



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

## 28. Housekeeping Service

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

**1. NAME OF HOSPITAL/CLINIC/FACILITY:** \_\_\_\_\_

**2. BASELINE/INTERNAL SURVEY INFORMATION:**

Title and name of person who completed this document: \_\_\_\_\_

Post and position held: \_\_\_\_\_

Date of survey: \_\_\_\_\_

**3. EXTERNAL SURVEY INFORMATION:**

Name of external surveyor: \_\_\_\_\_

Date of external survey: \_\_\_\_\_

**GUIDE TO COMPLETION OF FORM**

**N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.**

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

<b><u>Documents Checked</u></b>
Surveyor: .....
Surveyor: .....



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## 28. Housekeeping Service

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## 28. Housekeeping Service

### 28.1 Management of the Service

#### 28.1.1 Standard

*The housekeeping service is managed to ensure the provision of a safe and effective service.*

**Standard Intent:** Departmental and service managers are primarily responsible for ensuring that the mission of the organisation is met through the provision of management and leadership at departmental level. Good departmental or service performances require clear leadership from a suitably qualified individual. The responsibilities of each staff member in the department are defined in writing; each one signs their own document to show that they are in agreement with their job description/performance agreement. Documents prepared by each department define its goals and identify both current and planned services. Lines of communication within each department are documented to ensure clear accountability.

Departmental policies and procedures are essential. They give the personnel the guidance they require to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders.

	Criterion	Comments
		Recommendations
<b>Criterion 28.1.1.1</b> Critical: .. Catg: Basic Management + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	A designated individual is responsible for the housekeeping service.	
<b>Criterion 28.1.1.2</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The housekeeping service manager ensures that policies and procedures are available to guide the staff and that they are implemented.	
<b>Criterion 28.1.1.3</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The manager plans and implements an effective organisational structure to support his/her responsibilities and authority.	



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<b>Criterion 28.1.1.4</b>	The responsibilities of the unit manager are defined in writing.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		

## 28.2 Facilities and Equipment

### 28.2.1 Standard

*Facilities and equipment are adequate to provide a safe and effective cleaning service.*

**Standard Intent:** Departmental managers need to work closely with organisational managers to ensure that facilities and equipment are adequate. Departmental managers keep organisational managers informed of inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

	Criterion	Comments
		Recommendations
<b>Criterion 28.2.1.1</b>	Secure storage areas and well-maintained equipment are available to the housekeeping personnel.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 28.2.1.2</b>	Chemicals for cleaning are safely stored, out of the reach of patients, children and visitors.	
Critical: 0		
Catg: Basic Process + Pat & Staff Safety		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		



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<b>Criterion 28.2.1.3</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	There is adequate storage place for brooms and mops.	
<b>Criterion 28.2.1.4</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Mops and brooms are cleaned and dried before being stored.	
<b>Criterion 28.2.1.5</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Cleaning cupboards are adequately ventilated.	
<b>Criterion 28.2.1.6</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Soiled linen is placed in bags designated for that purpose.	
<b>Criterion 28.2.1.7</b> Critical: '' Catg: Basic Process + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Soiled linen is stored in a secure facility.	



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### 28.3 Policies and Procedures

#### 28.3.1 Standard

*Policies and procedures guide the management of the department.*

**Standard Intent:** As indicated in 28.1.1, departmental policies and procedures are essential. They give the personnel the guidance they require to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders.

It is particularly important that the policies or procedures indicate:

- how planning will occur
- the documentation required
- special considerations
- monitoring requirements
- special qualifications or staff skills.

Policies and procedures should address, at least:

- a) the supervision of cleaning personnel
- b) the mixing/dilution and use of chemicals for cleaning
- c) the safe storage of cleaning materials
- d) hygienic storage of mops and brooms
- e) appropriate cleaning methods and materials for various surfaces
- f) handling of used and infected linen
- g) cleaning at times that is least disturbing to the patient care services.

	Criterion	Comments
		Recommendations
<b>Criterion 28.3.1.1</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The departmental manager ensures that policies and procedures, which address at least items a) to g) in the intent above, are available to guide the department.	
<b>Criterion 28.3.1.2</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Policies and procedures are signed by persons authorised to do so.	



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<b>Criterion 28.3.1.3</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Policies and procedures are compiled into a comprehensive manual which is indexed and easily accessible to all personnel.	
<b>Criterion 28.3.1.4</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Each policy and procedure is reviewed.	

### 28.4 Waste Disposal

#### 28.4.1 Standard

*The housekeeping personnel work with the infection control committee to ensure safe waste disposal.*

**Standard Intent:** Housekeepers play an important role in the removal of clinical waste from departments. Protocols need to be developed to guide housekeepers in ensuring their own safety, the safety of others and the safety of the environment when implementing the waste removal systems.

	Criterion	Comments
		Recommendations
<b>Criterion 28.4.1.1</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Waste is segregated in accordance with documented controls.	
<b>Criterion 28.4.1.2</b> Critical: 0 Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Housekeeping personnel use colour-coded charts (or other suitable coding) to identify the colour of bag and type of container appropriate to the type of waste generated.	



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<p><b>Criterion 28.4.1.3</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Waste is protected from theft, vandalism or scavenging by animals.</p>	
<p><b>Criterion 28.4.1.4</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Waste is collected at appropriate times, so that hazards are not caused.</p>	





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### 28.5 Quality Improvement

#### 28.5.1 Standard

*A formalised proactive quality improvement approach is maintained in the housekeeping service.*

**Standard Intent:** This refers to the implementation of organisational quality improvement processes (Service Element 8).

It is the responsibility of management of the organisation to ensure that standards are set throughout the organisation. Within each department or service, it is the responsibility of managers to ensure that standards are set for the particular department. This requires coordination with the organisation's central/management/coordinating quality management structures or systems. Departmental managers use available data and information to identify priority areas for quality monitoring and improvement.

Quality monitoring could include:

- the use of cleaning chemicals
- the cleanliness of cleaning equipment
- infection control measures
- waste management
- the cleanliness of ablution facilities
- complaints about cleanliness.

The following will be evaluated:

- problems identified in this service for which quality improvement activities were initiated
- the processes put in place to resolve the problems
- the identification of indicators to measure improvement
- the tool(s) used to evaluate these indicators
- the monitoring of these indicators and corrective steps taken when goals were not achieved
- graphed and/or tabled results, as appropriate

	Criterion	Comments
		Recommendations
<b>Criterion 28.5.1.1</b> Critical: '' Catg: Evaluation + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are formalised quality improvement processes for the service that have been developed and agreed upon by the personnel of the service.	
<b>Criterion 28.5.1.2</b> Critical: '' Catg: Evaluation + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Indicators of performance are identified to evaluate the quality of the service.	



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<b>Criterion 28.5.1.3</b>	The quality improvement cycle includes the monitoring and evaluation of the standards set and the remedial action implemented.	
Critical: ..		
Catg: Evaluation + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		

### 28.6 Patient Rights

#### 28.6.1 Standard

*The department/service implements processes that support patient and family rights during care.*

**Standard Intent:** This refers to the implementation of organisational policies on patient and family rights (Service Element 5).

Compliance will be verified during the observation of patient care processes and patient interviews.

	Criterion	Comments
		Recommendations
<b>Criterion 28.6.1.1</b>	There are processes that support patient and family rights related to a safe and clean environment.	
Critical: ..		
Catg: Basic Process + Patient Care		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 28.6.1.2</b>	The personnel respect the rights of patients and families related to protection from exposure to infection.	
Critical: ..		
Catg: Basic Process + Patient Care		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		



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### 28.7 Prevention and Control of Infection

#### 28.7.1 Standard

*The department/service implements infection prevention and control processes.*

**Standard Intent:** This refers to the implementation of organisational processes for infection prevention and control (Service Element 9).

	Criterion	Comments
		Recommendations
<b>Criterion 28.7.1.1</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The department identifies the procedures and processes associated with the risk of infection and implements strategies to reduce risk.	
<b>Criterion 28.7.1.2</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of infection related to the cleaning and storage of cleaning equipment.	
<b>Criterion 28.7.1.3</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of infection related to the correct dilution of cleaning chemicals.	
<b>Criterion 28.7.1.4</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of infection related to implementing the colour-coded identification of mops for different areas.	



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<b>Criterion 28.7.1.5</b>	Infection control processes include effective hand washing procedures.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
<b>Compliance</b>		
<b>NA    NC    PC    C</b>		
Default Severity for NC or PC = 4 Very Serious		

### 28.8 Risk Management

#### 28.8.1 Standard

*The department/service implements risk management processes.*

**Standard Intent:** This refers to the implementation of organisational risk management processes (Service Element 7).

	Criterion	Comments
		Recommendations
<b>Criterion 28.8.1.1</b> Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	The department conducts on-going monitoring of risks through documented assessments as part of organisational risk management processes.	
<b>Criterion 28.8.1.2</b> Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	A system for monitoring incidents/near misses/sentinel/adverse events is available and includes the documentation of interventions and responses to recorded incidents.	
<b>Criterion 28.8.1.3</b> Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Security measures are in place and implemented to ensure safety of staff, patients and visitors.	



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<p><b>Criterion 28.8.1.4</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>Fire safety measures are implemented.</p>	
<p><b>Criterion 28.8.1.5</b></p> <p>Critical: ..</p> <p>Catg: Basic Process + Pat &amp; Staff Safety</p> <p style="text-align: center;"><b>Compliance</b></p> <p style="text-align: center;">NA    NC    PC    C</p> <p>Default Severity for NC or PC = 4 Very Serious</p>	<p>The organisation's policy on handling, storing and disposing of waste is implemented.</p>	