

Evaluating Environmental Cleaning Program

1. Why it is important...

- To measure of the effectiveness of current policies
- To identify areas needing increased education
- To be able to give feedback to employees on their performance

2. How to observe Environmental Cleaning

- Direct observation is the most accurate method
- Observer must conduct the observation without interfering with ongoing work.
- Observer should be familiar with environmental cleaning process and the data collection tool that is being utilized
- All tasks listed may not be necessary for every room observation. Record excellent, acceptable, unacceptable or not applicable for each listed task. (Example: every room may not have a shower so not applicable would be recorded)
- Observe a multiple workers and a variety of shifts if possible.
- Collect information on a regular basis (monthly) and review data regularly
- You can also look at completed forms to decide where to target your education. If you see an item that is missed or for which cleaning is not acceptable on several observations, (example: telephone) you can target you educational messages accordingly.

3. Feedback to Staff - Why it is important:

- Helps them recognize gaps in good practices and knowledge
- Can help raise awareness and can convince them there is a problem
- Ongoing feedback can demonstrate improvement and sustain motivation

4. Tips for improving environmental cleaning compliance:

- Clarify roles and responsibilities: What items are environmental services cleaning? What items are other employees responsible for cleaning?
- Provide appropriate checklists when possible so items do not get overlooked. For example, a cleaning checklist for nurses would be different than the cleaning checklist for housekeeping, Similarly, a checklist used for daily cleaning activities may differ from a checklist for terminal cleaning,