

Maintenance Process Tool

Maintenance Process Tool Instructions

Suggested Lead: Maintenance and Facilities (Housekeeping) Manager
Suggested Support: Unit Managers and Infection Prevention and Control
Approximate Completion Time: 1 to 3 hours

Objectives

- To assess and improve the current processes for replenishing hand hygiene product supplies and for cleaning hand hygiene products.
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How to use this tool

1. Complete the **Maintenance Process Checklist**. A total of 15 recommendations are included in this checklist.
 2. Meet to discuss the recommendations that were not met and plan next steps. You may wish to use the **Empty Flag Guide** to plan your next steps.
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Before you start

You will need:

- Any documented processes, procedures, or policies related to hand hygiene product replenishing and cleaning that may already in place at your facility.
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Recommendation categories

Important-to-Have recommendations are based on:

- Nationally legislated requirements (Note: These recommendations will be indicated); and/or
- Best practice (the minimum standard based on current recommendations in the medical literature); and/or
- Human factors principles.

Nice-to-Have recommendations are based on:

- Advisory or optional recommendations.
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Human Factors Principles

The following human factors principles were applied to generate the recommendations contained in the Maintenance Process Checklist: (See ***What is a User-Friendly Hand Hygiene Environment?*** for a full explanation of these principles)

Visibility <V>

Efficiency <E>

Accessibility <A>

Flexibility <F>

Consistency <C>

Error Prevention <EP>

Maintenance Process Checklist

Maintenance Process Checklist

Part 1: Replenishing Process

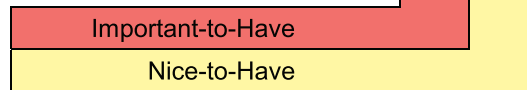
This part applies to replenishing of the following hand hygiene products: Alcohol-Based Hand Rub (ABHR), soap, lotion, gloves, and paper towels.

Recommendation	Met	Not Met	Rationale / Notes
1. The replenishing process does not include 'topping up' of ABHR bottles and/or containers, glove boxes as well as paper towel sheets. ¹	<input type="checkbox"/>	<input type="checkbox"/>	To avoid contamination of ABHR refills, glove boxes, and paper towel sheets. ¹ <EP>
2. The replenishing process clearly identifies who is responsible for replenishing supplies during day shifts (and during night shifts wherever units are open 24 hours per day).	<input type="checkbox"/>	<input type="checkbox"/>	To mitigate confusion about who is responsible for replenishing supplies. TIP: Consider doubling-up on responsibilities to increase efficiency. For example, if housekeepers are responsible for replenishing soap, and if soap and ABHRs are stored in the same place, perhaps housekeepers should also be responsible for replenishing ABHR.
3. The replenishing process includes a regularly-scheduled check on supply level.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure supply levels are monitored. <C> NOTE: The following physical features of hand hygiene products can make supply levels more visible: (1) translucent dispenser covers, (2) dispensers with large windows, (3) glove box holders with dividers so that an empty place is maintained for the missing box size, and (4) placement of an 'Empty Flag' on the product to make empty products more obvious.
4. The replenishing process details what staff members should do if they encounter an empty dispenser.	<input type="checkbox"/>	<input type="checkbox"/>	To streamline actions once supplies have emptied. <C>
5. The replenishing process includes placing extra ABHR bottles next to bottle holders.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure quick replenishment of empty ABHR bottles.
6. The replenishing process (duties, procedures) is agreed upon by the Process Lead and the details are written down and disseminated to the Committee as well as all unit staff.	<input type="checkbox"/>	<input type="checkbox"/>	To eliminate any confusion around process details. <C> , <EP>
<div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="border: 1px solid black; background-color: #f08080; padding: 5px; width: 150px;">Important-to-Have</div> <div style="border: 1px solid black; background-color: #ffff00; padding: 5px; width: 150px;">Nice-to-Have</div> </div>			

Part 2: Cleaning Process

This part applies to cleaning of dispensers and holders for Alcohol-Based Hand Rub (ABHR), soap, lotion, gloves, and paper towels, as well as to sinks.

Recommendation	Met	Not Met	Rationale / Notes
7. The cleaning process clearly identifies who is responsible for cleaning hand hygiene products during day shifts (and during night shifts wherever units are open 24 hours per day).	<input type="checkbox"/>	<input type="checkbox"/>	To mitigate confusion about who is responsible for cleaning hand hygiene products.
8. The cleaning process includes a regularly-scheduled clean of hand hygiene products.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure hand hygiene products are cleaned routinely. <C>
9. The cleaning process includes 'wipe-downs' or wiping of: <ul style="list-style-type: none"> ▪ surfaces that are frequently touched on the dispensers, holders, and sinks. ▪ the nozzle where the ABHR exits the dispenser or pump. 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	To ensure that frequently touched surfaces on dispensers, holders, and sinks are cleaned thoroughly and to avoid ABHR build-up which can cause squirting of the ABHR in multiple directions. <EP>
10. The cleaning process includes regular-scheduled wiping of surfaces (e.g. walls, countertops) below ABHRs, soaps, and lotions.	<input type="checkbox"/>	<input type="checkbox"/>	To eliminate the sense of uncleanliness due to drips and wet spots that can deter staff, patients, and visitors from using the products. <V> TIP: Drips on glass surfaces are more apparent than drips on walls and thus should be cleaned more regularly.
11. The cleaning process (duties, procedures) is agreed upon by the Process Lead and the details are written down and disseminated to the Committee and Maintenance and Facilities (Housekeeping) staff.	<input type="checkbox"/>	<input type="checkbox"/>	To eliminate any confusion around process details. <C>, <EP>



Part 3: Maintenance Process

This part applies to the maintenance of electrical hand hygiene products including sensor-operated faucets, ABHR, lotion, soap, and paper towels dispensers, and hand driers

Recommendation	Met	Not Met	Rationale / Notes
12. The maintenance process clearly identifies who is responsible for maintaining hand hygiene products.	<input type="checkbox"/>	<input type="checkbox"/>	To mitigate confusion about who is responsible for maintaining hand hygiene products.
13. The maintenance process includes regularly-scheduled testing of hand hygiene products.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure hand hygiene products are maintained routinely. <C>
14. The maintenance process includes: <ul style="list-style-type: none"> ▪ battery replacement in dispensers. ▪ filter replacement in hand dryers. ▪ a contingency plan for electrical products during power failures. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To ensure that electrical hand hygiene products are always in working condition. <EP>
15. The maintenance process (duties, procedures) is agreed upon by the Process Lead and the details are written down and disseminated to the Committee and Maintenance and Facilities (Housekeeping) staff.	<input type="checkbox"/>	<input type="checkbox"/>	To eliminate any confusion around process details. <C>, <EP>



Completed By: _____

Date: _____

Empty Flag Guide

Despite regularly-scheduled supply replenishing, dispensers that are empty can continue to appear, making hand hygiene challenging to practice. “Empty flags” (Figure 1) are brightly-coloured labels that can be affixed to dispensers to help mitigate this problem. With “empty flags”, any individual who approaches a dispenser and finds it to be empty, can raise the flag so that the individual responsible for the refilling process can more readily see the dispenser and refill it promptly. Further, if the individual responsible for refilling dispensers carries a pager, the flag could also display his or her pager number, so that he or she could be contacted to refill the dispenser as soon as possible.



Figure 1 – Example of an Empty Flag

In order to engage staff, it is essential that staff be made aware of the introduction of “empty flags”. Specifically, staff should know that:

- All staff are responsible for raising a flag if they encounter an empty dispenser,
- All staff are responsible for paging the individual(s) responsible for refilling, if the flag includes a pager number, and
- The individual(s) responsible for refilling will refill the supply within a given timeframe.

With respect to the design of the “empty flag” itself, it should:

- Be visible from all angles,
- Be a bright colour such as red, orange, or yellow,
- Display the word, “Empty”, and
- Display a telephone or pager number for the individual(s) responsible for replenishing dispensers.

References

1. *Best Practices for Hand Hygiene in All Health Care Settings*. Provincial Infectious Diseases Advisory Committee (PIDAC). Ontario Ministry of Health and Long-Term Care. May 2008. Revised January 2009.