



# Report & Results

*For*

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

***Performed by Westech Systems FM, Inc  
April 2011 to March 2012***



***Prepared by  
Westech Systems, FM Inc.  
July 16, 2012***



July 16, 2012

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> 2011 and March 31<sup>st</sup> 2012, 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, INC.

Dean Waisman, President

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## B.C. Healthcare Facility Cleaning Audit System Defined

### Westech Corporate Overview

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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 15+ 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 160 healthcare facilities at all BC Health Authorities every year from 2005 to 2012. 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
- Since the audits began in BC from 2005 to 2012 the percentage of sites that have scored below 85% have gone down from 26% to 2%.

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:

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Between April 1<sup>st</sup> 2011 and March 31<sup>st</sup> 2012, 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 Authority	<b>88.92</b>
Average Score Interior Health Authority	<b>90.10</b>
Average Score Northern Health Authority	<b>92.70</b>
Average Score Provincial Health Services Authority	<b>91.22</b>
Average Score Vancouver Coastal Health Authority	<b>89.81</b>
Average Score Vancouver Island Health Authority	<b>89.66</b>
<b>Average Score All Health Authorities</b>	<b>90.40</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
<u>Fraser Health</u>			
Abbotsford	Cottage Worthington	120	86.97
Abbotsford	Abbotsford Regional Hospital	96	87.27
Burnaby	Fellburn Care Centre	120	90.33
Burnaby	Burnaby Hospital	408	86.7
Chilliwack	Chilliwack General Hospital	240	89.57
Delta	Delta Hospital	252	90.07
Hope	Fraser Canyon Hospital	240	91.22
Langley	Langley Memorial Hospital	451	87.52
Maple Ridge	Ridge Meadows Hospital	384	89.54
Mission	Mission Memorial Hospital	288	91.35
New Westminster	Queens Park Care Centre	276	89.47
New Westminster	Royal Columbian Hospital	348	86
Port Moody	Eagle Ridge Hospital	492	89.49
Sardis	Herigate Village	120	92.8
Surrey	Surrey Memorial Hospital	468	86.78
White Rock	Peace Arch Hospital	587	87.6
<b>Average/Totals - FHA</b>		<b>4890</b>	<b>88.92</b>



<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Interior Health			
Castlegar	Talarico Place	27	90.86
Chase	Chase and District Health Centre	16	90.43
Clearwater	Dr. Helmcken Memorial Hospital	22	90.44
Cranbrook	East Kootenay Regional Hospital	52	91.99
Creston	Creston Valley Hospital	29	87.71
Creston	Swan Valley Lodge	27	90.59
Enderby	Parkview Place	23	91.11
Fernie	Elk Valley Hospital	21	88.19
Kamloops	Royal Inland Hospital	100	88.79
Kamloops	Overlander Extended Care	32	84.19
Kaslo	Victoria Community Health Centre of Kaslo	21	92.39
Kelowna	Cottonwoods Extended Care	41	90.29
Kelowna	Kelowna General Hospital	118	91.16
Kelowna	David Lloyd Jones Home	20	83.16
Keremeos	South Similkameen Health Centre	20	92.36
Kimberley	Kimberley Special Care Home	20	90.78
Lillooet	Lillooet Hospital and Health Centre	29	93
Logan Lake	Logan Lake Health Centre	20	88.44
Merritt	Coquihalla Gillis House	20	88.47
Nakusp	Arrow Lakes Hospital	20	91.97
Nelson	Kootenay Lake Hospital	43	90.18
Penticton	Penticton Regional Hospital	81	91.3
Princeton	Princeton Health Centre	22	90.96
Salmon Arm	Shuswap Lake General Hospital	34	90.19
Salmon Arm	Bastion Place	27	90.2
Summerland	Summerland Health Centre	26	89.3

Trail	Kootenay Boundary Regional Hospital	66	93.8
Vernon	Vernon Jubilee Hospital	90	91
Vernon	Noric House Extended Care	21	86.76
Barriere	Barriere Health Centre	20	92.85
<b>Average/Totals - IHA</b>		<b>1108</b>	<b>90.10</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Northern Health			
Burns Lake	Lakes District Hospital	19	89.3
Burns Lake	The Pines	18	89.3
Chetwynd	Chetwynd General Hospital	18	93.45
Dawson Creek	Dawson Creek and District Hospital	55	92.05
Dawson Creek	Rotary Manor	22	96.11
Dease Lake	Stikine Health Centre	n/a	n/a
Fort Nelson	Fort Nelson Hospital	28	93.92
Fort St James	Stuart Lake Hospital	17	91.27
Fort St John	Fort St John General Hospital	41	96.11
Fort St John	North Peace Care Centre	24	94.98
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	17	94.79
Granisle	Granisle Community Health Centre	15	89.68
Houston	Houston Health Centre	18	95.89
Hudson Hope	Hudson Hope Health Centre	17	90.81
Kitimat	Kitimat Hospital Health Centre	43	94.36
Masset	Masset Hospital	16	86.95
McBride	McBride & District Hospital	20	92.75
MacKenzie	MacKenzie & District Hospital	18	94.33
Pouce Coupe	Peace River Haven	20	86.83
Prince George	Prince George Regional Hospital	118	91.69

Prince George	Gateway Complex Care	49	95.35
Prince George	Parkside Care Facility	18	95.82
Prince Rupert	Prince Rupert Regional Hospital	49	92.27
Prince Rupert	Prince Rupert LTC: Acropolis Manor	20	95.78
Queen Charlotte City	Queen Charlotte Islands General Hospital	20	88.47
Quesnel	GR Baker Memorial Hospital	63	93.62
Quesnel	Dunrovin Park Lodge	39	93.82
Smithers	Bulkley Valley District Hospital	24	94.4
Smithers	Bulkley Lodge	23	92.65
Stewart	Stewart Health Centre	n/a	n/a
Terrace	Mills Memorial Hospital	50	93.32
Terrace	Terraceview Lodge	21	94.37
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	92
Valemount	Valemount Health Centre	17	89.86
Vanderhoof	St John Hospital	26	92.94
Vanderhoof	Stuart Nechako Manor	18	92.66
<b>Average/Totals - NHA</b>		<b>998</b>	<b>92.70</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
<u>Provincial Health</u>			
Vancouver	Children's & Women's Health Centre of BC	785	89.6
Vancouver	Sunny Hill Health Centre for Children	132	91.46
Vancouver	BC Cancer Agency Vancouver Centre	324	91.44
Vancouver	BC Cancer Research Centre	348	92.44
Vancouver	Riverview	376	91.18
<b>Average/ Totals - PHSA</b>		<b>1965</b>	<b>91.22</b>

<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Vancouver Coastal Health			
North Vancouver	Lions Gate Hospital	396	88.79
North Vancouver	Cedarview Lodge\Gardens	120	92.97
North Vancouver	Kiwanis Care Centre	156	93.35
North Vancouver	Margaret Fulton Centre	120	91.72
Pemberton	Pemberton Health Centre	120	92
Powell River	Powell River General Hospital	192	91.15
Powell River	Evergreen Extended Care Unit	120	88.77
Powell River	Olive Devaud Residence	120	94.15
Richmond	Richmond Hospital	240	87.76
Richmond	Minoru Residence	120	90.57
Richmond	Richmond Lions Manor	120	89.87
Sechelt	St Mary's Hospital	118	90.58
Sechelt	Totem Lodge	120	88.82
Sechelt	Shorncliffe	120	91.06
Squamish	Squamish General Hospital	120	88.87
Squamish	Hilltop House	120	93.2
Vancouver	Youville Residence	132	90.34
Vancouver	Vancouver General Hospital	600	86.46
Vancouver	George Pearson Centre	202	87.43
Vancouver	GF Strong Centre	216	88.35
Vancouver	UBC Hospital	444	88.59
Vancouver	Dogwood Lodge	120	89.45
Vancouver	St Paul's Hospital	384	86.45
Vancouver	Holy Family Hospital	120	88.69
Vancouver	Mount Saint Josephs Hospital	336	86.53
Vancouver	Brock Fahrni Pavilion	132	87.3

Vancouver	Langara Site	120	89.78
West Vancouver	West Community Health Centre	120	90.75
Whistler	Whistler Health Care Centre	120	90.66
<b>Average/Totals - VCHA</b>		<b>5468</b>	<b>89.81</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
<u>Vancouver Island Health</u>			
Alert Bay	Cormorant Island Health Centre	19	90.14
Campbell River	Campbell River & District General Hospital	55	92.88
Campbell River	Yucalta Lodge	29	90.42
Chemainus	Chemainus Health Care Centre	27	89.55
Cumberland	Cumberland Health Centre	17	91.34
Duncan	Cowichan District Hospital	49	83.37
Duncan	Cairnsmore Place	28	88.63
Ladysmith	Ladysmith & District General Hospital	22	93.04
Nanaimo	Nanaimo Regional General Hospital	105	91.32
Nanaimo	Dufferin Place	42	85.41
Nanaimo	Namaimo Community Dialysis	17	88.66
Parksville	Trillium Lodge	25	85.55
Port Alberni	Port Alberni Community Dialysis	10	88.24
Port Alberni	West Coast General Hospital	53	91.07
Port Alice	Port Alice Health Centre	17	91.95
Port Hardy	Port Hardy Hospital	17	85.25
Port McNeill	Port McNeill and District Hospital	21	89
Qualicum Beach	Eagle Park Health Care Centre	21	88.43
Tofino	Tofino General Hospital	17	90.96
Victoria	Royal Jubilee Hospital	372	85.36
Victoria	Victoria General Hospital	135	91.4

Victoria	Saanich Penninsula Hospital	44	90.22
Victoria	Queen Alexandra Centre for children	52	87.8
Victoria	Aberdeen	46	93.05
Victoria	Glengarry	33	92.85
Victoria	Mount Tolmie	18	87.69
Victoria	Priory	33	90.82
Victoria	Victoria Community Dialysis	17	97.44
Saltspring Island	Lady Minto Hospital	40	91.44
Victoria	Gorge Road Hospital	40	89.72
Port Alberni	Westhaven Lodge	40	86.43
<b>Average/Totals - VIHA</b>		<b>1461</b>	<b>89.66</b>