



Report & Results

For

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

***Performed by Westech Systems FM, Inc
*April 1st, 2019 to March 31st, 2020***

Final Version



***Prepared by
Westech Systems, FM Inc.
September 9th, 2020***

* Some sites were audited as early as September 2018 to align contracts between the Health Authorities and the cleaning contractors.



September 9, 2020

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.

Westech conducted independent audits at the Fraser, Interior, Provincial, Vancouver Coastal, Northern and Island Health Authorities in British Columbia. The majority of these sites audited were audited between April 1st, 2019 and March 31st, 2020. In order to align contracts between the Health Authorities and the cleaning contractors some sites were audited within a different date range. Specifically, with some sites the auditing began as early as September 2018. No sites were audited after March 31st, 2020. 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 FM, 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 20 plus 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 182 healthcare facilities at all BC Health Authorities every year from 2005 to 2020.
- 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.

- The average overall score for all the Health Authorities in British Columbia is 89.01%. The acceptable benchmark score is 85%.

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 9A 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. This new version of the manual was issued on June 1st, 2019.
- **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:

Westech conducted independent audits at the Fraser, Interior, Provincial, Vancouver Coastal, Northern and Island Health Authorities in British Columbia. The majority of these sites audited were audited between April 1st, 2019 and March 31st, 2020. In order to align contracts between the Health Authorities and the cleaning contractors some sites were audited within a different date range. Specifically, with some sites the auditing began as early as September 2018. No sites were audited after March 31st, 2020. 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 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:

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 below 85%, the Health Authority should address the issue immediately and perform a non-scheduled independent audit to ensure that the problem has been rectified.

Note:

- ***Due to COVID 19 the audits for the 2019/2020 audit cycle were completed on March 22, 2020 instead of the usual completion date of March 31st, 2020. Westech had already completed the proper complement of audits by the March 22 COVID stop date to ensure a statistically representative sample site at all the sites.***

- The summary results for participating B.C. Health Authority are as follows:

Summary Results All Health Authorities	Score
Average Score Fraser Health	87.47
Average Score Interior Health	88.44
Average Score Northern Health	90.38
Average Score Provincial Health Services	89.02
Average Score Vancouver Coastal Health	89.14
Average Score Island Health	89.59
Average Score All Health Authorities	89.01

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 of audits completed	Overall Score
<u>Fraser Health</u>			
Abbotsford	Cottage Worthington	144	89.27
Abbotsford	Abbotsford Regional Hospital	96	85.71
Abbotsford	Holmberg Hospice	48	91.37
Burnaby	Burnaby Hospital	101	85.45
Burnaby	Fellburn Care Centre	40	85.52
Chilliwack	Chilliwack General Hospital	124	85.99
Delta	Delta Hospital	76	83.41
Hope	Fraser Canyon Hospital	240	87.91
Langley	Arbutus	48	93.22
Langley	Langley Memorial Hospital	152	86.95

Maple Ridge	Ridge Meadows Hospital	100	86.13
Mission	Mission Memorial Hospital	336	91.26
New Westminster	Queens Park Care Centre	40	86.77
New Westminster	Royal Columbian Hospital	148	85.61
Port Moody	Eagle Ridge Hospital	92	88.23
Sardis	Heritage Village	144	93.86
Surrey	Care Life Fleetwood	40	86.15
Surrey	Czorny	40	89.74
Surrey	Surrey Memorial Hospital	240	83.75
White Rock	Peace Arch Hospital	132	83.17
Average/Totals - FHA		2381	87.47

City Name	Official Health Care Facility Name	Number of audits completed	Overall Score
Interior Health			
100 Mile House	100 Mile District General Hospital	38	84.15
Nakusp	Arrow Lakes Hospital	18	84.08
Ashcroft	Ashcroft Hospital and Health Centre	19	91.08
Barriere	Barriere Health Centre	18	85.85
Salmon Arm	Bastion Place	23	89.71
Grand Forks	Boundary Hospital	25	82.13
Kelowna	Brookhaven Extended	23	92.45
Williams Lake	Cariboo Memorial Hospital and Health Centre	43	88.76
Chase	Chase and District Health Centre	20	92.25
Trail	Columbia View Lodge	23	85.14
Merritt	Coquihalla Gillis House	22	90.32
Kelowna	Cottonwoods Extended Care	29	90.67
Creston	Creston Valley Hospital	22	89.7
Kelowna	David Lloyd Jones	18	90.81
Cranbrook	Dr. F.W. Green Memorial Home	19	89.24

Clearwater	Dr. Helmcken Memorial Hospital	18	86.58
Cranbrook	East Kootenay Regional Hospital	54	85.11
Fernie	Elk Valley Hospital	21	92.28
Vernon	Gateby IC Facility	23	86.49
Golden	Golden and District General Hospital	24	90.78
Kamloops	Hillside Centre	34	85.09
Invermere	Invermere District Hospital	23	89.83
Kelowna	Kelowna General Hospital	196	86.51
Kimberley	Kimberley Special Care Home	19	91.09
Trail	Kiro Manor	17	86.06
Trail	Kootenay Boundary Regional Hospital	59	87.47
Nelson	Kootenay Lake Hospital	40	88.83
Lillooet	Lillooet Hospital and Health Centre	25	92.65
Logan Lake	Logan Lake Health Centre	20	85.99
Lytton	Lytton Health Centre	11	87.97
Nelson	Nelson Jubilee Manor	21	89.37
Merritt	Nicola Valley Health Centre	22	83.25
Vernon	Noric House Extended Care	20	88.83
Kamloops	Overlander Extended Care	26	83.46
Enderby	Parkview Place	21	90.88
Penticton	Penticton Regional Hospital and Patient Care Tower	107	88.98
Armstrong	Pleasant Valley Health Centre	27	92.11
Kamloops	Ponderosa Lodge	37	87.66
Princeton	Princeton HealthCentre	18	89.07
Revelstoke	Queen Victorial Hospital	31	91.05
Kamloops	Royal Inland Hospital	99	86.8
Salmon Arm	Shuswap Lake General Hospital	35	85.39
New Denver	Slocan Community Health Centre	20	88.6
Oliver	South Okanagan General Hospital	24	86.95
Keremeos	South Similkameem Health Centre	19	87.42

Summerland	Summerland Health Centre	21	92.06
Oliver	Sunnybank Centre	18	91.6
Creston	Swan Valley Lodge	21	92.82
Castlegar	Talarico Place and Castlegar Health Centre	30	88.72
Kelowna	Three Links Health Centre	19	89.02
Penticton	Trinity Care Centre	21	87.48
Vernon	Vernon Jubilee Hospital	126	87.62
Kaslo	Victoria Community of Kaslo	19	89.35
Average Totals IHA		1746	88.44

City Name	Official Health Care Facility Name	Number of audits completed	Overall Score
Northern Health			
Burns Lake	Lakes District Hospital	27	89.80
Burns Lake	The Pines	16	92.93
Chetwynd	Chetwynd General Hospital	18	89.63
Dawson Creek	Dawson Creek and District Hospital	42	88.09
Dawson Creek	Rotary Manor	21	90.60
Dease Lake	Stikine Health Centre	17	91.44
Fort Nelson	Fort Nelson Hospital	21	95.71
Fort St James	Stuart Lake Hospital	17	94.28
Fort St John	Fort St John Hospital	52	89.67
Fort St John	Fort St John Peace Villa	21	96.47
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	18	92.35
Hazelton	Wrinch Memorial Hospital	17	84.60
Houston	Houston Health Centre	17	89.85
Hudson Hope	Hudson Hope Health Centre	18	90.59
Kitimat	Kitimat Hospital Health Centre	38	89.25
MacKenzie	MacKenzie & District Hospital	18	92.75
Masset	Northern Haida Gwaii Hospital and Health Centre	20	85.43

McBride	McBride & District Hospital	21	91.30
Prince George	BC Cancer Centre	27	91.77
Prince George	Gateway Complex Care	43	95.16
Prince George	Parkside Care Facility	20	94.79
Prince George	Rainbow Lodge	17	92.05
Prince George	University Hospital of Northern BC	132	89.92
Prince Rupert	Prince Rupert LTC: Acropolis Manor	18	87.22
Prince Rupert	Prince Rupert Regional Hospital	37	79.49
Queen Charlotte City	Haida Gwai Hospital	30	91.85
Quesnel	Dunrovin Park Lodge	26	85.78
Quesnel	GR Baker Memorial Hospital	44	85.79
Smithers	Bulkley Lodge	20	87.10
Smithers	Bulkley Valley District Hospital	22	89.85
Stewart	Stewart Health Centre	18	94.25
Terrace	Mills Memorial Hospital	42	90.23
Terrace	Terraceview Lodge	28	90.76
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	85.43
Valemount	Valemount Health Centre	18	90.93
Vanderhoof	St John Hospital	24	93.18
Vanderhoof	Stuart Nechako Manor	17	93.94
Average/Totals - NHA		1019	90.38

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Burnaby	Burnaby Mental Health and Addictions	40	83.41
Vancouver	Children's & Women's Health Centre of BC	611	91.23
Vancouver	Sunny Hill Health Centre for Children	144	89.70
Vancouver	BC Cancer Agency Vancouver Centre	324	93.13
Vancouver	BC Cancer Research Centre	319	87.61
Average/ Totals - PHSA		1438	89.02

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Coastal Health			
Gibsons	Sumac Place	40	91.13
North Vancouver	Berkley Care Centre	40	89.99
North Vancouver	Cedarview Lodge\Gardens	40	91.15
North Vancouver	Lions Gate Hospital	136	87.22
North Vancouver	Margaret Fulton Centre	40	93.05
North Vancouver	North Shore Hospice	30	89.91
Pemberton	Pemberton Health Centre	40	89.20
Powell River	Evergreen Extended Care Unit	40	88.45
Powell River	Powell River General Hospital	44	91.76
Powell River	Willingdon Creek Village	40	93.46
Richmond	Bridgehouse	40	91.13
Richmond	Minoru Residence	40	88.23
Richmond	Richmond Hospital	89	87.49
Richmond	Richmond Lions Manor Bridgeport	40	91.04
Sechelt	Sechelt Hospital	40	91.57

Sechelt	Shorncliffe	40	90.44
Sechelt	Totem Lodge	40	88.85
Squamish	Hilltop House	40	87.01
Squamish	Squamish General Hospital	40	88.47
Vancouver	Brock Fahrni Pavilion	40	85.42
Vancouver	Diamond Centre	108	87.53
Vancouver	Dogwood Lodge	40	91.57
Vancouver	George Pearson Centre	44	86.15
Vancouver	GF Strong Centre	44	87.55
Vancouver	Holy Family Hospital	40	84.38
Vancouver	Honorita Conway	48	92.02
Vancouver	Langara Site	40	85.77
Vancouver	Mount Saint Josephs Hospital	96	88.29
Vancouver	St John's Hospice	40	95.17
Vancouver	St Paul's Hospital	264	86.92
Vancouver	UBC Hospital	164	88.76
Vancouver	Vancouver General Hospital	394	85.16
Vancouver	Youville Residence	40	88.56
West Vancouver	West Community Health Centre	40	91.26
Whistler	Whistler Health Care Centre	40	85.81
Average/Totals - VCHA		2381	89.14

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Island Health			
Victoria	Aberdeen	30	88.73
Duncan	Cairnsmore Place	20	94.26
Chemainus	Chemainus Health Care Centre	84	90.20
Alert Bay	Cormorant Island Health Centre	15	92.38

Duncan	Cowichan District Hospital	40	91.56
Duncan	Cowichan Lodge	80	91.51
Cumberland	Cumberland Health Centre	60	91.04
Nanaimo	Dufferin Place	20	87.58
Qualicum Beach	Eagle Park Health Care Centre	84	90.83
Victoria	Glengarry	30	87.15
Victoria	Gorge Road Hospital	30	82.49
Saltspring Island	Lady Minto Hospital	23	88.59
Ladysmith	Ladysmith Community Health Centre	48	91.62
Victoria	Mount Tolmie	15	85.37
Nanaimo	Nanaimo Regional General Hospital	90	85.08
Campbell River	North Island Hospital Campbell River and District	102	92.13
Comox	North Island Hospital Comox Valley	125	91.06
Parksville	Oceanside	112	91.30
Port Alice	Port Alice Health Centre	15	95.03
Port Hardy	Port Hardy Hospital	20	86.78
Port McNeill	Port McNeill and District Hospital	20	93.65
Victoria	Priory	30	93.86
Victoria	Queen Alexandra Centre for children	40	85.11
Victoria	Royal Jubilee Hospital	175	85.15
Victoria	Royal Jubilee Patient Care Centre	75	88.92
Victoria	Saanich Peninsula Hospital	40	88.63
Tofino	Tofino General Hospital	15	89.61
Parksville	Trillium Lodge	96	92.10
Victoria	Victoria General Hospital	100	82.17
Port Alberni	West Coast General Hospital	220	91.47
Port Alberni	Westhaven Lodge	60	91.32
Campbell River	Yucalta Lodge	80	90.12
Average/Totals - VIHA		1994	89.59