Introduction to Healthcare

The healthcare market presents enormous opportunity for the Coverall® System because the Coverall value proposition is ideal for medical environments. The risk of spreading germs and illness is greater in healthcare facilities than in other vertical markets, and infection control is a top priority.

Workbook Volume 2:

Class 12 – Introduction to Healthcare
Introduction to Healthcare

HEALTHCARE CUSTOMERS AND THEIR CONCERNS
Medical Offices

- Any doctor's office including physician's office buildings, dentists, orthodontists, physical therapy facilities, counseling centers, weight loss clinics and sleep centers.

- The Coverall® Program is ideal for medical environments where patients do not stay overnight (non-residential).
Patient Waiting Area, Medium
Doctor’s Office, Medium
Chiropractor’s Exam Room, Simple
Podiatrist’s Exam Room, Simple
Patient Exam Room, Medium
Patient Exam Room, Medium
Dentist Patient Room, Medium
Dialysis Center

- Dialysis is a medical procedure that cleans a person’s blood if their kidneys are not working correctly.

- Dialysis centers require specific floor care procedures to clean bicarb spills and fluids that leak from dialysis machines.
Dialysis center
Veterinary Clinic

- Challenges include bodily fluid spills, cross-contamination, floor stains, and risk of exposing healthy animals to harmful pathogens.
- Pet hair and odors can become a problem if the facility is not cleaned properly on a regular basis.
Ambulatory Surgery Center

- Also called day surgery or outpatient surgery – surgery that typically does not require the patient to stay overnight.

- Many areas can be cleaned using the Coverall Core 4® Process, but operating rooms require Terminal Cleaning.
Getting patients better

- Patients may be sick or injured when they visit a medical office – or they may have a scheduled appointment or procedure. In any case, the goal is to have a good **patient outcome**, which means improving the health and wellness of the patient.

- **Infection control**, which means controlling the risk factors that can lead to the spread of infection, is a top priority for healthcare.
Help stop the spread of illness and infection

- Coughing, sneezing
- Bodily fluids
- Contaminated surfaces
Connection: commercial cleaning and infection control

- CDC found a link between contaminated near-patient surfaces and infection control, demonstrating the importance of professional cleaning in healthcare facilities.

- Up to 50% of surfaces in healthcare environments are contaminated with harmful pathogens!

- The Coverall® Program and Core 4® Process include:
  - Focusing on near-patient surfaces and high touch points
  - Cleaning correctly with hospital-grade disinfectants
  - Removing soil with microfiber towels and mop pads
  - Reducing cross-contamination – color coding and no-dip flat mopping
  - Reducing airborne particles with HEPA-filtration vacuum
  - Using terminal cleaning procedures where needed
What are HAIs?

- Healthcare Associated Infections (HAIs), also called *nosocomial* (noz-o-co-mee-al) infections or Hospital-Acquired Infections, are infections a patient gets while being treated in a medical facility for something else.

- C. diff, pneumonia, surgical-site infections or sepsis (e.g., strep or staph infections), and gastrointestinal illnesses are common HAIs.

1 in 25 hospital patients acquires an HAI during their stay.
Healthcare is highly regulated

- Healthcare providers work under strict government and industry regulations, in addition to required certifications, accreditations and protocols established by groups such as:
  - CDC (Centers for Disease Control and Prevention)
  - AORN (Association of peri-Operative Registered Nurses)
  - Joint Commission (Accreditation/Certification)
  - OSHA (Occupational Safety and Health Administration)
  - AMA (American Medical Association)
  - WHO (World Health Organization)

- Knowing the pain points of healthcare providers can help you better understand them as your customer.
What keeps them up at night?

- **Business pain points:**
  - Meeting goals for patient outcomes
  - Minimizing healthcare-associated infections (HAIs)
  - Minimizing the risk of patient re-treatments
  - Staying in compliance with industry regulations
  - Reducing the risk of lawsuits and fines

- **Personal pain points:**
  - Patient satisfaction
  - Office staff satisfaction
  - Personal and professional reputation
  - Time – medical professionals are busy people
  - Floors are a priority – first thing people see!
How the Coverall® Program can help them

- **Infection Control**
  - Commercial cleaning partner can help support infection control through proper cleaning techniques, disinfection and procedures that help reduce cross-contamination.

- **Reputation**
  - A clean environment can help patients and the patient’s family feel more comfortable and confident when receiving medical care.

- **Peace of Mind**
  - Relationship between the healthcare customer and commercial cleaning company can help provide peace of mind so medical professionals can focus on delivering high quality patient care instead of wondering whether or not high touch points were properly disinfected.
Let’s Review

Healthcare Customers and their Concerns
Review: Healthcare Customers and their Concerns

1. ___________ is a medical procedure that cleans a person’s blood if their kidneys are not working correctly as a result of kidney disease, diabetes, high blood pressure or other conditions.

2. Ambulatory surgery, also called day surgery or outpatient surgery, is surgery that does not require the patient to stay ___________.

3. Patients may be sick or injured when the visit a medical office -- or they may have a scheduled appointment or procedure. In any case, the goal is to have a good patient _____________, which means improving the health and wellness of the patient.

4. ___________ control, which means controlling the risk factors that can lead to the spread of infection, is a top priority for healthcare.

5. The Centers for Disease Control and Prevention (CDC) found a link between contaminated near-patient surfaces and infection control, demonstrating the importance of professional _____________ in healthcare facilities.

6. Healthcare Associated Infections (HAIs), also called nosocomial (noz-o-co-mee-al) infections or Hospital-Acquired Infections, are infections a patient gets while being _____________ in a medical facility for something else.

7. Healthcare providers work under strict government and industry _____________, in addition to required certifications, accreditations and protocols.

8. Proof of _____________ and _____________ Pathogens training, safety training, a current cleaning schedule and other documentation may be required by your customer for your Franchised Business to provide commercial cleaning services in their medical facility, especially surgical centers.
Introduction to Healthcare

CLEANING CONSIDERATIONS IN HEALTHCARE ENVIRONMENTS
Germs are everywhere

- When providing commercial cleaning services in a healthcare environment, be very aware of pathogens and take precautions to help reduce your exposure to disease.

  - MRSA
  - C. diff
  - Norovirus
  - Influenza (flu)
  - E. coli
  - Vancomycin-resistant Enterococci (VRE)
  - Pseudomonas
  - Tuberculosis (TB)

  - Staphylococcus (Staph Infection)
  - Streptococcus (Strep throat)
  - Salmonella
  - Herpes Simplex
  - HIV (AIDS)
  - HBV (Hepatitis B)
  - HCV (Hepatitis C)
Core 4® Plus for Medical Facilities

- Most medical facilities include general office areas that can be cleaned using the Coverall Core 4® Process. Other special areas may require special cleaning techniques to help with infection control, meet your healthcare customer expectations, and help protect you and your employees.
Special Considerations for Healthcare Facilities

- Increased Cleaning Frequency and Attention to Detail
  - Higher cleaning frequency for specific cleaning tasks. For example, because pathogens may be found in any part of a medical facility, proper disinfection of all horizontal and vertical surfaces will typically occur at each visit.
  - In general, healthcare facilities include more detailed areas and items to be cleaned and, therefore, the commercial cleaning program will be more detailed.
Special Considerations for Healthcare Facilities

**Additional Hospital-Grade Disinfectants**

- The Coverall® Program uses hospital-grade disinfectants which have a broad **kill claim** (the kinds of germs it kills) and a fast **dwell time** (the time it takes for the disinfectant to kill germs).

- Accelerated Hydrogen Peroxide is Coverall’s preferred hospital-grade disinfectant because it is has a broad kill claim, fast dwell time and does not bind to microfiber towels (no **Quat Binding**).

- Accelerated Hydrogen Peroxide is effective against most pathogens found in healthcare facilities; however, some pathogens, such as TB (tuberculosis) and C. diff, are difficult to kill and may require a special cleaning product.

- **With any disinfectant, proper dwell time is essential to achieve the kill claim listed on the label.**
Special Considerations for Healthcare Facilities

- **Additional Safety and Personal Protective Equipment**
  - In a medical facility, the blood and bodily fluids of ALL patients are assumed to be infected.
  - **Standard Precautions** (previously called Universal Precautions) refers to the practice of avoiding contact with patients' bodily fluids (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures.
  - Depending on the medical environment, you and your employees may be required to use additional precautions when providing commercial cleaning services.
  - You may also be required to prove annual recertification for Bloodborne and Airborne Pathogens training.
What is a redline or barrier area?

- Doorway leading from non-surgical area into sterile operating room is marked with a redline and signs outside surgical area.
- Redline may also indicate an isolation area, where a patient is isolated (separated) because they have an infectious disease.
- Before crossing into the redline area, wear full surgical PPE.

Look for redline and signs outside sterile areas.
Special Considerations for Healthcare Facilities

- **Use of Disposable Microfiber**
  - Required if C. diff is a possible pathogen because the bacteria does not wash out of regular microfiber.
  - It may also be needed if there is a potential outbreak of a pathogen and everything must be thrown away instead of washed and re-used.
Special Considerations for Healthcare Facilities

◆ Additional Floor Care

– Floor finish can wear down quickly in medical facilities. Iodine (Betadine) can stain floors. Sodium bicarbonate solution used in dialysis centers also damages floors.

– **Flood mopping** is a procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or autoscrubber is commonly used for this procedure.

– Recommended hard floor care program:
  - Burnish floors weekly (minimum; more often in high traffic areas)
  - Scrub and Recoat quarterly
  - Strip and Refinish annually
What does the medical staff usually clean?

- **Medical equipment**
  - Medical equipment can be very expensive and require specific maintenance. The medical staff usually cleans machines and equipment, especially in a surgical suite or procedure room.

- **Routine end-of-the-day staff cleaning**
  - Between cases (patients) and at the end of the day, the medical staff performs routine cleaning such as cleaning machines and equipment; wiping spills and bodily fluids; disposing of trash, biohazardous materials and sharps (needles or other sharp objects); disinfecting the exam table or chair; removing and replacing linens (gowns, table covers); and preparing the room for the next patient. OSHA requires them to properly clean up bodily spills, such as blood.

- **Biohazardous trash**
  - Emptying biohazardous waste receptacles and sharps containers is generally done by the staff.
Let’s Review

Cleaning Considerations in Healthcare Environments
Let’s Review!

Review: Cleaning Considerations in Healthcare Environments

1. When providing commercial cleaning services in a healthcare environment, be very aware of pathogens and take precautions to help ____________ your exposure to disease.

2. Most medical facilities include general ____________ areas that can be cleaned using the Coverall Core 4® Process.

3. The Coverall® Program uses hospital-grade disinfectants which have a broad ____________ claim (the kinds of germs it kills) and a fast ____________ time (the time it takes for the disinfectant to kill germs).

4. ____________ binding means that the quat (chemical) attaches to the cleaning cloth and gets stuck there instead of killing germs on the surface it is supposed to be cleaning.

5. Standard Precautions (previously called Universal Precautions) refers to the practice of avoiding contact with patients' ____________ ____________ (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures.
Review: Cleaning Considerations in Healthcare Environments

6. Depending on the medical environment, you and your employees may be required to use additional precautions when providing commercial cleaning services. You may also be required to prove ___________ recertification for Airborne and Bloodborne Pathogens training.

7. Use of ___________ microfiber towels and mop pads may be required if C. diff is a possible pathogen the bacteria does not wash out of regular microfiber. It may also be needed if there is a potential outbreak of a pathogen and everything must be thrown away instead of washed and re-used.

8. Iodine and betadine are commonly used in medical facilities and can stain floors. Sodium bicarbonate solution used in ___________ centers also damages floors.

9. ___________ mopping is a procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or auto-scrubber is commonly used for this procedure.

10. Between cases (patients) and at the end of the day, the medical staff performs routine cleaning such as cleaning machines and equipment; wiping spills and bodily fluids; disposing of trash, biohazardous materials and ___________ (needles or other sharp objects); disinfecting the exam table or chair; removing and replacing linens (gowns, table covers); and preparing the room for the next patient.
Introduction to Healthcare

INTRODUCTION TO TERMINAL CLEANING
What is terminal cleaning?

- A cleaning procedure used in healthcare environments to control the spread of infections in **surgical suites** (operating rooms), isolation rooms or other areas where pathogens may be present (such as MRSA), and possibly in dialysis centers, procedure rooms, clinics and other facilities.

- Offering terminal cleaning can be a differentiator for your franchised business. While this class introduces terminal cleaning, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your Coverall Support Center.
Simple, medium and hard terminal cleaning

- Surgical suites or procedure rooms with a lot of equipment crowded into the space generally take more time to clean than operating rooms with well-organized or sparse equipment; also, the smaller the operating room, the harder to clean because no room to move equipment.
Operating Room, Simple
Operating Room, Medium
Operating Room, Hard
Other areas that may be in/near operating suite

- Scrub/utility areas
- Biohazardous trash
- Storage areas
- Sterile supplies
- Work stations
- Hallways
Terminal Cleaning: Prepare for cleaning

- Organize everything you will need for terminal cleaning so you do not have to go in and out of the operating room (past redline area).

- Wear surgical PPE at all times while in the surgical suite/operating room, including scrubs, shoe covers, hair net, gloves, and face protection (shield or mask).

- Bring your equipment into the operating room.

- In surgical room unlock casters (wheels) and move all movable equipment and beds to one side of the room. NOTE: Confirm with customer which equipment should be moved and cleaned.

- Remove trash, then clean/disinfect receptacle and replace liner. Never remove hazardous waste from the facility.
Prepare for cleaning

- Organize everything
- Wear surgical PPE
- Bring equipment into operating room
- Unlock casters (wheels)
- Move all movable equipment and beds to one side of the room
- Remove trash and disinfect receptacle
Terminal Cleaning: Inspect/spot clean floor

- Inspect entire floor for any blood or bodily fluids, iodine, etc.

- Pour some disinfectant on spots to prep the floor. Some spots, such as betadine, may require a special cleaning product. Allow proper dwell time before agitating or mopping spotted areas.

- Remove biohazardous debris from floors, following Bloodborne and Airborne Pathogens training, and put debris into red biohazardous trash or sharps container. Note that biohazardous debris and sharps should be removed by the medical staff as part of their cleaning responsibilities.
  - Make note in the Coverall Log Book re: finding biohazardous debris or sharps on the floor or other surfaces as it is the customer’s responsibility to remove them.
  - Notify customer contact person if there is wet or visible blood or bodily fluid on floor or other surfaces. Note that a small amount of dried blood remnants is not uncommon and can be cleaned following the procedure taught in Bloodborne and Airborne Pathogens training.
Terminal Cleaning: Disinfect one side of room

- Start on the side of room with the least amount of equipment (all movable equipment should be on the other side of the room, if possible).
- Disinfect all surfaces using red microfiber (top to bottom/left to right) on empty side of the room. Apply enough solution to each pad to ensure dwell time. Change pads as they start to dry.
Begin cleaning one side of room

- Start on the side of room with the least amount of equipment
- Disinfect all surfaces (top to bottom/left to right) on empty side of the room.
Terminal Cleaning: Flood and clean floor

- Flood floor with neutral disinfecting floor solution (preferred: auto-scrubber or dispense-and-vac system).
- Allow proper dwell time before vacuuming solution from floor.
- Recover all solution (preferred: auto-scrubber or dispense-and-vac system) and squeegee.
- After slurry is removed from floor, damp mop the floor using red microfiber pad and hospital-grade disinfectant.
Clean floor

- Flood floor
- Allow dwell time
- Recover all solution
- Damp mop floor
Terminal Cleaning: Disinfect other side of room

- Moving to the other side of the room (where you moved the equipment is) start wiping (top to bottom including casters) equipment using hospital-grade disinfectant wipes or red microfiber towel. Change microfiber after each piece is wiped down.

- Disassemble surgical bed, move it and clean with hospital-grade disinfectant.
Terminal Cleaning: Move equipment back

- Pour a small amount of disinfectant on the floor and move each clean piece of equipment through the solution to the clean side of the room to disinfect the casters.

- After all equipment cleaned and moved, repeat steps for the other side of the room, working your way out of the room.
Disinfect other side and move equipment back

- Wipe equipment
- Disassemble surgical bed, move it and clean
- Move equipment back
Terminal Cleaning: Exit the operating room

- Before you take your cleaning equipment out of the operating room, apply disinfectant to floor in hallway and move your equipment through it to disinfect the casters.

- After all surgical rooms are clean, disinfect your equipment before cleaning other areas of the facility.

- Remove all PPE used during terminal cleaning and dispose of it properly.
Everything back in place, terminal clean completed
Planning for terminal cleaning service

- Look at a blueprint or layout of the medical facility and determine the most efficient cleaning plan, resources needed and time to clean. Identify the rooms that require terminal cleaning.
Slower production rate for terminal cleaning

- The production rate for terminal cleaning is considerably slower than production rates for other commercial cleaning tasks.

- For example, a production rate of 150 (hard) to 350 (simple) square feet per hour is commonly used for bidding areas requiring a terminal clean.

- The slower production rate accommodates the detail, infection control, PPE requirements and tasks involved in the terminal cleaning procedure.
How long should it take to clean the facility?

- Frequency: 5x per week
- Total cleanable area: 14,000 square feet
- 3 Procedure Rooms require terminal cleaning: 224 sq ft each
  - Production rate: 350 sq ft per hr
- 3 Operating Suites require terminal cleaning: 500, 450, and 340 sq ft
  - Production rate: 250 sq ft per hr
- Nurses station, lounge, offices, reception area, conference room (carpet): 3938 sq ft
  - Production rate: 3000 sq ft per hr
- All other areas (Core 4® Process): 8,100 sq ft
  - Production rate: 2160 sq ft per hr
- Restrooms: 16 fixtures, 2 showers
  - Production rate: 3 min per fixture
How long should it take to clean the facility?

- **Procedure Rooms:**
  - 224 x 3 rooms = 672 sq ft
  - 672 sq ft / 350 sq ft per hr = 1.92 hours

- **Operating Suites:**
  - 500 + 450 + 340 = 1,290 sq ft
  - 1,290 sq ft / 250 sq ft per hr = 5.16 hours

- **Nurses station, lounge, offices, reception area, conference room:**
  - 3938 sq ft / 3000 sq ft per hr = 1.31 hours

- **All other areas (Core 4® Process):**
  - 8100 sq ft / 2160 sq ft per hr = 3.75 hours

- **Restrooms:** 18 fixtures x 3 min per fixture = 1 hour

**TOTAL:** 1.92 + 5.16 + 1.31 + 3.75 + 1 = 13.14 hours per visit
Just for fun…

- What would the Regular Service gross monthly dollar volume be?
  - 13.14 hrs per visit x 5 visits per week = 65.7 hours per week
  - 65.7 hours per week x 4.33 weeks per month = 284.5 hours per month
  - 284.5 hours per month x retail rate ($ per hour) = $___________ RS
Dialysis centers: Bicarb on floor

- Sodium bicarbonate (bicarb) solution, used in dialysis centers, is impossible to mop effectively, so a dispense-and-vac system or auto-scrubber is needed to remove it.
Cleaning procedure for dialysis center

- Core 4® Process used for general areas and terminal cleaning for isolation rooms.

- Floor cleaning:
  - Unlock casters on moveable chairs and dialysis machines and move them away from the wall. Be careful not to disconnect the machines.
  - Sweep debris to middle of the room. Sweep underneath chairs and machines. (Or, vacuum if the floor is dry.) Dispose of debris.
  - Flood floor with neutral disinfecting floor solution (preferred: auto-scrubber or dispense-and-vac system).
  - Use brush tool to agitate and move floor solution around floor to remove any bicarbonate that has been leaked onto floor.
  - Allow proper dwell time before vacuuming solution from floor.
  - Recover all solution (preferred: auto scrubber or dispense-and-vac system) and squeegee.
  - Rinse floor with flat mop and use a product, such as Revive plus SC, to restore floor luster.
Let’s Review

Introduction to Terminal Cleaning
Review: Introduction to Terminal Cleaning

1. Terminal cleaning is a cleaning procedure used in healthcare environments to control the spread of infections in ___________ suites (operating rooms), isolation rooms or other areas where pathogens may be present (such as MRSA), and possibly in dialysis centers, procedure rooms, clinics and other facilities.

2. Terminal cleaning is usually performed by a commercial cleaning company after the ___________ staff have completed their routine end-of-the-day cleaning.

3. Terminal cleaning is a specialized commercial cleaning procedure. Offering terminal cleaning can be a differentiator for your franchised business. While this class introduces terminal cleaning, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your ___________ ___________ ___________.

4. Surgical suites or procedure rooms with a lot of equipment crowded into the space tend to take ___________ time to clean than operating rooms with well-organized or sparse equipment.

5. Organize everything you will need for terminal cleaning so you do not have to go ___________ and ___________ of the operating room (past redline area).
Review: Introduction to Terminal Cleaning

6. Wear surgical PPE at ___________ times while in the surgical suite/operating room, including scrubs, shoe covers, hair net, gloves, and face protection (shield or mask).

7. After all surgical rooms are clean, ___________ your equipment before cleaning other areas of the facility.

8. The production rate for terminal cleaning is considerably ___________ than production rates for other commercial cleaning tasks. For example, a production rate of 150 (hard) to 350 (simple) square feet per hour is commonly used for bidding areas requiring a terminal clean.

9. Cleaning a dialysis center generally includes Core 4® Process for office areas, restrooms and dialysis treatment areas, and ___________ cleaning procedure for isolation rooms where patients with known harmful pathogens or diseases are dialyzed (treated).

10. The recommended hard floor care program for operating suites and dialysis treatment areas is: Burnish ___________, Scrub and Recoat ___________, Strip and Refinish ___________.
Video library

❖ Diversey: Quat binding demo