

# Environmental Services Management



**Simple Management Solutions, LLC.**

Integrated Facilities Management  
and Design

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# Environmental Services Management

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The Environmental Services department (EVS) is the first line of defense to protecting the impression a facility has on those coming into it for the first time and that's not even close to the most important work they do. Years ago, the term for an infection contracted while in a healthcare facility, was "nosocomial infection", it has been considerably simplified to "HAI", or healthcare acquired infection, while it still has 8 syllables when spelled out, the chances for misinterpreting its meaning are slim. Liability associated with HAIs is nightmarish to the reputation and financial stability of every healthcare organization in the country, large or small. In concert with clinical departments and the infection control team, the EVS department takes on the task of knocking out surface and airborne pathogens by means of focused and regular cleaning and disinfection of the entire environment of care.

Using state-of-the-art chemicals, equipment, procedures, and training, EVS personnel coordinate their activities to coincide with the eb and flow of all other departments in the facility. Whenever possible, they perform patient room cleaning to occur when in-room patient clinical procedures aren't taking place, or while the patient is away to some kind of therapy. If the patient happens to be in the room when cleaning occurs, the housekeeper is trained to be pleasant and courteous while performing a complete regimen of procedures that leave the room disinfected, clean and in an aesthetically pleasing condition. A well-trained housekeeper can do this so expertly, that the patient never perceives an inconvenience.

Because of their distinctive role in the pantheon of patient care, next to nursing staff, patients see and interact more with their housekeeper than any other person in the facility. Because of this, they have an enormous impact on the overall quality of the patient experience. It takes a well-run EVS department to get that right, but it doesn't stop there. In most healthcare facilities, square footage dedicated to in-patient usage is well under 50% of the total. Specialty clinical areas, medical ancillary departments, medical office areas, non-medical support departments, surgical areas, mechanical areas, public areas, administrative areas, and so-on, make up the majority of the square footage.

For each area of the facility, there are particular procedures to follow that have to be coordinated so the efforts of EVS can be executed in a manner convenient to the professionals that work in that area. For example, the procedures used for the terminal cleaning of a surgical suite are vastly different from those used in an office space. There are also procedures specialized to surface types that are done in nearly all areas of the facility, such as floor finishing. The point is that EVS is an essential and integral part of a facility's overall staffing complement, that is considerably more complicated and difficult to manage than many people think.

The management staff of EVS departments will vary in number and specialization as will the rank and file associates. Below is an outline of the basic components of an EVS program dedicated to healthcare. I have chosen healthcare as the example because the level of sophistication required will likely meet or exceed the essential needs of the other facilities listed.

I have written manuals focused on every aspect of performing EVS responsibilities in a given facility. For the purpose of this document and to show proof of concept, I have provided some detail specific to the General Administration Manual below. Beyond that, I have listed other manuals that may be needed to provide a full grasp of the department.

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## **General Administrative**

- A. Monthly Program Checklist
- B. Contracted Services Management
- C. Vendor Control Log
- D. Regulatory Agencies Management
  - 1. Joint Commission Preparation Guide
  - 2. Program Effectiveness Assessment
- E. Blueprint Index
- F. Manufacturer's Product Library
- G. Monthly Facility Report
- H. Emergency Response
- I. Organizational Chart
  - 1. Facility
  - 2. Departmental
  - 3. CMS
- J. Key Request/Distribution
- K. Product Chart

## **II. SAFETY MANAGEMENT**

- A. Emergency Preparedness (emergency and disaster plans)
  - 1. Facility Role in Community Wide Plans
  - 2. Departmental Role in Facility Plans
- B. Orientation and Continuing Education
- C. Information Collection and Evaluation System
- D. Problem Identification and Resolution

## **III. LIFE SAFETY MANAGEMENT**

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## A. Fire Safety Plans

1. Facility wide plan
2. Departmental role in facility plans
3. Fire safety training and orientation for staff

## IV. **EQUIPMENT MANAGEMENT** (separate manual)

### A. Introduction

### B. Table of Contents

## V. **UTILITIES MANAGEMENT**

### A. Incident Response Requirements

1. Problem identification and resolution
2. Input to safety committee (I.C.E.S.)

### B. User, Maintainer Training

### C. Orientation and Continuing Education

## VI. **E. S. WORKLOAD MANAGEMENT** (separate manual)

### A. Introduction

### B. Table of Contents

## VII. **HAZARDOUS MATERIAL MANAGEMENT** (separate manual)

### A. Introduction

### B. Table of Contents

## VIII. **TRAINING AND DEVELOPMENT** (separate manual)

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- A. Introduction
- B. Table of Contents
- C. Archiving Binder

## **IX. FINANCIAL MANAGEMENT**

- A. Forecasting and Results (Departmental budget)
  - 1. Purchase Requisition - Purchase Order Log
  - 2. Period / Monthly Accounts Payable Report
  - 3. Period / Monthly P&L (Operating Report)
  - 4. Period / Monthly Inventory Report
  - 5. Period / Monthly Labor Usage Report
  - 6. Billing Preparation Form

## **X. TOTAL QUALITY MANAGEMENT** (separate manual)

- A. Introduction
- B. Table of Contents

## **XI. HUMAN RESOURCES**

- A. Corporate Policy Manual - Table of Contents
- B. Forms List
- C. Job Descriptions
- D. Communication
- E. General Orientation of CMS Associates
- F. Personnel Action Records
- G. Performance Appraisals
- H. Labor Law
- I. Interviewing and Selection

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J. Training and Development

K. Handling Associate Complaints and Grievances

L. Progressive Discipline

**XII. COMPUTER SYSTEM** (separate manual)

A. Introduction

B. Table of Contents

**XIII. LINEN MANAGEMENT** (separate manual)

A. Introduction

B. Table of Contents

**XIV. CONTROL DOCUMENT (CONFIDENTIAL)**