POLICY APPLIES TO:
All Mercy Staff

RELATED STANDARDS:
- Cleaning Standards for Victorian Health Facilities, 2011
- EQuIP 6 - Criteria 3.2.2:
- New Zealand Infection Control Standard NZS 8143.3:2008

RATIONALE:
Cleanliness of the healthcare environment is one of the key ways to prevent patients, visitors and staff acquiring a healthcare associated infection. A clean healthcare environment is essential to the safety, dignity and comfort of patients.

Mercy is committed to a patient-focused environmental cleaning service standard that promotes best practice in cleaning methodologies.

DEFINITIONS:
Elements
These refer to the items such as surface, article or fixture to be cleaned.

Functional area
The area in which cleaning occurs. Functional areas are grouped under four risk categories; very high risk (1), high risk (2), moderate risk (3) and low risk (4). The four risk categories reflect the level of frequency and intensity of cleaning.

Environmental Cleaning
The removal of all dirt and soiling to ensure the entire area is hygienically cleaned at all times.

Cross Contamination
The term used to describe the transfer of bacteria from one source to another

Service Standard
Declarations that dictate the expected outcome of a particular kind of procedure or task.

Methodology
The methods and principles used for doing a particular kind of procedure/task.
OBJECTIVES:
- To provide staff with the education required to ensure staff competence in cleaning requirements
- To identify service area functional risk levels and the required cleaning standards
- To ensure the required cleaning and overall presentation standards are met in service areas
- To minimise hospital based infections and cross contamination
- To ensure standardisation of cleaning throughout Mercy Hospital.

IMPLEMENTATION:
- Development and maintenance of a quality cycle, refer Appendix 1
- Identify service area functional risk levels and develop cleaning guidelines and standards according to Risk Categories as per table below:

<table>
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<tr>
<th>Risk Categories</th>
<th>Areas</th>
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| **Very high risk Category 1:** Required standard of cleanliness critically important | ICU  
  CSSD  
  Theatres  
  Isolation rooms  
  MCC - Manaaki  
  Theatre Manaaki  
  Cath Lab  
  PACU |
| **High risk Category 2:** Required standard of cleanliness-highly important | McAuley ward  
  Coolock DSU  
  Suite 22  
  Manaaki  
  Kitchen  
  Laundry  
  Marinoto Clinics  
  Mercy Care East |
| **Moderate risk Category 3:** Required standard of cleanliness-very important | Waiting areas  
  Public Areas  
  Cafeteria  
  Plantroom Manaaki  
  Medical Stores  
  Record Storage /Archives  
  Administration Areas |
| **Low risk Category 4:** Required standard of cleanliness-important | Plant Room/workshop  
  External Surrounds |
- Use of cleaning methodologies, refer Appendix 2
- Development and maintenance of service standards, refer Appendix 3
- Completion of Mandatory Annual Environmental Training for House Keeping Staff
- House Keeping Orientation programmes
EVALUATION:
- Audits
- Incident forms
- Staff feedback
- Patient Feedback

ASSOCIATED DOCUMENTS:
External –
- Australian Guidelines for the prevention and control of infection in Healthcare, 2019

Internal –
- Isolation policy
- MDRO policy
- Standard Precautions policy
- Waste Management policy
- TSA’s Work Manual
- Housekeeping Work Manual
- Housekeeping Work Guides
- Service Area Environmental Cleaning Audit tool

APPENDICES:
Appendix 1   Environment Cleaning Quality Cycle
Appendix 2   Cleaning Methodologies
Appendix 3   Cleaning Service Standards
Appendix 4   Colour Coding