



Top Ten Survey Deficiencies

(TIP TOPIC: Housekeeping and Laundry)

EPIC Tip Sheet

*This tip sheet provides information on the impact of **housekeeping and laundry** in infection control deficiencies cited by the Arizona Department of Health in annual, complaint and special infection control surveys conducted from January 2018-summer 2020. This guide offers basic information on deficiency examples, potential corrective actions and preventive measures a facility can take to avoid future deficiencies. Additional resources are also provided.*

CMS Deficiency – F880 Infection Control

- **§483.80 Infection Control**

The regulation F880 requires that nursing facilities establish and maintain “*an infection prevention and control program designed to provide a safe, sanitary and comfortable environment and to help prevent the development and transmission of communicable diseases and infections.*”

The requirements for the Infection Prevention and Control Program (IPCP) include:

- A system for prevention, identification, reporting, investigation and control of infections and communicable diseases. The system must be able to do this for all residents, staff (including those providing services via contract), visitors and volunteers in the facility as well and should be based on the Facility Assessment and follow nationally accepted standards.
- The IPCP must include written standards, policies and procedures for elements of the program including surveillance, reporting potential incidents, standard and transmission-based precautions, isolation, prohibition of employees from direct contact with residents or their food under certain circumstances and hand hygiene. Many of these areas are what are frequently cited on survey since facility staff often fail to follow procedures appropriately, indicating a need for additional focus in these areas through competencies and training.
- A system for recording incidents identified under the IPCP and corrective actions taken by the facility. Deficient practices have been identified in this area when facilities have not completed line listings or tracked GI breakouts in facilities.
- The IPCP must also address how staff handle/store/process and transport linens. The Infection Prevention and Control Program must be reviewed and updated annually and as needed.

Examples of Deficiencies Cited for Housekeeping and Laundry Issues:

The Disaster Ready Emergency Preparedness Infection Control (DR EPIC) program provides education and technical assistance for skilled nursing providers throughout the state. Individual providers will need to exercise their independent discretion in how to apply this information and technical assistance to the unique operation of each facility. For that reason, a facility's exercise of its professional judgment and due diligence in utilizing the program for infection control and risk management practices is solely within the facility's control for which it is entirely responsible.

Facilities continue to receive citations related to housekeeping and laundry such as:

- Not following the facility policies and appropriately wearing PPE for transmission-based precautions such as face masks.
- A lack of training for the housekeeping staff.
- Laundry staff not trained and not following the proper procedures for handling the linen from the COVID-19 unit.

Corrective Action/Best Practices to Consider:

- Facility should ensure that laundry and housekeeping staff have access to EPA-registered hospital-grade disinfectants. During the COVID-19 pandemic, verify that all EPA-registered disinfectants are on the EPA-registered N-List. (refer to resource list below)
- The facility should have a process to monitor supply levels.
- The facility should follow accepted cleaning protocols such as:
 - Cleaning from the cleaner areas to the dirtier areas and from high to low areas to avoid spreading dirt and microorganisms.
 - Using fresh cleaning cloths when starting to clean each resident room.
 - Changing cleaning cloths when they are no longer saturated with solution for a new, wetted cloth.
- Facilities should have written policies and procedures which should include training for staff who will handle linens and laundry.
- Managers should make frequent rounds observing staff performing cleaning duties.
- Facilities are required to follow manufacturer's instructions for all materials involved in laundry processing.

Resources:

- Best Practices for Environmental Cleaning in Healthcare Facilities
<https://www.cdc.gov/hai/prevent/resource-limited/index.html>
- Great training videos for all EVS and Laundry staff in English and Spanish:
https://www.youtube.com/channel/UCr7pqPe_gn7RFb8mX_8gW_w
- CDC Coronavirus Disease 2019 (COVID-19) Preparedness Checklist for Nursing Homes and other Long-Term Care Settings
https://www.cdc.gov/coronavirus/2019-ncov/downloads/novel-coronavirus-2019-Nursing-Homes-Preparedness-Checklist_3_13.pdf
- CDC Environmental Cleaning Procedures in Healthcare Settings
<https://www.cdc.gov/hai/prevent/resource-limited/cleaning-procedures.html>
- CMS Guidance
<https://www.cms.gov/medicare/provider-enrollment-and-certification/surveycertificationgeninfo/downloads/survey-and-cert-letter-13-09.pdf>

EPA-registered N-List: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

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