

ServiceMaster® Commercial for enhancing infection risk

ServiceMaster Commercial is a leading provider of commercial cleaning services.

ServiceMaster Commercial offers a variety of services to help you enhance preventive protocols.

ServiceMaster Commercial's commercial cleaning services include:

- Commercial cleaning services for offices, schools, and other commercial buildings.
- Carpet cleaning services for commercial buildings.
- Janitorial services for commercial buildings.
- Pest control services for commercial buildings.
- Fire and water damage restoration services for commercial buildings.

ServiceMaster Commercial's Hand Hygiene:

1. Hand hygiene is essential

Hand hygiene is essential for preventing the spread of germs. It is one of the most effective ways to reduce the risk of infection. Hand hygiene should be performed frequently, especially before and after touching surfaces, and after using the restroom.

2. Hand hygiene is a key component of infection control

Hand hygiene is a key component of infection control.

ServiceMaster Commercial offers a variety of hand hygiene products, including hand sanitizer and soap.

ServiceMaster Commercial also offers a variety of hand hygiene posters to help you educate your employees.

ServiceMaster Commercial's hand hygiene products and posters are available in a variety of languages.

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Frequently asked questions:

What is Coronavirus, COVID-19?

COVID-19 is an enveloped virus causing mild to severe respiratory illness that can spread from

person to person. It was first identified during an investigation into an outbreak in Wuhan

In closing:

It is important to keep in mind that COVID-19 is a new and emerging pathogen; regulators are

working to ensure that the public is protected and that the industry is not unfairly burdened.

Thank you for your attention to this matter. We will continue to work with you to ensure that the public is protected and that the industry is not unfairly burdened.

Very truly yours,
[Signature]

[Name]
[Title]

[Address]

[City, State, ZIP]

[Phone Number]

[Organization Name]
[Address]

[City, State, ZIP]

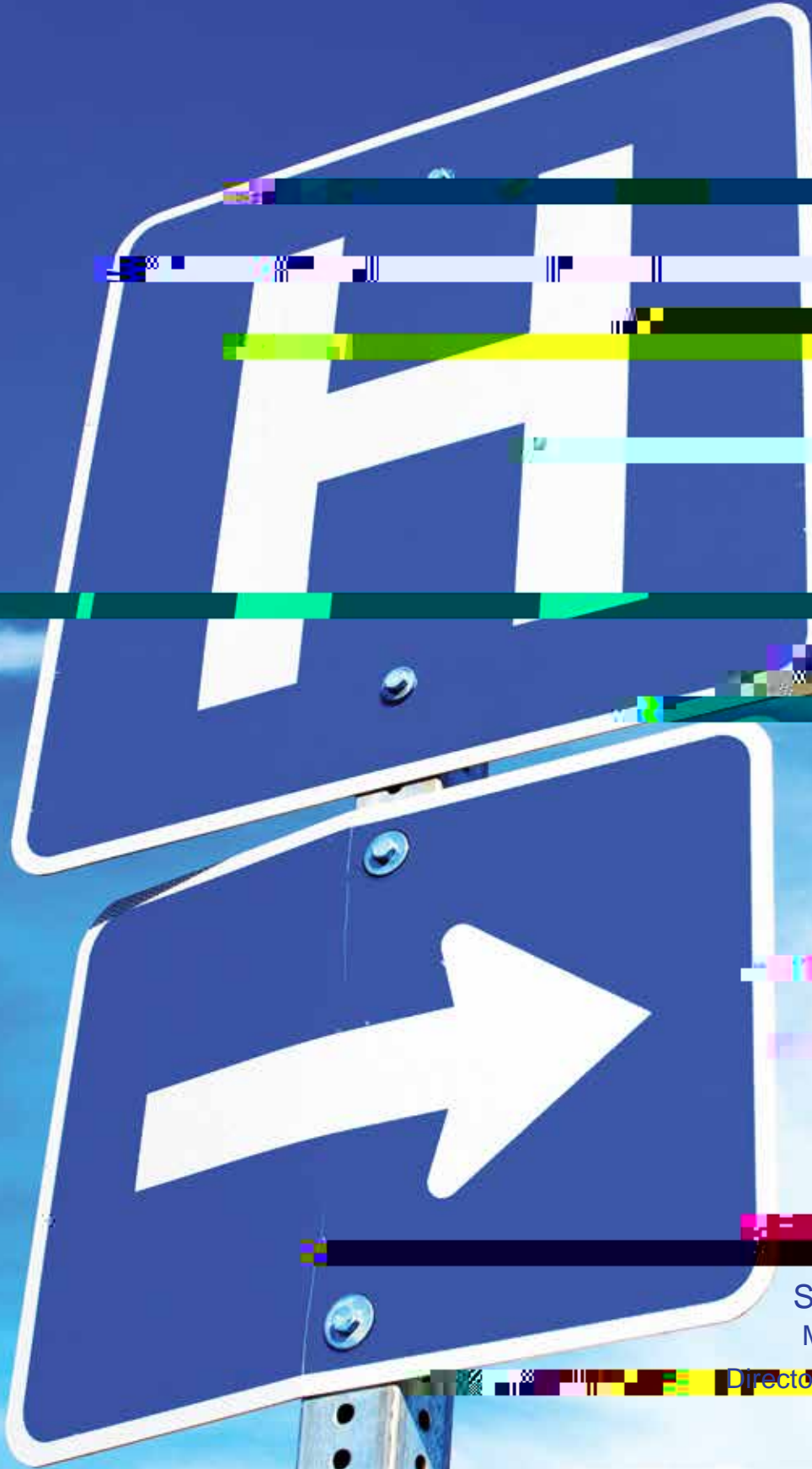
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Outsourcing Environmental Services at Rural Hospitals

One hospital's transition and outcome



Steve Zimmerman,
MBA, CHESP, T-CSCT

Director, Healthcare Services
ServiceMaster Clean

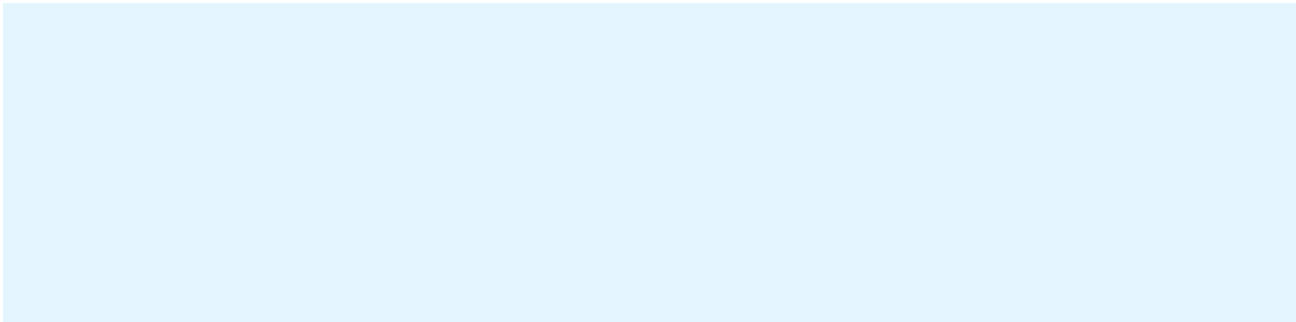
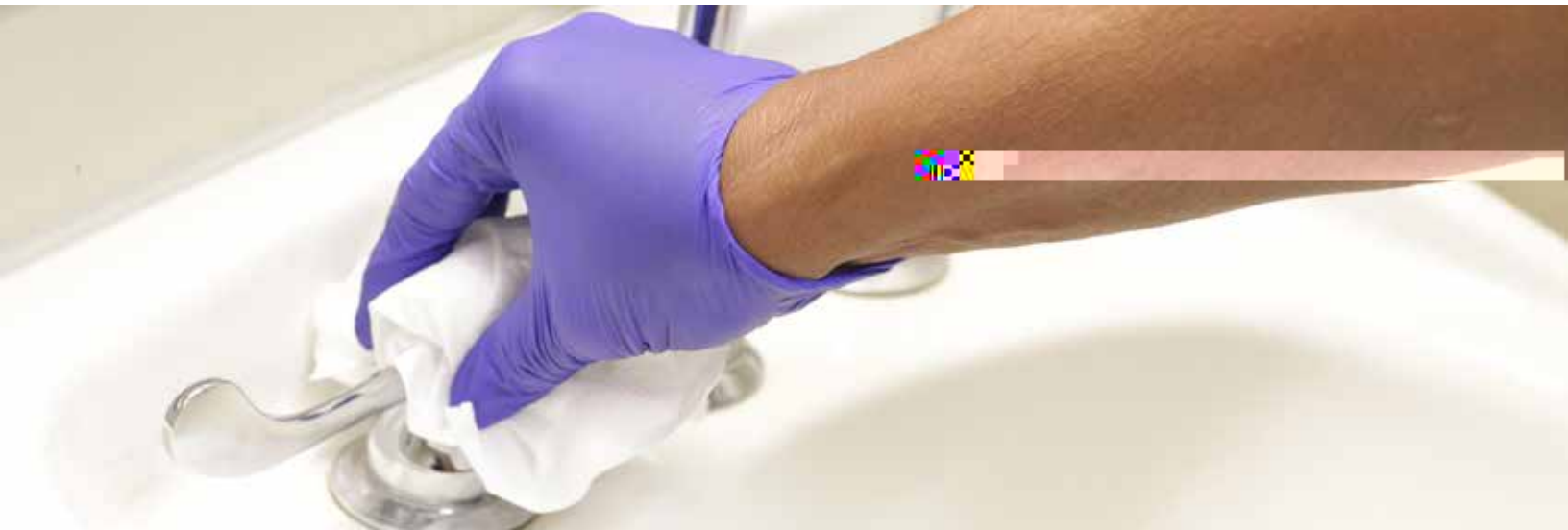
EXECUTIVE SUMMARY



Many rural hospitals across the United States are in danger of closing. Economic, cultural and lifestyle issues often make it difficult to maintain profitability and attract qualified healthcare professionals. Additionally, increasing regulation, aging facilities and diminishing resources create significant management challenges. However, new approaches to these problems can provide important relief for rural hospital management

and help keep these facilities viable, even thriving. One area where rural and small hospitals can improve significantly is environmental services (ES). Outsourcing ES is becoming a reasonable alternative that produces improved infection prevention, regulation compliance and better patient outcomes. Outsourcing ES has attractive long-term cost efficiencies and, when done well, positively impacts existing personnel.

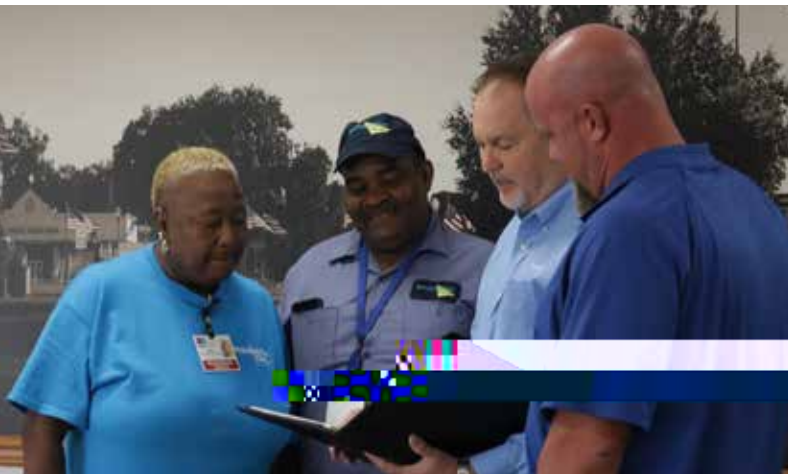
INTRODUCTION: Rural Healthcare





“Roughly 1.7 million hospital-associated infections occur annually in acute-care hospitals, which result in tens of thousands of patient deaths and cost billions of dollars to the healthcare system.”

– Becker's Ho



Changing the cleaning culture at a hospital requires buy-in from management, clinical staff and the ES team. For Franklin Medical Center, it was essential that everyone at the hospital recognize that the environmental services staff is much more than a janitorial service – they are essential to a healthy, safe hospital environment.

The new ES training program introduced by ServiceMaster Clean focused on the “how and why” of infection control. Every cleaning process was explained in detail so that ES technicians understood not only how to do a task correctly, but why they do things a specific way. Training covered many topics and techniques including:

- Using only EPA-registered, hospital-grade disinfectants and knowledge of associated Safety Data Sheets.
- New and better cleaning equipment such as self-propelled ride-on floor cleaning machines, battery-powered backpack vacuums, and disposable lint-free cleaning pads.
- The importance of carefully following product label directions to know the dwell times of disinfectants that eliminate *C. difficile*



There are at least five identifiable improvements at Franklin Medical Center as a result of outsourcing environmental services.

HCAHPS scores. Patient assessments of the hospital's cleanliness are up significantly. From 2012-2015 – prior to outsourcing – cleanliness scores generally hovered at 70 percent. Soon after ES outsourcing began in 2016, cleanliness scores jumped to the mid-80s and have risen above 90 percent – higher than almost every other facility in AHA Region 7.

Efficiency. An improved cleaning regimen, combined with better communication, training and technology has produced much better ES efficiency throughout the hospital. More cleaning is done in less time with fewer staff than before outsourcing.

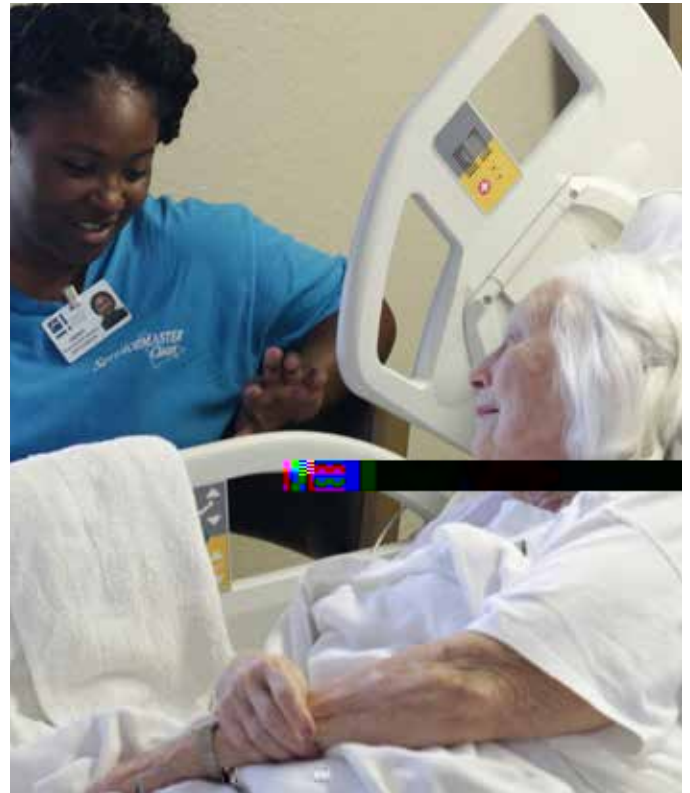
Safety. There have been no incidents of HAIs to patients, clinical staff or the ES team in the two years since ES outsourcing began.

Morale. Clinical staff and ES personnel report higher morale and better communication among all employees as well as greater engagement.

“We spend far less time on environmental service issues and more time on patient care than we used to. I think our quality of care overall is better and our HCAHPS scores prove it.”

– Jason Eminger, Assistant Director of Nursing

“About eight months after we brought ServiceMaster Clean in to manage our ES services, we had an elderly lady admitted to the hospital in an emergency situation. Her granddaughter was decidedly not a fan of Franklin Medical Center due to a past experience





HAND WASHING

PREVENT THE SPREAD OF INFECTION

Proper hand hygiene is the #1 way to reduce the risk of infection. It is important to wash hands frequently and properly with soap and water for at least 20 seconds.



01.



High Touch 19 Cleaning Checklist

Hand hygiene is the #1 way to prevent the spread of pathogens. Because high touch items are common pathogen transmission vectors, raise awareness of frequent hand hygiene while performing routine cleaning and disinfecting these items to help reduce infection risk.



- DOOR HANDLES
- ELEVATOR BUTTONS
- EMPLOYEE CELL PHONES
- FLOORS
- GATHERING PLACES & RESTROOMS FROM JANITORIAL
- IV POLES
- KEYBOARDS
- LIGHT SWITCHES
- LINEN & TRASH RECEPTACLES
- MEDICAL EQUIPMENT
- MONITORS
- PATIENT CARE BEDS/TABLES & ATTACHMENTS
- PATIENT EXAM LIGHTS
- TELEPHONES
- ALL BREAK ROOM AREAS
APPLIANCES, SINKS, CHAIRS AND TABLES
-
-
- RESTROOMS
RESTROOM FLUSH HANDLES, TOILET PAPER DISPENSERS

CERTIFICATE OF DISINFECT

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