

Foundations for Success in Environmental Services Management

CHESP Contact Hours: 12

Duration: 10 Weeks

Materials:

- x Reading material included electronically with the purchase of the course
- x Computer and Internet access
- x Basic computer skills

Course Description:

This tenweek course explores the range of foundational management practices in environmental services. The program is packed with essential content covering topics such as environmental sanitation, infection control and prevention, staffing requirements and methodology, productivity indicators, effective communication and reporting, customer service excellence and process improvement.

Course Objectives:

The objective of this course is to facilitate an adult learning and collaborative environment in which healthcare environmental services supervisors and managers expand their knowledge and prepare for the many challenges facing the supervisory or managerial position.

Learning Objectives:

At the end of this course, attendees will be able to:

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- x Improve customer service standards based on HCAHPS measures and case studies.
- x Develop a strategic capital plan, and effectively budget and evaluate department financials.
- x Construct and implement effective quality improvement measures and continuous process improvement models.

Course Requirements:

- x There are weekly assignments. Those assignments must be met to successfully complete and pass the course. If a student does not comply with all of the minimum requirements and due dates, credits will not be allocated to that individual and a certificate of completion will not be issued.
- x Required reading must be completed in order to facilitate meaningful participation and contribute to weekly assignments and discussions.
- x A minimum of two discussion questions must be answered each week. These questions must be completed in a thorough and well-prepared manner, with responses completed in a minimum of two paragraphs.

WEEK 1: Introduction

“Success is simple. Do what is right, the right way, at the right time.” - *Arnold H. Glasow*

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- “Breaking the Chain: Eight Strategies for Reducing Risk of Hospital-acquired Infection”
- x Post an introduction to the Discussion Forum Week 1. Introduce yourself and share your background name, title, facility, years of experience, and personal goals for enrolling in this course.

Suggested actions (Not required):

- x Post: Get Acquainted Activity: “I have done something that you have not done”. – Post in the Discussion Forum Take some time to get to know your peers and instructor. Please introduce yourselves post something that you have done that you think nobody in the class has done Then review and comment on your peers’ postings.

Due Date: End of Week 1 (Sunday)

WEEK 2: Environmental Sanitation and Sustainability

“Success is doing ordinary things extraordinarily well.” – Jim Rohn

Environmental sanitation includes a comprehensive understanding of the cleaning and disinfecting processes and application. Central to this understanding is knowledge of the importance of first cleaning environmental surfaces, and then ensuring that they are properly disinfected. Knowledge and understanding of the levels of disinfectant and their purposes, including why, when and how they are used are essential. Of course understanding hand hygiene, and its essential role in infection prevention is critical as well.

Success in environmental services management involves the practical knowledge and application of procedures to monitor and manage the facility’s supplies and equipment. Managerial oversight includes ordering, stocking and dispensing of supplies, and maintaining, or caring for, certain pieces of equipment.

Finally, this week’s lesson introduces the evolving concepts of “greening and sustainability.” This week you will begin to consider what your role is, or should be, in the sustainability efforts of the facility.

Learning Objectives:

- x Know stockroom policies and procedures
- x Compare and contrast cleaning activities with disinfecting activities, and apply appropriate processes to remove dirt, soil or debris versus microorganisms and contaminants
- x Identify and discuss specific surface contaminants; select the most efficacious decontamination strategies
- x Differentiate between the levels and applications of disinfectants and irritants
- x Explore the concepts of “greening” and sustainability as they relate to health care facilities and to environmental services specifically

Requirements:(Listed as "Activities")

- x Read the following material:
 - o "Efficient Hospital Housekeeping" (Chapter 5)
 - o Review the Group Project – "Environmental Monitoring" and determine the role of each team member
 - o "Environmental Monitoring Tool"
 - o "Practical Application of Disinfectants" (Chapters 2 & 7)
 - o CDC: "Guideline for Hand Hygiene in Healthcare Settings" – 'Recommendations of the Healthcare Infection Control Practices Advisory Committee and the HICPAC/SHEA/APIC/IDSA Hand Hygiene Task Force' (Pages 3-6, 21-24)
 - o "Cleaning and Disinfection" (pages 4 & 15)
 - o Deloitte – "Greening and Sustainability in Healthcare and Life Sciences" (Pages 3-4, 8-13)
 - o AHE - "Position on Green Cleaning and Healthcare Sustainability"
- x Watch YouTube video: "Wash 'Em - Hand Hygiene music video" Jefferson Hospital
- x Review the group project on environmental monitoring and your contact team members. Decide who will be responsible for preparing the PowerPoint slide deck. The project is due Sunday at the end of Week 5.
- x Answer two discussion questions. The questions must be completed in a thorough and well thought out manner. Each requires at least a couple of paragraphs to formulate a proper response.

By the Due Date: Read a selection of your peer's Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond. (10 points)

- x Provide feedback
- x Propose an alternative viewpoint
- x Ask a question

Requirements:

- x Read the following material:
 - o "Environmental Services Innovative Program" (Chapter 2)
 - o "Efficient Hospital Housekeeping" (Chapter 4)
 - o "Staffing the Department" (Chapters 2, 3, 4, 5) 8
- x Watch YouTube Video Presentation "EVS: Team Players Who Thrive in their Work"
- x Post Answer two discussion questions. These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response. Submit your answers in Wee2(,1a]TD0™ – fR€-%? Z =VÖMpT

work is equitably distributed? And what about relief coverage? What is the best scheduling methodology?

In this week's studies, you are sure to discover that having a solid understanding of staffing models, approaches and techniques to help inform and guide your staffing decisions is critical to your success as an environmental services leader.

Due Date: End of Week 5 (Sunday)

WEEK 6: Budgeting and Reporting

"While most are dreaming of success, winners wake up and work hard to achieve it." ~ unknown

Not all of us enter into a career in Environmental Services. Thinking about budgeting and reporting. However, if you have aspirations to become a leader in EVS, one could argue that from day one these are the things you should be focused on. Without an approved budget and money to fund that budget, your success in Environmental Services Management is going to be limited at best. As we progress into this week's lesson on Budgeting and Reporting, we are going to provide an overview of what every EVS Manager needs to know about these essential topics.

The relationship between budgeting and reporting is a close one. Without suitable reporting measures you will have a hard time justifying your budget request to top management, especially if you are asking for an increase in your budget. Without proper budgeting techniques you will have a difficult time supporting the desired cleaning frequencies and other services that your facility requires.

In this lesson we will look at how to develop a budget, key reporting and financial metrics, and how to make sure you're prepared to present and defend your budget request to those with the power to approve it. Budgeting and reporting are detailed subjects that can consume years of study by professionals in any industry. The objective of this lesson is to provide EVS managers and potential managers with essential introductory information on these topics to set up a Foundation for Success in Environmental Services Management.

This Week's Learning Objectives:

- x Explore key budgeting and reporting terms and concepts
- x Identify the factors that influence an EVS budget
- x Distinguish between types of costs and expenses (i.e. fixed/variable; capital/expendable)
- x Evaluate strategies for presenting a budget for success
- x Confidently calculate the essential EVS financial monitors and scorecard monitors

Requirements (Listed as "Activities")

- x Read the following material:
 - o "Efficient Hospital Housekeeping Communications and Reports" (Chapters 9)
 - o CHESP Review Guide Financial Stewardship Section 6
 - o "Anatomy of a Housekeeping Budget"
 - o "Money well spent: A six-step approach to effective capital budgeting"

x Post: Answer two discussion questions.

WEEK 10: Conclusion

Requirements:

- x Submitthe course evaluation(Complete an online survey)

Course will be open an extra week for your review of the material, comments, and ~~contact~~ with peers. Be sure to print or download any materials you believe will help you in the future.

Last Day: End of Week 10 (Sunday)