

The Five Pillars Of Safety  
In Healthcare

**Appendix**

Diversey, Inc.<sup>™</sup>



## Appendix

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## HSHS Hospitals Move to Oxivir® Tb to Fight Infection

### ***Compass One leads Hospital Sisters Health Care in selection of premier disinfectant selection to increase patient safety***

Stepping up disinfection is a key to success in today's healthcare environment. Doreen Auten, Resident Regional Manager at Compass One Healthcare, tells us the success they have had with the four HSHS facilities she manages in Wisconsin.

During the Compass One Sales process, Jessica Tenschert, the Diversey Sales Executive from the Illinois market, assisted with presenting HSHS the latest innovations in disinfection. Doreen has worked with HSHS for 16 years and is a key member of this committee.

Hospital Sisters Health System (HSHS) is a multi-institutional health care system that cares for patients in 14 communities in Illinois and Wisconsin. With 15 hospitals and many community-based health centers and clinics, HSHS is committed to its mission "to reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry."

Following the Compass goals, Doreen highlighted the Positive Impressions™ program:

We know The Experience starts and ends with the Patient - of course. But everyone in your hospital has an experience and their experiences impact the Patient. Every experience matters - Families/Guests, Clinical Staff, your Community and our own Compass One Associates. Their experiences make the difference in the Patient experience.

The Experience is more than an engaging smile and calming voice – it's about safety. A hospital's caring, engaged environment is over shadowed by a breakdown in safety. An HAI incident impacts the Hospital's reputation in a world fueled by social media. And, Clinical Staff and our own Associates need to know their workplace is safe.

We are passionate about a safer patient environment and a safer workplace for everyone inside the hospital.



## HSHS Hospitals Move to Oxivir® Tb to Fight Infection

### Challenge

The Infection Prevention Team was evaluating disinfectants and a concern with dwell time. They were using a dilutable disinfectant, a low cost product that was not the most efficient in the timing to turnover patient areas (10-minute dwell time). They also had concerns about the emerging pathogens, and a safer and a pro-active plan to address them. Lastly, they had been using a quaternary ammonium (quat) product for a long time and had some concerns about quat binding. This is a phenomenon that sometimes occurs when the quat becomes attracted and absorbed into fabrics such as cotton, nonwoven towels and other natural textiles. This is because quats are positively charged ions and natural textiles are negatively charged.

In addition, the team had been using a 10-minute quat to disinfect the floors. Over time there was some quat buildup on the floors and this caused other issues of odor and some stickiness.

With these factors in mind, there was a need to make change and step up the disinfection process.

### Solution

Doreen is part of the main IP committee for the HSHS health system. The committee evaluated options and eventually moved to Oxivir® Tb. They had to present with a positive SBAR presentation to the IP team and doctors, and showed product and claims and they had to approve. (SBAR is an acronym for Situation, Background, Assessment, Recommendation; a technique that can be used to facilitate prompt and appropriate communication. This communication model has gained popularity in healthcare settings, especially amongst professions such as physicians and nursing).

The results were that the committee members were absolutely in favor of moving forward with Oxivir® Tb. Some of the facilities are utilizing prewetted Oxivir Tb wipes, some are using the Diversey EasyWipe™ with the ready-to-use (RTU) Oxivir Tb product, and some facilities prefer the Oxivir 1 pre wetted wipe. The product is designed for fast, effective and responsible disinfection, killing bacteria and viruses in One Minute.





## HSHS Hospitals Move to Oxivir® Tb to Fight Infection

There were no concerns for safety in switching to Oxivir. The product has the best safety rating in all six EPA toxicity categories. All of these factors have contributed to the transition.

The team moved to an Accelerated Hydrogen Peroxide® product, Alpha HP® Multi-surface Disinfectant Cleaner for their the floors. This is a dilutable product and does a great job both cleaning and disinfecting. The issues with stickiness have gone away. The facilities all use it on the OR floors, and they use Prominence for patient rooms. In isolation instances for *C. diff*, they use Oxivir® and then BruTab® – Including on the floor.

### The Transition

The Diversey representative, Joe Ingrassia, played an instrumental role in the in-service training for the transition in the Wisconsin hospitals. Tools such as training and wall charts were provided, and the effort was very smooth.

The team mentioned that the product had some simple challenges to work through during the transition. There was a lot of build-up of the prior-used quats and it took days to break down and remove it. As they transitioned to Oxivir, the buildup was removed. Overall, the teams liked Oxivir and its effectiveness, as well as safety for staff and patients. The team mentioned that Alpha HP tends to clean a lot better – definitely eliminated the stickiness and they like the product a lot better.

### Results

The Compass One team was able to secure the HSHS hospitals and implement the latest disinfectant technology. The team has been able to reduce overall turnover time and ensure compliance in disinfection practices. The residual build up has been eliminated and the associates feel the overall product safety is great for patients and staff. Doreen is personally very passionate about doing what's right for patients and co-workers, which is very consistent with Compass One goals of having a safer Patient environment and a safer workplace for everyone inside the hospital.



## HSHS Hospitals Move to Oxivir® Tb to Fight Infection

### Advice to Associates:

Work with IP teams on site to explore the best product options for success. Having the buy-in from the top is the best for success.

- 1) Look at the safety of products and use the top product that can be safe for people and kill pathogens as appropriate. Make sure IP is on board, and balance the tradeoff of overall safety and total costs versus product price. The risk is not worth it.
- 2) Utilize your Diversey representative to deploy the best tools and training for implementation.
- 3) EVS is a first line of defense in the hospital. We may have family members in our facilities and it is critical we ensure our environment of care is safe for everyone involved.



## Crothall works with Duke Health to promote Zero Harm to Patients

### ***Crothall collaborates with Duke Health to provide solutions to reduce HAIs and increase patient safety***

Duke Health conceptually integrates the Duke University School of Medicine, Duke-NUS Medical School, Duke University School of Nursing, Duke University Health System, Private Diagnostic Clinic (Duke physicians practice), and incorporates the health and health research programs within the Duke Global Health Institute as well as those in schools and centers across Duke University, including the Duke Robert J. Margolis Center for Health Policy.

Crothall partners with Duke for campus facilities in care and environmental hygiene for more than 6.6 million square feet, and has had a strong partnership in collaboration for more than 20 years. This includes Duke University Medical Center, Duke Medical Pavilion, Duke Raleigh, Duke Regional Hospital, the Schools of Medicine and Nursing and many clinics. This work is performed by more than 775 associates in collaboration with many key stakeholders within the Duke System.

### **Challenge**

Duke has a goal of “zero harm” to patients, staff and visitors within the system. As part of this goal, Duke sought to reduce HAIs. The infection prevention team, along with others, partnered with Crothall to target C. diff and CRE through creation and delivery of best products and practices to meet this goal, and deliver the service by putting them all in place.

There were many key stakeholders involved through this process, evaluating products, reviewing practices and executing training programs. One key to success for Crothall is a strong and collaborative relationship with Infection Prevention. Partnering with Crothall operations, and associates, the team worked together toward improving outcomes through implementation of products and procedures.



## Crothall works with Duke Health to promote Zero Harm to Patients

Isaac Johnson is the Crothall Regional Director of Operations for the Duke system. His key member include: Julio Rodriguez, Resident Regional Director, Louisa Joy, System Patient Experience Manager, David Bass, System Training Manager, Brian Goldner, Director of Environmental Services Duke Raleigh, Brandon Faw, Director of Environmental Duke Regional. Each of their respective positions and unique buildings require individual challenges, however they all work together to focus on patient safety.

### Solution

Products and processes were reviewed by the Duke and Crothall team. Leadership felt that multiple factors would improve outcomes and approached multiple areas. From the CEO to the rest of the organization, the goal was to do “whatever it takes” for success. Each team member was involved in the process from the Duke Health System level, as well as meeting the individual needs of their respective facilities.

As a result of the overall disinfectant review with Duke Infection Prevention, Oxivir Tb wipes were implemented in January 2018 for clinical use. The Oxivir Tb wipes were consistent with their safety initiatives due to the safety profile, efficacy and one minute or less dwell time. At Duke Main, the EVS team decided to utilize a sporicidal everywhere for environmental services. Targeting pathogens head on, the team felt that using the most aggressive arsenal would gain greater progress. The team began using Avert™ sporicidal disinfectant cleaner in daily cleans, discharge and the operating rooms. With the transition, David Bass, the training and Safety Compliance Manager, worked with the Diversey Sales Executive to in-service with videos and procedures to ensure best-practice use of products. The Crothall training team set out to train associates on the benefits of bleach, while also understand the potential impact to surfaces. Julio Rodriguez reminds the team that the EVS team is as important as the doctors to ensure that patients are safe. Louisa Joy, System Patient Experience Manager worked with associates and patients to ensure the new products were used properly and accepted by patients.





## Crothall works with Duke Health to promote Zero Harm to Patients

Brandon Faw's team at Duke Regional is also using Oxivir Tb to combat HAIs. In addition they are utilizing the Oxivir Tb RTU Spray on curtains to ensure their soft surfaces are also being sanitized. Brandon also emphasized the importance of continuous training of employees ensure everyone understands their importance in the process.

Brian Goldner's team at Duke Raleigh also emphasized the importance of utilizing the Crothall 10 step process to ensure cleaning of all high touch surfaces. They utilize Oxivir Tb wipes, along with Avert for isolation rooms. Brian was also able to utilize the Diversey Sales Executive to frequently assist with in service training.

Crothall also deployed the VeriClean™ audit system to help monitor cleanliness scores with the environmental services team. Through this, they mark random high-touch surfaces prior to cleaning and evaluate post-clean to identify areas for ongoing improvement. They inspect discharge rooms with a target of 90%+ compliance and reward excellence while implementing training and awareness tools for identified gap areas.

People – Duke and Crothall work together to make the team of associates in environmental services accountable in all areas. The managers want to ensure that associates know and understand the steps to make patients and families safe, and their role as part of the patient care team. "We really strive to give the "why of what we do" and how pathogens can be transmitted through the environment, and why environmental hygiene is so important," says Isaac Johnson, Crothall Regional Director of Operations. "They are not a maid service, but an integral part of environmental hygiene."

The organization deployed multiple approaches to strive for HAI reduction. This included hand hygiene, antibiotic stewardship, proper use of personal protective equipment (PPE), testing new patients for C. diff, and focus on environmental hygiene.

## Results

The team has seen a marked improvement in compliance, team education and reduction in HAI rates in deploying the program. The Crothall leadership team in this Foundation Account has built and demonstrated best practices in many areas.



## Ohio State Utilizes Diversey UV-C Disinfection for Added Assurance

### ***Crothall utilizes Diversey MoonBeam 3 to increase patient satisfaction and safety in patient rooms***

The Ohio State system includes 7 hospitals comprising of the system, with just over 1500 beds, and 29,000 employees. There were more than 64,000 patient admissions in FY19. Specialties include critical care, cancer treatment, organ transplantation, women's health, digestive diseases, minimally invasive surgery, rehabilitation and neurosciences.

A major referral center for patients from Ohio and throughout the Midwest, Ohio State's University Hospital is consistently recognized as one of America's Best Hospitals by U.S. News & World Report. In addition to a designation as a Level I Trauma Center, it is also home to the most advanced intensive care units in the area, including a Level III neonatal intensive care unit and a comprehensive burn center.

Jeannette Thomas is the Director of EVS, which is a newer role over 3 buildings, managed by Crothall. The Crothall team had partnered with the Infection Prevention team to evaluate UV-C disinfection to curb *C. diff* rates from rising.

### **Challenge**

Ohio State Wexner Medical Center worked with healthcare support services provider, Crothall Healthcare, to evaluate UV-C disinfection. They evaluated a system with three towers vs MoonBeam™3.

The considerations were as follows:

- Effectiveness – using staff testing and usage as well as pathogen cultures.
- Portability and Size
- Compatibility with users and assets in the facility
- Pricing – of the unit(s)



## Ohio State Utilizes Diversey UV-C Disinfection for Added Assurance

Testing and comparisons were completed and the 3-tower system was used in many areas being used in C. diff bathrooms, MDR bathrooms, CRE, VRE and isolation discharges. For MoonBeam they selected low scoring units to assist in HCAHPS scores because the unit was quick and easy to use. **They were able to do 60 rooms in 7 hours over a couple floors.** The intent is to do offices if staff is sick, cath rooms, trolley rooms, burn patients, dialysis, sick waiting room, PACU.

### Solution

The team is now looking at using the triple towers in the ORs and ERs and the MoonBeam3s in patient floor areas as they are more portable and simpler to use.

After evaluation of the MoonBeam3 they found that patient satisfaction is on the rise. The staff loves to tell patients about it. They have a flyer they use with patients and of 17 surveys; they achieved 100% satisfaction from patients.

They have found that the staff also LOVES it. They no longer have to worry if the tablet is charged, it is easier to transport and super easy to train employees. The time is short to set up and reposition and they have found that they overall cycle time is 3 minutes shorter than what they were using.

Jeannette also commented that the support from Kim Dwyer and Julie Tremblay was phenomenal. They assisted with this project from the beginning discussion with the doctors, supported the implementation with training and were always there for any questions during our testing process. Being able to have a great vendor partner is very important when using new technologies.

In addition to the staff liking, the team feels safety features are excellent. This is critical when using this type of technology, for staff and patient safety.

They are still evaluating HAI rates and are excited to see the results.



## Ohio State Utilizes Diversey UV-C Disinfection for Added Assurance

### Engaging employees

After staff members on-boarded they found that the ease of use and portability made it fun to run. They have the minion goggles on the unit and find that the team fights to see who can run it each day! The ease of training makes it possible for all to be able to run units.

### Advice to associates about MoonBeam 3?

The unit is super easy to run, it is a great investment for a facility and with the ease of use, portability and convenience, it is a great way to improve patient satisfaction and improve the overall environment of care. Partner with Diversey and utilize their great resources in sales and UV, and make sure you capitalize on the service available.





## Michigan Hospitals Step Up Disinfectants to Reduce the Risk of HAIs

### ***Ascension Hospitals partner with TouchPoint and Diversey to reduce dwell time for their disinfectants***

Making positive change - Improving our process and ability to do the best job for patients and staff, are two overarching goals of the TouchPoint team.

With a commitment to uplift the spirit of those served every day, by providing “compassion at every point of human contact”. This is not just a brand promise, it is something that each TouchPoint associate lives in every interaction they have with patients, residents, fellow associates and guests every day.

Part of that delivery by each TouchPoint associate is believing they can make a difference by serving with integrity, humility, and optimism. The company prides itself in hiring and training associates who are passionate about creating a warm and welcoming hospitality experience for every customer. By focusing on the entire hospitality experience, they are able to provide a uniquely nurturing care environment that benefits all of those that served.

That experience is also delivered by creating a safer and more satisfying environment of care. Kano Berger – Senior System Director Environmental Services *TouchPoint* Support Services, overseeing 6 Ascension hospitals in Detroit (SE MI), and Jerome Washington - Environmental Services Director for *Touchpoint at Ascension St John's in Detroit*, MI helped deliver this experience. Kano led the disinfectant standardization for all hospitals across the state of Michigan.

#### **Challenge**

The facilities were primarily using a phenolic product that had a 10-minute kill time. The organization was challenged in attaining representation and service for dispensers in their facilities, and consolidating EVS closets, making it ineffective and inefficient. They also found that the product they were using required a 10-minute kill time and was fairly harsh on assets and furniture. Associates had issues with the odor and there were also some safety concerns of phenolics. Additionally, they did not want to have two options for cleaning and disinfection.

There were also two facilities using a product for OR terminal cleaning and they were having staff health issues with an associate. This person was experiencing asthma issues.



## Michigan Hospitals Step Up Disinfectants to Reduce the Risk of HAIs

### Process

The team reached out to their Diversey representative and established a short list of products to evaluate with Infection Prevention. The overall objectives included a faster product with a shorter dwell time, a product that was safe and responsible for users, patients and assets, and also very effective for the eradication and removal of pathogens.

### Results

In the end the team selected Virex® Plus with a 3-minute dwell time in most of the facilities, including the 15 in Michigan. The team liked the fresh smell of Virex® Plus, as well as the speed of efficacy. The speed was particularly important when cleaning mattresses. Additionally, the product had a shelf life of 28 days in the bottle, enabling less waste in disposal of unused product. They found during the trials that the ATP testing trended down and after 3-4 weeks they felt the overall cleaning had improved.

The associates found Virex® Plus to be more compatible with assets. They were no longer finding the disinfectant making surfaces sticky and breaking down surfaces. There was some education to the team to move to a shorter dwell time and practices and compliance improved.

A couple of the locations chose Oxivir®1 for a disinfectant cleaner, including Ascension St. John's and a couple of ORs. They wanted the faster turnover speed and compliance, to ensure the disinfectant remained wet for the kill time. Associates found the product to be more effective and pleasant to use.

From the start Kano and Jerome said that part of the success was the service. From the start, Chuck Foster, the Sales Executive from Diversey, engaged and the service went from a 1 to a 10. He took baby steps, personally trained associates and signed off they were trained.

### Advice to other Associates

Kano and Jerome highly recommend the key to success is to get with the IP early in the process and engage on objectives for success and criteria for review of any new products.

Have a supplier who can be an excellent resource to help you evaluate, trial and select the best product. It is key to rely on them to help educate and in-service the best solution with best practices. Lean on the rep! Understand the chemicals and how they can work for success. Educate the teams on why the change so they understand the positive benefits and can evaluate and support appropriately.



## Michigan Hospitals Step Up Disinfectants to Reduce the Risk of HAIs

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