

HOTEL SERVICES EDUCATION - a framework to inspire good practice

Suzanne Alexander—Infection Prevention and Control CNC, Infection Management and Control service—Illawarra Shoalhaven Local Health District

Joanna Harris—Nurse Manager, Infection Management and Control service—Illawarra Shoalhaven Local Health District

Introduction

Effective environmental cleaning of healthcare facilities is an essential part of the prevention and control of healthcare associated infections. Fostering collaborative working relationships between environmental cleaners and Infection Control staff is associated with reduced rates of multi-resistant organism transmission.¹

Illawarra Shoalhaven Local Health District (ISLHD) Infection Management and Control Service (IMACS) began delivering annual education to Hotel Services staff and others who perform cleaning in 2014. In 2017, 13 sessions were held, with a total of 165 participants across the LHD. Participants represented the nine hospitals and over 35 community based sites.

Participants

All cleaners, hospital and security assistants (HASAs), Emergency department support officers (EDSOs), wards people and hotel service manager were invited to attend the education program. 73% of the Hotel services cleaning staff completed the training. Theoretical content included high-touch areas, glove use, hand hygiene and equipment cleaning. Disclosure products and UV light sources were used to develop practical skills and as an opportunity to correct practise.

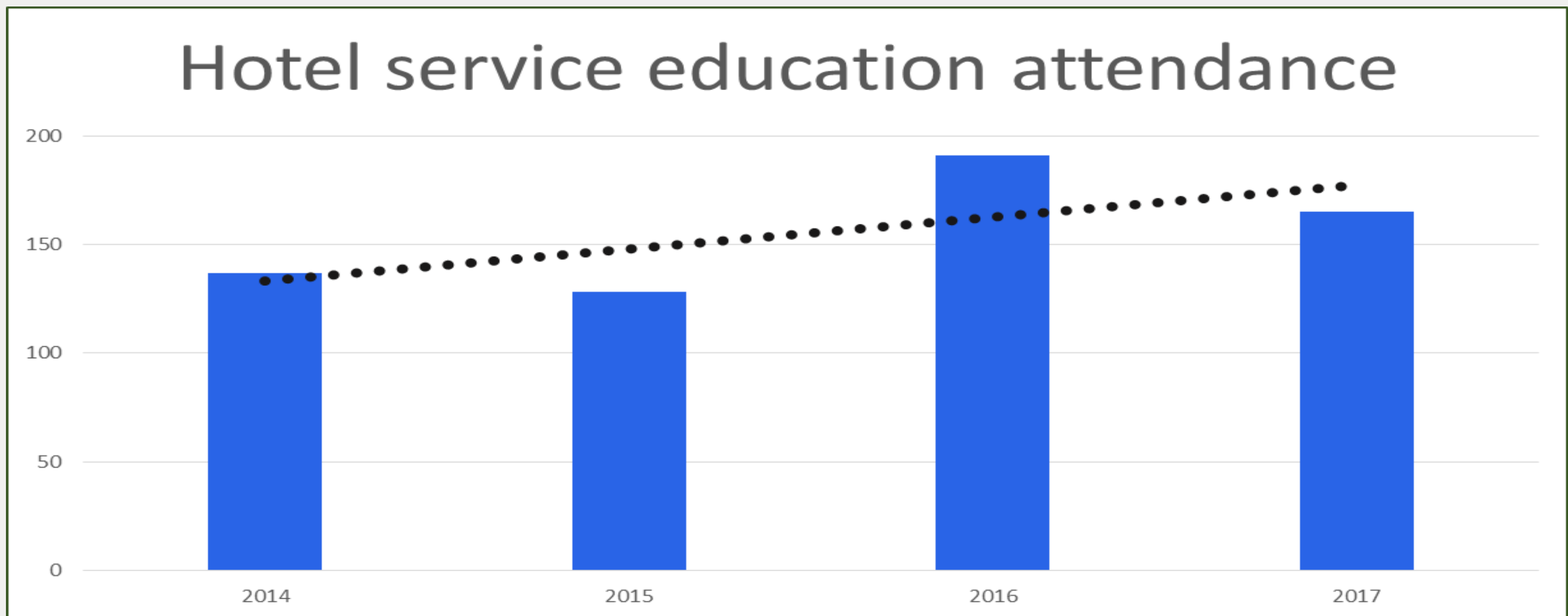
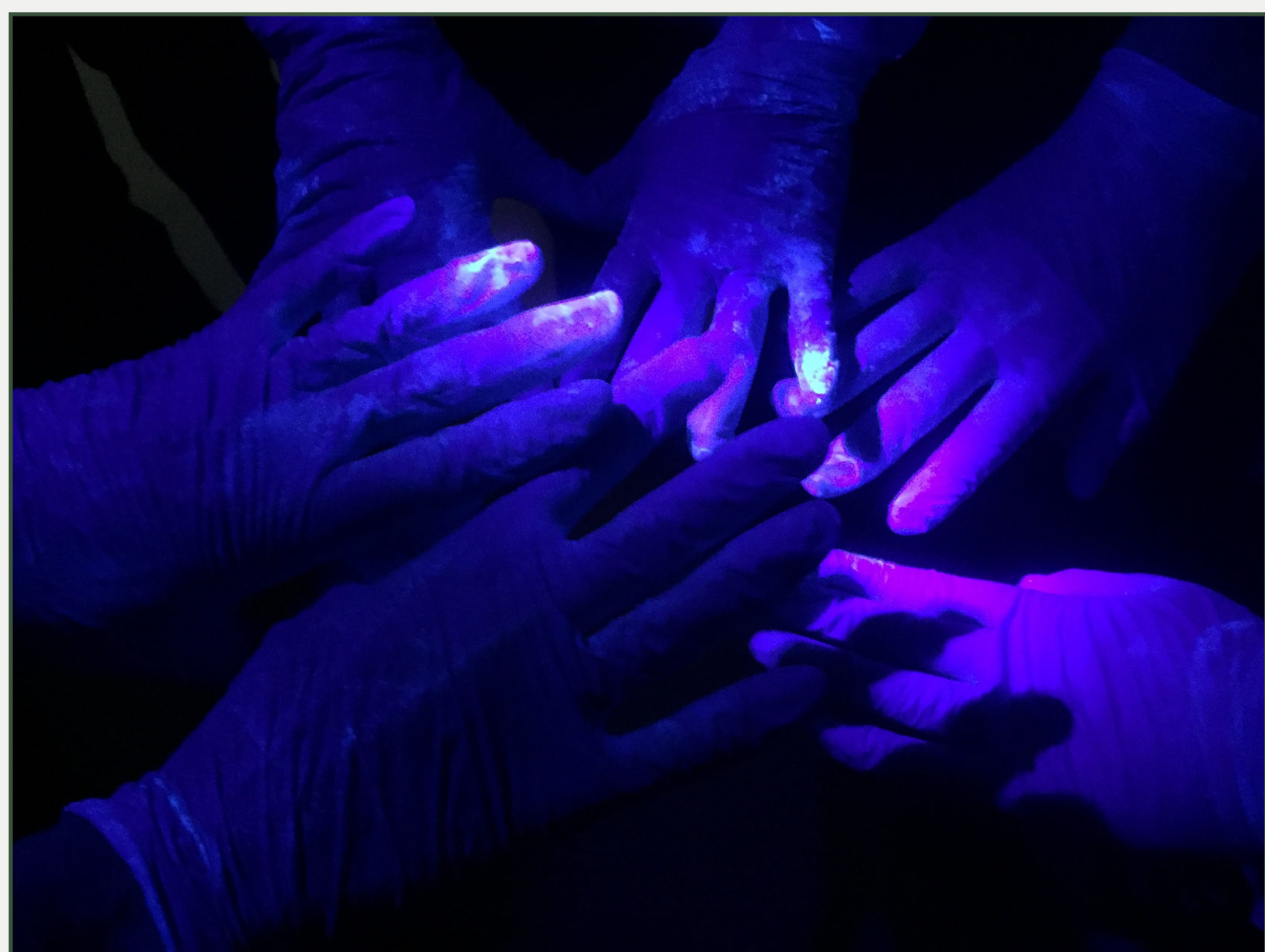
Method

FACE TO FACE COMPONENT

- . Standard precautions
- . Appropriated PPE use
- . Hand hygiene
- . Risk ratings
- . Cleaning zones
- . Detergent vs. disinfectant use

PRACTICAL COMPONENT

- Use of phosphorescent gel/powder and UV light to demonstrate:
- . Dirty hands = dirty gloves
 - . If hands aren't clean before using equipment, the equipment, then environment become contaminated
 - . Cleaning of high touch areas



Summary

- Positive feedback from the 96 % of participants who completed an evaluation.
- . 100% of participants stated they learned something from the presentation
 - . 100% of participants found the practical sessions valuable
- Comments:
- Fantastic, learned a lot, very interesting
- More practical exercise would be useful

Future planning

- Continue annual updates, incorporating pre and post training questionnaires.²
- Planned standardised training for hotel services supervisors and Nurse Unit Managers in environmental cleaning auditing.
- Nil conflicts of interest.

References:

Zoutman, DE et al, *Working relationships of infection prevent and control programs and environmental services and associations with antibiotic-resistant organisms in Canadian acute care hospitals*, American Journal of Infection Control 42 (2014) pp.349-352.

Felix, A et al , *Impact of a Practical Training Program for Hospital Cleaning staff on Prevention of Hospital Acquired Infection*, APIC 41st Annual Education Conference & International meeting, Anaheim, CA USA, June 7-9, 2017