



# Report & Results

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

***Performed by Westech Systems FM, Inc  
August 2008 to March 31<sup>st</sup> 2009***



***Prepared by  
Westech Systems, FM Inc.  
June 2, 2009***



June 2, 2009

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 2008 and March 31<sup>st</sup> 2009, 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 2008/09 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

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# Provincial Housekeeping Audit Summary Report

## Background

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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 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 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

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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 fourth independent audit began in August 2008 and was completed in March of 2009. The audits were spread over an eight month time span and continue to be conducted on a random and unannounced basis.

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

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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 auditors and the health care facility internal auditors.

## Independent Audit Summary Results:

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Between August 2008 and March 31<sup>st</sup> 2009, 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:

<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 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:

<b>Summary Results All Health Authorities</b>	<b>Score</b>
Average Score Fraser Health Authority	87.59
Average Score Interior Health Authority	86.93
Average Score Northern Health Authority	89.86
Average Score Provincial Health Services Authority	91.39
Average Score Vancouver Coastal Health Authority	87.49
Average Score Vancouver Island Health Authority	88.53
<b>Average Score All Health Authorities</b>	<b>88.63</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	Overall Score	Number Audits Completed
<b>Fraser Health</b>			
Abbotsford	MSA General Hospital ECU	86.81	20
Abbotsford	Abbotsford Regional Hospital	85.15	96
Burnaby	Fellburn Care Centre	93.39	24
Burnaby	Burnaby Hospital	88.28	121
Chilliwack	Chilliwack General Hospital	85.16	104
Delta	Delta Hospital	85.75	44
Hope	Fraser Canyon Hospital	85.89	27
Langley	Langley Memorial Hospital	87.58	93
Maple Ridge	Ridge Meadows Hospital	87.19	68
Mission	Mission Memorial Hospital	89.79	42
New Westminster	Queens Park Care Centre	89.33	49
New Westminster	Royal Columbian Hospital	85.02	172
Port Moody	Eagle Ridge Hospital	88.34	80
Surrey	Surrey Memorial Hospital	88.8	193
White Rock	Peace Arch Hospital	87.41	104
<b>Average/Totals - FHA</b>		<b>87.59</b>	<b>1237</b>



<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Overall Score</b>	<b>Number Audits Completed</b>
<b>Interior Health</b>			
100 Mile House	100 Mile District General Hospital	89.85	44
Armstrong	Pleasant Valley Health Centre	88.24	23
Ashcroft	Ashcroft Hospital and Health Centre	84.64	22
Cranbrook	East Kootenay Regional Hospital	89.42	52
Cranbrook	Dr.F.W.Green Memorial Home	90.66	20
Golden	Golden and District General Hospital	88.46	23
Grand Forks	Boundary Hospital	91.08	29
Invermere	Invermere District Hospital	87.42	23
Kamloops	Royal Inland Hospital	89.48	100
Kamloops	Overlander Extended Care	89.06	32
Kelowna	Brookhaven Extended Care	84.72	28
Kelowna	Cottonwoods Extended Care	84.96	40
Kelowna	Kelowna General Hospital	85.32	118
Kelowna	Three Links Manor	80.59	23
Merritt	Nicola Valley Health Centre	87.37	23
Nelson	Kootenay Lake Hospital	88.05	43
Nelson	Nelson Jubilee Manor	88.59	20
New Denver	Slocan Community Health Centre	89.08	20
Oliver	South Okanagan General Hospital	81.46	28
Oliver	Sunnybank Centre	80.84	20
Penticton	Penticton Regional Hospital	88.11	81
Penticton	Trinity Care Centre	86.34	23
Revelstoke	Queen Victoria Hospital	88.67	26
Trail	Kootenay Boundary Regional Hospital	87.67	66
Trail	Columbia View Lodge	87.87	31
Vernon	Vernon Jubilee Hospital	83.56	90

Vernon	Gateby IC Facility	85.02	28
Williams Lake	Cariboo Memorial Hospital and Health Centre	87.47	44
<b>Average/Totals - IHA</b>		<b>86.93</b>	<b>1120</b>

City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
<b>Northern Health</b>			
Burns Lake	Lakes District Hospital	83.11	20
Burns Lake	The Pines	89.56	18
Chetwynd	Chetwynd General Hospital	89.75	20
Dawson Creek	Dawson Creek and District Hospital	90.02	55
Dawson Creek	Rotary Manor	86.89	22
Fort Nelson	Fort Nelson Hospital	92.47	28
Fort St James	Stuart Lake Hospital	94.76	18
Fort St John	Fort St John General Hospital	85.66	41
Fort St John	North Peace Care Centre	86.73	24
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	91.73	17
Granisle	Granisle Community Health Centre	86.42	16
Houston	Houston Health Centre	89.35	21
Hudson Hope	Hudson Hope Health Centre	86.81	16
Kitimat	Kitimat Hospital Health Centre	93.88	48
Masset	Masset Hospital	88.58	16
McBride	McBride & District Hospital	90.06	20
MacKenzie	MacKenzie & District Hospital	92.98	18
Pouce Coupe	Pouce Coupe Care Home	85.73	21
Pouce Coupe	Peace River Haven	87.48	20
Prince George	Prince George Regional Hospital	88.05	139
Prince George	Parkside Care Facility	93.34	19

Prince Rupert	Prince Rupert Regional Hospital	91.48	49
Prince Rupert	Prince Rupert LTC: Acropolis Manor	87.09	21
Queen Charlotte City	Queen Charlotte Islands General Hospital	89.95	20
Quesnel	GR Baker Memorial Hospital	81.4	61
Quesnel	Dunrovin Park Lodge	92.69	39
Smithers	Bulkley Valley District Hospital	89.96	24
Smithers	Bulkley Lodge	92.46	23
Stewart	Stewart Health Centre	95.46	19
Terrace	Mills Memorial Hospital	90.2	50
Terrace	Terraceview Lodge	94.95	22
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	85.05	17
Valemount	Valemount Health Centre	91.85	17
Vanderhoof	St John Hospital	95.94	26
Vanderhoof	Stuart Nechako Manor	93.18	18
<b>Average/Totals - Northern Health</b>		<b>89.86</b>	<b>1023</b>

City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
<b>Provincial Health</b>			
Vancouver	Children's & Women's Health Centre of BC	85.72	256
Vancouver	Sunny Hill Health Centre for Children	95.44	36
Vancouver	BC Cancer Agency Vancouver Centre	89.95	79
Vancouver	BC Cancer Research Centre	93.22	65
Vancouver	Riverview	86.85	149
Vancouver	New Mental Health Facility	97.13	31
<b>Average/ Totals - PHSA</b>		<b>91.39</b>	<b>616</b>

City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
<b>Vancouver Coastal Health</b>			
North Vancouver	Lions Gate Hospital	85.07	140
North Vancouver	Evergreen House	88.21	41
North Vancouver	Cedarview Lodge\Gardens	88.47	26
North Vancouver	Kiwanis Care Centre	87.75	48
North Vancouver	Margaret Fulton Centre	89.7	14
Pemberton	Pemberton Health Centre	85.73	16
Powell River	Powell River General Hospital	93.9	44
Powell River	Evergreen Extended Care Unit	94.85	20
Powell River	Olive Devaud Residence	91.8	20
Richmond	Richmond Hospital	85.82	103
Richmond	Minoru Residence	83.61	29
Richmond	Richmond Lions Manor	87.94	25
Sechelt	St Mary's Hospital	90.26	34
Sechelt	Totem Lodge	91.07	17
Sechelt	Shorncliffe	88.72	20
Squamish	Squamish General Hospital	84.5	29
Squamish	Hilltop House	87.44	16
Vancouver	Youville Residence	84.84	42
Vancouver	Vancouver General Hospital	89.02	257
Vancouver	George Pearson Centre	87.9	55
Vancouver	GF Strong Centre	86.15	55
Vancouver	UBC Hospital	86.70	163
Vancouver	Dogwood Lodge	91.47	30
Vancouver	St Paul's Hospital	83.73	225
Vancouver	Holy Family Hospital	86.34	37
Vancouver	Mount Saint Josephs Hospital	85.18	64

Vancouver	Brock Fahrni Pavilion	85.25	24
Vancouver	Langara Site	88.67	33
West Vancouver	West Community Health Centre	80.33	17
Whistler	Whistler Health Care Centre	84.33	18
<b>Average/Totals - VCHA</b>		<b>87.49</b>	<b>1662</b>

City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
<b>Vancouver Island Health</b>			
Alert Bay	Cormorant Island Health Centre	89.47	19
Campbell River	Campbell River & District General Hospital	91.45	55
Campbell River	Yucalta Lodge	87.64	29
Chemainus	Chemainus Health Care Centre	90.44	27
Cumberland	Cumberland Health Centre	83.63	17
Duncan	Cowichan District Hospital	88.98	49
Duncan	Cairnsmore Place	84.86	28
Ladysmith	Ladysmith & District General Hospital	87.5	22
Nanaimo	Nanaimo Regional General Hospital	91.61	107
Nanaimo	Dufferin Place	91.02	42
Parksville	Trillium Lodge	82.82	25
Port Alberni	West Coast General Hospital	92.28	53
Port Alice	Port Alice Health Centre	89.73	17
Port Hardy	Port Hardy Hospital	90.35	16
Port McNeill	Port McNeill and District Hospital	90.57	20
Qualicum Beach	Eagle Park Health Care Centre	89.63	20
Tofino	Tofino General Hospital	92.12	17
Victoria	Royal Jubilee Hospital	86.9	370
Victoria	Victoria General Hospital	80.86	136
Victoria	Saanich Peninsula Hospital	90.23	44

Victoria	Queen Alexandra Centre for children	86.34	53
Victoria	Aberdeen	89.13	47
Victoria	Glengarry	87.01	33
Victoria	Mount Tolmie	85.82	18
Victoria	Priory	86.16	36
Saltspring Island	Lady Minto Hospital	91.57	40
Victoria	Gorge Road Hospital	86.87	40
Port Alberni	Westhaven Lodge	93.83	40
<b>Average/Totals - VIHA</b>		<b>88.53</b>	<b>1420</b>