



# Report & Results

*For*

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

***Performed by Westech Systems FM, Inc  
April 1<sup>st</sup> 2014 to March 31<sup>st</sup> 2015***



***Prepared by  
Westech Systems, FM Inc.  
June 18, 2015***



June 15, 2015

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 1<sup>st</sup> 2014 and March 31<sup>st</sup> 2015, 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 FM, INC.

Dean Waisman, President

# Table of Contents

<b>B.C. HEALTHCARE FACILITY CLEANING AUDIT SYSTEM DEFINED .....</b>	<b>3</b>
WESTECH CORPORATE OVERVIEW .....	3
<i>Background History of the B.C. Facility Cleaning Audit Standards .....</i>	<i>3</i>
<i>B.C. Facility Cleaning Audit System Standards &amp; Technology Progress from 2005 to the Present .....</i>	<i>3</i>
<i>B.C Healthcare Facility Cleaning Audit System Overview .....</i>	<i>4</i>
INDEPENDENT AUDIT SUMMARY RESULTS: .....	5
<b>FACILITY SPECIFIC RESULTS BY HEALTH AUTHORITY .....</b>	<b>7</b>
FRASER HEALTH .....	7
INTERIOR HEALTH .....	8
NORTHERN HEALTH .....	9
PROVINCIAL HEALTH .....	11
VANCOUVER COASTAL HEALTH .....	11
VANCOUVER ISLAND HEALTH AUTHORITY .....	12

## 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 20 plus 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 170 healthcare facilities at all BC Health Authorities every year from 2005 to 2015. 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.
- For the second year in a row the average overall score for all the Health Authorities in British Columbia is over 90%.

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 1<sup>st</sup> 2014 and March 31<sup>st</sup> 2015, 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.
- 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:

<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 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:

<b>Summary Results All Health Authorities</b>	<b>Score</b>
Average Score Fraser Health	<b>89.15</b>
Average Score Interior Health	<b>89.64</b>
Average Score Northern Health	<b>90.24</b>
Average Score Provincial Health Services	<b>92.40</b>
Average Score Vancouver Coastal Health	<b>89.55</b>
Average Score Vancouver Island Health Authority	<b>90.18</b>
<b>Average Score All Health Authorities</b>	<b>90.19</b>

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	120	88.93
Abbotsford	Abbotsford Regional Hospital	96	87.38
Burnaby	Fellburn Care Centre	120	90.38
Burnaby	Burnaby Hospital	408	85.88
Chilliwack	Chilliwack General Hospital	241	87.66
Delta	Delta Hospital	252	87.66
Hope	Fraser Canyon Hospital	240	91.38
Langley	Langley Memorial Hospital	456	88.41
Langley	Arbutus	40	91.88
Maple Ridge	Ridge Meadows Hospital	384	88.08
Mission	Mission Memorial Hospital	262	92.01
New Westminster	Queens Park Care Centre	276	89.72
New Westminster	Royal Columbian Hospital	348	84.96
Port Moody	Eagle Ridge Hospital	492	88.11
Sardis	Herigate Village	120	92.21
Surrey	Surrey Memorial Hospital	468	86.76
Surrey	Care Life Fleetwood	192	89.88
Surrey	Yale Road Care Centre	120	92.03
Surrey	Czorny	120	92.52
White Rock	Peace Arch Hospital	588	87.21
<b>Average/Totals - FHA</b>		<b>5343</b>	<b>89.15</b>



<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
<b>Interior Health</b>			
100 Mile House	100 Mile District General Hospital	38	87.72
Armstrong	Pleasant Valley Health Centre	27	89.57
Ashcroft	Ashcroft Hospital and Health Centre	19	92.35
Castlegar	Talarico Place and Castlegar Health Centre	30	90.76
Clearwater	Dr. Helmcken Memorial Hospital	18	87.29
Cranbrook	Dr. F.W. Green Memorial Home	19	90.08
Cranbrook	East Kootenay Regional Hospital	54	84.74
Creston	Creston Valley Hospital	22	95.91
Fernie	Elk Valley Hospital	21	89.85
Golden	Golden and District General Hospital	24	90.68
Grand Forks	Boundary Hospital	25	86.49
Invermere	Invermere District Hospital	23	89.32
Kamloops	Ponderosa Lodge	37	90.06
Kamloops	Hillside Centre	34	87.34
Kamloops	Royal Inland Hospital	99	88.17
Kelowna	Brookhaven Extended	23	93.35
Kelowna	Three Links Health Centre	19	88.09
Kelowna	Kelowna General Hospital	196	91.37
Keremeos	South Similkameem Health Centre	19	92.79
Lillooet	Lillooet Hospital and Health Centre	25	93.51
Lytton	Lytton Health Centre	11	89.07
Merritt	Nicola Valley Health Centre	22	93.96
Merritt	Coquihalla Gillis House	22	88.75
Nakusp	Arrow Lakes Hospital	18	87.23
Nelson	Nelson Jubilee Manor	21	87.59

Nelson	Kootenay Lake Hospital	40	89.88
New Denver	Slocan Community Health Centre	20	95.68
Oliver	Sunnybank Centre	18	95.44
Oliver	South Okanagan General Hospital	24	87.43
Penticton	Trinity Care Centre	21	87.38
Penticton	Penticton Regional Hospital	72	89.14
Princeton	Princeton HealthCentre	18	92.73
Revelstoke	Queen Victorial Hospital	31	91.12
Salmon Arm	Shuswap Lake General Hospital	35	75.97
Trail	Columbia View Lodge	23	87.42
Trail	Kootenay Boundary Regional Hospital	59	86.67
Vernon	Gateby IC Facility	23	89.44
Vernon	Vernon Jubilee Hospital	126	89.48
Williams Lake	Cariboo Memorial Hospital and Health Centre	43	92.05
<b>Average/Totals - IHA</b>		<b>1419</b>	<b>89.64</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Northern Health			
Burns Lake	Lakes District Hospital	18	92.30
Burns Lake	The Pines	16	92.36
Chetwynd	Chetwynd General Hospital	18	91.60
Dawson Creek	Dawson Creek and District Hospital	42	85.38
Dawson Creek	Rotary Manor	21	87.66
Dease Lake	Stikine Health Centre	17	92.27
Fort Nelson	Fort Nelson Hospital	21	93.56
Fort St James	Stuart Lake Hospital	17	95.24
Fort St John	Fort St John Hospital	52	89.57
Fort St John	Peace Villa	21	93.04
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	18	89.89

Hazelton	Wrinch Memorial Hospital	17	73.18
Houston	Houston Health Centre	17	84.33
Hudson Hope	Hudson Hope Health Centre	18	91.84
Kitimat	Kitimat Hospital Health Centre	38	91.05
Masset	Masset Hospital	20	88.05
McBride	McBride & District Hospital	21	93.97
MacKenzie	MacKenzie & District Hospital	18	92.12
Port Clements	Port Clements Health Centre	8	93.20
Prince George	BC Cancer Centre	27	94.45
Prince George	University Hospital of Northern BC	132	89.51
Prince George	Gateway Complex Care	43	92.88
Prince George	Parkside Care Facility	20	95.17
Prince George	Rainbow Lodge	17	91.61
Prince Rupert	Prince Rupert Regional Hospital	37	88.06
Prince Rupert	Prince Rupert LTC: Acropolis Manor	18	89.46
Queen Charlotte City	Queen Charlotte Islands General Hospital	18	90.94
Quesnel	GR Baker Memorial Hospital	44	83.73
Quesnel	Dunrovin Park Lodge	25	88.10
Smithers	Bulkley Valley District Hospital	22	82.56
Smithers	Bulkley Lodge	20	90.12
Stewart	Stewart Health Centre	18	91.28
Terrace	Mills Memorial Hospital	42	92.73
Terrace	Terraceview Lodge	28	92.09
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	85.13
Valemount	Valemount Health Centre	18	95.65
Vanderhoof	St John Hospital	24	91.35
Vanderhoof	Stuart Nechako Manor	17	93.85
<b>Average/Totals - NHA</b>		<b>1005</b>	<b>90.24</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Vancouver	Children's & Women's Health Centre of BC	672	90.19
Vancouver	Sunny Hill Health Centre for Children	133	94.31
Vancouver	BC Cancer Agency Vancouver Centre	324	92.25
Vancouver	BC Cancer Research Centre	348	92.85
<b>Average/ Totals - PHSA</b>		<b>1477</b>	<b>92.40</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Coastal Health			
Burnaby	Burnaby Mental Health & Addictions	144	88.74
North Vancouver	Lions Gate Hospital	396	88.36
North Vancouver	Cedarview Lodge\Gardens	120	90.37
North Vancouver	Kiwanis Care Centre	156	89.30
North Vancouver	Margaret Fulton Centre	120	91.11
North Vancouver	North Shore Hospice	40	92.05
Pemberton	Pemberton Health Centre	120	91.57
Powell River	Powell River General Hospital	192	91.18
Powell River	Evergreen Extended Care Unit	132	88.66
Powell River	Olive Devaud Residence	120	89.12
Richmond	Richmond Hospital	240	86.95
Richmond	Minoru Residence	120	88.69
Richmond	Richmond Lions Manor Bridgeport	120	90.76
Richmond	Bowling Green	96	89.79
Richmond	Bridgehouse	120	94.09

Sechelt	Sechelt Hospital	120	91.91
Sechelt	Totem Lodge	120	90.68
Sechelt	Shorncliffe	120	89.36
Squamish	Squamish General Hospital	120	89.11
Squamish	Hilltop House	120	89.63
Vancouver	Youville Residence	132	88.09
Vancouver	Vancouver General Hospital	768	88.55
Vancouver	George Pearson Centre	204	89.30
Vancouver	GF Strong Centre	216	88.71
Vancouver	UBC Hospital	501	87.68
Vancouver	Dogwood Lodge	120	89.36
Vancouver	St Paul's Hospital	384	85.99
Vancouver	St John Hospice	10	94.81
Vancouver	Holy Family Hospital	120	87.82
Vancouver	Mount Saint Josephs Hospital	336	87.22
Vancouver	Brock Fahrni Pavilion	132	87.10
Vancouver	Honorio Conway	40	92.60
Vancouver	Langara Site	120	87.47
West Vancouver	West Community Health Centre	120	90.03
Whistler	Whistler Health Care Centre	120	88.17
<b>Average/Totals - VCHA</b>		<b>6159</b>	<b>89.55</b>

<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Vancouver Island Health Authority			
Alert Bay	Cormorant Island Health Centre	12	83.78
Campbell River	Campbell River & District General Hospital	40	84.89
Campbell River	Yucalta Lodge	20	88.72
Chemainus	Chemainus Health Care Centre	20	84.77
Cumberland	Cumberland Health Centre	20	88.44

Duncan	Cowichan Lodge	26	89.93
Duncan	Cowichan District Hospital	40	91.36
Duncan	Cairnsmore Place	20	93.55
Ladysmith	Ladysmith & District General Hospital	15	95.17
Nanaimo	Nanaimo Regional General Hospital	90	90.17
Nanaimo	Dufferin Place	20	92.00
Parksville	Trillium Lodge	20	90.08
Port Alberni	West Coast General Hospital	40	92.41
Port Alberni	Westhaven Lodge	20	92.53
Port Alice	Port Alice Health Centre	15	95.57
Port Hardy	Port Hardy Hospital	15	91.83
Port McNeill	Port McNeill and District Hospital	15	95.15
Qualicum Beach	Eagle Park Health Care Centre	20	87.90
Tofino	Tofino General Hospital	15	92.54
Victoria	Royal Jubilee Hospital	175	88.41
Victoria	Royal Jubilee Patient Care Centre	75	88.73
Victoria	Victoria General Hospital	100	88.44
Victoria	Saanich Peninsula Hospital	40	86.13
Victoria	Queen Alexandra Centre for children	40	89.65
Victoria	Aberdeen	30	90.24
Victoria	Glengarry	30	90.43
Victoria	Mount Tolmie	15	91.52
Victoria	Priory	30	93.76
Saltspring Island	Lady Minto Hospital	22	88.34
Victoria	Gorge Road Hospital	30	88.92
<b>Average/Totals - VIHA</b>		<b>1070</b>	<b>90.18</b>