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|--------------------------------|---|---------------------|
| <b>Procedure Title:</b>        | Access to Clean Beds  |                     |
| <b>Applies To:</b>             | Nova Scotia Health Housekeeping Team Members<br>Nova Scotia Health Unit and Data Clerks<br>Nova Scotia Health Inpatient Units |                     |
| <b>Location Applicability:</b> | Queen Elizabeth II Health Sciences Centre (QEII)  |                     |
| <b>Approved:</b>               | <b>Effective:</b>   | <b>Next Review:</b> |
| August 25, 2022                | August 26, 2022   | August 25, 2026     |
| <b>Sponsor:</b>                | Senior Director, C3 Operations  |                     |
| <b>Approval Authority:</b>     | Senior Director, C3 Operations  |                     |
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## PURPOSE

This procedure provides direction to Nova Scotia Health Team Members for cleaning and preparing beds efficiently between patients. Improving the process for readying beds will decrease the amount of time patients are waiting following admission or transfer.

This procedure is associated with the [Bed Management Dashboard](#). The dashboard will be used to track the number of currently clean and dirty patient beds at the QEII. Housekeeping will respond to pages alerting them to a dirty bed as soon as possible. Regular inpatient beds are to be cleaned within **45 minutes** of Housekeeping receiving a page, while contaminated beds are to be cleaned within **2.5 hours** (150 minutes) of receiving a page.

Housekeeping response times will be monitored and reported through the [Bed Flow Alerts Dashboard](#).

## PROCEDURE

1. Once a patient has been transferred or discharged, a Unit Clerk will update STAR recording the transfer or discharge. This will automatically page Housekeeping that the bed requires cleaning.
  - 1.1. If no Unit Clerks are available, unit staff are to contact 902-473-1002 and request that a Data Entry Clerk update STAR for the patient leaving the unit.
  - 1.2. If STAR downtime procedures are in use, contact the Site Housekeeping Supervisor or the designated Housekeeping pager by calling Locating at 902-473-2220.
2. Housekeeping will respond to the automated page as quickly as possible.

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3. A transfer or discharge must be updated once the patient leaves the unit. If paged too soon, Housekeeping will have to wait for the patient to leave or come back later, as staff will be unable to clean until the patient has left.
4. If the bed needs to be cleaned urgently, also notify the Site Housekeeping Supervisor or the Patient Flow Manager.
5. Once complete, Housekeeping will mark the bed as clean in real time via the “Red Alert” system ([Appendix A.](#))
6. Housekeeping will report any bed flow barriers, failures, and delays via the “Red Alert” system (see [Appendix A and B.](#))

## REFERENCES

STAR Environmental Services Training

## RELATED DOCUMENTS

### Policies

[CDHA CH 07-035 Patient Admission Discharge and Transfer Data Entry - Star](#)

### 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 (Red Alert)

To respond to an automated page, Housekeeping does the following:

1. From any hospital landline, dial 2222.
  - 1.1. The call must be placed from a hospital landline phone, mobile devices will be unable to complete the call.
2. To log in, enter your assigned 4-digit pager number and press # (pound key / hashtag symbol) to log in.
3. Press 2 to listen to the list of your assigned beds.
  - 3.1. Optional: press 2 to skip the current bed and proceed to the next in the list.
4. Press # 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. Hang up the phone once complete.

## APPENDIX B: Bed Flow Failure Reasons

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 a reason:
  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 a reason:
  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 | 2022-08-25 | Senior Director, C3 Operations | N/A             |