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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 1st, 2021, to March 31st, 2022***



***Prepared by
Westech Systems, FM Inc.
December 1st, 2022***

* Some sites were audited as early as September 2020 to align contracts between the Health Authorities and the cleaning contractors.



December 1st, 2022

Westech Systems FM Inc. is pleased to submit the following report on 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. Most of these sites audited were audited between April 1st, 2021, and March 31st, 2022. 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 2020. No sites were audited after March 31st, 2022. 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 health authorities in four risk categories. All audits were unannounced. Due to the COVID 19 Pandemic Westech was only granted permission to audit the Long-Term Care (LTC) sites beginning August 27, 2021, instead of on April 1, 2021, as in previous years. As a result, we had between September 2021 and March 31st, 2022, to complete all the LTC sites. Because we had already travelled across the province before this time to complete the auditing of the Acute sites and due to the timing of contractual contracts for some of the Lower Mainland Sites, we were not able to audit all the LTC sites in the 2021 to 2022 Audit Cycle. In the summary of the audits that follows wherever it says “not audited” that was for these two reasons mentioned above.

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 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 30 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 2022.
- 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 88.15%. The acceptable benchmark score is 85%.

Westech has met with the B.C. Housekeeping Technical Team monthly since 2005 to ensure that the auditing standards are in keeping 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 BC PICNet (Provincial Infection Control Network of British Columbia) & Ontario PIDAC (Provincial Infectious Diseases Advisory committee on Infection Prevention and Control) 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. Most of these sites audited were audited between April 1st, 2021, and March 31st, 2022. 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 2020. No sites were audited after March 31st, 2022. 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 health authorities in four risk categories. All audits were unannounced. Due to the COVID 19 Pandemic

Westech was only granted permission to audit the Long-Term Care (LTC) sites beginning August 27, 2021, instead of on April 1, 2021, as in previous years. As a result, we had between September 2021 and March 31st, 2022, to complete all the LTC sites. Because we had already travelled across the province before this time to complete the auditing of the Acute sites and due to the timing of contractual contracts for some of the Lower Mainland Sites, we were not able to audit all the LTC sites in the 2021 to 2022 Audit Cycle. In the summary of the audits that follows wherever it says “not audited” that was for these two reasons mentioned above. 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 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:

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

The following pages outline the audit results, in alphabetical order, by the participating B.C. Health Authority and community.

Summary Results All Health Authorities	Score
Average Score Fraser Health	86.27
Average Score Interior Health	86.34
Average Score Northern Health	87.44
Average Score Provincial Health Services	91.96
Average Score Vancouver Coastal Health	89.17
Average Score Island Health	87.69
Average of Averages for All Health Authorities	88.15

Facility Specific Results by Health Authority

City Name	Official Health Care Facility Name	Number of audits completed	Overall Score
Fraser Health			
Abbotsford	Cottage Worthington	Not completed	
Abbotsford	Abbotsford Regional Hospital	96	84.17
Abbotsford	Holmberg Hospice	Not completed	
Burnaby	Burnaby Hospital	195	87.84
Burnaby	Fellburn Care Centre	Not completed	
Chilliwack	Chilliwack General Hospital	124	87.66
Delta	Delta Hospital	80	84.96
Hope	Fraser Canyon Hospital	131	88.15
Langley	Langley Memorial Hospital	128	87.48

Maple Ridge	Ridge Meadows Hospital	108	84.64
Mission	Mission Memorial Hospital	182	91.35
New Westminster	Queens Park Care Centre	Not completed	
New Westminster	Royal Columbian Hospital	248	84.87
Port Moody	Eagle Ridge Hospital	40	87.18
Sardis	Heritage Village	Not completed	
Surrey	Care Life Fleetwood	Not completed	
Surrey	Czorny	Not completed	
Surrey	Surrey Memorial Hospital	324	84.37
White Rock	Peace Arch Hospital	145	82.57
Average/Totals - FHA		1801	86.27

City Name	Official Health Care Facility Name	Number of audits completed	Overall Score
Interior Health			
100 Mile House	100 Mile District General Hospital	40	85.07
Nakusp	Arrow Lakes Hospital	21	87.95
Ashcroft	Ashcroft Hospital and Health Centre	20	89.09
Barriere	Barriere Health Centre	16	79.06
Salmon Arm	Bastion Place	Not completed	
Grand Forks	Boundary Hospital	27	86.39
Kelowna	Brookhaven Extended	24	79.37
Williams Lake	Cariboo Memorial Hospital and Health Centre	46	89.62
Chase	Chase and District Health Centre	17	90.70
Trail	Columbia View Lodge	Not completed	
Merritt	Coquihalla Gillis House	21	92.91
Kelowna	Cottonwoods Extended Care	28	80.17
Creston	Creston Valley Hospital	25	92.66
Kelowna	David Lloyd Jones	18	89.08
Cranbrook	Dr. F.W. Green Memorial Home	Not completed	

Clearwater	Dr. Helmcken Memorial Hospital	19	86.32
Cranbrook	East Kootenay Regional Hospital	51	85.10
Fernie	Elk Valley Hospital	22	87.14
Vernon	Gateby IC Facility	24	84.32
Golden	Golden and District General Hospital	21	94.41
Kamloops	Hillside Centre	Not completed	
Invermere	Invermere District Hospital	25	82.90
Kelowna	Kelowna General Hospital	216	85.13
Kimberley	Kimberley Special Care Home	Not completed	
Trail	Kiro Manor	21	81.51
Trail	Kootenay Boundary Regional Hospital	63	88.19
Nelson	Kootenay Lake Hospital	44	86.13
Lillooet	Lillooet Hospital and Health Centre	26	83.46
Logan Lake	Logan Lake Health Centre	16	91.44
Lytton	Lytton Health Centre	18	93.62
Nelson	Nelson Jubilee Manor	Not completed	
Merritt	Nicola Valley Health Centre	21	87.38
Vernon	Noric House Extended Care	20	90.69
Kamloops	Overlander Extended Care	Not completed	
Enderby	Parkview Place	18	77.69
Penticton	Penticton Regional Hospital and Patient Care Tower	100	87.27
Armstrong	Pleasant Valley Health Centre	28	87.44
Kamloops	Ponderosa Lodge	Not completed	
Princeton	Princeton Health Centre	15	93.85
Revelstoke	Queen Victoria Hospital	33	87.48
Kamloops	Royal Inland Hospital	128	87.63
Salmon Arm	Shuswap Lake General Hospital	36	85.62
New Denver	Slocan Community Health Centre	22	85.43
Oliver	South Okanagan General Hospital	22	82.12
Keremeos	South Similkameen Health Centre	15	88.99

Summerland	Summerland Health Centre	18	81.71
Oliver	Sunnybank Centre	18	89.28
Creston	Swan Valley Lodge	Not completed	
Castlegar	Talarico Place and Castlegar Health Centre	31	85.47
Kelowna	Three Links Health Centre	19	78.69
Penticton	Trinity Care Centre	21	80.57
Vernon	Vernon Jubilee Hospital	122	85.07
Kaslo	Victoria Community of Kaslo	20	85.00
Average Totals IHA		1576	86.34

City Name	Official Health Care Facility Name	Number of audits completed	Overall Score
Northern Health			
Prince George	BC Cancer Centre	52	88.44
Smithers	Bulkley Lodge	Not completed	
Smithers	Bulkley Valley District Hospital	23	90.86
Chetwynd	Chetwynd General Hospital	18	90.29
Dawson Creek	Dawson Creek and District Hospital	44	86.99
Quesnel	Dunrovin Park Lodge	Not completed	
Fort Nelson	Fort Nelson Hospital	22	85.87
Fort St John	Fort St John Hospital	50	90.80
Fort St John	Fort St John Peace Villa	Not completed	
Fraser Lake	Fraser Lake Diagnostic and Treatment Centre	18	90.17
Prince George	Gateway Complex Care	43	85.76
Quesnel	GR Baker Memorial Hospital	41	88.39
Queen Charlotte City	Haida Gwaii Hospital	23	94.45
Houston	Houston Health Centre	21	75.94
Hudson Hope	Hudson Hope Health Centre	18	85.27
Kitimat	Kitimat Hospital Health Centre	39	89.61

Burns Lake	Lakes District Hospital	28	95.04
MacKenzie	MacKenzie & District Hospital	17	86.44
McBride	McBride & District Hospital	18	82.96
Terrace	Mills Memorial Hospital	41	84.01
Masset	Northern Haida Gwaii Hospital and Health Centre	20	87.80
Prince George	Parkside Care Facility	21	90.22
Prince Rupert	Prince Rupert LTC: Acropolis Manor	19	79.68
Prince Rupert	Prince Rupert Regional Hospital	38	84.47
Prince George	Rainbow Lodge	17	92.53
Dawson Creek	Rotary Manor	Not completed	
Vanderhoof	St John Hospital	21	92.92
Stewart	Stewart Health Centre	19	92.88
Dease Lake	Stikine Health Centre	18	91.41
Fort St James	Stuart Lake Hospital	18	87.73
Vanderhoof	Stuart Nechako Manor	Not completed	
Terrace	Terraceview Lodge	29	88.34
Burns Lake	The Pines	Not completed	
Tumbler Ridge	Tumbler Ridge Diagnostic and Treatment Centre	17	82.22
Prince George	University Hospital of Northern BC	136	83.73
Valemount	Valemount Health Centre	19	90.05
Hazelton	Wrinch Memorial Hospital	19	75.30
Average/Totals - NHA		927	87.44

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Provincial Health			
Vancouver	Children's & Women's Health Centre of BC	997	88.88
Vancouver	BC Cancer Agency Vancouver Centre	300	93.43
Vancouver	BCCA Outpatient Clinic - Fairmont Bldg	40	96.63

Vancouver	BC Cancer Research Institute	252	88.89
Average/ Totals - PHSA		1589	91.96

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Vancouver Coastal Health			
Gibsons	Sumac Place	Not completed	
North Vancouver	Berkley Care Centre	Not completed	
North Vancouver	Cedarview Lodge\Gardens	Not completed	
North Vancouver	Lions Gate Hospital	124	88.38
North Vancouver	Margaret Fulton Centre	Not completed	
North Vancouver	North Shore Hospice	30	90.17
Pemberton	Pemberton Health Centre	40	92.37
Powell River	Evergreen Extended Care Unit	Not completed	
Powell River	Qathet General Hospital	52	89.65
Powell River	Willingdon Creek Village	Not completed	
Richmond	Bridgehouse	Not completed	
Richmond	Minoru Residence	Not completed	
Richmond	Richmond Hospital	104	87.05
Richmond	Richmond Lions Manor Bridgeport	Not completed	
Sechelt	Sechelt Hospital	52	91.11
Sechelt	Shorncliffe	Not completed	
Sechelt	Totem Lodge	Not completed	
Squamish	Hilltop House	Not completed	
Squamish	Squamish General Hospital	40	91.45
Vancouver	Brock Fahrni Pavilion	Not completed	
Vancouver	Diamond Centre	108	85.47
Vancouver	Dogwood Lodge	Not completed	
Vancouver	George Pearson Centre	Not completed	
Vancouver	GF Strong Centre	56	87.02

Vancouver	Holy Family Hospital	20	87.47
Vancouver	Honoria Conway	30	91.43
Vancouver	Langara Site	Not completed	
Vancouver	Mount Saint Josephs Hospital	40	87.77
Vancouver	St John's Hospice	20	91.54
Vancouver	St Paul's Hospital	263	85.73
Vancouver	UBC Hospital	184	88.35
Vancouver	Vancouver General Hospital	465	86.05
Vancouver	Youville Residence	Not completed	
West Vancouver	West Community Health Centre	40	93.50
Whistler	Whistler Health Care Centre	40	90.53
Average/Totals - VCHA		1708	89.17

City Name	Official Health Care Facility Name	Number Audits Completed	Overall Score
Island Health			
Victoria	Aberdeen	28	82.88
Duncan	Cairnsmore Place	20	86.84
Chemainus	Chemainus Health Care Centre	20	90.97
Alert Bay	Cormorant Island Health Centre	19	85.28
Duncan	Cowichan District Hospital	46	86.79
Duncan	Cowichan Lodge	20	87.97
Cumberland	Cumberland Health Centre	24	87.83
Nanaimo	Dufferin Place	20	72.65
Qualicum Beach	Eagle Park Health Care Centre	19	91.27
Victoria	Glengarry	23	89.91
Victoria	Gorge Road Hospital	29	82.78
Saltspring Island	Lady Minto Hospital	26	86.89
Ladysmith	Ladysmith Community Health Centre	18	95.13

Nanaimo	Nanaimo Regional General Hospital	110	83.94
Campbell River	North Island Hospital Campbell River and District	102	88.90
Comox	North Island Hospital Comox Valley	109	88.21
Parksville	Oceanside	18	87.26
Port Alice	Port Alice Health Centre	18	95.09
Port Hardy	Port Hardy Hospital	20	92.37
Port McNeill	Port McNeill and District Hospital	16	91.78
Victoria	Priory	26	89.01
Victoria	Queen Alexandra Centre for children	44	88.63
Victoria	Royal Jubilee Hospital	203	81.27
Victoria	Royal Jubilee Patient Care Centre	94	85.26
Victoria	Saanich Peninsula Hospital	42	82.96
Victoria	Summit Residential Care Facility	41	89.34
Tofino	Tofino General Hospital	17	91.48
Parksville	Trillium Lodge	18	93.78
Victoria	Victoria General Hospital	102	75.24
Port Alberni	West Coast General Hospital	40	88.05
Port Alberni	Westhaven Lodge	18	92.70
Campbell River	Yucalta Lodge	22	93.74
Average/Totals - IH		1372	87.69