



# Report & Results

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

***Performed by Westech Systems FM, Inc  
August 2007 to March 31<sup>st</sup> 2008***



***Prepared by  
Westech Systems, FM Inc.  
April 14, 2008***



April 14, 2008

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 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 August 2007 and March 31<sup>st</sup> 2008, Westech conducted an independent audit of the Fraser, 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 2007/08 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.
- 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 August 2007 and March 31<sup>st</sup> 2008, Westech conducted an independent audit of the Fraser, 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, 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	87.44
Average Score Northern Health Authority	87.20
Average Score Provincial Health Services Authority	89.41
Average Score Vancouver Coastal Health Authority	87.47
Average Score Vancouver Island Health Authority	87.24
<b>Average Score All Health Authorities</b>	<b>87.75</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
Fraser Health			
Abbotsford	MSA General Hospital	84.62	70
Burnaby	Fellburn Care Centre	93.41	23
Burnaby	Burnaby Hospital	81.97	121
Chilliwack	Chilliwack General Hospital	86.59	104
Delta	Delta Hospital	89.67	44
Hope	Fraser Canyon Hospital	89.4	27
Langley	Langley Memorial Hospital	88.15	91
Maple Ridge	Ridge Meadows Hospital	89.15	67
Mission	Mission Memorial Hospital	88.27	43
New Westminster	Queens Park Care Centre	86.32	49
New Westminster	Royal Columbian Hospital	84.68	172
Port Moody	Eagle Ridge Hospital	87.16	80
Surrey	Surrey Memorial Hospital	86.46	193
White Rock	Peace Arch Hospital	88.26	103
<b>Average/Totals - FHA</b>		<b>87.44</b>	<b>1187</b>

Northern Health			
City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
Dease Lake	Stikine Health Centre	97.43	18
Stewart	Stewart Health Centre	96.74	19
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	87.14	17
Burns Lake	Lakes District Hospital	65.63	19
Burns Lake	The Pines	93.31	18
Chetwynd	Chetwynd General Hospital	83.1	18
Dawson Creek	Dawson Creek and District Hospital	84.49	54
Dawson Creek	Rotary Manor	89.09	22



Fort Nelson	Fort Nelson Hospital	91.27	28
Fort St James	Stuart Lake Hospital	89.48	18
Fort St John	Fort St John General Hospital	90.82	40
Fort St John	North Peace Care Centre	84.06	22
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	74.67	17
Granisle	Granisle Community Health Centre	86.04	17
Houston	Houston Health Centre	78.37	19
Hudson Hope	Hudson Hope Health Centre	92.24	16
Kitimat	Kitimat Hospital Health Centre	87.68	43
Masset	Masset Hospital	88.22	16
McBride	McBride & District Hospital	85.75	20
MacKenzie	MacKenzie & District Hospital	94.11	18
Pouce Coupe	Pouce Coupe Care Home	74.9	20
Pouce Coupe	Peace River Haven	87.13	20
Prince George	Prince George Regional Hospital	90.72	121
Prince George	Parkside Care Facility	94.83	18
Prince Rupert	Prince Rupert Regional Hospital	86.2	49
Prince Rupert	Prince Rupert LTC: Acropolis Manor	94	18
Queen Charlotte City	Queen Charlotte Islands General Hospital	92.63	20
Quesnel	GR Baker Memorial Hospital	93.35	63
Quesnel	Dunrovin Park Lodge	97.26	39
Smithers	Bulkley Valley District Hospital	84.63	25
Smithers	Bulkley Lodge	86.12	23
Terrace	Mills Memorial Hospital	77.34	50
Terrace	Terraceview Lodge	79.4	21
Valemount	Valemount Health Centre	82.87	17
Vanderhoof	St John Hospital	87.82	32
Vanderhoof	Stuart Nechako Manor	90.3	18
<b>Average/Totals - Northern Health</b>		<b>87.20</b>	<b>1013</b>

Provincial Health			
<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Overall Score</b>	<b>Number Audits Completed</b>
Vancouver	Children's & Women's Health Centre of BC	82.8	255

Vancouver	Sunny Hill Health Centre for Children	81.9	36
Vancouver	BC Cancer Agency Vancouver Centre	88.01	79
Vancouver	BC Cancer Research Centre	95.9	65
Vancouver	Riverview	89.74	149
Vancouver	New Mental Health Facility	98.09	31
<b>Average/ Totals - PHSA</b>		<b>89.41</b>	<b>615</b>

Vancouver Coastal Health			
City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
North Vancouver	Lions Gate Hospital	83.45	139
North Vancouver	Evergreen House	87.03	41
North Vancouver	Cedarview Lodge\Gardens	89.97	26
North Vancouver	Kiwanis Care Centre	87.16	48
North Vancouver	Margaret Fulton Centre	89.83	14
Pemberton	Pemberton Health Centre	92.81	16
Powell River	Powell River General Hospital	92.47	44
Powell River	Evergreen Extended Care Unit	92.31	20
Powell River	Olive Devaud Residence	92.38	19
Richmond	Richmond Hospital	80.05	103
Richmond	Minoru Residence	87.18	29
Richmond	Richmond Lions Manor	86.56	25
Sechelt	St Mary's Hospital	91.62	39
Sechelt	Totem Lodge	92.38	17
Sechelt	Shorncliffe	89.84	20
Squamish	Squamish General Hospital	85.12	26
Squamish	Hilltop House	83.46	19
Vancouver	Youville Residence	87.61	42
Vancouver	Vancouver General Hospital	88.43	260
Vancouver	George Pearson Centre	85.04	55
Vancouver	GF Strong Centre	86.38	55
Vancouver	UBC Hospital	86.58	163
Vancouver	Dogwood Lodge	86.62	30
Vancouver	St Paul's Hospital	86.17	225

Vancouver	Holy Family Hospital	85.14	37
Vancouver	Mount Saint Josephs Hospital	83	64
Vancouver	Brock Fahrni Pavilion	87.13	24
Vancouver	Langara Site	85.63	33
West Vancouver	West Community Health Centre	87.49	17
Whistler	Whistler Health Care Centre	85.26	17
<b>Average/Totals - VCHA</b>		<b>87.47</b>	<b>1667</b>

Vancouver Island Health			
City Name	Official Health Care Facility Name	Overall Score	Number Audits Completed
Alert Bay	Cormorant Island Health Centre	95.86	19
Campbell River	Campbell River & District General Hospital	80.66	55
Campbell River	Yucalta Lodge	89.92	29
Chemainus	Chemainus Health Care Centre	88.83	27
Cumberland	Cumberland Health Centre	85.33	17
Duncan	Cowichan District Hospital	86	49
Duncan	Cairnsmore Place	86.35	28
Duncan	Cowichan Lodge	84.47	25
Ladysmith	Ladysmith & District General Hospital	87.92	22
Nanaimo	Nanaimo Regional General Hospital	79.14	105
Nanaimo	Dufferin Place	83.8	42
Parksville	Trillium Lodge	87.38	25
Port Alberni	West Coast General Hospital	90.37	54
Port Alice	Port Alice Health Centre	94.66	17
Port Hardy	Port Hardy Hospital	94.45	16
Port McNeill	Port McNeill and District Hospital	94.06	20
Qualicum Beach	Eagle Park Health Care Centre	89.63	21
Tofino	Tofino General Hospital	94.13	17
Victoria	Royal Jubilee Hospital	83.73	370
Victoria	Victoria General Hospital	76.78	135
Victoria	Saanich Peninsula Hospital	89.08	44
Victoria	Queen Alexandra Centre for children	87.65	52
Victoria	Aberdeen	92.19	47

Victoria	Glengarry	84.14	33
Victoria	Mount Tolmie	85.42	18
Victoria	Priory	86.78	33
Saltspring Island	Lady Minto Hospital	77.61	40
Victoria	Gorge Road Hospital	82.48	40
Port Alberni	Westhaven Lodge	91.13	40
<b>Average/Totals - VIHA</b>		<b>87.24</b>	<b>1440</b>