



<b>Procedure Title:</b>	Prioritizing Clean Beds (Boarders Expeditor Tile)	
<b>Applies To:</b>	Nova Scotia Health Environmental Services Workers Nova Scotia Health Unit and Data Clerks Nova Scotia Health Patient Flow Managers and Bed Allocators	
<b>Location Applicability:</b>	Queen Elizabeth II Health Sciences Centre (QEII)	
<b>Approved:</b>	<b>Effective:</b>	<b>Next Review:</b>
December 13, 2022	December 14, 2022	December 13, 2026
<b>Sponsor:</b>	Senior Director, C3 Operations	
<b>Approval Authority:</b>	Senior Director, C3 Operations	
<b>Number:</b> AD-C3-170	<b>Manual:</b>	Administrative

## PURPOSE

There are times that waiting 45 minutes for a regular inpatient bed and 2.5 hours for a contaminated bed to be cleaned is not possible and bed cleaning must be expedited. There could be a variety of reasons including overcrowding, the implementation of unit or site surge plans, or a unit has multiple dirty beds and the beds were not entered as priority into the Red Alert System.

[Accessing clean beds](#) is important to patient flow. As a result, an urgent bed clean alert is used on the Boarders Expeditor Tile (C3). This procedure outlines the steps to request urgent cleaning of a patient bed.

## PROCEDURE

1. Unit staff follow the [Access to Clean Beds](#) procedure to alert Environmental Services when a dirty bed needs to be cleaned.
2. Beds can be prioritized for a variety of reasons:
  - 2.1. Urgent inpatient cleaning is triggered by:
    - 2.1.1. There is an immediate need for a contaminated bed (e.g., a patient is assigned to a dirty bed and is enroute or boarding in another clinical area.)
    - 2.1.2. A patient is in a hallway or other nonclinical area waiting for the bed to be cleaned.

- 2.1.3. The Emergency Department is at surge level 4 or higher and is striving to decant patients.
- 2.1.4. There are more than two unexpected direct admissions to the unit.
- 2.2. Urgent Emergency Department cleaning is triggered by:
  - 2.2.1. The Emergency Department being is at surge level 4 or higher.
  - 2.2.2. Ambulance offloading times are more than 30 minutes.
  - 2.2.3. There are more than three ambulances holding.
- 2.3. Urgent PACU cleaning is triggered by:
  - 2.3.1. There are more than two PACU beds holding for patients.
- 2.4. Urgent ICU/IMCU cleaning is triggered by:
  - 2.4.1. There are more than two declassified patients in the unit.
3. If there is a priority need for a bed to be cleaned, the Patient Flow Manager, C3 Bed Allocator, or Charge/Supervisor Unit staff contact the local Environmental Services Supervisor to prioritize specific bed cleaning requests.
4. The Environmental Services Supervisor contacts an Environmental Services staff member and informs them of the prioritization.
5. The Environmental Services staff member marks the bed as complete, as per the [Access to Clean Beds](#) procedure.

## REFERENCES

### Other

[STAR: C3 Training Video](#)

## RELATED DOCUMENTS

### Procedures

[Access to Clean Beds - Procedure - NSHA AD-C3-040](#)

### Appendices

[Appendix A](#): Automated Bed Flow Paging System

[Appendix B](#): Bed Flow Failure Reasons

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## Appendix A: Automated Bed Flow Paging System

To respond to an automated page, Housekeeping:

1. Calls 2222 from any hospital landline (mobile devices are unable to complete the call.)
2. Enters their assigned 4-digit pager number followed by # (pound key / hashtag symbol) to log in.
3. Presses 2 to listen to the list of their assigned beds:
  - 3.1. Optional: pressing 2 again allows the user to skip the bed being announced and proceeds to the next bed on the list.
4. Presses # (pound key / hashtag symbol) to confirm the specific bed has been cleaned.
5. Red Alert will ask if the bed was completed without any issues:
  - 5.1. If yes, press 1.
  - 5.2. If there were any issues completing the bed in the required timeframe, press 2 and complete the additional steps in [Appendix B](#).
6. Hangs up the phone once the process is complete.

## Appendix B: Bed Flow Failure Reasons

If there were issues cleaning the bed within the required timeframe, Red Alert will ask the following questions:

1. Was the bed completed without issues?
  - If yes, press 1
  - If no, press 2 and proceed to the second question
2. If there were any issues, select one of the following reasons:
  1. The patient was still in the bed.
  2. The bed required extra cleaning (proceed to the third question.)
  3. The patient expired and is still in the bed.
  4. The bed was paged accidentally and does not require cleaning.
  5. STAR was down causing delays in procedure.
  6. Housekeeping was unable to connect to 2222.
  7. There were multiple beds paged at the same time.
  8. There was equipment in the room impeding the required work.
  9. The issue was not on the list, and I will report it directly to the Housekeeping Supervisor.
3. If the bed required extra cleaning, select one of the following reasons:
  1. The patient was in the bed for an extended time.
  2. The patient was diagnosed with VRE.
  3. The patient was diagnosed with MRSA.
  4. The patient required Enteric measures.
  5. The reason was not on the list, and I will report it directly to the Housekeeping Supervisor.

## VERSION HISTORY

Version:	Effective:	Approved by:	What's changed:
Original	2022-12-14	Senior Director, C3 Operations	N/A