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**SELECTION OF OPPORTUNITIES FOR IMPROVEMENT:**

The COVID-19 pandemic caused a sudden rise in hospital admissions. Thus, forcing stringent terminal cleaning practices among the housekeeping staff. Our initial questionnaires exhibited below-average results on knowledge (76%) and practice (49%) compared to the previous studies.

**KEY MEASURES FOR IMPROVEMENT:**

To improve the knowledge and practice score of terminal cleaning procedures among the housekeeping staff to 85% and more than 90%, respectively.

**PROCESS OF GATHERING INFORMATION:**

Self-administered questionnaires and compliance audit checklists were distributed to 20 housekeeping staff. Root cause analysis was conducted using a fishbone diagram and 5 WHYS. The contributing factors were inadequate tools and poor monitoring of terminal cleaning procedures, no competency monitoring, and no proper checklist on the process.

**ANALYSIS AND INTERPRETATION:**

The initial KAP questionnaires scored only knowledge of only 76% and practice at 49%, which is below average compared to other similar studies.

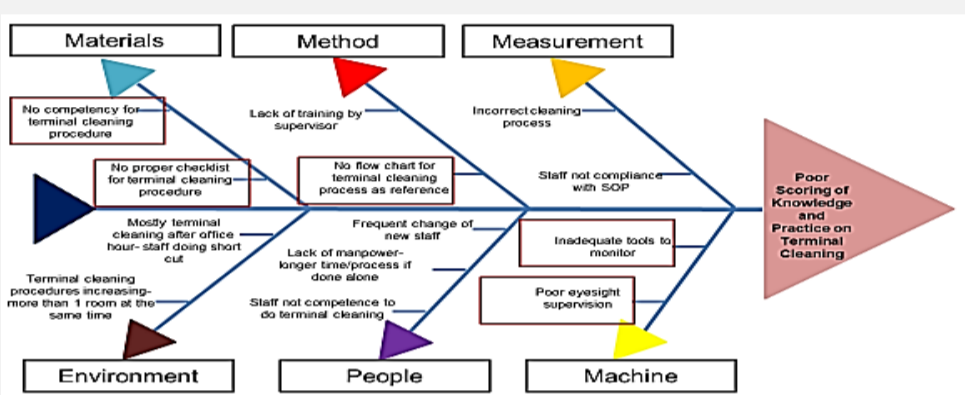
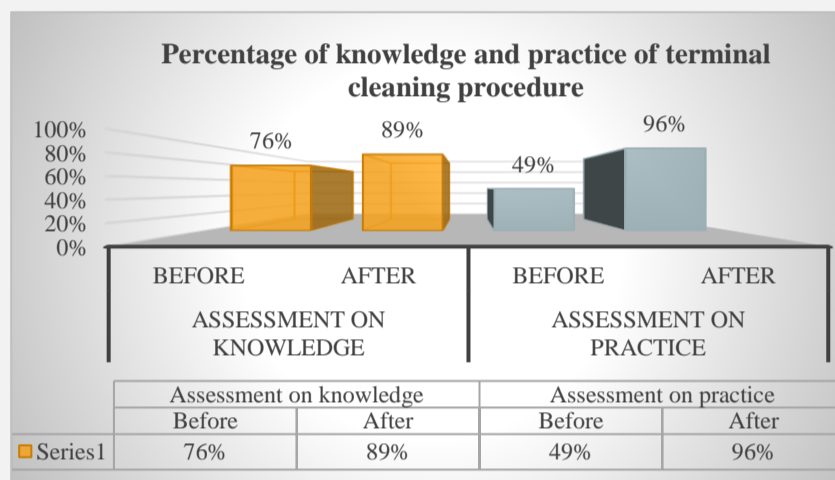


Figure 1 : Ishikawa diagram for poor scoring of knowledge and practice on terminal cleaning



**STRATEGIES FOR CHANGE:**

One-week intensive training was conducted to improve the housekeeping staff's knowledge and practice scores of terminal cleaning procedures. A terminal cleaning monitoring system was introduced consisting of a terminal cleaning competency checklist, an environmental checklist for supervisors, and flow charts for quick referral. In addition, Glo Germs fluorescent pens were used to monitor any missed areas.



Training on terminal cleaning process for housekeeping staff



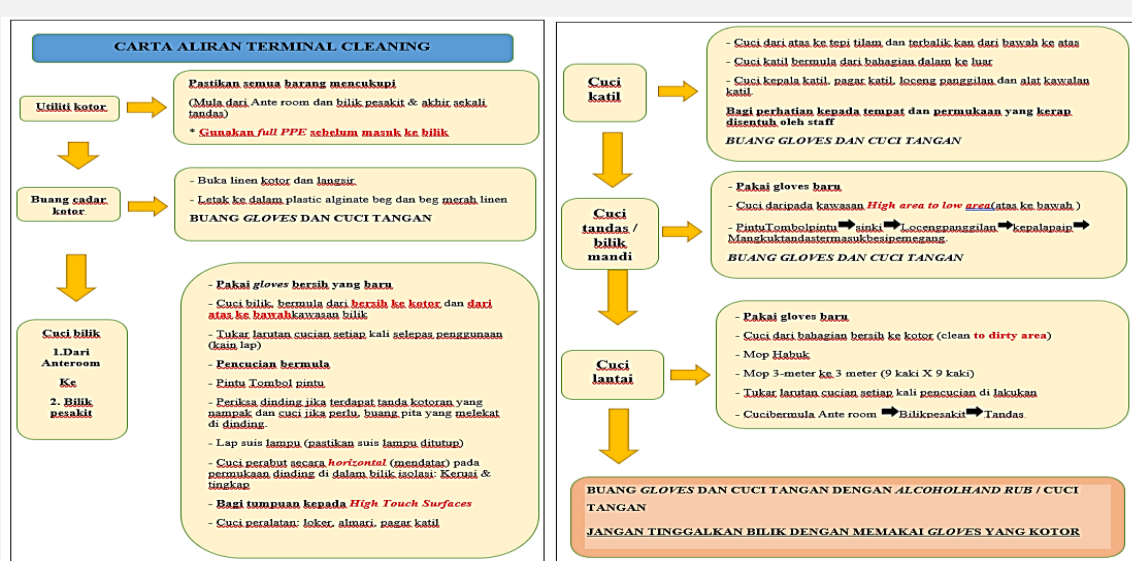
Audit on post terminal cleaning procedure using fluorescent marker

**EFFECT OF CHANGE:**

Post-intervention questionnaires showed improvement in both studied aspects, the knowledge score (89%) and practice score (96%). The time taken for terminal cleaning procedures has also been reduced by 15%.

**THE NEXT STEP:**

We plan to achieve 100% knowledge and practice scores of the terminal cleaning procedures by July 2022. The adopted questionnaires will be used to assess the training efficiency. The improved training and audit method will be shared with relevant supervisors for continuous assessment and training.



**References:**

CDC Environmental Checklist for Monitoring Terminal Cleaning, Literature Review: Environmental decontamination and terminal cleaning, National Services Scotland, June 2014, Routine and terminal cleaning of isolation rooms and cohort areas in health care settings, and terminal cleaning of wards following outbreaks or increased incidence of infection (National Services Scotland) Version 1.0. May 2015. Best Practices for Environmental Cleaning for Prevention and Control of Infections In All Health Care Settings - 2nd edition, Provincial Infectious Diseases Advisory Committee (PIDAC) May 2012