

CERTIFIED  
HEALTHCARE



# Frontline Training Program

ENVIRONMENTAL  
SERVICES  
TECHNICIANS



American Hospital  
Association



ASSOCIATION FOR THE  
HEALTHCARE ENVIRONMENT

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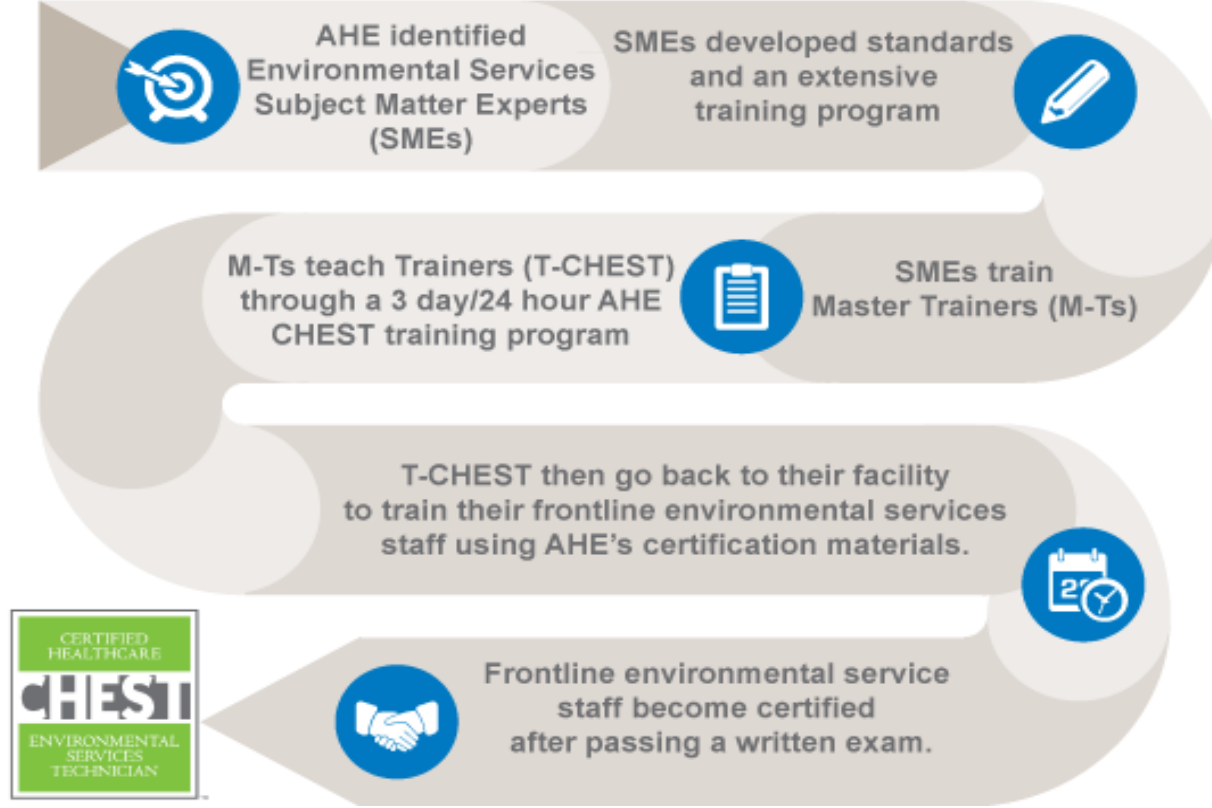
  
POMONA VALLEY HOSPITAL  
MEDICAL CENTER

*Expert care with a personal touch*

# About CHEST

- The Certified Healthcare Environmental Services Technician (CHEST) program offers a new certification for Environmental Services frontline workers.
- It is a comprehensive, healthcare specific, best practice referenced training program for supervisors and the frontline staff they lead.
- **CHEST** is built on an innovative “Train-the-Trainer” model. Healthcare facilities can choose to train one or more of their staff through AHE to deliver the **CHEST** certification program directly in their hospitals.

# Train the Trainer Model:



# Why CHEST?

- In order to achieve quality outcomes\*, healthcare environmental services technicians must be well-trained and demonstrate competence in a number of key areas.
- CHEST program validates competency of Environmental Services Technicians who demonstrate knowledge and the ability to put it into action.
- Technicians not only learn the proper way to perform their duties, they also learn “why” they perform them in such a manner to derive at the desired results.

\*Reduction in HAIs, higher HCAHPS ratings & improved medical reimbursements.

# CHEST Training Methods:

## Utilizes a variety of media:

- Video
- PowerPoint presentations
- Class activities and participation:
  - Study guides
  - Q & A / Chapter reviews
  - Real-world scenarios and examples
  - Games

*All designed to help engage participants, help them retain information, improve on-the-job performance and heighten awareness.*

# Program/Certification Aspects:

- The program covers all aspects of a frontline worker's typical tasks and accountabilities.
- Environmental Service Technicians must complete the required training hours.
- Environmental services technicians must pass a written assessment and proctored exam to earn the CHEST title.

# Program Components:

The program covers seven domains.

DOMAINS	CONTENT	
	20%	Cleaning and Disinfection
	10%	Waste Handling
	5%	Floor Care
	10%	Linen Handling
	20%	Infection Prevention
	15%	Safety
	20%	Communication

Domains are taught in 10 modules.

MODULES	
Infection Prevention and Control	4.0 hours
Assignments with Supervisor and Other Staff	1.5 hours
Cart Set-up and Handling Chemicals	2.5 hours
Occupied Room #1	2.0 hours
Unoccupied Discharge or Transfer Room	1.5 hours
Isolation Room	2.0 hours
Occupied Patient Room #2	1.75 hours
Common Area	2.0 hours
Specialty Areas, Uncommon Situations	2.0 hours
Wrap up and Review	2.0 hours
Additional Practice	1.5 - 2 hours

# Program Focus: Infection Prevention & Control

## 1. Chain of infection/breaking chain

- 6 links

## 2. Behaviors to control/prevent infection

- Know pathogen
- Proper cleaning/chemical/tool/disinfection process-dwell time
- Proper PPE
- Sneeze/Cough etiquette
- Hand Hygiene

## 3. Cleaning vs. Disinfecting

- Disinfection classifications

## 4. Standardized cleaning process:

- Clean clock/counterclockwise
- Clean to dirty
- Clean top to bottom
- Unidirectional wiping

## 5. PPEs:

- Donning & Doffing

## 6. Standard precautions

## 7. Transmission based precautions



# Benefits:

## **Frontline Environmental Services Staff**

Increased patient safety, efficiency, and professionalism  
Engaged environmental services staff  
Improved patient satisfaction

## **Department**

Respect  
Earned credential recognized by the American Hospital Association  
Ability to perform and compete at the highest level for environmental services jobs

## **Facility**

Improved interdepartmental communication  
Consistent and reliable environmental services performance  
Improved patient satisfaction

## **Patients**

Greater satisfaction  
Better experience of care  
Improved outcomes



# Advantages of CHEST Certification:

- **90% of those who hold a certification through the American Hospital Association say it's a valued achievement in their career.**
- **86% of healthcare human resource managers and directors take a closer look at employees with certifications.**
- **Employees who are more confident in achieving their work goals are 83% more likely to be engaged on the job, which correlates to greater job satisfaction.\***

\*Source: Society for Human Resource Management (2012). 2012 Employee Job Satisfaction and Engagement.

# In Summary:

- Healthcare Environmental Services Technicians are an **instrumental** part of the patient care team.
- Meticulously trained frontline workers in healthcare are critical to positive outcomes and in infection prevention.
- CHEST program incorporates a systematic process for cleaning practices.
- Certification empowers frontline staff – Certified Leads are proud and confident.

# In Closing:

Healthcare Environmental Services Technicians are a vital part of the healthcare team and their work impacts many components of the daily operations of a facility including infection prevention, patient satisfaction, improved outcomes, and reimbursement.

With so much at stake for healthcare facilities, training and certifying Environmental Services Technicians in critical areas of competency needs to be an essential aspect of the facility's training program.

# Questions?