Bridging the Gap

Health Care Environmental Services

Cleaning and Disinfecting the Occupied Patient Room

Study Guide

Training Education and Developmental Series
Environmental Services in a Healthcare Environment is entrusted with maintaining a hygienic and clean facility conducive to patient care. The Environmental Services Technician’s related activities have a direct effect on the health, comfort and morale of the patient, staff and visitors.

It is an essential ingredient in the provision of Quality Assurance of Hospital Care.

Providing proper cleaning and disinfecting process, assists in preventing cross-transmission of resistant microorganisms to patient, staff and visitors and to other surfaces that may come in contact with patients, staff or visitors.

Multi-Drug Resistant Organisms (MDROs) have been recovered from bed handrails, telephones, call lights, light switches, flush handles, faucet handles, doorknobs, chairs, wheelchairs, over-the-bed tables and computer key-boards. Any place that a patient, staff or visitor touches, can be contaminated with MDROs and transported to all the above and more.

The Triple S Training and Education series of Environmental Services staff on the management of MDRO cross-transmission is critical to reducing the possibility of further MDRO transmissions.

Cleaning requires a systematic and planned approach, both towards the individual tasks involved and towards the hospital’s cleaning operations as a whole.

The purpose of this cleaning and disinfection training process is to remove bacterial contamination from environmental surfaces and equipment surfaces where patients receive care in order to prevent the transmission of Multi-Drug Resistant Organisms from patient to patient, from patients to healthcare workers, and from patients to visitors.
ENVIRONMENTAL SERVICES CART SET-UP

To begin the cleaning and disinfecting process, be sure the Environmental Services Cart contains all of the supplies needed. Preparation of the Environmental Services Cart is an important part of the cleaning and disinfecting procedure.

NOTE: Refer to the Carts, Closets and Equipment Study Guide for proper Environmental Service Cart preparation.

WORK SCHEDULE

Every Environmental Service Technician should have on their cart a cleaning schedule which outlines the cleaning and disinfection task for the effective removal of Multi-Drug Resistant Organisms (MDRO).

SAFETY PROCEDURES

Before starting, wash your hands and always use the proper hand-washing technique.

You are guided by the principle of isolating your hands from direct contact with any body substance that might be present in the room you are cleaning. So remember, put on rubber gloves to protect your hands while cleaning the occupied patient unit.
PATIENT PRIVACY
ENTERING the OCCUPIED PATIENT ROOM

Before entering a patient room, politely and lightly knock on the door. If any of the doctors or nurses are with the patient, you must move on to the next patient unit without disturbing them. Doctors and nurses have priority in all matters, and it is important that your work doesn't interfere with theirs, since theirs is more directly related to the care and cure of the patient.

Move on to the next patient unit and return to this one later after medical personnel have finished their work. If you are unable to clean a patient unit before the end of your shift for that or any other reason report the matter to your supervisor, who will assign the unit to an ES Technician on the next shift. Otherwise you must clean all patient units assigned to you.

FOLLOWING HOSPITAL POLICY

If the patient is sleeping, eating or has visitors, you should clean the unit anyway, keeping a friendly attitude and working as quickly as possible. If it will not disrupt your schedule seriously, then select a patient unit where your work will be less likely to disturb the patient. It may be just as easy for you to return later to a patient unit where the patient has a visitor or is eating, and he or she will appreciate your thoughtfulness.

Greet the patient simply and with a smile. Tell the patient you've come to clean the room and then park your housekeeping cart outside the patient's door, where it will not be in anyone’s way. Enter the patient’s room slowly.

Always remember to keep a friendly attitude while working as quickly and efficiently as possible.
CLEANING and DISINFECTING the OCCUPIED PATIENT ROOM

In cleaning the patient unit, you will save yourself time and steps if you work in an orderly fashion. Begin at a certain point and then proceed to work clockwise or counter-clockwise around the room.

That way, you are less likely to skip something that should be cleaned and you will not overlap or rather, clean the same thing twice.

Be alert for signage that may indicate the need for special precautions.

As Always, Standard Precautions Applies.

Always leave the Environmental Service Cart in the hall as to not obstruct passage. Carry supplies and equipment needed for specific tasks into the patient room as needed.
CLEANING and DISINFECTING PROCEDURES

NOTE: The occupied patient bathroom should always be cleaned and disinfected last.

1. Survey the Area
Start by surveying the area, straighten furnishings and picking up loose trash and papers.

2. Remove Trash
Leave plastic trash can liner in container, close, twist and tie knot in the top of the bag.

Use caution and look for protruding objects in the waste bag or container. *Never reach into or push on the bag to compress the trash.*

Lift the liner carefully and place the bag of trash into the container on the cart or take it to the waste pick-up point. *Never carry a bag of trash against the body.*

Wipe all surfaces of the waste container with cleaning solution and allow to air dry. Re-line the container with the appropriate liner prior to mopping the floor.

Follow facility policy regarding the cleaning of bed handrails and over-the-bed table when a patient is present.

3. In following the Planned Cleaning Process
Clean to dirty, top to bottom, you should first high dust the top of items along the patient room walls, such as picture frames, clocks, televisions, door frames that are at or above shoulder height. Use a long handle microfiber duster and use long, slow strokes so that you do not stir up any dust in the room. Follow facility guidelines on the use of high dusters.

*CAUTION: NEVER DUST OVERHEAD LIGHTS OR OVERHEAD EQUIPMENT WHILE A PATIENT IS PRESENT.*
CLEANING and DISINFECTING PROCEDURES

4. Wipe doorframe, furniture bumpers (if present), chairs and chair arms, especially the underside of chair arms.

5. Wipe window sill and look for spots on the window that need cleaning.

6. Check walls and spot clean, if necessary, with a clean GREEN microfiber cloth and neutral cleaner or detergent solution.

7. Damp wipe all vertical surfaces, counters, ledges, and sills with GREEN microfiber cloth and detergent cleaner or cleaner disinfectant solution in accordance with the infection prevention policy.

   Be sure to change microfiber cloths or wipes often (do not re-immers or re-use).

8. Clean the window with a BLUE glass/window microfiber cloth and ammonia-free window cleaner.

9. Using a clean RED microfiber cloth with cleaner/disinfectant solution or a properly saturated cleaner/disinfectant wipe, wipe the top and front of the footboard (visitor high-touch area).

10. Wipe any desktops, bedside tabletop and inner drawer, telephone, arm chairs, door and cabinet handles, light switches, closet handles, and any other high-touch areas in the patient room, again following a logical pattern to avoid duplication or missing items.
CLEANING and DISINFECTING PROCEDURES

Bathroom Procedures

After completing the patient room cleaning tasks, you should now clean the patient bathroom.

Begin bathroom cleaning by giving special attention to the order in which items are cleaned. Start with the highest surface, usually the mirror, and leave the commode/toilet for last.

11. Clean the mirror using a **BLUE** microfiber glass cloth and ammonia-free glass cleaner.

12. With a clean, **GREEN**, color-coded microfiber cloth (**do not use this cloth to clean outside the bathroom areas**), or properly saturated wipe, clean the sink area, including the counter, faucet, handles and sink basin.

   *Pay special attention to corners, the soap dispenser and the rim of the sink drain.*

13. With a clean **GREEN** microfiber cloth or saturated wipe, clean other surfaces of the bathroom, including grab bars, shower fixtures and shower floor. Allow cleaner disinfectant to air dry.

14. Carefully pour disinfectant bowl cleaner in the toilet under the rim and allow to sit for a few minutes. **Follow label instructions.**

15. Using a **YELLOW** microfiber cloth or saturated wipe clean the toilet seat surface, the exterior areas of the toilet including the base, and around the outer bowl.

16. Using the toilet bowl caddy or Johnny Mop, clean the inside of the toilet around the inner rim being careful not to splash. Flush the toilet. Return the Johnny Mop to the caddy.
CLEANING and DISINFECTING PROCEDURES

Always use Standard Precautions when finished cleaning and disinfecting the bathroom.

Remove gloves and discard. Perform hand hygiene.

17. Replenish consumable supplies at the bedside.

18. Check restroom for toilet tissue, paper towels, and hand soap. Replenish and restock if needed.

19. Insert clean trash liners in all trash receptacles.

It is now time to mop the patient room floors. Always thinking safety first, place a yellow wet floor sign at the entrance of the patient room.

20. With a clean microfiber mop, using either the microfiber flat mop system or the microfiber bucket system with cleaner disinfectant detergent solution, mop floor beginning in the far corner of the room.

Be sure to move furniture, and clean under the bed, moving toward the bathroom and the door.

*Room design will vary, so follow pattern according to policy.*

21. Enter the patient bathroom and mop the bathroom floor.

22. Place all re-useable cleaning cloths and microfiber mop pads in appropriate collection container. Pick up yellow wet floor sign and replace on EVS Cart.
CLEANING and DISINFECTING PROCEDURES

23. When finished, remove gloves, discard and perform hand hygiene.

24. If the patient is present, announce completion of the cleaning and ask, “Is there anything else I can do for you?”

25. Leave the Environmental Service Technician calling card if the patient is not present.

INSPECT WHAT YOU EXPECT

COMPLIANCE, OVERVIEW and ACCOUNTABILITY

A good environmental quality-assurance program starts with Training and Education, and progresses to setting standards, monitoring processes and results, and using results as training opportunities to improve service. As part of the Triple S Training Program, Compliance, Overview and Accountability take into consideration the process of monitoring surfaces within the patient room that should be cleaned and disinfected.

The Triple S CleanSpec Environmental Surface Monitoring System involves the application of an invisible fluorescent mark on environmental surfaces prior to room cleaning and then going back after cleaning to see if the mark has been removed through a combination of the mechanical action and the chemical process of cleaning.

Each mark takes about 10 seconds to place on a surface and check after cleaning. If the mark has been removed, and the manager or supervisor has varied the locations on which the marks are placed, the manager can be reasonably assured over time that the surface and the room have been cleaned and disinfected thoroughly.
As a professional Environmental Service, you play a critical role in helping reduce Multi Drug Resistant Organisms in your facility.

Take pride knowing you are on the front line of defense and your job helps save lives.

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