



# Report & Results

*For*

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

***Performed by Westech Systems FM, Inc  
April 1<sup>st</sup> 2012 to March 31<sup>st</sup> 2013***



***Prepared by  
Westech Systems, FM Inc.  
July 16, 2013***



July 16, 2013

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> 2012 and March 31<sup>st</sup> 2013, 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

# Table of Contents

<b>B.C. HEALTHCARE FACILITY CLEANING AUDIT SYSTEM DEFINED .....</b>	<b>3</b>
WESTECH CORPORATE OVERVIEW .....	3
<i>Background History of the B.C. Facility Cleaning Audit Standards .....</i>	<i>3</i>
<i>B.C. Facility Cleaning Audit System Standards &amp; Technology Progress from 2005 to the Present .....</i>	<i>3</i>
<i>B.C Healthcare Facility Cleaning Audit System Overview .....</i>	<i>4</i>
INDEPENDENT AUDIT SUMMARY RESULTS: .....	5
<b>FACILITY SPECIFIC RESULTS BY HEALTH AUTHORITY .....</b>	<b>7</b>
FRASER HEALTH .....	7
INTERIOR HEALTH .....	8
NORTHERN HEALTH .....	10
PROVINCIAL HEALTH .....	12
VANCOUVER COASTAL HEALTH .....	13
VANCOUVER ISLAND HEALTH .....	15

## 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 2013. 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 2013 the percentage of sites that have scored below 85% have gone down from 26% to less than 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> 2012 and March 31<sup>st</sup> 2013, 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	<b>89.25</b>
Average Score Interior Health	<b>88.36</b>
Average Score Northern Health	<b>90.84</b>
Average Score Provincial Health Services	<b>90.74</b>
Average Score Vancouver Coastal Health	<b>89.74</b>
Average Score Vancouver Island Health	<b>90.13</b>
<b>Average Score All Health Authorities</b>	<b>89.84</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	88.09
Abbotsford	Abbotsford Regional Hospital	96	89.16
Burnaby	Fellburn Care Centre	120	91.23
Burnaby	Burnaby Hospital	408	86.64
Chilliwack	Chilliwack General Hospital	240	88.38
Delta	Delta Hospital	252	88.55
Hope	Fraser Canyon Hospital	240	91.33
Langley	Langley Memorial Hospital	456	88.23
Maple Ridge	Ridge Meadows Hospital	384	89.90
Mission	Mission Memorial Hospital	288	91.53
New Westminster	Queens Park Care Centre	276	88.16
New Westminster	Royal Columbian Hospital	348	86.27
Port Moody	Eagle Ridge Hospital	492	88.49
Sardis	Heritage Village	120	91.37
Surrey	Surrey Memorial Hospital	468	87.40
Surrey	Care Life Fleetwood	192	89.74
Surrey	Czorny	120	93.65
White Rock	Peace Arch Hospital	588	88.31
<b>Average/Totals - FHA</b>		<b>5208</b>	<b>89.25</b>



<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
<b>Interior Health</b>			
100 Mile House	100 Mile District General Hospital	44	85.92
Armstrong	Pleasant Valley Health Centre	23	89.55
Ashcroft	Ashcroft Hospital and Health Centre	22	92.14
Cranbrook	East Kootenay Regional Hospital	52	90.00
Cranbrook	Dr. F.W. Green Memorial Home	20	85.79
Golden	Golden and District General Hospital	23	89.05
Grand Forks	Boundary Hospital	29	88.47
Invermere	Invermere District Hospital	22	87.38
Kamloops	Overlander Extended Care	32	90.89
Kelowna	Brookhaven Extended Care	28	75.66
Kelowna	Cottonwoods Extended Care	41	89.76
Kelowna	Kelowna General Hospital	198	94.14
Kelowna	Three Links Manor	23	55.00
Merritt	Nicola Valley Health Centre	23	91.98
Nelson	Kootenay Lake Hospital	43	88.40
Nelson	Nelson Jubilee Manor	20	86.24
New Denver	Slocan Community Health Centre	20	89.98
Oliver	South Okanagan General Hospital	28	94.00
Oliver	Sunnybank Centre	20	91.12
Penticton	Penticton Regional Hospital	83	92.62
Penticton	Trinity Care Centre	23	88.83
Revelstoke	Queen Victoria Hospital	28	91.44
Trail	Kootenay Boundary Regional Hospital	66	92.33
Trail	Columbia View Lodge	31	90.63
Vernon	Vernon Jubilee Hospital	90	93.05
Vernon	Gateby IC Facility	28	91.77

Williams Lake	Cariboo Memorial Hospital and Health Centre	44	87.21
Lytton	Lytton Health Centre	21	91.41
Kamloops	Hillside Centre	10	90.74
Kamloops	Ponderosa Lodge	33	86.10
Kamloops	Royal Inland Hospital	100	87.65
<b>Average/Totals - IHA</b>		<b>1268</b>	<b>88.36</b>

<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Northern Health			
Burns Lake	Lakes District Hospital	19	89.81
Burns Lake	The Pines	18	90.88
Chetwynd	Chetwynd General Hospital	18	90.67
Dawson Creek	Dawson Creek and District Hospital	55	89.60
Dawson Creek	Rotary Manor	22	77.63
Fort Nelson	Fort Nelson Hospital	28	91.01
Fort St James	Stuart Lake Hospital	17	90.53
Fort St John	Fort St John Hospital	41	93.66
Fort St John	Peace Villa	24	95.04
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	17	94.97
Granisle	Granisle Community Health Centre	16	91.46
Houston	Houston Health Centre	19	85.52
Hudson Hope	Hudson Hope Health Centre	16	92.43
Kitimat	Kitimat Hospital Health Centre	43	91.94
Masset	Masset Hospital	16	89.27
McBride	McBride & District Hospital	20	92.05
MacKenzie	MacKenzie & District Hospital	18	94.15
Prince George	University Hospital of Northern BC	118	90.62
Prince George	Gateway Complex Care	60	92.11
Prince George	Parkside Care Facility	18	95.42
Prince Rupert	Prince Rupert Regional Hospital	49	90.12
Prince Rupert	Prince Rupert LTC: Acropolis Manor	20	94.14
Queen Charlotte City	Queen Charlotte Islands General Hospital	20	90.83
Quesnel	GR Baker Memorial Hospital	63	87.55
Quesnel	Dunrovin Park Lodge	39	93.21
Smithers	Bulkley Valley District Hospital	24	86.37

Smithers	Bulkley Lodge	23	91.89
Terrace	Mills Memorial Hospital	50	90.89
Terrace	Terraceview Lodge	21	93.74
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	87.90
Valemount	Valemount Health Centre	17	86.87
Vanderhoof	St John Hospital	25	92.75
Vanderhoof	Stuart Nechako Manor	18	92.70
<b>Average/Totals - NHA</b>		<b>989</b>	<b>90.84</b>

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Vancouver	Children's & Women's Health Centre of BC	672	89.14
Vancouver	Sunny Hill Health Centre for Children	132	92.15
Vancouver	BC Cancer Agency Vancouver Centre	324	90.95
Vancouver	BC Cancer Research Centre	347	90.70
<b>Average/ Totals - PHSA</b>		<b>1475</b>	<b>90.74</b>

<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Vancouver Coastal Health			
Burnaby	Burnaby Mental Health and Addictions	96	86.11
North Vancouver	Lions Gate Hospital	396	90.03
North Vancouver	Cedarview Lodge\Gardens	120	92.60
North Vancouver	Kiwanis Care Centre	156	92.11
North Vancouver	Margaret Fulton Centre	120	92.38
North Vancouver	North Shore Hospice	40	92.47
Pemberton	Pemberton Health Centre	120	91.36
Powell River	Powell River General Hospital	192	90.81
Powell River	Evergreen Extended Care Unit	132	88.95
Powell River	Olive Devaud Residence	120	93.40
Richmond	Richmond Hospital	240	87.19
Richmond	Minoru Residence	120	88.56
Richmond	Richmond Lions Manor	120	87.93
Richmond	Bowling Green	102	87.91
Richmond	Bridgehouse	120	92.92
Sechelt	St Mary's Hospital	120	89.76
Sechelt	Totem Lodge	120	88.59
Sechelt	Shorncliffe	120	88.77
Squamish	Squamish General Hospital	120	89.44
Squamish	Hilltop House	120	93.76
Vancouver	Youville Residence	132	91.93
Vancouver	Vancouver General Hospital	726	87.79
Vancouver	George Pearson Centre	204	89.13
Vancouver	GF Strong Centre	216	90.06
Vancouver	UBC Hospital	444	87.18
Vancouver	Dogwood Lodge	120	90.40

Vancouver	St Paul's Hospital	384	86.10
Vancouver	Holy Family Hospital	120	88.43
Vancouver	Mount Saint Joseph's Hospital	336	86.52
Vancouver	Brock Fahrni Pavilion	132	88.00
Vancouver	Honorita Conway	40	91.35
Vancouver	Langara Site	120	86.86
West Vancouver	West Community Health Centre	120	91.32
Whistler	Whistler Health Care Centre	120	90.87
<b>Average/Totals - VCHA</b>		<b>6008</b>	<b>89.74</b>

<b>City Name</b>	<b>Official Health Care Facility Name</b>	<b>Number Audits Completed</b>	<b>Overall Score</b>
Vancouver Island Health			
Alert Bay	Cormorant Island Health Centre	12	91.90
Campbell River	Campbell River & District General Hospital	40	86.74
Campbell River	Yucalta Lodge	20	88.97
Chemainus	Chemainus Health Care Centre	20	89.00
Cumberland	Cumberland Health Centre	20	91.02
Duncan	Cowichan District Hospital	40	90.87
Duncan	Cairnsmore Place	20	94.00
Ladysmith	Ladysmith & District General Hospital	15	86.53
Nanaimo	Nanaimo Regional General Hospital	90	91.11
Nanaimo	Dufferin Place	20	86.60
Parksville	Trillium Lodge	20	90.42
Port Alberni	West Coast General Hospital	40	92.04
Port Alice	Port Alice Health Centre	15	95.00
Port Hardy	Port Hardy Hospital	15	92.73
Port McNeill	Port McNeill and District Hospital	15	92.40
Qualicum Beach	Eagle Park Health Care Centre	20	88.03
Tofino	Tofino General Hospital	15	90.42
Victoria	Royal Jubilee Hospital	175	86.07
Victoria	Royal Jubilee Patient Care Centre	75	92.36
Victoria	Victoria General Hospital	100	90.54
Victoria	Saanich Peninsula Hospital	40	88.84
Victoria	Queen Alexandra Centre for children	40	86.55
Victoria	Aberdeen	30	91.10
Victoria	Glengarry	30	92.39
Victoria	Mount Tolmie	15	88.83



Victoria	Priory	30	93.14
Saltspring Island	Lady Minto Hospital	22	88.59
Victoria	Gorge Road Hospital	22	88.27
Port Alberni	Westhaven Lodge	20	89.45
<b>Average/Totals - VIHA</b>		<b>1036</b>	<b>90.13</b>