



# Report & Results

*For*

*Independent Unannounced Housekeeping Audit of*

*Of 2 Facilities at the*



*Performed by Westech Systems FM, Inc  
July 2<sup>nd</sup> to July 18<sup>th</sup>, 2008*

*Prepared by  
Westech Systems, FM Inc.  
July 29, 2008*



July 29, 2008

Westech Systems FM Inc. is pleased to submit the following report of the independent housekeeping audit process and results to Provincial Health Services Authority.

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 in BC in 2005 and 2006. 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 July 2<sup>nd</sup> and July 18<sup>th</sup>, 2008, Westech conducted an independent third party audit of 2 facilities at the Provincial Health Services Authority that scored below the 85% bench mark score during the fiscal 2008 Provincial audit conducted by Westech. We audited a statistically representative sample size of all the rooms of the health care facilities included in this study 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 the PHSA is based on the average of the 2 facilities audited within this audit.

Using an established industry benchmark of 85%, all of the facilities audited are in excess of this target. Based on this finding, Westech believes the facilities audited during this period displayed a level of cleanliness that was within acceptable standards.

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.
- Westech completed a second independent audit in 2006
- All auditors are required to undertake a comprehensive training program to ensure audit result consistency
- The third independent audit began in August 2007 and was completed in March of 2008. 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 July 2<sup>nd</sup> and July 18<sup>th</sup>, 2008, Westech conducted an independent audit of the Provincial Health Services Authority in British Columbia. Some of the key details of this external audit are as follows:

- Audited a statistically valid representation of the Provincial Health Services Authority 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 the PHSA is based on the average of the 2 facilities audited within this audit.
- 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 the facilities within the Provincial Health Services 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.

## Facility Specific Audit Results

The following table provides the specific audit results by Health Care Facility for the Provincial Health Services Authority:

<b>Provincial Health Services Authority (PHSA)</b>			
<b>City Name</b>	<b>Health Care Facility Name</b>	<b>Overall Score %</b>	<b>Total Rooms Audited</b>
Vancouver	Children's & Women's Health Centre of BC	87.98	503
Vancouver	Sunny Hill Health Centre for Children	92.88	46
<b>Average Score Provincial Health Services Authority</b>		<b>90.43</b>	<b>630</b>