

Report & Results

For

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

***Performed by Westech Systems FM, Inc
March 1st to May 31st 2005***



Prepared by

Westech Systems, FM Inc.

June 22nd, 2005

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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 B.C. initiative, we carried out extensive research and built upon auditing best practices used in the U.K, Australia, the U.S., and Canada.

Between March 1st and May 31st 2005, Westech conducted an independent third party audit of all health care facilities in British Columbia. We audited 10% of all the rooms of every health care facility in each health authority in four risk categories. Of these, a higher-proportion were high risk rooms. 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 but one of the health authorities is in excess of this target. The remaining authority scored at a level less than one percentage point below the 85% target. Based on this finding, Westech believes the hospitals and residential care facilities audited during this period displayed a level of cleanliness that was within acceptable standards. However, it should be emphasized that the recently completed independent audit should be seen only as a starting point and a measure of the cleanliness at a point in time. To accurately gauge the cleaning levels of B.C. health care facilities, we will need at least one year of independent and internal audit data to determine if any trends or patterns exist.

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

Table of Contents

PROVINCIAL HOUSEKEEPING AUDIT SUMMARY REPORT.....3

BACKGROUND3

PROVINCIAL HOUSEKEEPING AUDIT SYSTEM OVERVIEW4

CURRENT PROGRESS & FUTURE STRATEGY.....5

THIRD PARTY INDEPENDENT AUDIT SUMMARY RESULTS:.....5

FACILITY SPECIFIC RESULTS BY HEALTH AUTHORITY7

FRASER HEALTH.....7

INTERIOR HEALTH8

NORTHERN HEALTH.....10

PROVINCIAL HEALTH SERVICES AUTHORITY.....11

VANCOUVER COASTAL HEALTH.....12

VANCOUVER ISLAND HEALTH AUTHORITY13

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 six Health Authorities:

- Fraser Health
- Interior Health
- Northern Health
- Provincial Health Services Authority
- Vancouver Coastal Health, and
- Vancouver Island Health Authority

Acting as a collective, the health authorities issued a Request for a Proposal (RFP 2004-VIN-004) through B.C. Bid. The RFP required the successful vendor to provide the following primary deliverables:

1. Develop a common set of cleaning standards.
2. Develop an audit system specific to the needs of the participating Health Authorities that was based upon current industry best practices.
3. Perform an independent third party audit to measure the cleanliness of all health care facilities in B.C. using the audit system.
4. Implement the new audit system for internal use at all health care facilities.
5. Provide standardized reporting processes for both the internal and independent third party quality audits

Westech began research for this project in December 2004. We reviewed hundreds of pages of documents, discussed relevant issues with many people and built upon our 15+ years of experience to create a strong audit plan. In early 2005, Westech Systems FM Inc. was awarded the contract by the participating Health Authorities of British Columbia. Based on best practices in the U.K., Australia, the U.S. and Canada, Westech's audit plan has since developed into a successful guide for creating a standard system for measuring health care facility cleanliness around the world.

Westech is pleased to announce that we have:

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 that is currently being implemented for internal use at all the 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

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

- **The newly created 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 human contact, 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.
- All independent third party audits and the internal audits performed by the health care facility staff will be reported on **a common website** for each Health Authority.

Current Progress & Future Strategy

Westech is currently in the process of implementing the Provincial Housekeeping Audit System in all six B.C. Health Authorities so that health care facility staff can perform audits internally on a regular basis. For future internal and independent third party audits, Westech is working with the different Health Authorities to set up room specific databases that will enable trending over time and help pinpoint problem areas. This is crucial since understanding the trends and problem areas will enable Westech to assist the Health Authorities in developing better ways to increase the cleanliness of their facilities. It should be noted that this first independent third party audit faced severe time constraints that made it unfeasible to create room specific databases.

Once the internal system is in place, the goal will be for the health care facilities to provide internal audits on a regular basis. Westech's independent third party audit will continue with a minimum annual frequency, and more often as required. 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.

In summary, Westech is extremely proud to be 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 be emphasized that the recently completed independent audit should be seen only as a starting point. To accurately gauge the cleaning levels of the B.C. health care facilities, we will need at least one year of independent and internal audit data to determine if any trends or patterns exist.

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:

Between March 1st and May 31st 2005, 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 10% of all the rooms of every health care facility in B.C. using the new Provincial Audit Housekeeping System described above.
- Of the 10% of rooms audited, we examined a proportionally higher percentage of high risk rooms compared to low risk rooms.
- 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	Benchmark target - continue to monitor
75% - 84.99%	Improvement is needed
65% - 74.99%	Improvement is necessary
Below 65%	Take immediate action and re-audit

- 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.
- It should also be stressed that if a facility's overall score falls into the range where improvement is necessary, the Health Authority should rectify 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:

Summary Results All Health Authorities	Score
Average Score Fraser Health Authority	86.14
Average Score Interior Health Authority	90.36
Average Score Northern Health Authority	88.43
Average Score Provincial Health Services Authority	85.22
Average Score Vancouver Coastal Health Authority	87.64
Average Score Vancouver Island Health Authority	84.46
Average Score All Health Authorities	87.04

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

Facility Specific Results by Health Authority

The following results are sorted by Health Authority and then by community

Fraser Health			
City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
Abbotsford	MSA General Hospital	82.49	100
Burnaby	Fellburn Care Centre	91.67	19
Burnaby	Burnaby Hospital	79.69	201
Chilliwack	Chilliwack General Hospital	88.83	148
Delta	Delta Hospital	92.33	49
Hope	Fraser Canyon Hospital	95.04	27
Langley	Langley Memorial Hospital	80.51	152
Maple Ridge	Ridge Meadows Hospital	84.75	96
Mission	Mission Memorial Hospital	89.28	52
New Westminster	Queens Park Care Centre	83.57	70
New Westminster	Royal Columbian Hospital	83.16	287
Port Moody	Eagle Ridge Hospital	88.25	113
Surrey	Surrey Memorial Hospital	84.97	322
White Rock	Peace Arch Hospital	81.35	147
Average Score - Fraser Health		86.14	1,783

Interior Health

City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
100 Mile House	100 Mile House Hospital	91.91	55
Armstrong	Pleasant Valley Health Centre	91.56	19
Ashcroft	Ashcroft General Hospital	92.56	18
Castlegar	Talarico Place and Castlegar Community Health Centre	87.72	30
Chase	Chase Health Centre	88.54	6
Clearwater	Doctor Helmcken Hospital	95.49	18
Cranbrook	East Kootenay Regional Hospital and Steepleview Care Centre	91.25	74
Cranbrook	Dr. FW Green Home	92.75	13
Creston	Creston Valley Hospital	93.82	32
Creston	Swan Valley Lodge	85.84	27
Enderby	Parkview Place Primary Health Centre	96.9	19
Fernie	Elk Valley Hospital	85.88	21
Golden	Golden Hospital & Durand Manor	94	23
Grand Forks	Boundary Hospital	89.11	32
Grand Forks	Hardy View Lodge	90.36	10
Invermere	Invermere District Hospital & Columbia House	89.69	22
Kamloops	Royal Inland Hospital	95.4	166
Kamloops	Overlander Extended Care	95.39	35
Kaslo	Victoria Community Health Centre of Kaslo	89.01	16
Kelowna	Brookhaven	88.91	28
Kelowna	Cottonwoods	94.03	45
Kelowna	Kelowna General Hospital	93.52	197
Kelowna	David Lloyd Jones Home	89.1	20
Kelowna	Three Links Manor	93.55	23
Keremeos	South Similkameen Health Centre	92.68	17
Kimberley	Kimberley Special Care Home	92.65	11
Lillooet	Lillooet Hospital Mountanview Lodge	94.74	29
Logan Lake	Logan Lake	80.62	5
Merritt	Nicola Valley General Hospital	87.64	33
Nakusp	Arrow Lakes Hospital	88.54	12
Nelson	Kootenay Lake Hospital	84.79	48

Nelson	Mount Saint Francis Hospital	86.12	20
Nelson	Nelson Jubilee Manor	86.09	6
New Denver	Slocan Community Health Centre	91.98	10
Oliver	South Okanagan General Hospital	90.12	28
Oliver	Sunnybank Centre	93.06	12
Osoyoos	Sagebrush Lodge	93.38	12
Penticton	Penticton Regional Hospital	91.57	115
Penticton	Trinity Centre	88.07	19
Princeton	Princeton Hospital	92.59	18
Princeton	Ridgewood Lodge	86.89	9
Revelstoke	Queen Victoria Hospital	86.23	28
Revelstoke	Moberly Park Manor	91.55	7
Salmon Arm	Shuswap Lake General Hospital	92.69	38
Salmon Arm	Bastion Place (Shuswap)	91.88	27
Summerland	Summerland Health Centre	89.85	26
Trail	Kootenay Boundary Regional Hospital	90.16	94
Trail	Columbia View Lodge	88.93	34
Vernon	Vernon Jubilee Hospital	90.6	129
Vernon	Gateby Facility	78.87	28
Vernon	Noric House Extended Care	91.89	21
Williams Lake	Cariboo Memorial Hospital	88.36	55
Average Score - Interior Health		90.36	1,840

Northern Health

City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
Burns Lake	Lakes District Hospital and Health Centre	62.62	11
Burns Lake	The Pines	94.64	15
Chetwynd	Chetwynd Hospital and Health Centre	95.38	13
Dawson Creek	Dawson Creek and District Hospital	80.82	69
Dawson Creek	Rotary Manor	93.92	22
Dease Lake	Stikine Health Centre	88.22	15
Fort Nelson	Fort Nelson Hospital	87.66	28
Fort St James	Stuart Lake Hospital	86.68	9
Fort St John	Fort St John Hospital and Health Centre	89.52	51
Fort St John	North Peace Care Centre	91.26	24
Fraser Lake	Fraser Lake Community Health Centre	89.53	9
Granisle	Granisle Community Health Centre	92.02	6
Houston	Houston Community Health Centre	79.56	11
Hudson Hope	Hudson Hope Health Centre	93.59	6
Kitimat	Kitimat Hospital and Health Centre	91.38	54
Masset	Queen Charlotte Islands Hospital Masset Site	93.04	6
McBride	McBride & District Hospital	84.72	14
Mackenzie	Mackenzie & District Hospital	81.75	15
Pouce Coupe	Pouce Coupe Care Home	88.8	14
Pouce Coupe	Peace River Haven	90.79	17
Prince George	Prince George Regional Hospital	90.72	196
Prince George	Parkside Care Facility	91.97	13
Prince Rupert	Prince Rupert Hospital	87.71	70
Queen Charlotte City	Queen Charlotte Hospital	90.96	17
Quesnel	GR Baker Memorial Hospital	84.74	90
Quesnel	Dunrovin Park Lodge	91.03	43
Smithers	Bulkley Valley District Hospital	80.42	24
Smithers	Bulkley Lodge	90.09	23
Stewart	Stewart Health Centre	93.32	11
Terrace	Mills Memorial Hospital	82.88	63
Terrace	Terraceview Lodge	93.21	21
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	91.53	9
Valemount	Valemount Health Centre	90.13	8
Vanderhoof	St John Hospital	82.2	25
Vanderhoof	Omineca Lodge	98.32	15
Average Score - Northern Health		88.43	1,037

Provincial Health Services Authority

City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
Coquitlam	Riverview	70.20	248
Vancouver	Children's & Women's Health Centre of BC	88.53	424
Vancouver	Sunny Hill Health Centre for Children	94.56	40
Vancouver	BC Cancer Agency Vancouver Site	87.59	110
Average Score - Provincial Health Services Authority		85.22	822

Vancouver Coastal Health

City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
Gibsons	Kiwanis Village Care Centre	82.51	8
North Vancouver	Lions Gate Hospital	87.09	200
North Vancouver	Evergreen House	89.9	57
North Vancouver	Cedarview Lodge	94.54	36
North Vancouver	Kiwanis Care Centre	94.32	65
North Vancouver	Margaret Fulton Centre	97.59	3
Pemberton	Pemberton Health Centre	90.44	4
Powell River	Powell River General Hospital	94.29	49
Powell River	Evergreen Extended Care Unit	88.55	12
Powell River	Olive Devaud Residence	86.81	16
Richmond	Richmond Hospital	81.07	179
Richmond	Minoru Residence	87.16	55
Richmond	Richmond Lions Manor	87.49	25
Sechelt	St Mary's Hospital	88.29	31
Sechelt	Totem Lodge	80.63	7
Sechelt	Shorncliffe	85.5	14
Squamish	Squamish General Hospital	92.69	17
Squamish	Hilltop House	78.54	13
Vancouver	Youville Residence	87.77	34
Vancouver	Vancouver General Hospital	86.05	722
Vancouver	George Pearson Centre	87.86	72
Vancouver	GF Strong Centre	92.27	85
Vancouver	UBC Hospital	85.87	298
Vancouver	Dogwood Lodge	94.64	33
Vancouver	St Paul's Hospital	86.05	350
Vancouver	Holy Family Hospital	84.32	55
Vancouver	Mount Saint Josephs Hospital	86.82	92
Vancouver	Brock Fahrni Pavilion	89.7	24
Vancouver	Langara Site	94.41	43
West Vancouver	West Community Health Centre	70.89	7
Whistler	Whistler Health Care Centre	82.87	10
Average Score - Vancouver Coastal Health		87.64	2,616

Vancouver Island Health Authority

City Name	Health Care Facility Name	Overall Score %	Total Rooms Audited
Alert Bay	Cormorant Island Health Centre	91.96	11
Campbell River	Campbell River & District General Hospital	82.18	78
Campbell River	Yucalta Lodge	87.97	29
Chemainus	Chemainus Health Care Centre	83.14	27
Cumberland	Cumberland Health Centre	85.92	7
Duncan	Cowichan District Hospital	78.93	101
Duncan	Cowichan Lodge	73.04	25
Ladysmith	Ladysmith & District General Hospital	87.36	18
Nanaimo	Nanaimo Regional General Hospital	77.63	222
Parksville	Trillium Lodge	84.86	25
Port Alberni	West Coast General Hospital	92.43	75
Port Alice	Port Alice Health Centre	89.64	8
Port Hardy	Port Hardy Hospital	84.61	15
Port McNeill	Port McNeill and District Hospital	94.15	5
Qualicum Beach	Eagle Park Health Care Centre	86.26	21
Tofino	Tofino General Hospital	83.35	8
Victoria	Royal Jubilee Hospital	85.4	739
Victoria	Victoria General Hospital	81.1	269
Victoria	Saanich Peninsula Hospital	85.32	55
Victoria	Queen Alexandra Centre for children	86.49	74
Victoria	Aberdeen	84.42	58
Victoria	Glengarry	77.61	37
Victoria	Mount Tolmie	80.05	13
Victoria	Priory	83.17	37
Average Score - Vancouver Island Health Authority		84.46	1,957