

Government of the District of Columbia
Department of Mental Health
Saint Elizabeths Hospital

Environmental Survey Report

4th Quarter 2010

Performance Improvement Department

ACKNOWLEDGEMENTS

The Performance Improvement Department acknowledges the cooperation of leadership and senior management throughout Saint Elizabeths Hospital and the Mental Health Authority in allowing their staff and volunteers to participate in this survey, staff and individuals who took time to speak with the survey teams, answer questions, and provide information.

Above all, a debt of thanks is owed to the following people who attended the Environmental Survey Orientation Training and subsequently served as surveyors for this cycle:

Vera Williams
Ernest Dolison
Malcolm Cook
Linda Logan
Anthony Kahaly
Vivi Smith
Mary Campbell

The survey tool, training protocol, analysis, report, and supplemental graphics were developed and written by Jana C. Taylor, LICSW, CPHQ.

TABLE OF CONTENTS

Acknowledgements.....	2
1. Introduction.....	4
2. Quick View of the Findings.....	5
Figure 1—Category ratings by percentage.....	5
Figure 2—Unit ratings by percentage.....	6
Figure 3—Overall survey results by ratings.....	7
3. Key Findings and Recommendations	7
4. Survey Findings by Category and Ratings	9
C1. General Unit Cleanliness.....	10
C2. General Unit Maintenance.....	11
C3. Food Handling and Refrigerator Monitoring.....	12
C4. Nursing Station.....	13
C5. Linen Handling.....	14
C6. Storage Room.....	15
C7. Laundry Room.....	16
C8. Treatment Room.....	17
C9. Dormitory Areas.....	18
C10. Infectious Waste and Sharps Disposal.....	19
C11. Manuals and Information Availability.....	20
C12. Safety.....	21
C13. Therapeutic Milieu.....	22
C14. Bathrooms [Female].....	23
C15. Bathrooms [Male].....	24
C16. Staff Demonstration.....	25
Appendix A—Hospital-wide Ratings by Unit.....	26
Appendix B—Further Attention Needed by Unit.....	27
Appendix C—Hospital-wide Findings.....	31

1. INTRODUCTION

The Saint Elizabeths Hospital Environmental Self-Assessment Survey is conducted to assess the status of hospital individual care facilities and related processes. The components of the survey have been designed to help the hospital staff identify and correct problems and, ultimately, to improve the quality of the environment in which individual care and treatment occurs.

The development of the environmental survey continues to be a dynamic process. In 2006, managers and program directors convened a series of meetings to develop a survey process and instrument that could be used throughout the hospital by non-specialists to assess the individual care environment. The first environmental survey report was published in 2006. Since that initial survey, the SEH community has moved into a brand-new hospital building and the population residing on the two older units (the RMB wards in the Annex) have been re-configured. As such, the survey team approached this task as a baseline.

Objectivity was enhanced by using surveyors who are not directly responsible for implementing identified corrective actions. Team members, who were trained and experienced surveyors, included SEH employees, non-hospital DMH employees, and a mental health consumer. Operating in two and three-person teams (comprised of one or two SEH employees, one non-hospital DMH employee, and/or one consumer volunteer) the surveyors reviewed and rated the unit environment provided to staff and individuals. Each team was provided with the same instrument, which included 111 standards divided among 15 categories. Using a six-part scale, survey teams were asked whether they “strongly agreed” with the statement about the standard, “somewhat agreed”, “somewhat disagreed” or “strongly disagreed”. The scale also provided the options of “statement was not applicable” and “Surveyors were unable to observe this item”. The teams observed and assessed whether hospital units provided a safe and effective treatment environment. The ratings were derived, by consensus, through team observation, discussion, and interviews with staff and individuals.

This report is based on information obtained from the survey. Utilizing a “traffic light” scoring system to rate the findings for each of the fifteen survey categories, the report identifies “green zone” [or 3, or for ratings between 2.70 to 3.0] for acceptable findings, “pink zone” [or 2, or for ratings between 2.50 and 2.69] for partially acceptable findings that require closer attention, “yellow zone” [or 1, or for ratings between 1.0 and 2.49] for mixed results that require urgent attention, and “red zone” [or 0, or for ratings between 0 and 0.9] for problematic findings that require immediate attention. Unacceptable standards have been scored as 0 and 1. Unit ratings of 2 or 3 were considered partially or fully acceptable, respectively. The specific findings by category, standard and ward are included in the appendices.

Before turning to the analysis of each category of standards, it should be noted that eight of the fifteen surveyed units received the perfect rating of 3.0 in all standards and categories, while four units received ratings of 2.9, and one received a rating of 2.7. The remaining two units rated no lower than 2.68, which are partially acceptable ratings.

Since the first 2006 survey, this is the first time that all units achieved acceptable ratings, reflecting the updated structure and design of the new hospital. The findings should provide encouragement to all units that it is possible to provide a safe and welcoming environment for individuals and staff alike.

2. QUICK VIEW OF THE FINDINGS

Figure 1--Category ratings by percentage

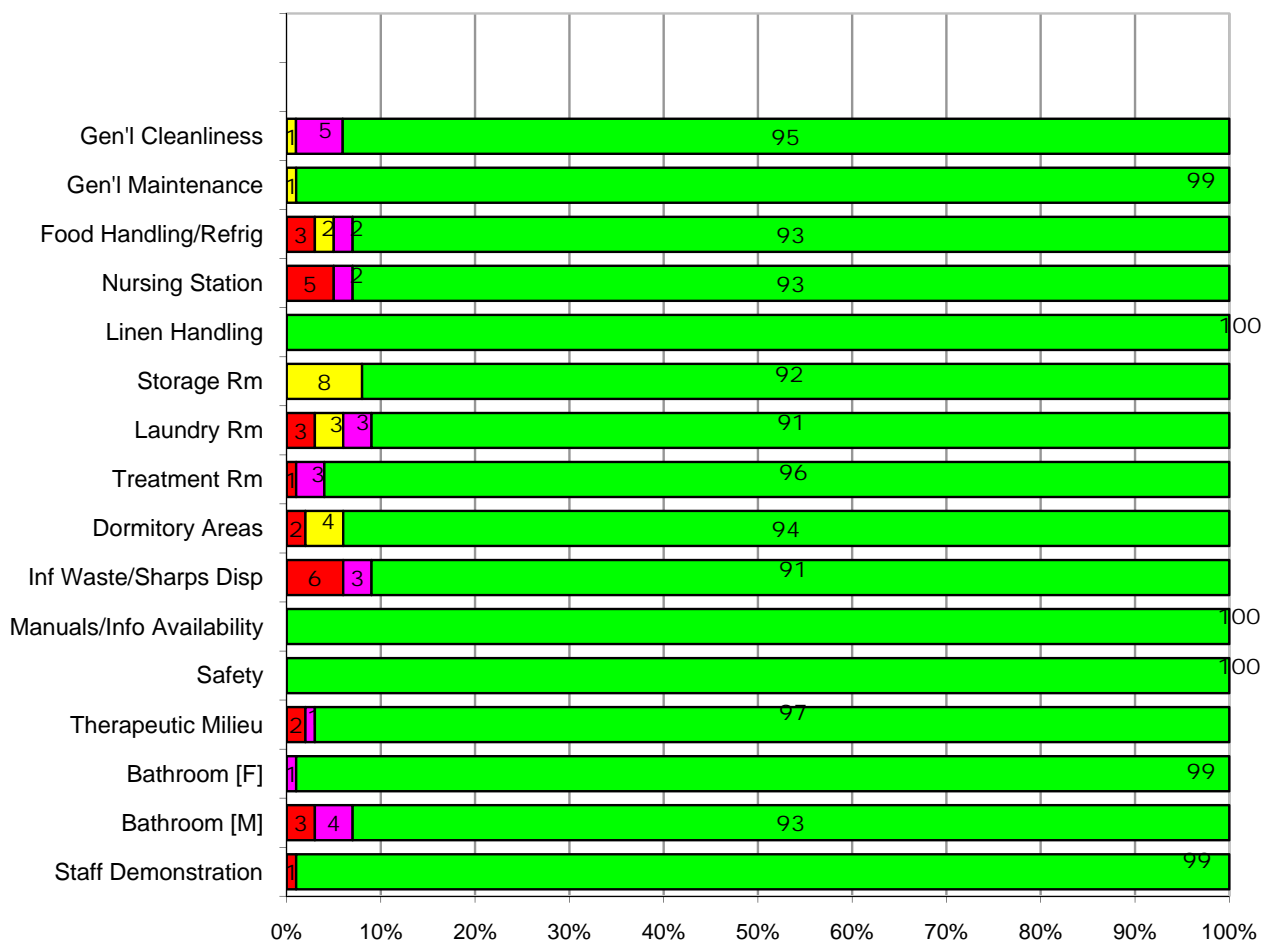


Figure 1 compares the hospital-wide average for each of the each of the fifteen surveyed categories. Three categories, **Linen Handling**, **Manual and Information Availability**, and **Safety**, received 100% acceptable ratings across all units and for all criteria. Three categories, **General Maintenance**, **Bathroom—Female**, and **Staff Demonstration**, received ratings of 99%.

Categories that received the highest percentages of ratings in the yellow zone included **Dormitory Areas** (4%) **Laundry Rooms** (3%) and **Storage Room** (8%).

Categories that received the highest percentages of red zone findings include **Infectious Waste and Sharps Disposal** (5%), and **Nursing Station** (5%).

Figure 2--Unit ratings by percentage

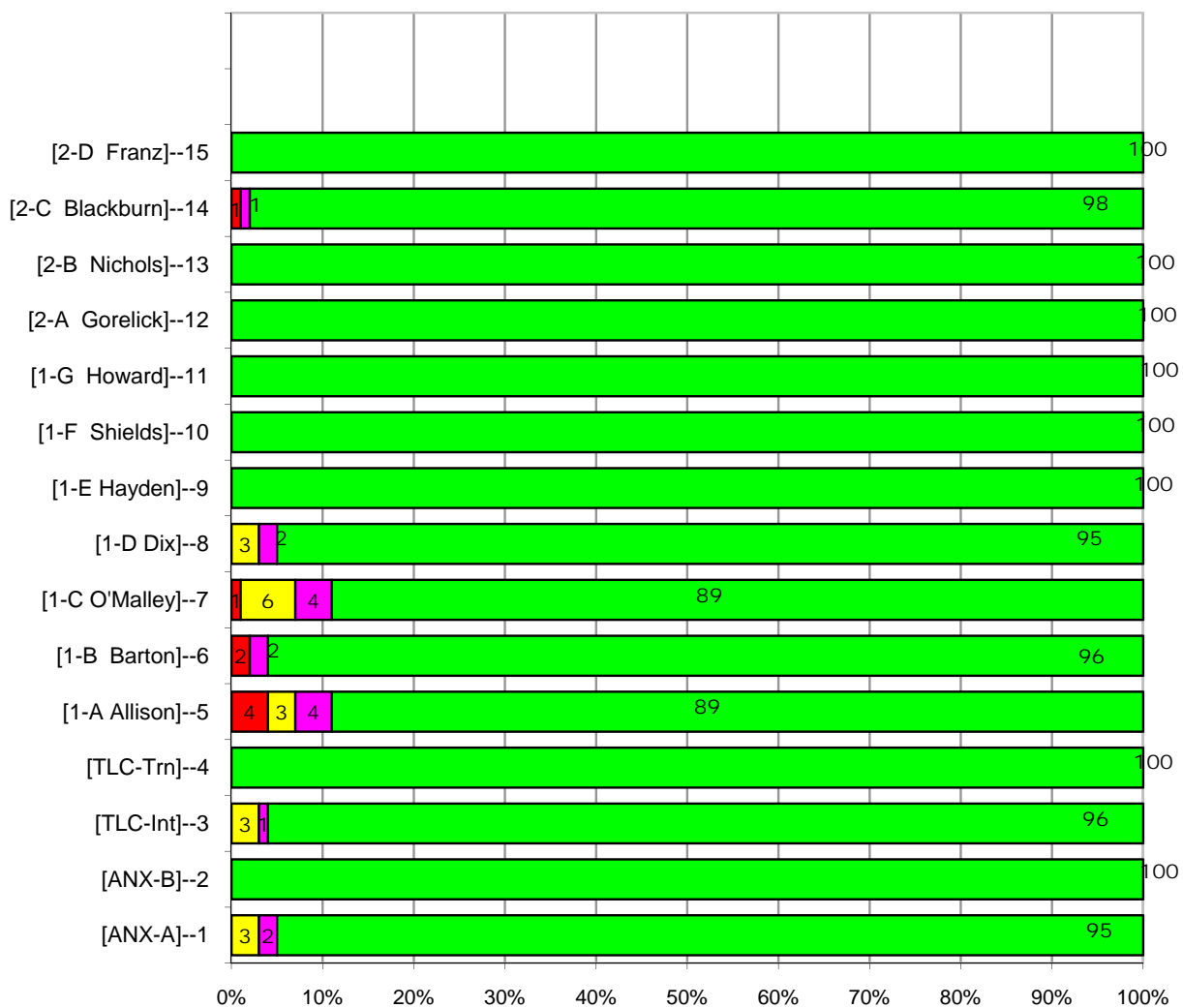


Figure 2 compares the overall ratings among the fifteen surveyed units. Eighty-eight percent of the units received ratings of 95% or better. Eight units received 100% acceptable ratings for all criteria and five units received ratings of 95% or better.

3. KEY SURVEY FINDINGS and RECOMMENDATIONS

The primary purpose of the Environmental Self-Assessment Survey is to identify areas in the hospital units that fall short of acceptability standards. This process allows hospital staff to correct these problem areas and to maintain the corrections through the next survey cycle. This survey is a “point in time” study—the specific focus is what the surveyor observes during the time of the survey. As such, this report is not generally intended to be a comparative study of one unit versus another unit, except in situations where such comparisons are pertinent.

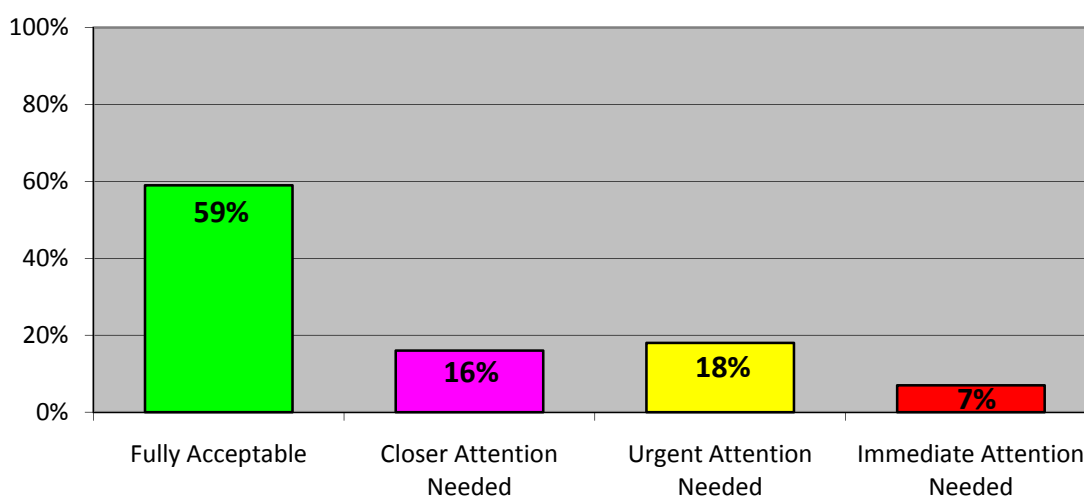
Survey teams reviewed hospital adherence to 111 standards that addressed safety, infection control, maintenance, and environments of care issues. Survey team results reflect:

- No reports of any imminently dangerous or life-threatening problems or conditions.
- “Green zone” findings comprised 59% of the total findings (55% of the units rated 100%).
- “Pink zone” findings comprised 16% of the total findings.
- “Yellow zone” findings comprised 18% of the total findings.
- “Red zone” findings comprised 7% of the total findings.

The categories that received 100% ratings included **Linen Handling, Manuals/Information Availability, and Safety**. Two very close categories included **General Maintenance, Bathroom (Female), and Staff Demonstration**, in which a very few issues brought the ratings under 100%.

The category with the highest percentage of yellow ratings was **Storage Room** at 8%. The category with the highest percentage of red ratings was **Infectious Waste and Sharps Disposal** at 6%.

Figure 3--Overall Survey Results by Ratings



Based upon the survey results, the following recommendations are offered:

1. On an organizational level, problems identified from the survey and abatement activities should be incorporated into existing performance oversight and monitoring processes:
 - a. Report findings should be disseminated to the Executive Staff Committee, Risk Management and Safety Committee, Performance Improvement Committees, and to the Senior Staff to review the findings and to develop plans to address those areas in which deficiencies were noted.
 - b. Results and status of the abatement activities should be reported to, and monitored by, the SEH Performance Improvement Committee. A dedicated Safety Officer should be responsible for conducting, analyzing, and reporting this survey. The Safety Officer should aggregate the findings and develop a monthly report for submission to the Chair, Risk Management and Safety Committee, using existing committee reporting structures, until an environmental safety committee is appointed.
 - c. An environmental safety committee should be appointed to facilitate abatement and following-up reporting.
 - d. Following each quarterly survey, an “Advance Report”, consisting of the survey findings by unit—without analysis—should be submitted to the Risk Management and Safety Committee, and to the managers with abatement responsibilities (such as Nursing, Housekeeping, Facilities and Engineering, etc.) to expedite the development and implementation of corrections during the time that the survey report is being written.
 - e. Each manager with abatement responsibilities should, on a monthly basis, review and analyze report findings, develop abatement strategies, and report the results of those strategies to the Safety Officer.
 - f. The Infection Control Coordinator should review data findings for infection control issues, monitor and report the status of the findings on a quarterly basis, using existing reporting structures, to the Infection Control Committee and to the Performance Improvement Committee.
2. On a unit-based level, staff (across all levels) should be accountable for the unit environment:
 - a. On each unit, a group of staff should be identified to conduct a weekly walk-through to identify problem areas, and monitor corrections to problems identified in this survey.
 - b. Designated staff should meet regularly with managers who are responsible for the various categories (Housekeeping, Nursing, Maintenance, Facilities and Engineering, etc.) to determine how and when the identified issues will be corrected. Outcome reports of these meetings should be submitted to the Safety Officer, specifying projected completion dates. The Safety Officer should aggregate the report data and forward them to the Chair, Risk Management and Safety Committee on a monthly basis.

4. SURVEY FINDINGS—By Category and Unit

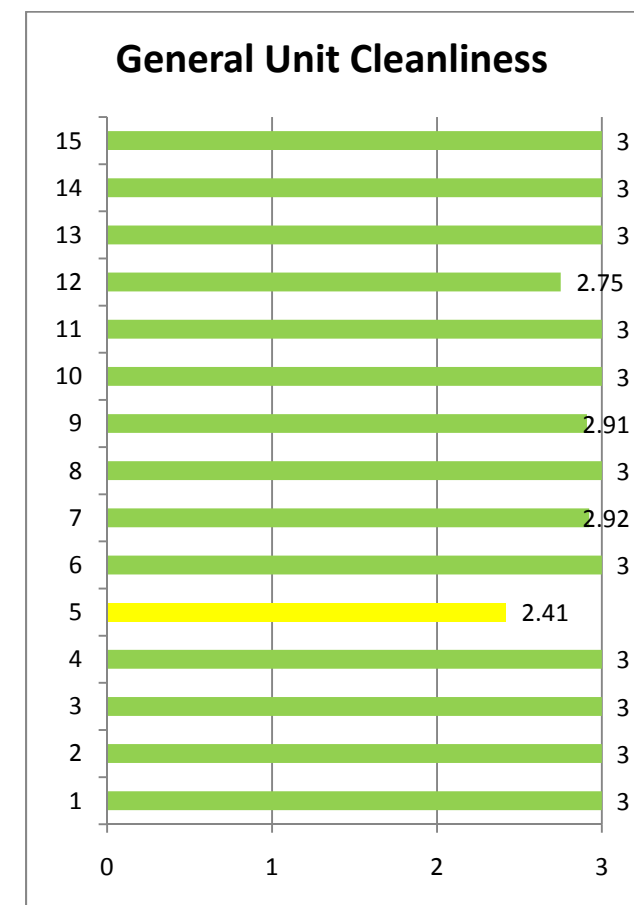
The following category reports are based on the information displayed in, Appendix C, Hospital-wide Findings. As previously noted, the Environmental Self-Assessment Survey consisted of fifteen categories and 111 standards. In this section, the average score is reported by unit, for each category. Surveyor comments are also included, as they provide valuable context for the findings. Unit-specific performance details on each standard are reflected in Appendix C.

Average Unit Findings and Ratings for Category 1—General Unit Cleanliness

CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		1%
Somewhat Agree		4%
Strongly Agree		95%
Average Rating—2.9		

General cleanliness of each unit was assessed using 13 standards.

Fourteen of the fifteen surveyed units rated fully acceptable. Indicators on two units each received three partially acceptable ratings. One of the two units also received two urgent attention ratings, which brought that unit's total rating to 2.41.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 2—General Unit Maintenance

CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		1%
Somewhat Agree		0
Strongly Agree		99%
Average Rating—2.98		

General maintenance and upkeep of units was assessed using 10 standards.

All of the fifteen units received fully acceptable ratings.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 3—Food Handling / Refrigerator Monitoring

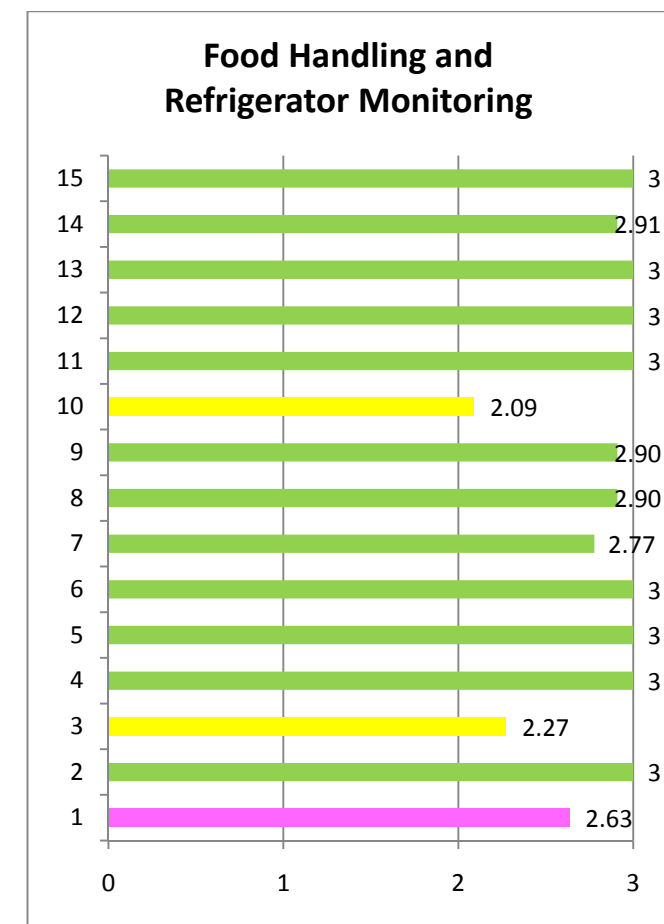
CATEGORY FINDINGS		
Strongly Disagree		3%
Somewhat Disagree		2%
Somewhat Agree		2%
Strongly Agree		93%
Average Rating—2.83		

The handling of food and keeping track of refrigerator temperatures for food and medication refrigerators was the focus of this category comprised of eleven standards.

Twelve of the fifteen surveyed units received ratings of fully acceptable. The remaining three units received ratings of partially acceptable.

This category received a significant number of ratings that indicated a need for immediate attention. However, this was later determined to reflect a need for survey language modification and for surveyor training about the processes of Nutrition Services food distribution. Multiple-serving dessert cups, fruit cups, etc. are placed on trays in the nutrition refrigerators, but are not individually dated, which was the information for which surveyors were seeking.

There was also disagreement among surveyors about the need to separately label the medication and the nutrition refrigerators since they are located in separate areas on the unit (One question, for example, was whether an identifying label was required for a medication refrigerator that located in a locked Medication Room).



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 4—Nursing Station

CATEGORY FINDINGS		
Strongly Disagree		1%
Somewhat		2%
Somewhat Agree		0
Strongly Agree		93%
Average Rating—2.75		

Nursing Station cleanliness and orderliness was assessed by the surveyors using nine standards and was one of the highest rated categories.

Twelve of the fifteen surveyed units received fully acceptable ratings.



The problem with two of the remaining three units was that no hand sanitizer was available in the available dispensers (the surveys on both units occurred at 11:00 AM).

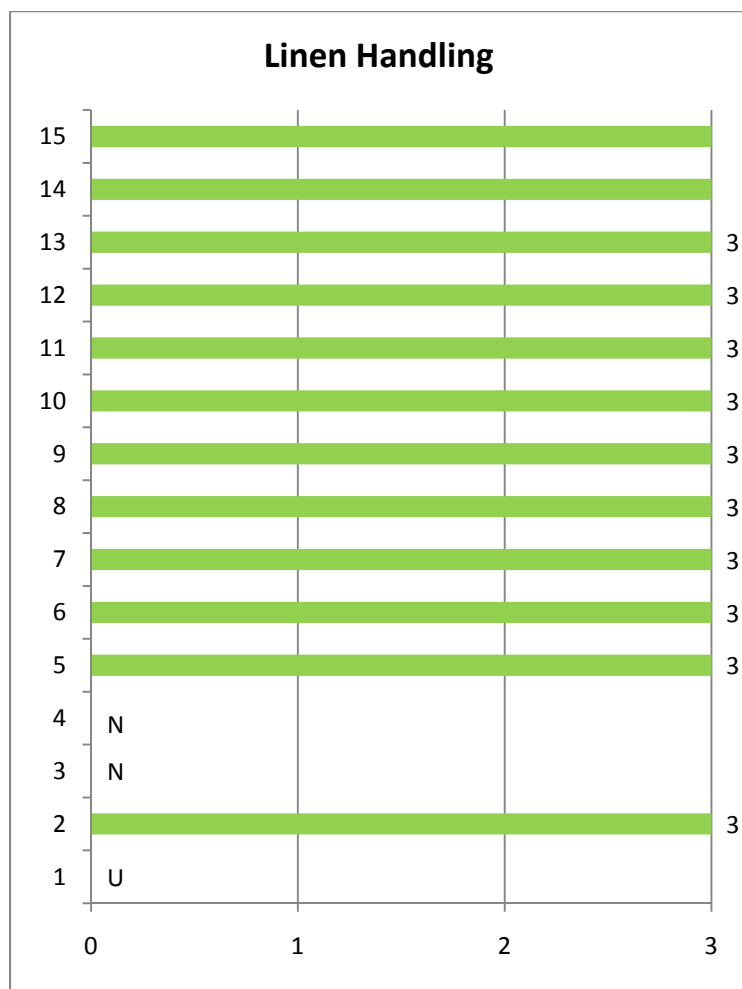
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trm	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 5—Linen Handling

CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		0
Somewhat Agree		0
Strongly Agree		100%
Average Rating—2.9		

The quantity and quality of bed linens and towel supplies were assessed in this category that was comprised of four standards.

All units received a rating of fully acceptable.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 6—Storage Room

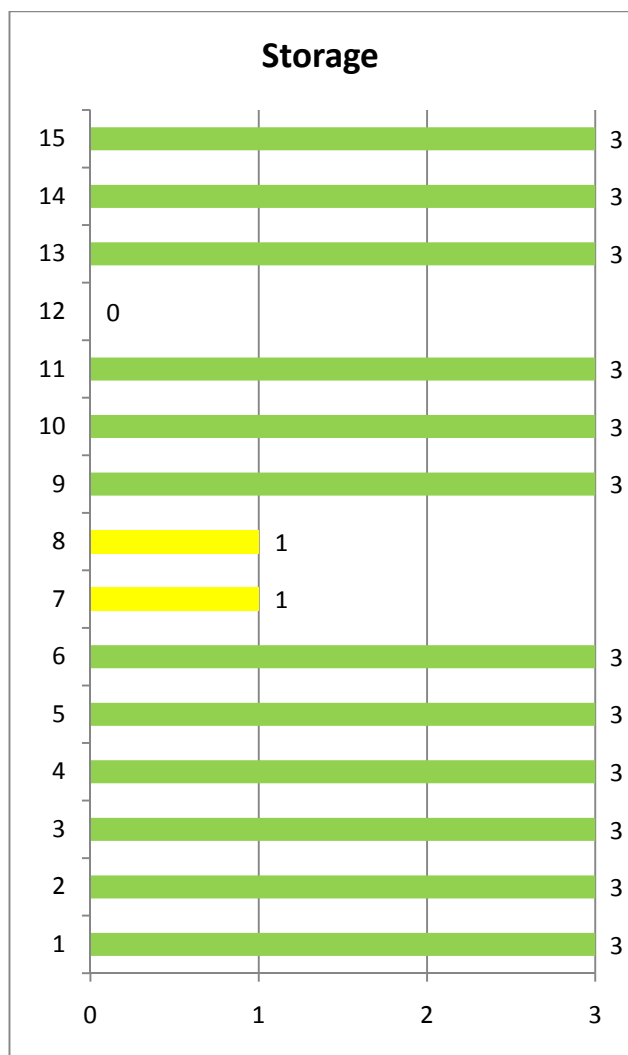
CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		8%
Somewhat Agree		0
Strongly Agree		92%
Average Rating—2.7		

The condition of the storage areas was the focus of this category, which was comprised of three standards.

Twelve of the fifteen surveyed units received ratings of fully acceptable. Unit 2-A was not surveyed or included in the analysis because utility work was taking place in front of the storage room at the time of the survey.

Two units received ratings of urgent attention needed because supplies were stored on the floor. On one unit, the storage shelf floor was not attached to the shelving module.

A point of surveyor discussion was that the height markers were not indicated in the new building storage rooms as they are in the Annex storage rooms. As a result, some top shelves clearly are stocked closer to the ceiling than others.



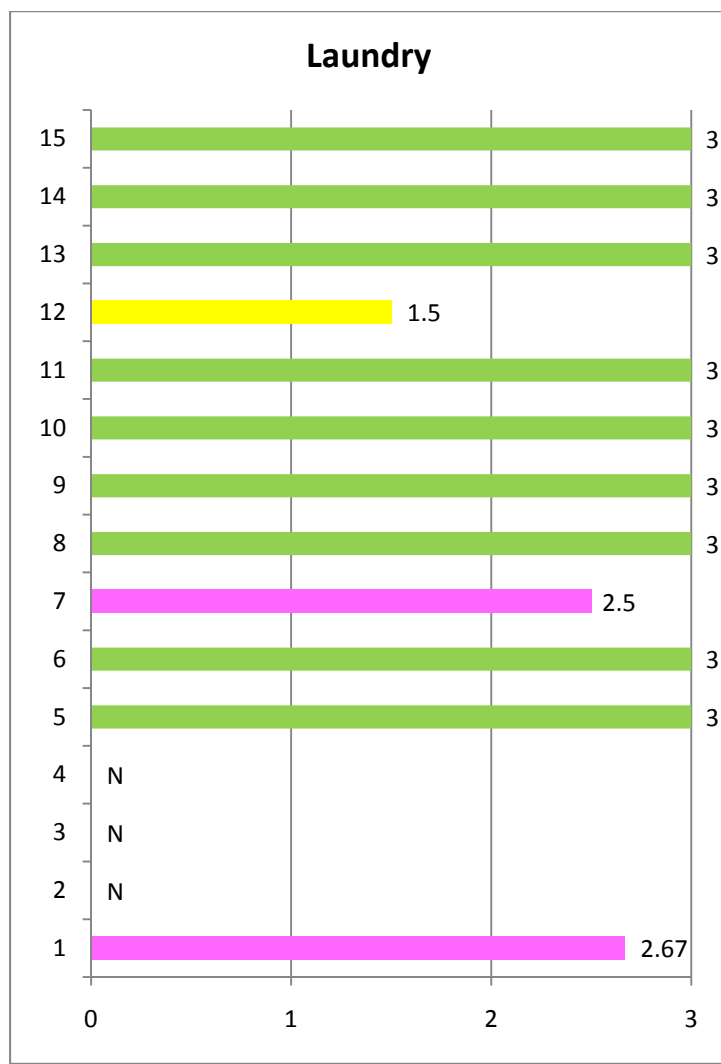
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 7—Laundry Room

CATEGORY FINDINGS		
Strongly Disagree		3%
Somewhat Disagree		3%
Somewhat Agree		3%
Strongly Agree		91%
Average Rating—2.8		

This category, comprising six standards, assessed the condition of unit laundry rooms.

Nine of the twelve surveyed units received ratings of fully acceptable. One unit received a rating of urgent attention needed because the room had loose cups and dirty linen on a visibly dirty floor.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 8—Treatment Room

CATEGORY FINDINGS		
Strongly Disagree		1%
Somewhat Disagree		0
Somewhat Agree		3%
Strongly Agree		96%
Average Rating—2.9		

The Treatment Room category was assessed on five standards.

Fourteen of fifteen surveyed units received ratings of fully acceptable. One unit had no soap in the dispenser.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

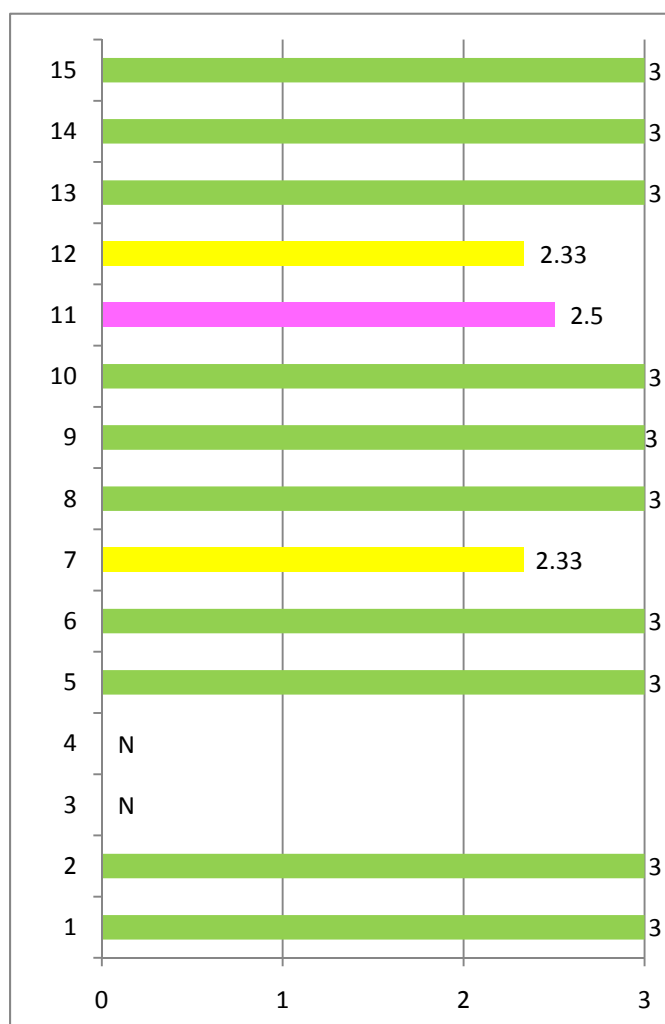
Average Unit Findings and Ratings for Category 9—Dormitory Areas

CATEGORY FINDINGS		
Strongly Disagree		2%
Somewhat Disagree		4%
Somewhat Agree		4%
Strongly Agree		94%
Average Rating—2.85		

Individual dormitory areas were surveyed for this category. This category has seven standards.

Ten of the fifteen surveyed units received ratings of fully acceptable.

Dormitory Areas



There was surveyor discussion about the availability of bed sheets, pillows, and blankets on two units—none was on the mattresses, but the surveyors could have arrived during a laundry change-over (meaning the bedding had been removed for cleaning, but not yet reissued).

AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 10—Infectious Waste and Sharps Disposal

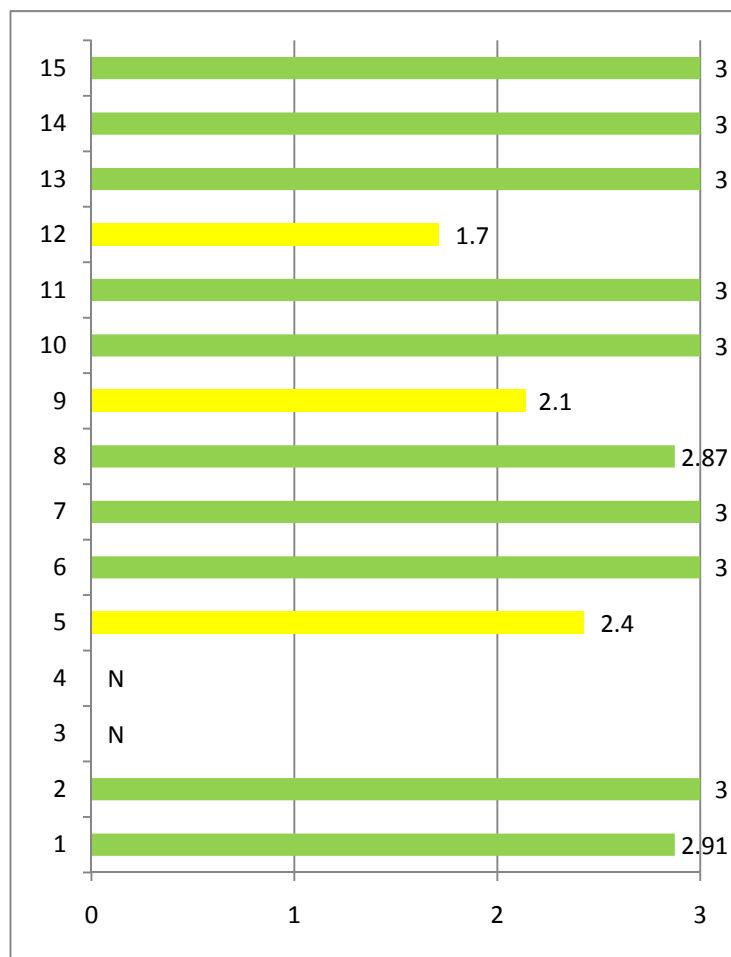
CATEGORY FINDINGS		
Strongly Disagree		6%
Somewhat Disagree		0
Somewhat Agree		3%
Strongly Agree		91%
Average Rating—2.7		

The Infectious Waste and Sharps Disposal category assesses biohazard waste handling and disposal processes using eight standards.

Ten of the fifteen units received ratings of fully acceptable. This category received the highest percentage of urgent attention needed ratings.

The problem with the remaining three units surveyed concerned the sharps containers: different containers were being used that “locked” in different ways. Surveyors learned that capping one type of container permanently sealed it and prevented further use.

A repeated surveyor observation concerned the awkward placement of the wall-mounted paper towel dispensers in the medication rooms. The dispensers are not immediately adjacent to the hand washing sink, but are located across the room. This forces the staff to walk across the room to dry their hands, then walk back to the sink to throw away the towel.

Infectious Waste and Sharps Disposal

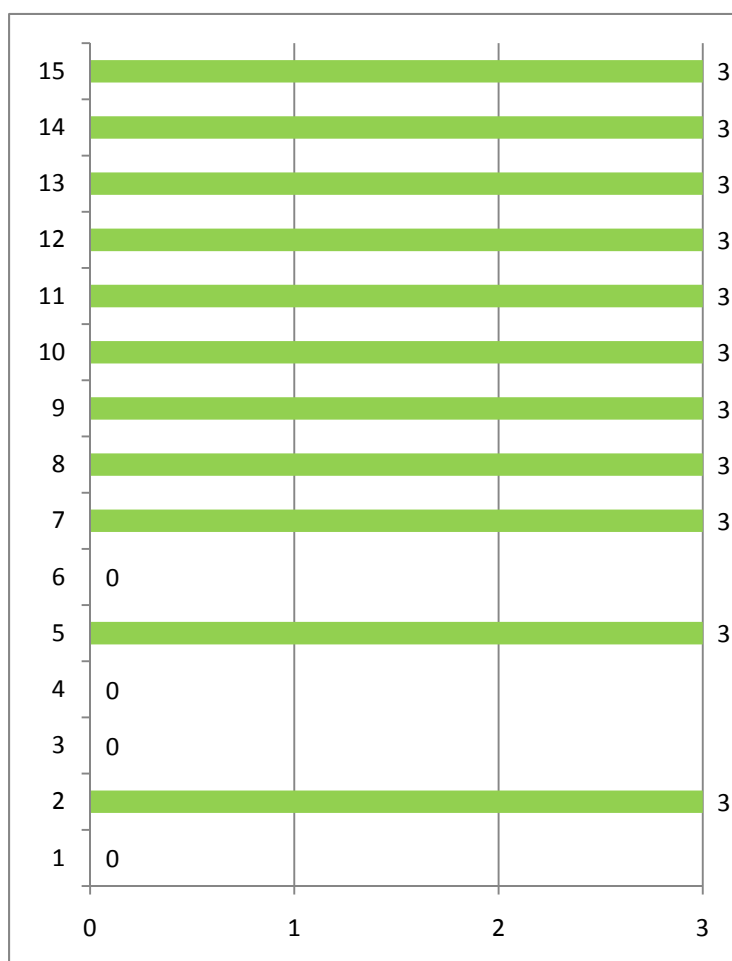
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Ratings and Findings for Category 11—Manuals / Information Availability

CATEGORY FINDINGS		
Strongly Disagree		
Somewhat Disagree		
Somewhat Agree		
Strongly Agree		100%
Average Rating—3.0		

This category assesses whether specific information is readily available to the unit staff if needed and is an areas in need of significant improvement. The category has five active standards.

All units, except one, received ratings of fully acceptable. The one unit was not counted in the analysis because the manuals

Manuals and Information Availability

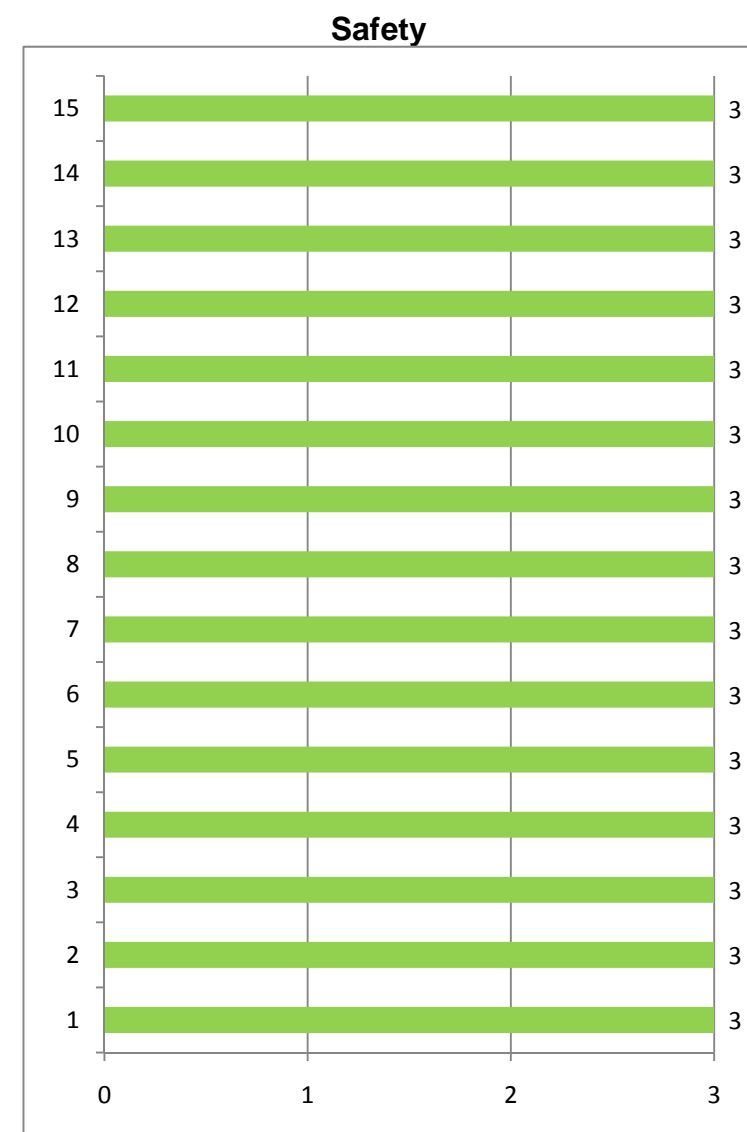
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Ratings and Findings for Category 12—Safety

CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		0
Somewhat Agree		0
Strongly Agree		100%
Average Rating—3.0		

The Safety category evaluates several life safety issues throughout the hospital. It consists of seven standards.

All fifteen units received a rating of fully acceptable.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Ratings and Findings for Category 13—Therapeutic Milieu

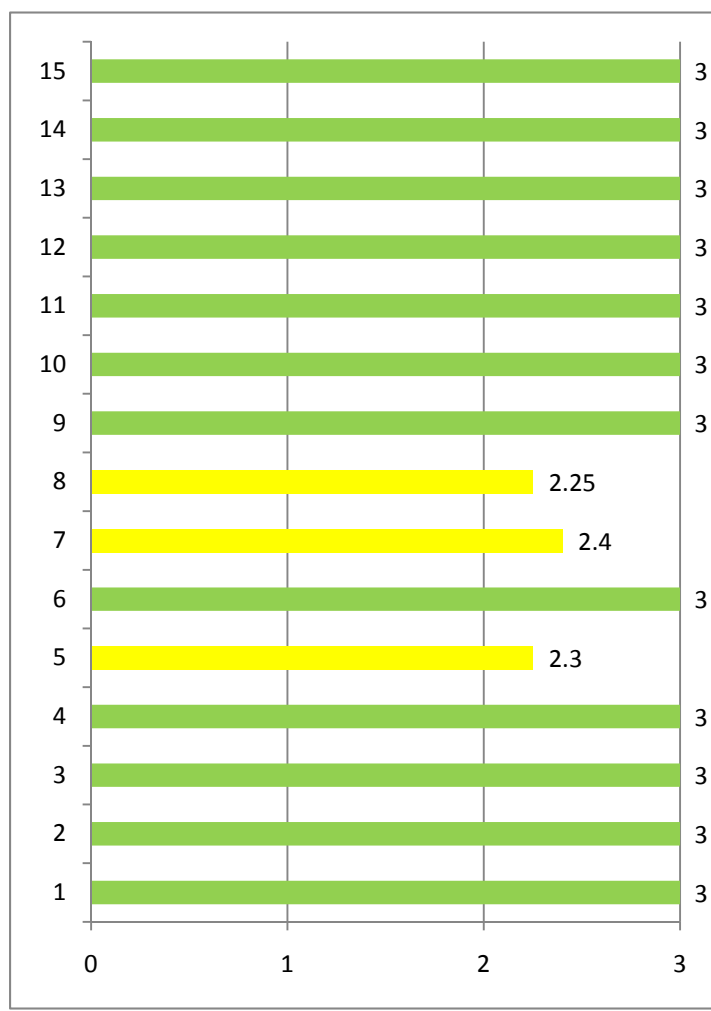
CATEGORY FINDINGS		
Strongly Disagree		2%
Somewhat Disagree		0
Somewhat Agree		1%
Strongly Agree		97%
Average Rating—2.8		

Therapeutic Milieu assesses a variety of physical factors in the environment with which the individual interacts. This category has six standards.

Eleven of the fifteen surveyed units received ratings of fully acceptable.

The temperature of one unit was cold to the staff, surveyors, and individuals in care.

Therapeutic Milieu



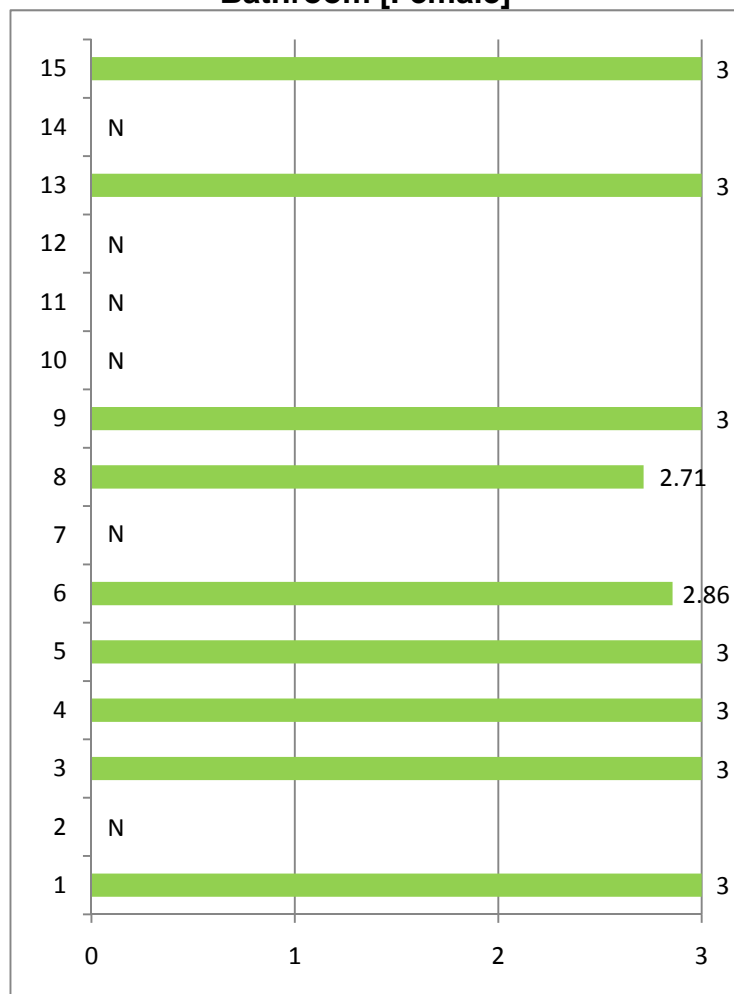
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 14F—Bathroom [Female]

CATEGORY FINDINGS		
Strongly Disagree		0
Somewhat Disagree		0
Somewhat Agree		1%
Strongly Agree		99%
Average Rating—2.98		

The Bathroom [Female] category addressed the cleanliness and general hygiene of the unit facilities. This category has seven standards.

All of the designated female bathrooms surveyed received ratings of fully acceptable. The bathrooms were not inspected if they were being cleaned at the time of the survey, and are reflected as N.

Bathroom [Female]

AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trm	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 14M—Bathroom [Male]

CATEGORY FINDINGS		
Strongly Disagree		3%
Somewhat Disagree		0
Somewhat Agree		4%
Strongly Agree		93%
Average Rating—2.8		

Bathroom [Male]

The Bathroom [Male] category addresses the cleanliness and general hygiene of the unit facilities. Surveyors assessed at least one male bathroom on each unit. This category has seven standards.

Twelve of the fifteen units surveyed received ratings of fully acceptable. The bathrooms were not inspected if they were being cleaned at the time of the survey, and are reflected as N.

Cleanliness of the fixtures and empty soap dispensers were issues on the remaining three units.

Observed problems on 1-C included:

- Evident mildew odor and stains on the shower curtain (C48, C54, and C55)
- No water in the toilet (C25 and C26)
- No hot water (C52—the corollary to this complaint adjacent showers had no cold water—one pod only had cold water, and one pod only had hot water. These showers are positioned in a back-to-back configuration to each other)

A particularly troubling issue that was observed across several units occurs over weekends and holidays: Surveyors were told by staff and individuals that when a toilet is soiled or stopped up, the door is locked until the regularly scheduled weekday housekeeper comes on duty. This practice effectively makes the bathroom unavailable for use even though a housekeeper is scheduled for duty on those days.

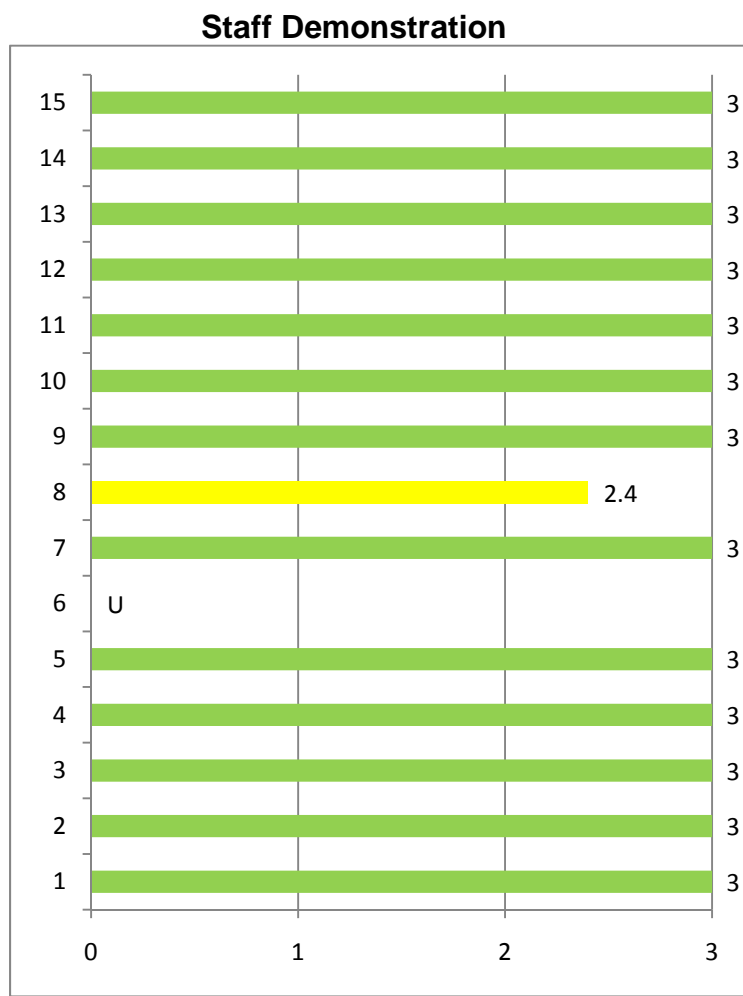
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

Average Unit Findings and Ratings for Category 15—Staff Demonstration

CATEGORY FINDINGS		
Strongly Disagree		1%
Somewhat Disagree		0
Somewhat Agree		0
Strongly Agree		99%
Average Rating—2.95		





Staff Demonstration evaluated staff knowledge of the location of five critical emergency equipment items. The surveyors asked a unit employee, at random, to **show** (not how to operate) the particular equipment to the survey team.

Thirteen of the fourteen units surveyed received ratings of fully acceptable. One unit received a rating of immediate attention needed because the selected staff was unable to show vital sign equipment to the surveyors.



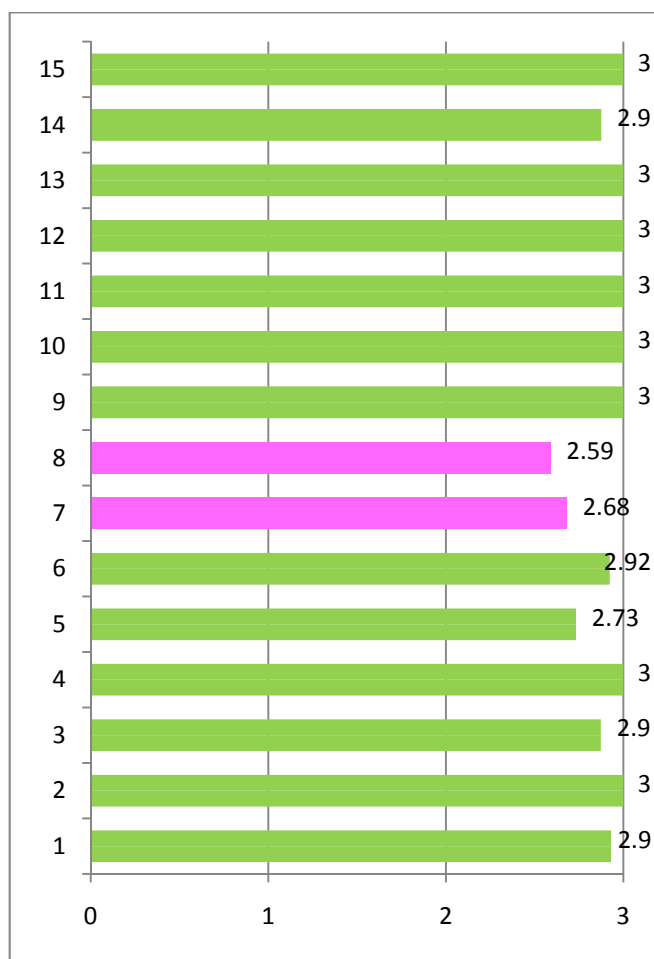
AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

APPENDIX A—Hospital-wide Average Ratings by Unit

CATEGORY FINDINGS		
Strongly Disagree		2%
Somewhat Disagree		1%
Somewhat Agree		2%
Strongly Agree		95%
Average Rating—2.93		

Fifteen units were surveyed at different time points across a three-week period.

Thirteen of the fifteen units received ratings of fully acceptable.



AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT	AXIS-UNIT
1 ANX-A	4 TLC-Trn	7 1-C	10 1-F	13 2-B
2 ANX-B	5 1-A	8 1-D	11 1-G	14 2-C
3 TLC-Int	6 1-B	9 1-E	12 2-A	15 2-D

APPENDIX B—Further Attention Needed by Unit

While the previous reports present a view of the aggregated hospital findings, the following tables use the same database, Appendix C, Hospital-wide Findings, to break out specific areas that surveyors determined needed further attention on each unit. The codes that accompany each finding can be cross-referenced with the database. The category number is listed first, followed by the standard number within the category.

1 ANX—A

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings	C-3.6	Nutrition refrigerator temperature log is current.
		C-3.7	Food in the nutrition refrigerator is labeled, dated.
		C-7.3	Hand washing poster is displayed.

2 ANX—B

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings		No Yellow Zone ratings

3 TLC—Intensive

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C3-3	Counters, sinks, serving carts free of perishable food.	C3-8	Labeled food is current
C3-7	Food in the nutrition refrigerator is labeled, dated.		

4 TLC—Transitional

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings		No Yellow Zone ratings

5 [ALLISON]-1A

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C4-7	Hand sanitizer is available.	C1-1	The unit is clean.
C10-6	Sharps container is less than 2/3 full.	C1-2	The unit is free of urine/fecal odor.
C13-2	Hand sanitizer is available.	C2-6	All fixtures have working light bulbs.
C14[M]-3	Bathroom soap dispensers are filled.		

6 [BARTON]-1B

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings.		No Yellow Zone ratings

7 [O'MALLEY]-1C

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C14[F]-3	Soap dispensers are filled.	C3-8	Labeled refrigerated food is current.
		C6-1	All supplies are stored off the floor.
		C9-4	Mattresses have bed sheets, pillows, and blankets.
		C9-5	Hampers are available for soiled clothing.
		C13-2	Hand sanitizer is available

8 [DIX]-1D

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C13-1	The unit temperature is appropriate for the weather.	C6-1	All supplies are stored off the floor.
C14[F]-3	Bathroom soap dispensers are filled.		
C15-5	Vital Sign Monitor (IVAC)		

9 [HAYDEN]-1E

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C10-7	Sharps container is tightly capped.		No Yellow Zone ratings.
C10-8	Sharps container is located in the locked Medication Room.		

10 [SHIELDS]-1F

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C3-7	Food in the nutrition refrigerator labeled, dated.		No Yellow Zone ratings.
C3-8	Labeled food is current.		
C3-10	Medication refrigerator is labeled.		

11 [HOWARD]-1G

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C8-2	Soap dispensers are filled.		No Yellow Zone ratings.

12 [GORELICK]-2A

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C4-8	Biohazard (Red Bag) containers are available.		No Yellow Zone ratings.
C7-1	Laundry Room is clean.		
C9-5	Hampers are available for soiled clothing.		
C10-3	Red bag trash awaiting pick up is properly stored.		
C10-6	Sharps container is less than 2/3 full.		
C10-7	Sharps container is tightly capped.		

13 [NICHOLS]-2B

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings.		No Yellow Zone ratings.

14 [BLACKBURN]-2C

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
C13-1	The unit temperature is appropriate for the weather.		No Yellow Zone ratings.

15 [FRANZ]-2D

STANDARD(S) RATED IN RED ZONE		STANDARD(S) RATED IN YELLOW ZONE	
	No Red Zone ratings.		No Yellow Zone ratings.

(Page left blank intentionally)

APPENDIX C—Hospital-wide Findings (4th Qtr—September 2010)

[illegible]

Description			ANX-A	ANX-B	TLC-Int	TLC-Trn	1-A (Allison)	1-B (Barton)	1-C (O'Malley)	1-D (Dix)	1-E (Hayden)	1-F (Shields)	1-G (Howard)	2-A (Gorelick)	2-B (Nichols)	2-C (Blackburn)	2-D (Franz)	AVERAGE
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
C2 - General Maintenance	1	The entry door operates easily, smoothly.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	Furnishings are in good repair.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Walls are in good repair.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	4	Wall paint is in good repair.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	5	All ceiling tiles are in place.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	6	Illuminated signs have working light bulbs.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	7	All light fixtures have working light bulbs.	3	3	3	3	1	3	3	3	3	3	3	3	3	3	3	2.87
	8	Handrails are securely fixed to the wall.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	9	Hanging pictures securely fixed to the wall.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	10	Flooring (carpet or other) is in good repair.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
C3 - Food Hndlg & Ref Monit'g	1	The ward sink is clean.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	Sink is free of frozen or thawing food.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Counters, sinks, svg carts free of perishable food.	3	3	0	3	3	3	3	3	3	3	3	3	3	3	3	2.80
	4	Nutrition refrigerator is clean inside and outside.	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2.93
	5	Nutrition refrigerator is labeled.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	6	Nutrition refrigerator temperature log is current.	1	3	3	3	3	3	3	3	3	2	3	U	3	3	3	2.79
	7	Food in the nutrition refrigerator labeled, dated.	1	3	0	3	3	3	3	3	3	0	N	3	3	2	3	2.36
	8	Labeled refrigerated food is current.	3	3	1	3	3	3	1	2	3	0	N	3	3	3	3	2.43
	9	Medication refrigerator is clean.	3	3	3	3	3	3	U	3	3	3	3	3	3	3	3	3.00
	10	Medication refrigerator is labeled.	3	3	3	3	3	3	3	3	3	0	3	3	3	3	3	2.80
	11	Medication refrigerator temperature log is current.	3	3	3	3	3	3	U	3	3	3	3	3	3	3	3	3.00

Description			ANX-A	ANX-B	TLC-Int	TLC-Trn	1-A (Allison)	1-B (Barton)	1-C (O'Malley)	1-D (Dix)	1-E (Hayden)	1-F (Shields)	1-G (Howard)	2-A (Gorelick)	2-B (Nichols)	2-C (Blackburn)	2-D (Franz)	AVERAGE
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
C4 - Nursing Station	1	Nursing station counter-top is clean.	3	3	N	3	3	3	3	3	3	3	2	3	3	3	3	2.93
	2	Hand washing poster is displayed	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	3	Soap dispenser is filled.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	4	Soap dispenser is in good working order.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	5	Soap dispenser is clean.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	6	Paper towel dispenser is filled.	3	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	7	Hand sanitizer is available.	3	3	N	3	0	3	3	3	3	3	3	0	3	3	3	2.57
	8	Biohazard (Red Bag) containers are available.	3	3	N	N	N	N	U	N	N	N	N	N	N	N	N	3.00
	9	Red bags are used only for inf. waste disposal.	3	3	N	N	N	N	U	N	N	N	N	N	N	N	N	3.00
C5 - Linen	1	Linen and towel supplies reported sufficient.	U	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	Linens and towels are reported to be clean.	U	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Linens and towels reported in good condition.	U	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	4	Linens are stored on shelves in a locked room.	U	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
C6 - Stor'g	1	All supplies are stored off the floor.	3	3	3	3	3	3	1	1	3	3	3	U	3	3	3	2.71
	2	Secondary containers are properly labeled.	3	3	3	3	3	N	U	N	3	3	3	U	N	3	3	3.00
	3	All supplies are stored below the height marker.	3	3	U	U	U	U	U	U	U	U	U	U	U	U	U	3.00
C7 - Laundry	1	Laundry Room is clean.	3	N	N	N	3	3	2	3	3	3	3	0	3	3	3	2.67
	2	Trash can is available.	3	N	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Hand washing poster is displayed.	1	N	N	N	N	N	N	N	N	N	N	N	N	N	N	1.00
	4	Hand soap dispenser is filled.	3	N	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	5	Hand soap dispenser works properly.	3	N	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	6	Paper towel dispenser is filled.	3	N	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00

Description			ANX-A	ANX-B	TLC-Int	TLC-Trn	1-A (Allison)	1-B (Barton)	1-C (O'Malley)	1-D (Dix)	1-E (Hayden)	1-F (Shields)	1-G (Howard)	2-A (Gorelick)	2-B (Nichols)	2-C (Blackburn)	2-D (Franz)	AVERAGE
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
C8- Tx Room	1	Oxygen tank is available.	3	3	3	3	3	3	U	3	3	3	2	U	3	3	3	2.92
	2	Soap dispensers are filled.	3	3	3	3	3	3	3	3	3	3	0	3	3	3	3	2.80
	3	Paper towel dispenser is filled.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	4	PPE supplies are available.	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	2.93
	5	Red-bags are available for used PPE.	3	3	U	U	3	3	3	3	3	3	3	3	3	3	3	3.00
C9 - Dormitories	1	Dorm labeled with pt's first name & last initial only.	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	The dormitory is free of odors (body, smoke, etc.)	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Plastic personal urinals, if visible, are empty.	N	N	N	N	N	N	N	N	N	U	U	N	N	N	3	3.00
	4	Mattresses have bed sheets, pillows, and blankets.	N	3	N	N	3	3	1	3	3	3	2	2	3	3	3	2.67
	5	Hampers are available for soiled individual clothing.	U	3	N	N	3	3	1	3	3	3	2	0	3	3	3	2.50
	6	Area is free of loose or stored food.	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	7	Area is free of trash, clutter, insects, and rodents.	3	3	N	N	3	3	3	3	3	3	2	3	3	3	3	2.92
C10- Infectious Waste/Sharps Disposal	1	Red bag trash cans are located at point of use.	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	Red bags are used ONLY for infectious waste.	3	3	N	N	3	3	3	3	3	3	3	U	3	3	3	3.00
	3	Red bag trash awaiting pick up is properly stored.	3	3	N	N	N	3	3	3	N	3	3	0	3	3	3	2.73
	4	Biohazard labels affixed to trash cans.	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	5	Sharps safety containers are in use.	3	3	N	N	3	3	3	3	3	3	3	3	3	3	3	3.00
	6	Sharps containers are less than 2/3 full.	2	3	N	N	0	3	3	3	3	3	3	0	3	3	3	2.46
	7	Sharps container is tightly capped.	3	3	N	N	2	3	3	2	0	3	3	0	3	3	3	2.38
	8	Sharps container is located in the locked Med Rm.	3	3	N	N	3	3	3	3	3	3	3		3	3	3	3.0

Description			ANX-A	ANX-B	TLC-Int	TLC-Trn	1-A (Allison)	1-B (Barton)	1-C (O'Malley)	1-D (Dix)	1-E (Hayden)	1-F (Shields)	1-G (Howard)	2-A (Gorelick)	2-B (Nichols)	2-C (Blackburn)	2-D (Franz)	AVERAGE
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
C11-Manual/Info	1	SEH Policy and Procedures Manual	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
	2	SEH Infection Control Manual (N/A)	U	3	N	N	U	N	N	N	N	N	N	N	N	N	N	3.00
	3	Infection Control bulletin board.	N	3	N	N	N	N	N	N	N	N	N	N	N	N	N	3.00
	4	Nursing Reference Manual	U	3	N	N	U	U	3	3	3	3	3	3	U	3	3	3.00
	5	Material Safety Data Sheet binder.	U	3	N	N	U	0	3	3	3	3	3	3	3	3	3	2.73
	6	Fire Evacuation Plan binder.	U	3	N	N	3	0	3	3	3	3	3	3	3	3	3	2.75
C12-Safety	1	All staff wear identification badge.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	2	Fire exit locks are operable.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	3	Corridors are unobstructed.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	4	Electric equipment is free of extension cords.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	5	Electric panels, fire response equip. unobstructed.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	6	Areas are free of trip hazards.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	7	A fire evacuation map is posted on the unit.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
C13-Therapeutic Milieu	1	The unit temperature is appropriate for the weather.	3	3	3	3	3	3	3	0	3	3	3	3	3	0	3	2.60
	2	Hand-sanitizer is available.	3	3	3	3	0	3	1	3	3	3	3	3	3	3	3	2.67
	3	Individual-use water coolers are clean.	3	3	3	3	U	3	3	3	3	3	3	3	3	3	3	3.00
	4	Water cups are available for individual use.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	5	All clocks display the same, correct time.	3	3	3	3	3	3	2	N	3	3	3	3	3	3	3	2.93
	6	All calendars show the correct month, date.	3	3	U	N	N	N	N	N	N	N	N	N	N	N	N	3.00
C14F - Baths [F]	1	Bathroom is free of odor.	3	N	3	3	3	3	N	3	3	N	N	N	3	N	3	3.00
	2	Bathroom fixtures are clean.	3	N	3	3	3	3	N	3	3	N	N	N	3	N	3	3.00
	3	Bathroom soap dispensers are filled.	3	N	3	3	3	3	N	1	3	N	N	N	3	N	3	2.78
	4	Bathroom soap dispensers work properly	3	N	3	3	3	3	N	3	3	N	N	N	3	N	3	3.00

Description			ANX-A	ANX-B	TLC-Int	TLC-Trn	1-A (Allison)	1-B (Barton)	1-C (O'Malley)	1-D (Dix)	1-E (Hayden)	1-F (Shields)	1-G (Howard)	2-A (Gorelick)	2-B (Nichols)	2-C (Blackburn)	2-D (Franz)	AVERAGE
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	5	Bathroom is stocked with clean toilet tissue.	3	N	3	3	3	3	N	3	3	N	N	N	3	N	3	3.00
	6	Bathroom is stocked with clean paper towels.	3	N	3	3	3	3	N	3	3	N	N	N	3	N	3	3.00
	7	Shower stall and curtain are clean.	3	N	3	3	3	2	N	3	3	N	N	N	3	N	3	2.88
C14F - Baths [M]	1	Bathroom is free of odor.	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	2.93
	2	Bathroom fixtures are clean.	3	3	3	3	2	2	2	3	3	3	3	3	3	3	3	2.79
	3	Bathroom soap dispensers are filled.	3	3	3	3	0	3	0	0	3	3	3	3	3	3	3	2.57
	4	Bathroom soap dispensers work properly.	3	3	3	3	3	3	N	N	3	3	3	3	3	3	3	3.00
	5	Bathroom is stocked with clean toilet tissue.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	6	Bathroom is stocked with clean paper towels.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
	7	Shower stall and curtain are clean.	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00
C15-Staff Demo	1	Emergency Drug Box	3	3	3	3	3	U	U	3	3	3	3	3	3	3	3	3.00
	2	Automatic External Defibrillator	3	3	3	3	3	U	3	3	3	3	3	3	3	3	3	3.00
	3	Suction Machine	3	3	3	3	3	U	3	3	3	3	3	3	3	3	3	3.00
	4	Oxygen tank.	3	3	3	3	3	U	3	3	3	3	3	3	3	3	3	3.00
	5	Vital Sign Monitor (IVAC)	3	3	U	3	3	U	3	0	3	3	3	3	3	3	3	2.77
OVERALL AVERAGES BY WARD			2.9	3.0	2.9	3.0	2.73	2.86	2.68	2.65	2.9	3.0	3.0	3.0	3.0	2.9	3.0	2.93

(Page left blank intentionally)