

Victorian Public Hospitals and Health Services

External Cleaning Standards Audit Scores

2009 Annual Report

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Table of Contents

Introduction	4
Cleaning standards in Victorian health facilities	4
Internal cleaning audits	4
External cleaning audits	5
Categories used in reporting statewide external cleaning audit scores	6
Health service categories	6
De-identifying data	6
Risk categories	6
Results of the 2008-2009 external cleaning audits	6
Scores for health services across Victoria	7
Scores for metropolitan health services	8
Scores for rural health services	11
References	15
Appendix 1: Health service categories	16
Appendix 2: Risk categories	19
Appendix 3: Registered training organisations (RTOs)	20

Introduction

Health care associated infection remains a major patient safety issue and a growing challenge for health care systems around the world. The World Health Organisation reports that between 5% and 10% of patients admitted to modern hospitals in the developed world acquire one or more infections (Allegranzi et al 2007). Whilst not all health care associated infection can be eliminated, we can minimise risks by ensuring that systems, such as environmental cleaning, are in place.

Cleaning standards in Victorian health facilities

Cleaning Standards for Victorian public hospitals (*The Cleaning Standards*) were originally prepared by the Melbourne Inner and Eastern Health Care Network and published in 2000 and updated in 2005. *The Cleaning Standards* have been well received throughout Victoria and have been adopted by other states within Australia as well as by other countries including New Zealand and the United Kingdom.

In 2007 and 2008 *The Cleaning Standards* underwent a further review by members of the Victorian Cleaning Standards User Group convening from across the state. The need for further clarification and standardisation in some areas was identified and a number of changes will come into effect in 2010. These are detailed in the *Cleaning standards for Victorian health facilities 2009*. Further information about *The Cleaning Standards* can be found in the current edition at <http://www.health.vic.gov.au/ideas/infcon/cleaning>.

Internal cleaning audits

The Cleaning Standards can be applied to all Victorian health services and can be used to assist in developing and maintaining internal quality improvement processes. Acute public health services in Victoria are required to perform both internal and external cleaning audits. Internal audits are usually undertaken by a suitable staff member on a regular basis, for example daily or weekly depending on the risk category of the functional area or department undergoing the audit.

Audit scores, for both internal and external audits, are based on a demerit system whereby a health facility, functional areas risk category or functional area begins with 100 points and points are deducted where cleaning requirements, as set out in *The Cleaning Standards*, are not met. A health facility either achieves or does not achieve the acceptable quality level (AQL) of 85.

Internal auditing - changes coming into effect 2010

Acute public health services are currently required to submit scores from one internal and one external cleaning audit per year. The scores of external audits from health services across the state are collated and reported on annually by the Department of Human Services (the department).

A change that will come into effect in 2010 relates to internal auditing. From 2010 health services will no longer be required to report scores for internal audits to the department. However internal auditing processes; including frequency schedules, audits undertaken, outcomes and corrective action taken will be audited and reported on when an external audit is being performed. Decisions about the frequency of internal auditing currently rests with individual health services. However from 2010 the frequency of internal auditing for each risk category must follow those frequencies prescribed in *2009 The Cleaning Standards*.

Another change relates to the Acceptable Quality Level (AQL) for the Very high risk category: category A. Currently the AQL is 85. However from 2010 the AQL for this category will be lifted to 90. The AQLs and required frequency of internal auditing are detailed in the *2009 Cleaning Standards* and are also given in the following figure.

Figure 1: AQLs and prescribed frequencies for internal auditing from 2010

Functional area risk category	Example of a functional area in that category	Required frequency of auditing	AQL
Very high risk (category A)	Intensive care unit	Over a period of 1 month 50% of rooms within a very high risk (category A) functional area should be audited at least once	90
High risk (category B)	General ward	Over a period of 1 month 50% of rooms within a high risk (category B) functional area should be audited at least once	85
Moderate risk (category C)	Rehabilitation area	Over a period of 3 months 50% of rooms within a moderate risk (category C) functional area should be audited at least once	85
Low risk (category D)	Administrative building	Over a period of 12 months all rooms within a low risk (category D) functional area should be audited at least once	85

External cleaning audits

Currently external audits are conducted at least once a year by a person or persons not employed by the health service, i.e. external to the health service. No formal qualification or experience is required. Scores are arrived at using the same process that is applied in internal audits.

External auditing - changes coming into effect 2010

Two changes affecting external auditing relate to the number of external audits required per year and to the qualification of those who undertake external audits. From 2010 health services will be required to submit scores for three (3) external audits per year. In addition all external audits must be performed by a qualified Victorian cleaning standards auditor.

The department developed a *Course in Cleaning Standards Auditing* which has been accredited by the Victorian Registrations and Qualifications authority. Persons who have successfully completed this course will be qualified to conduct external cleaning standards audits in any health service in Victoria. The course will be offered by Registered Training Organisations (RTOs) in each region and in the metropolitan area. The RTOs offering the course are given in Appendix 3. The contact persons listed in Appendix 3 will be able to provide, or direct prospective students to someone who can provide, further information about the course and commencement dates.

Categories used in reporting statewide external cleaning audit scores

Two types of categories have been used in reporting the 2008-2009 external cleaning audit scores: health service categories and risk categories.

Health service categories

For comparative purposes health services, hospitals and multi purpose services (MPS) have been grouped into categories that reflect their size and the complexity of their service provision. This enables those who submitted data for the 2008-2009 external cleaning audit to bench mark their own results against other similar health services. A list of health services and hospitals in each of the health service categories can be found in Appendix 1.

De-identifying data

Data are de-identified for the purposes of public reporting. Individual health facilities within each category are given a coded letter from the alphabet known only to that facility. For example *GRAPH 4: 2008-2009 External Cleaning Audit Results for Metro Category A1 Health Services* (page 8 of this report) shows results for nine health facilities with coded letters A through to I. The number of small rural health services (SRHSs) submitting data exceeded 26 (the available letters of the alphabet) and so double letters, i.e. AA, were added to the coding set. It was necessary to spread the results over two graphs (Graphs 14 and 14b) for this category.

Risk categories

Results are also reported according to three risk categories: Very High, High and Moderate. These categories correspond with three of the four risk categories described in *The Cleaning Standards* and refer to the level of risk an area or department represents. For example an operating theatre falls under the Very High Risk category.

Although cleaning in health facilities is important in all areas or categories, cleaning requirements and frequencies reflect the level of risk associated with each category. For example cleaning requirements and the frequency of cleaning are much higher for an operating theatre than for an office in a hospital administration area. Risk categories are more fully described in *The Cleaning Standards*. A list of all areas or departments in each of the three reportable risk categories can be found in Appendix 2.

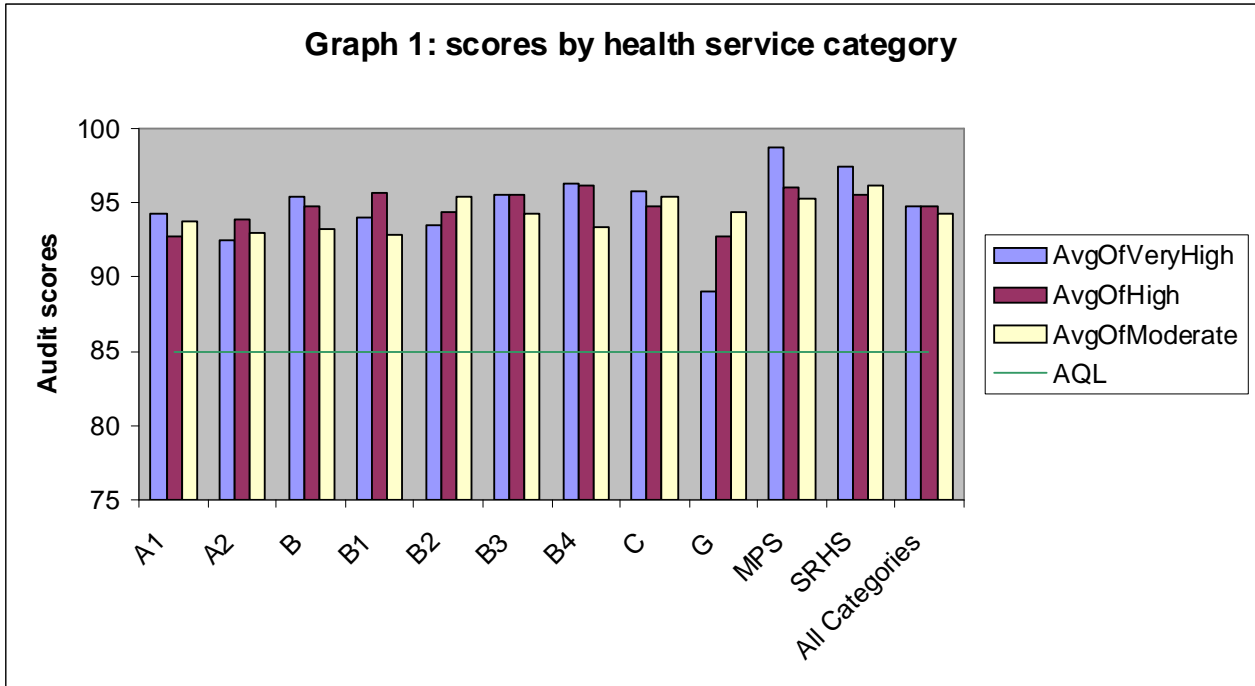
Results of the 2008-2009 external cleaning audits

In April 2009 Victorian public hospitals and health services submitted scores from external cleaning audits conducted during the previous twelve month period. All but one of the reporting facilities achieved the AQL. The facility that did not achieve the AQL has since taken corrective action followed by a re-audit in which the AQL was achieved.

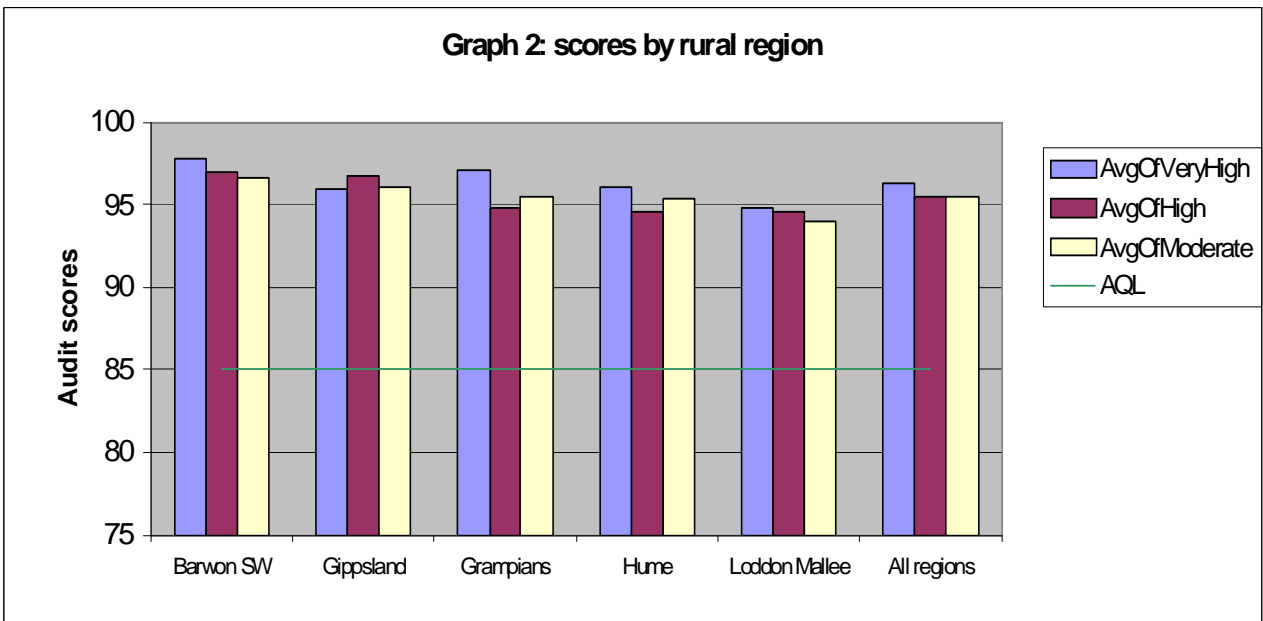
In the following graphs the Very high risk category results are shown in blue, the High risk category results are shown in red and the Moderate risk category results are shown in yellow. Not all health services were required to enter scores for all three risk categories.

Scores for health services across Victoria

Graph 1 groups the submitted scores by health service category. MPS is the abbreviation for multi purpose service and SRHS is the abbreviation for small rural health service.

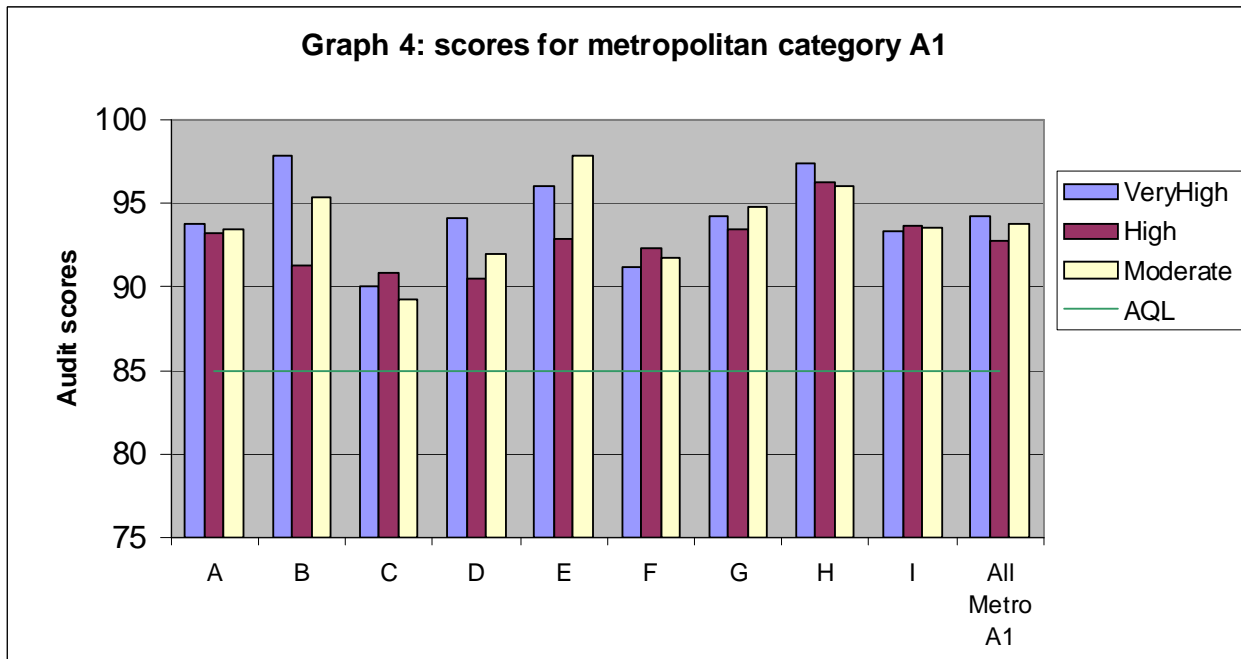
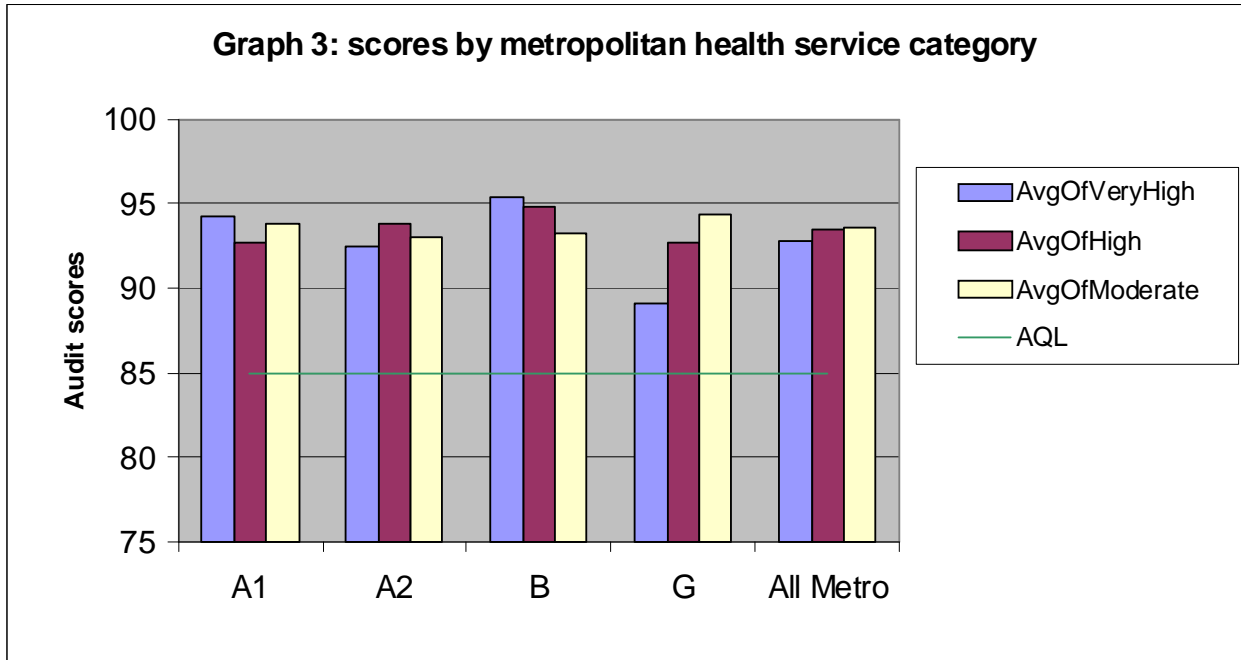


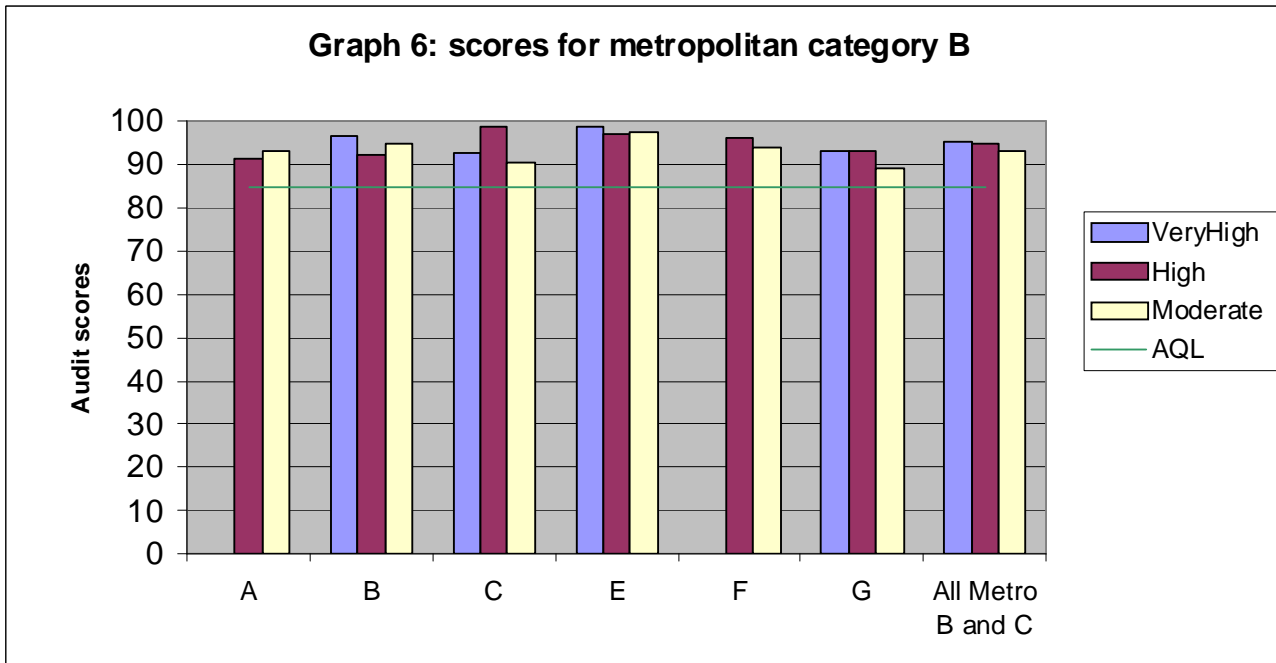
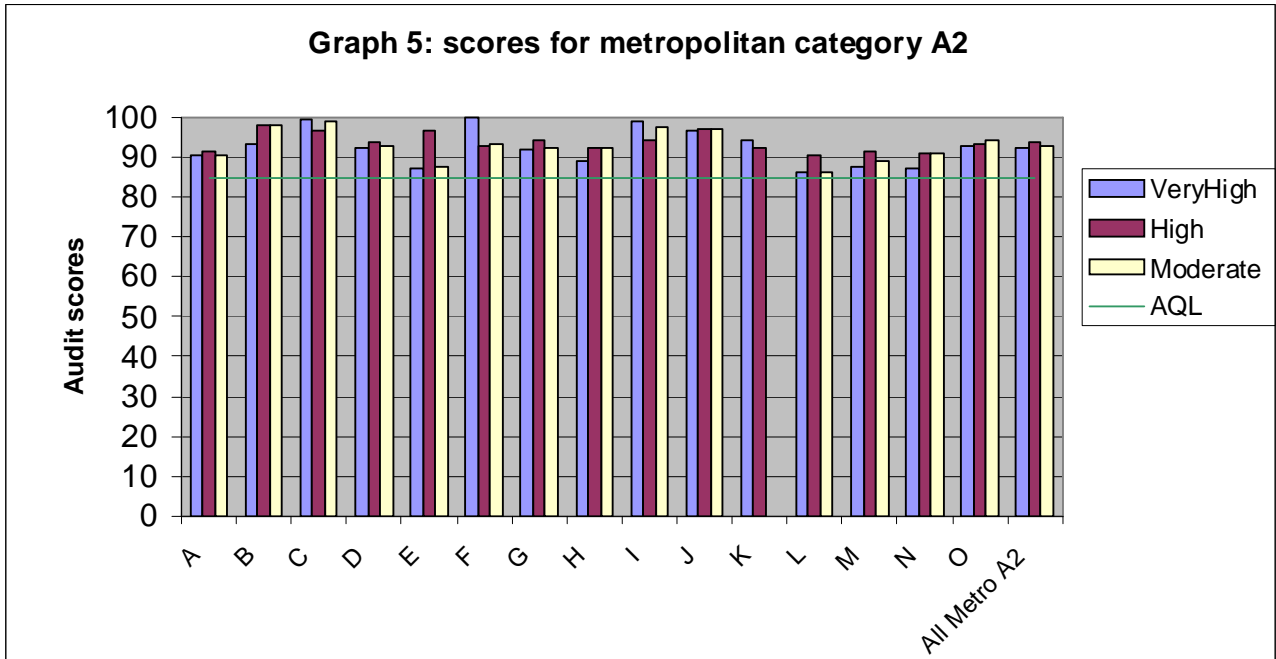
Graph 2 groups the submitted scores by rural regions.



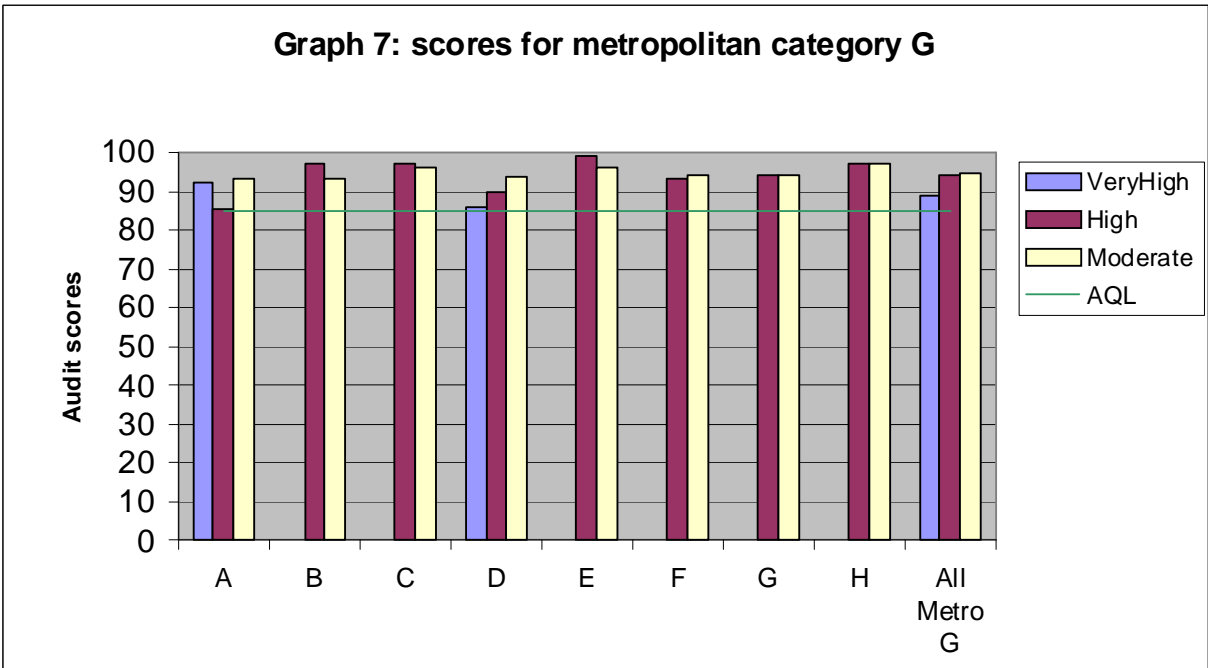
Scores for metropolitan health services

Graphs 3 through to 7 group scores for metropolitan health services.



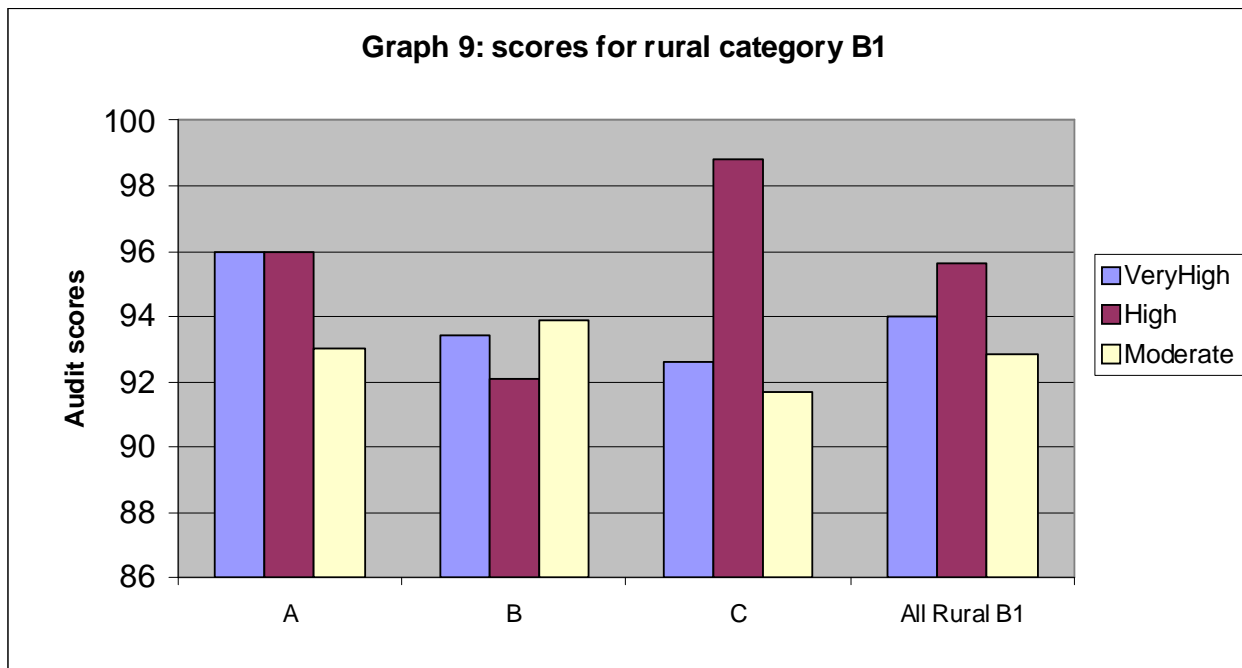
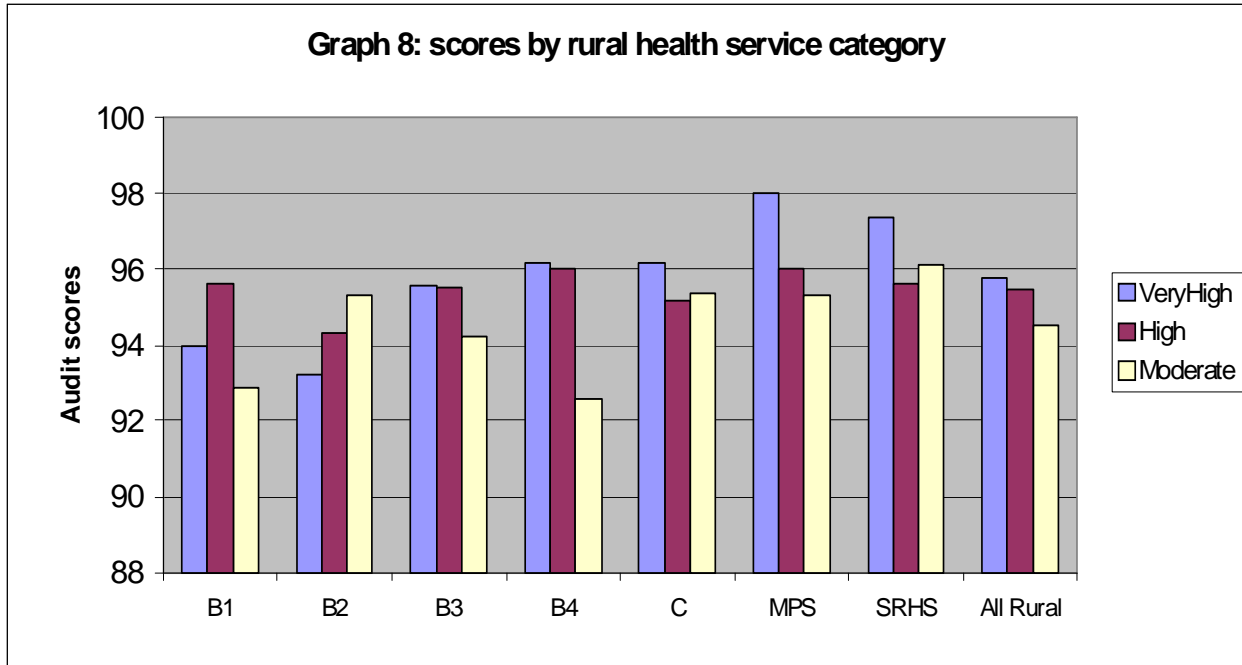


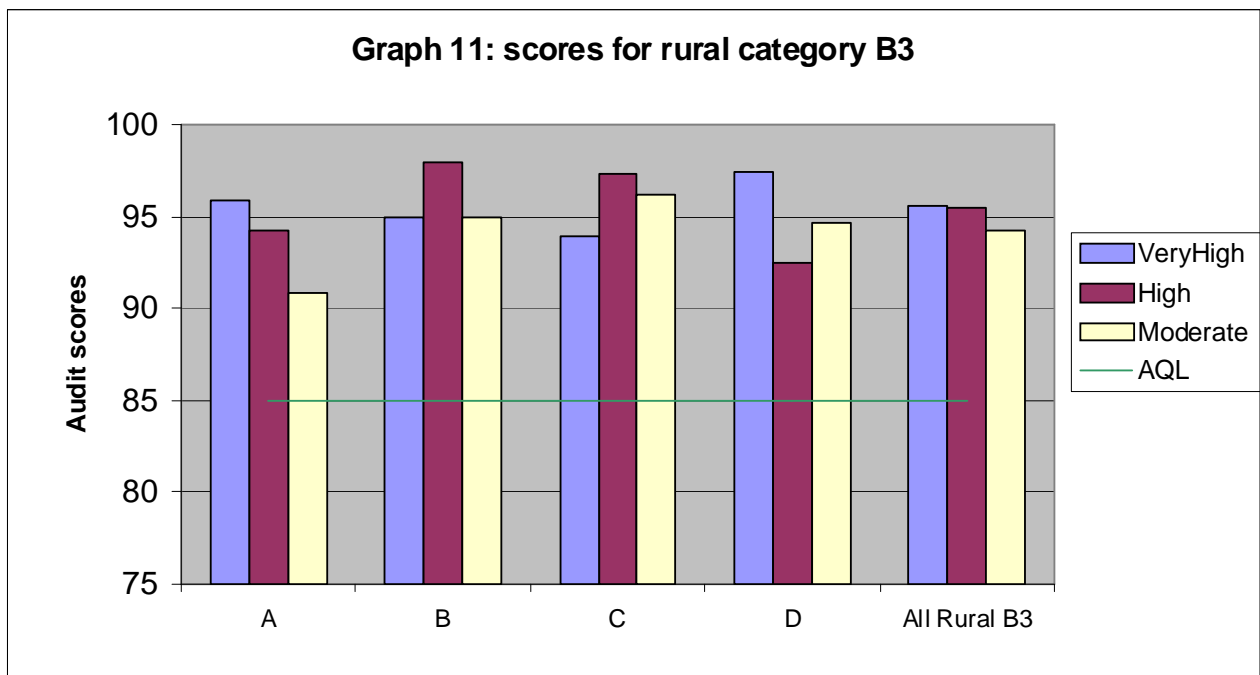
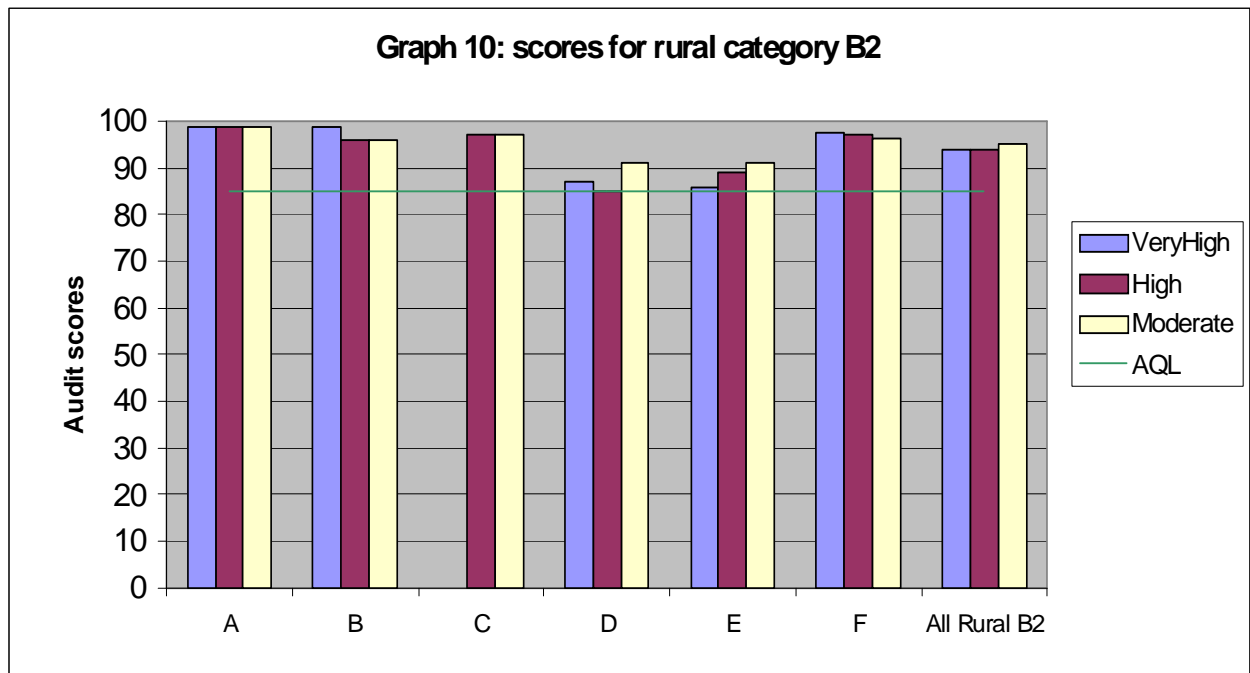
Graph 7: scores for metropolitan category G

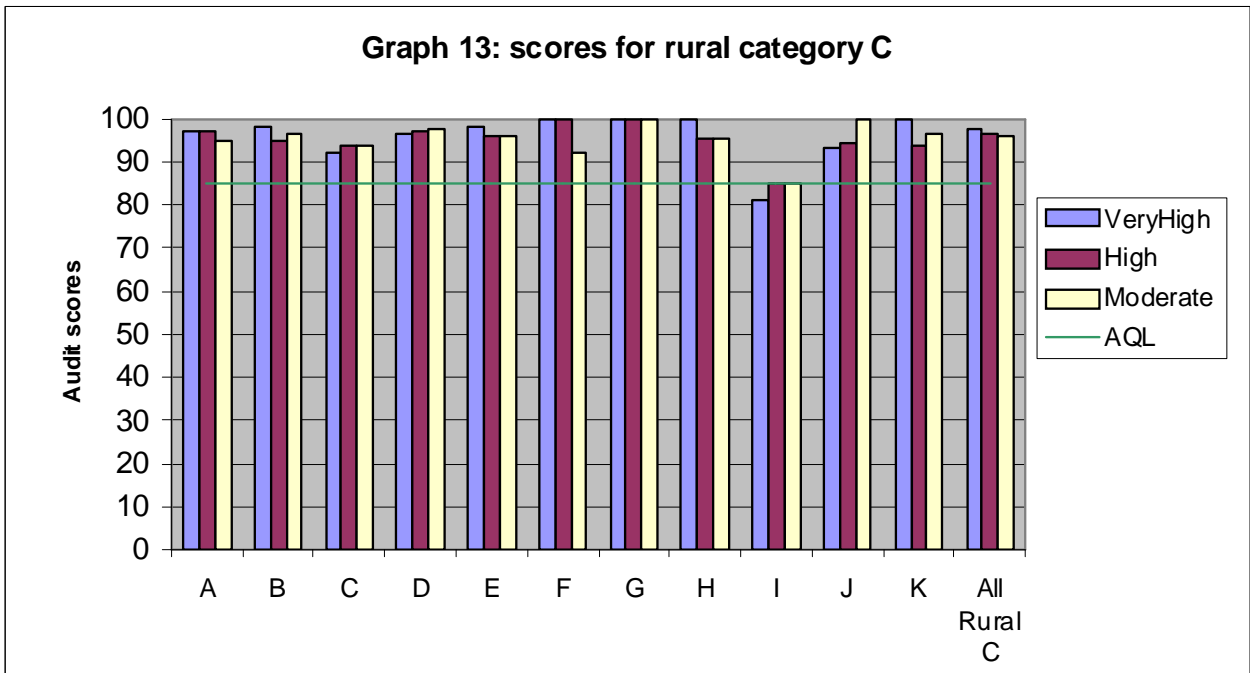
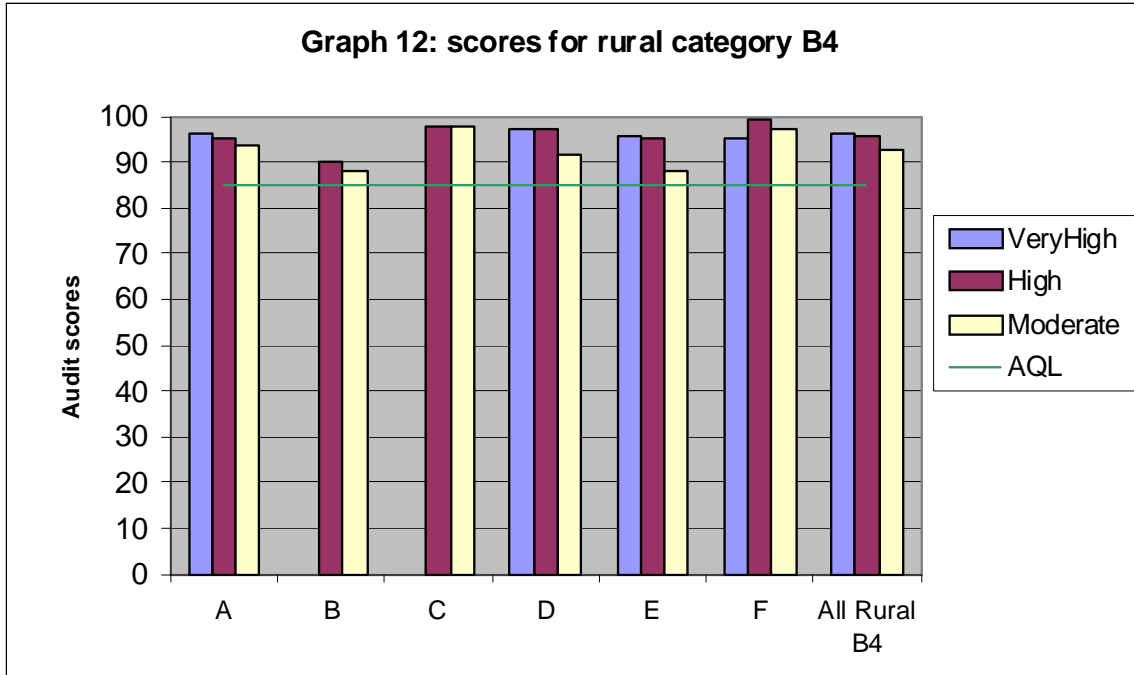


Scores for rural health services

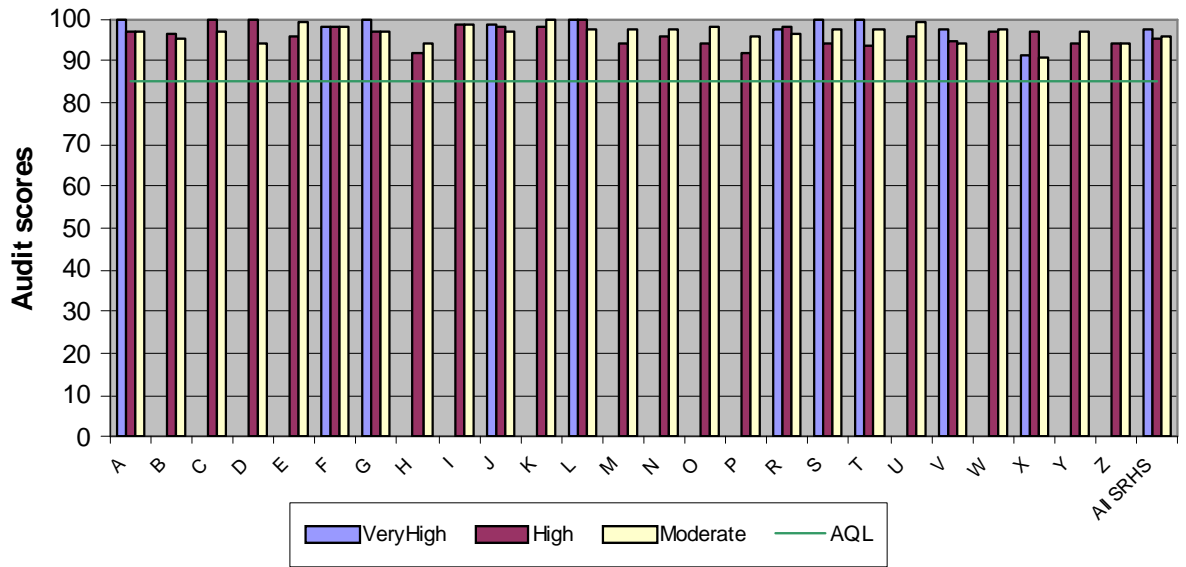
Graph 8 through to Graph 14b show the scores submitted by rural health services.



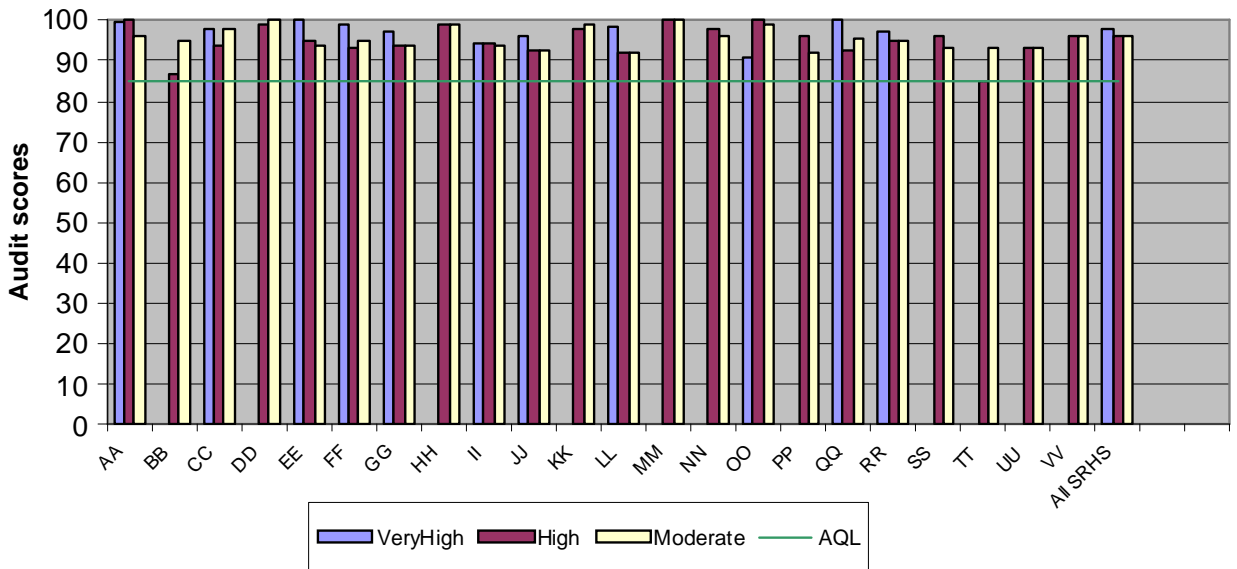


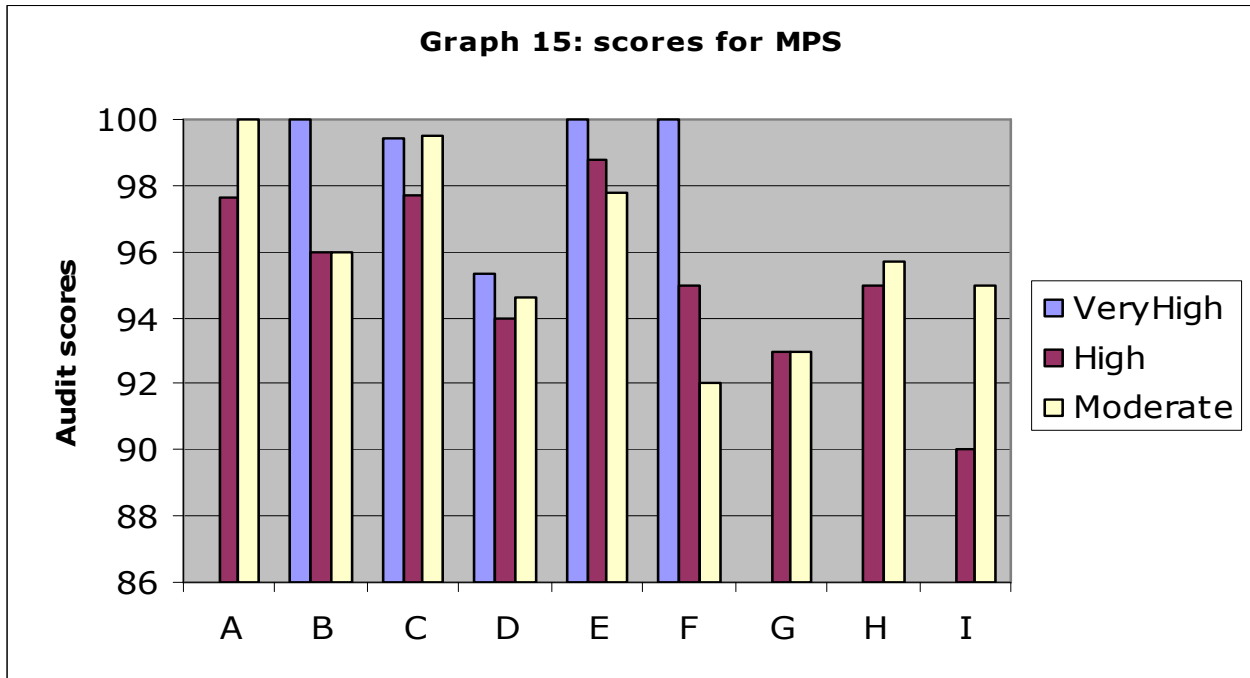


Graph 14: scores for rural category SRHS



Graph 14b: scores for rural category SRHS (cont.)





References

Allegranzi,B, Storr,J, Dziekan,G, Leotsakos,A, Donaldson,L, & Pittet,D (2007) The First Global Patient Safety Challenge "Clean Care is Safer Care": from launch to current progress and achievements. *Journal of Hospital Infection* 65(S2) pp 115-123

The Victorian Government Department of Human Services (2009) *Cleaning standards for Victorian health facilities*. Melbourne. State Government of Victoria.

Appendix 1: Health service categories

Table 1: Metropolitan Health Service Categories

Health Service Category	Health Service	Facility
Metro A1	Austin Health	Austin medical centre
	Austin Health	Austin Repatriation Medical centre
	Bayside Health	The Alfred
	Melbourne Health	The Royal Melbourne hospital
	Royal Children's Hospital	Royal Children's Hospital
	Southern Health	Casey Hospital
	Sothern Health	Monash Medical Centre: Clayton
	Southern Health	Monash Medical Centre: Moorabin
Metro A2	St Vincent's Health	St Vincent's Hospital (Melbourne)
	Eastern Health	Box Hill Hospital
	Mercy Hospital for Women	Mercy Hospital for Women
	Mercy Werribee Hospital	Mercy Werribee Hospital
	Northern Health	The Northern Hospital
	Peninsula Health	Frankston Hospital
	Peninsula Health	Rosebud Hospital
	Peter MacCallum	Peter MacCallum Canter Institute
	Royal Dental Hospital	Royal Dental Hospital
	Royal Victorian Eye & Ear Hospital, The	Royal Victorian Eye & Ear Hospital, The
	Royal Women's Hospital	Royal Women's Hospital
	Southern Health	Cranbourne Integrated Care Centre
	Southern Health	Dandenong Hospital
	Western Health	Sunshine Hospital
Western Health	Western Hospital	
Metro B	Barwon SW	Barwon Health
	Bayside Health	Caulfield general Medical Centre
	Bayside Health	Sandringham & district Memorial Hospital
	Eastern Health	Angliss Hospital
	Eastern health	Healesville & District Hospital
	Eastern health	Maroondah Hospital
	St Vincent's Health	St George's Health Service
Metro G	Western Health	Williamstown Hospital
	Austin Health	Royal Talbot rehabilitation Centre
	Eastern Health	Peter James Centre, The (Burwood)
	Melbourne Health	Royal Park City Campus
	Northern Health	Broadmeadows Health Services
	Northern Health	Bundoora Extended Care Centre
	Peninsula Health	Mount Eliza Rehabilitation, Aged and Palliative Care
	Southern Health	Kingston Centre
St Vincent's Health	Caritas Christi Hospice Ltd	

Table 2a: Rural Health Service Categories

Health Service Category	Health Service Region	Facility or Health Service
Rural B1	Gippsland	Latrobe Regional Hospital
	Grampians	Ballarat Health Service
	Loddon Mallee	Bendigo Health Care Group
Rural B2	Barwon SW	South West Healthcare
	Barwon SW	Barwon South West Healthcare: Camperdown
	Hume	Goulburn Valley Health: Rushworth
	Hume	Northeast Health Wangaratta
	Hume	Wodonga Regional Health Service
	Loddon Mallee	Mildura Base Hospital
Rural B3	Gippsland	Bairnsdale Regional Health Service
	Gippsland	Central Gippsland health Service
	Gippsland	West Gippsland Healthcare Group
	Hume	Goulburn Valley Health: Shepparton
Rural B4	Grampians	Wimmera Health Care Group: Horsham
	Grampians	Wimmera Health Care Group: Dimboola
	Hume	Goulburn Valley Health: Tatura
	Loddon Mallee	Echuca Regional Health
	Loddon Mallee	Swan Hill District Hospital
	Barwon SW	Western District Health Service
Rural C	Barwon SW	Colac Area Health
	Barwon SW	Portland & District Hospital
	Gippsland	Bass Coast Regional Health
	Gippsland	Gippsland Southern Health Service
	Grampians	Djerriwarrh Health Service
	Grampians	East Grampians Health Service
	Grampians	Stawell Regional Health
	Hume	Benalla & District Memorial Hospital
	Loddon Mallee	Kyabram & District Health Service
	Loddon Mallee	Maryborough District Health Service
	Loddon Mallee	Mt Alexander Hospital
	Rural MPS	Barwon SW
Barwon SW		Timboon & District Health Care Service
Gippsland		Orbost Regional Health
Hume		A19Alpine Health: Bright
Hume		Alpine: Mt Beauty
Hume		Alpine Health: Myrtleford
Hume		Upper Murray Health & Community Services
Loddon Mallee		Mallee Track Health & Community Services
Loddon Mallee		Robinvale District Health Services

Table 2b: Small Rural Health Service (SRHS) Category

SRHS: Health Service Region	Facility or Health Service
Barwon SW	Casterton Memorial Hospital
	Coleraine District Health Service
	Hesse Rural Health Service
	Heywood Rural Health
	Lorne Community Hospital
	Moyne Health Service
	Terang & Mortlake Health Service
Gippsland	Kooweerup Regional Health Service
	Omeo District Hospital
	South Gippsland Hospital
	Yarram & District Health Service
Grampians	Beaufort & Skipton Health Service
	Dunmunkle Health Service
	East Wimmera Health Service: Bichip
	East Wimmera Health Service: Charlton
	East Wimmera Health Service: Donald
	East Wimmera Health Service: St Arnaud
	East Wimmera Health Service: Wycheproof
	Edenhope & District Hospital
	Hepburn Health Service: Creswick
	Hepburn Health Service: Daylesford
	Rural Northwest Health: Hopetoun
	Rural Northwest Health: Warracknabeal
	West Wimmera Health Service: Jeparit
	West Wimmera Health Service: Kaniva
	West Wimmera Health Service: Nhill
West Wimmera Health Service: Rainbow	
Hume	Alexandra District Hospital
	Beechworth Health Service
	Cobram District Hospital
	Kilmore & District Hospital
	Mansfield District hospital
	Nathalia District Hospital
	Numurkah District Health Service
	Seymour District Memorial Hospital
	Tallangatta Health Service
	Yarrawonga District Health Service
Yea & District Memorial Hospital	
Loddon Mallee	Boort District Hospital
	Cohuna District Hospital
	Inglewood & District Health Service
	Kerang District Health
	Kyneton District Health Service
	Maldon Hospital
	Manangatang & District Hospital
	McIvor Health & Community Services
Rochester & Elmore District Health Service	

Appendix 2: Risk categories

Table 2: Functional area risk categories

Very High	High	Moderate
Operating theatres Invasive procedure area Intensive care unit Level 2 & level 3 nursery Special needs patient or area Central sterile supply unit	Sterile stock storage Emergency department Pharmacy clean area General wards: This includes Level 1 nursery and CCU, oncology and dialysis units, delivery and birthing suites, and non invasive treatment and procedure rooms	Day activity area Rehabilitation area Residential accommodation Pathology General pharmacy Kitchenette/pantry Laboratories Mortuary Medical imaging: non invasive Outpatient clinic Cleaning equipment room Waiting room Cafeteria Public area

Appendix 3: Registered training organisations (RTOs)

Table 3: RTOs offering the Course in Cleaning Standards Auditing

Region	RTO	Contact
Melbourne Metro	Mayfield Education Centre 2-10 Camberwell Rd Hawthorn East VIC 3123 www.mayfield.edu.au	Sue Cornish (03) 9811 9012 scornish@mayfield.edu.au Trish Gerristen (03) 9811 9021 tgerristen@mayfield.edu.au
Hume	Goulburn Oven TAFE Health & Community Services Fryers Street Shepparton VIC 3630 www.gotafe.vic.edu.au	Helen Ryan or Maria Ewart (03) 5833 2920 hryan@gotafe.vic.edu.au mewart@gotafe.vic.edu.au
Grampians	University of Ballarat Hospitality and Tourism S.M.B Campus P.O Box 668 Ballarat VIC 3353 www.ballarat.edu.au	Jo Reid (03) 5327 8480 j.reid@ballarat.edu.au
Barwon	Gordon TAFE Private Bag 1 Geelong Mail centre VIC 3221 www.gordontafe.edu.au	Cameron Quinten (03) 5225 0650 0407 346 747 cquinten@gordontafe.edu.au
Gippsland	Gippsland TAFE PO Box 3279 GMC VIC 3841 www.gippstafe.vic.edu.au	Kath Medew (03) 5120 4549 kathm@gippstafe.vic.edu.au
Loddon Mallee	Bendigo Regional TAFE PO Box 170 Bendigo Mail Centre VIC 3552 www.britafe.vic.edu.au	Kaye Lont (03) 5434 1627 klont@britafe.vic.edu.au