

Letter to Our Community

Friday, February 1, 2013

In March, 2012, Dr. Kevin Smith, President & CEO of St. Joseph's Health System, was interviewed by CBC Marketplace regarding hospital cleanliness and superbugs. In that interview, Dr. Smith was shown video footage that showed a handrail and elevator button in a patient care area that had not been properly cleaned in a 24-hour period. Dr. Smith committed to following up on this deficiency, and an internal review of our practices was conducted.

In December 2012, St. Joseph's received a request for a follow up interview with Dr. Smith from CBC Marketplace, after being advised that the program had returned to St. Joseph's Charlton site and conducted a second hidden camera test that showed similar results as the March 2012 program.

Dr. Smith provided a thorough interview with Marketplace about SJHH's ongoing efforts to be a leader in providing high quality care in a safe environment and acknowledged that the hidden camera footage does identify an area where it appears a handrail was not cleaned appropriately within a 24 hour period. We recognize that despite our very high, industry leading environmental and infection prevention and control standards, there will always be room for improvement, as evidenced by the *Marketplace* footage.

We feel it is also important to provide the clear facts about our environmental practices and infection control rates to our most important stakeholders: the patients and community we serve. One incident is not necessarily reflective of the true nature of our efforts in providing a safe, kind and effective environment for care. We measure the effectiveness of our processes by evaluating patient outcomes, which clearly show that our rates of Hospital Acquired Infections are among the lowest in the country, and well below provincial benchmarks. We have steadily increased hand hygiene compliance rates, and continue to aggressively audit our environmental cleanliness. Specifically:

- SJHH **meets or exceed** expert (PIDAC) standards in environmental cleaning and auditing of our cleaning practices.
- Many reviews and collaboration with external experts have enabled us to become what we consider to be leaders in our environmental cleaning processes.
- SJHH's rates for HAI's are among the lowest in the country, and are consistently below provincial averages **in every category, including C. difficile.**
- Our audits show high compliance (95-99%) in our cleaning processes.

Environmental Services Profile

- SJHH's Environmental Services team of 272 staff support housekeeping for **165,595 sq. metres** across our three campuses. We emphasize 'risk assessment' in our approach to housekeeping by emphasizing priority cleaning for high-risk environments (patient rooms, clinical areas and areas with high-touch points such as bed rails, and over-bed tables). We have made significant investments in this area, spending **\$12,404,304** annually in environmental services. We are now investing more than ever before in this core service.

Letter to Our Community

Friday, February 1, 2013

Average Housekeeping Expense

Industry Benchmark	SJHH Expense
\$65.34/sq. metre	\$74.90/sq. metre

Patient Safety and Quality

- On-going auditing and performance measurement are central to our quality assurance focus in environmental services. Our auditing tools measure our performance and show:

Method	Result (Data)
<p><i>Visual Audits</i> – an unannounced, focused search for detection of visibly unclean surfaces.</p> <p>ATP Monitoring – <i>Adenosine triphosphate (ATP)</i> is a qualitative, real time detection of both microbial and non-microbial contamination on surfaces. This is a superior method to ‘Glo-germ’ testing.</p>	<p>>2,100 visual audits between March 2012 and November 1, 2012 with greater than 90% satisfaction</p> <p>>2,800 ATP tests performed between January 1, 2012 and November 30, 2012.</p> <ul style="list-style-type: none"> 95% Pre and post pass ratio on inpatient room and/or commode tests 99.3% Pass ratio post cleaning in random testing (high alert units). <p><i>Auditing takes place throughout the organization. While there may be minor fluctuation in the pass rate percentage depending on unit, the above percentages reflect the average pass compliance rate. We review and follow up on all opportunities for improvement.</i></p>
Patient satisfaction interviews	487 interviews conducted with 94% satisfaction rate. Currently expanding feedback gathering.

Infection Prevention & Control: Connecting Process to Outcomes

- Our number one priority is reducing Hospital Acquired Infections. SJHH’s HAI rates are among the lowest in the country, and consistently below the provincial averages. We remain vigilant and transparent in reporting our hospital acquired infection rates and hand hygiene compliance rates. Below are our most recently reported results in key patient safety indicators: Methicillin-Resistant Staphylococcus Aureus [**MRSA**], Vancomycin-Resistant Enterococcus [**VRE**], Central Line Associated Bloodstream Infections [**CLA-BSI**] and Ventilator-Associated Pneumonia [**VAP**], *C. difficile* and Hand Hygiene Compliance.

Indicator	Benchmark	SJHH Rates – Q3 Oct to Dec 2012
<i>C. difficile</i>	0.40 per 1000 patient days	0.24
MRSA	1.21 per 1000 patient days	0.47
VRE	0.57 per 1000 patient days	0.14
CLA-BSI	1.50 per 1000 device days	1.50
VAP	2.50 per 1000 ventilator days	2.24
Hand Hygiene Compliance (after patient contact)	90%	91.9% (Corporate Rate)