA | | 1017 | 87.55 |

| City Name | Official Health Care Facility Name | Number Audits Completed | Overall Score |
|-------------------------------|--|-------------------------|---------------|
| Provincial Health | | | |
| Vancouver | Children's & Women's Health Centre of BC | 925 | 90.09 |
| Vancouver | Sunny Hill Health Centre for Children | 132 | 92.44 |
| Vancouver | BC Cancer Agency Vancouver Centre | 324 | 92.22 |
| Vancouver | BC Cancer Research Centre | 348 | 87.92 |
| Vancouver | Riverview | 401 | 90.25 |
| Average/ Totals - PHSA | | 2130 | 90.58 |

| City Name | Official Health Care Facility Name | Number Audits Completed | Overall Score |
|--------------------------|---|--------------------------------|----------------------|
| Vancouver Coastal Health | | | |
| North Vancouver | Lions Gate Hospital | 264 | 86.99 |
| North Vancouver | Evergreen House | 130 | 87.63 |
| North Vancouver | Cedarview Lodge\Gardens | 120 | 94.23 |
| North Vancouver | Kiwanis Care Centre | 156 | 89.29 |
| North Vancouver | Margaret Fulton Centre | 120 | 91.52 |
| Pemberton | Pemberton Health Centre | 120 | 92.35 |
| Powell River | Powell River General Hospital | 194 | 91.36 |
| Powell River | Evergreen Extended Care Unit | 132 | 89.95 |
| Powell River | Olive Devaud Residence | 121 | 91.27 |
| Richmond | Richmond Hospital | 238 | 86.38 |
| Richmond | Minoru Residence | 120 | 86.09 |
| Richmond | Richmond Lions Manor | 120 | 88.67 |
| Sechelt | St Mary's Hospital | 120 | 91.59 |
| Sechelt | Totem Lodge | 120 | 90.67 |
| Sechelt | Shorncliffe | 120 | 92.7 |
| Squamish | Squamish General Hospital | 120 | 91.9 |
| Squamish | Hilltop House | 120 | 93.24 |
| Vancouver | Youville Residence | 131 | 92.52 |
| Vancouver | Vancouver General Hospital | 601 | 88.82 |
| Vancouver | George Pearson Centre | 204 | 88.33 |
| Vancouver | GF Strong Centre | 216 | 87.4 |
| Vancouver | UBC Hospital | 445 | 89.01 |
| Vancouver | Dogwood Lodge | 120 | 89.28 |
| Vancouver | St Paul's Hospital | 383 | 86.63 |
| Vancouver | Holy Family Hospital | 120 | 91.21 |
| Vancouver | Mount Saint Josephs Hospital | 335 | 86.7 |

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|------------------------------|------------------------------|-------------|--------------|
| Vancouver | Brock Fahrni Pavilion | 132 | 90.18 |
| Vancouver | Langara Site | 120 | 91.71 |
| West Vancouver | West Community Health Centre | 119 | 91.91 |
| Whistler | Whistler Health Care Centre | 119 | 91.83 |
| Average/Totals - VCHA | | 5480 | 90.05 |

| City Name | Official Health Care Facility Name | Number Audits Completed | Overall Score |
|-------------------------|--|--------------------------------|----------------------|
| Vancouver Island Health | | | |
| Alert Bay | Cormorant Island Health Centre | 19 | 93.64 |
| Campbell River | Campbell River & District General Hospital | 55 | 90.17 |
| Campbell River | Yucalta Lodge | 29 | 90.13 |
| Chemainus | Chemainus Health Care Centre | 27 | 87.83 |
| Cumberland | Cumberland Health Centre | 17 | 86.28 |
| Duncan | Cowichan District Hospital | 49 | 92.92 |
| Duncan | Cairnsmore Place | 28 | 86.36 |
| Ladysmith | Ladysmith & District General Hospital | 22 | 94.61 |
| Nanaimo | Nanaimo Regional General Hospital | 104 | 93.97 |
| Nanaimo | Dufferin Place | 42 | 92.77 |
| Parksville | Trillium Lodge | 25 | 95.16 |
| Port Alberni | West Coast General Hospital | 53 | 95.92 |
| Port Alice | Port Alice Health Centre | 17 | 95.08 |
| Port Hardy | Port Hardy Hospital | 17 | 85.88 |
| Port McNeill | Port McNeill and District Hospital | 21 | 88.07 |
| Qualicum Beach | Eagle Park Health Care Centre | 21 | 91.89 |
| Tofino | Tofino General Hospital | 17 | 91.41 |
| Victoria | Royal Jubilee Hospital | 370 | 93.05 |
| Victoria | Victoria General Hospital | 135 | 91.15 |
| Victoria | Saanich Peninsula Hospital | 44 | 91.09 |
| Victoria | Queen Alexandra Centre for children | 52 | 93.99 |
| Victoria | Aberdeen | 46 | 94.66 |
| Victoria | Glengarry | 33 | 86.11 |
| Victoria | Mount Tolmie | 18 | 92.34 |
| Victoria | Priory | 33 | 96.08 |
| Saltspring Island | Lady Minto Hospital | 40 | 90.36 |

| | | | |
|------------------------------|---------------------|-------------|--------------|
| Victoria | Gorge Road Hospital | 40 | 92.1 |
| Port Alberni | Westhaven Lodge | 40 | 89.71 |
| Average/Totals - VIHA | | 1414 | 91.53 |