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Report & Results

For

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

***Performed by Westech Systems FM, Inc
April 2010 to March 2011***



***Prepared by
Westech Systems, FM Inc.
July 11, 2011***



July 11, 2011

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 1st 2010 and March 31st 2011, 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

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 2011. 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 2011 the percentage of sites that have scored below 85% have gone down from 26% to 6%.

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 1st 2010 and March 31st 2011, 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. The results in this report do not include the internal audit results performed by the Health Authority staff at VIHA, NHA & IHA. This is highlighted by the larger independent audit samples sizes at the lower mainland sites.
- 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:

Percentage Range	Action
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:

Summary Results All Health Authorities	Score
Average Score Fraser Health Authority	89.80
Average Score Interior Health Authority	90.98
Average Score Northern Health Authority	87.55
Average Score Provincial Health Services Authority	90.58
Average Score Vancouver Coastal Health Authority	90.05
Average Score Vancouver Island Health Authority	91.53
Average Score All Health Authorities	90.08

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 Extended Care	120	89.55
Abbotsford	Abbotsford Regional Hospital*	96	91.62
Burnaby	Fellburn Care Centre	120	89.69
Burnaby	Burnaby Hospital	409	86.13
Chilliwack	Chilliwack General Hospital	240	91.53
Delta	Delta Hospital	256	89.32
Hope	Fraser Canyon Hospital	240	91.39
Langley	Langley Memorial Hospital	446	89.41
Maple Ridge	Ridge Meadows Hospital	385	92.04
Mission	Mission Memorial Hospital	288	90.18
New Westminster	Queens Park Care Centre	276	89.94
New Westminster	Royal Columbian Hospital	349	85.9
Port Moody	Eagle Ridge Hospital	493	91.81
Sardis	Herigate Village	120	92.57
Surrey	Surrey Memorial Hospital	466	87.66
White Rock	Peace Arch Hospital	593	88.06
Average/Totals - FHA		4897	89.80

* Abbotsford Regional Hospital is independently audited on an annual basis

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Interior Health			
100 Mile House	100 Mile District General Hospital	44	90.92
Armstrong	Pleasant Valley Health Centre	23	84.75
Ashcroft	Ashcroft Hospital and Health Centre	22	89.25
Cranbrook	East Kootenay Regional Hospital	50	91.17
Cranbrook	Dr.F.W.Green Memorial Home	20	89.34
Golden	Golden and District General Hospital	23	93.83
Grand Forks	Boundary Hospital	29	93.3
Invermere	Invermere District Hospital	22	91.13
Kamloops	Royal Inland Hospital	100	92.76
Kamloops	Overlander Extended Care	32	90.24
Kelowna	Brookhaven Extended Care	28	89.15
Kelowna	Cottonwoods Extended Care	41	89.01
Kelowna	Kelowna General Hospital	118	89.99
Kelowna	Three Links Manor	23	87.35
Merritt	Nicola Valley Health Centre	23	91.26
Nelson	Kootenay Lake Hospital	43	90.66
Nelson	Nelson Jubilee Manor	20	92.46
New Denver	Slocan Community Health Centre	20	93.42
Oliver	South Okanagan General Hospital	28	91.47
Oliver	Sunnybank Centre	19	92.11
Penticton	Penticton Regional Hospital	81	92.4
Penticton	Trinity Care Centre	23	89.79
Revelstoke	Queen Victoria Hospital	28	93.65
Trail	Kootenay Boundary Regional Hospital	66	92.53
Trail	Columbia View Lodge	31	92.7
Vernon	Vernon Jubilee Hospital	90	90.02

Vernon	Gateby IC Facility	28	92.34
Williams Lake	Cariboo Memorial Hospital and Health Centre	44	90.32
Average/Totals - IHA		1119	90.98

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Northern Health			
Burns Lake	Lakes District Hospital	23	82.08
Burns Lake	The Pines	18	87.71
Chetwynd	Chetwynd General Hospital	19	87.92
Dawson Creek	Dawson Creek and District Hospital	55	88.67
Dawson Creek	Rotary Manor	42	86.28
Dease Lake	Stikine Health Centre	16	93.92
Fort Nelson	Fort Nelson Hospital	28	89.04
Fort St James	Stuart Lake Hospital	17	94.74
Fort St John	Fort St John General Hospital	41	88.34
Fort St John	North Peace Care Centre	24	87.74
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	17	85.97
Granisle	Granisle Community Health Centre	16	79.99
Houston	Houston Health Centre	19	92.43
Hudson Hope	Hudson Hope Health Centre	16	85.8
Kitimat	Kitimat Hospital Health Centre	43	88.41
Masset	Masset Hospital	16	93.05
McBride	McBride & District Hospital	20	82.09
MacKenzie	MacKenzie & District Hospital	18	90.3
Pouce Coupe	Peace River Haven	20	81.14
Prince George	Prince George Regional Hospital	120	84.44
Prince George	Parkside Care Facility	18	90.93
Prince Rupert	Prince Rupert Regional Hospital	50	88.51
Prince Rupert	Prince Rupert LTC: Acropolis Manor	20	89.89
Queen Charlotte City	Queen Charlotte Islands General Hospital	21	86.17
Quesnel	GR Baker Memorial Hospital	63	88.05

Quesnel	Dunrovin Park Lodge	39	85.67
Smithers	Bulkley Valley District Hospital	24	83.97
Smithers	Bulkley Lodge	23	85.33
Stewart	Stewart Health Centre	22	93.88
Terrace	Mills Memorial Hospital	50	88.24
Terrace	Terraceview Lodge	21	88.23
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	86.97
Valemount	Valemount Health Centre	17	80.51
Vanderhoof	St John Hospital	26	91.17
Vanderhoof	Stuart Nechako Manor	18	86.63
Average/Totals - NHA		1017	87.55

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Vancouver	Children's & Women's Health Centre of BC	925	90.09
Vancouver	Sunny Hill Health Centre for Children	132	92.44
Vancouver	BC Cancer Agency Vancouver Centre	324	92.22
Vancouver	BC Cancer Research Centre	348	87.92
Vancouver	Riverview	401	90.25
Average/ Totals - PHSA		2130	90.58

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Coastal Health			
North Vancouver	Lions Gate Hospital	264	86.99
North Vancouver	Evergreen House	130	87.63
North Vancouver	Cedarview Lodge\Gardens	120	94.23
North Vancouver	Kiwanis Care Centre	156	89.29
North Vancouver	Margaret Fulton Centre	120	91.52
Pemberton	Pemberton Health Centre	120	92.35
Powell River	Powell River General Hospital	194	91.36
Powell River	Evergreen Extended Care Unit	132	89.95
Powell River	Olive Devaud Residence	121	91.27
Richmond	Richmond Hospital	238	86.38
Richmond	Minoru Residence	120	86.09
Richmond	Richmond Lions Manor	120	88.67
Sechelt	St Mary's Hospital	120	91.59
Sechelt	Totem Lodge	120	90.67
Sechelt	Shorncliffe	120	92.7
Squamish	Squamish General Hospital	120	91.9
Squamish	Hilltop House	120	93.24
Vancouver	Youville Residence	131	92.52
Vancouver	Vancouver General Hospital	601	88.82
Vancouver	George Pearson Centre	204	88.33
Vancouver	GF Strong Centre	216	87.4
Vancouver	UBC Hospital	445	89.01
Vancouver	Dogwood Lodge	120	89.28
Vancouver	St Paul's Hospital	383	86.63
Vancouver	Holy Family Hospital	120	91.21
Vancouver	Mount Saint Josephs Hospital	335	86.7

Vancouver	Brock Fahrni Pavilion	132	90.18
Vancouver	Langara Site	120	91.71
West Vancouver	West Community Health Centre	119	91.91
Whistler	Whistler Health Care Centre	119	91.83
Average/Totals - VCHA		5480	90.05

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Island Health			
Alert Bay	Cormorant Island Health Centre	19	93.64
Campbell River	Campbell River & District General Hospital	55	90.17
Campbell River	Yucalta Lodge	29	90.13
Chemainus	Chemainus Health Care Centre	27	87.83
Cumberland	Cumberland Health Centre	17	86.28
Duncan	Cowichan District Hospital	49	92.92
Duncan	Cairnsmore Place	28	86.36
Ladysmith	Ladysmith & District General Hospital	22	94.61
Nanaimo	Nanaimo Regional General Hospital	104	93.97
Nanaimo	Dufferin Place	42	92.77
Parksville	Trillium Lodge	25	95.16
Port Alberni	West Coast General Hospital	53	95.92
Port Alice	Port Alice Health Centre	17	95.08
Port Hardy	Port Hardy Hospital	17	85.88
Port McNeill	Port McNeill and District Hospital	21	88.07
Qualicum Beach	Eagle Park Health Care Centre	21	91.89
Tofino	Tofino General Hospital	17	91.41
Victoria	Royal Jubilee Hospital	370	93.05
Victoria	Victoria General Hospital	135	91.15
Victoria	Saanich Peninsula Hospital	44	91.09
Victoria	Queen Alexandra Centre for children	52	93.99
Victoria	Aberdeen	46	94.66
Victoria	Glengarry	33	86.11
Victoria	Mount Tolmie	18	92.34
Victoria	Priory	33	96.08
Saltspring Island	Lady Minto Hospital	40	90.36

Victoria	Gorge Road Hospital	40	92.1
Port Alberni	Westhaven Lodge	40	89.71
Average/Totals - VIHA		1414	91.53