

## MEET A T-CHEST

# CREATING A CAREER PORTFOLIO



Kent L. Miller, MHA, CHESP, T-CHEST  
Director, Environmental Services/Sustainability Officer  
Mercy Health Saint Mary's

### Q. What made you sign up for the T-CHEST program?

I wanted to create a career portfolio for my front-line colleagues. Through the CHEST training program I am able to do this. And as an added benefit it will create a more professional environmental services team who are knowledgeable in a lot of aspects that they are responsible for (including customer services, infection control, safety, and emergency management).

### Q. How did they get your facility to see the value and approve the cost?

I personally met with both the president and the vice president of human resources. Each of the leaders thought it was of great value and needed in the environmental services field and department. The organization is working on, and I have been personally involved in, a career portfolio working with non-profits in the region. The CHEST program fits right into that initiative.

### Q. To you, what's the most important part of the training program?

The most important aspect of the training is the opportunity for the front-line colleagues to learn the details of their daily responsibilities and why it is important.

### Q. How do you think the training will help your staff and organization?

I honestly believe that when we complete the training that our HCAHPS scores will go up, HAIs will continue to drop, and colleague engagement will increase.

### Q. As a trainer, what's the most important thing to keep in mind when delivering the information to your trainees?

The most important thing a trainer should keep in mind when going through the CHEST training program, is to be knowledgeable yourself on all aspects of

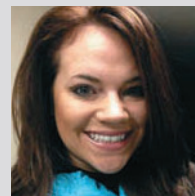
environmental services. If you are not, you are going to have some difficulties training the front-line colleagues. Equally important is being open to dialogue on what is being discussed. There will be questions that come up, and the trainer needs to be ready for them and be willing to answer them.

## EMPOWERING EMPLOYEES

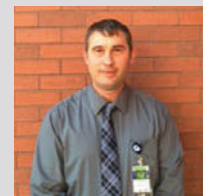
*Bon Secours St. Francis Health System, Greenville, SC*



Maurice Christopher,  
EVS Manager, T-CHEST



Maggie Johnson,  
EVS Trainer, T-CHEST



James Fengel, EVS  
Manager, T-CHEST

### Q. What made you sign up for the T-CHEST program?

About this time last year, our Environmental Services Leadership Team started to design a new environmental services training program from scratch. We had a lot of great material, but we lacked the "wow" factor. Enter CHEST, which offers a comprehensive training program supported by the AHA! When our administrative director

*continued on page 20*

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went to Exchange last year, he came back excited for us to attend the T-CHEST program as soon as possible. Three of us (two managers and the department trainer) attended in Baltimore in October.

**Q. How did they get your facility to see the value and approve the cost?**  
Upon our return from T-CHEST Training, we provided a plan and information to our admin director who then presented to our COO. They were both on board and excited about the opportunity. By the end of May 2016, all of our technicians will have completed the CHEST program.

**Q. To you, what's the most important part of the training program?**

The most important part of the program is the confidence instilled in our environmental services technicians. They know, because they are CHEST-certified, they are experts in their field and they are proud to use and share their knowledge. Passing on knowledge is critical, but empowering employees to take ownership and pride in their work is really what this program is all about.

**Q. How do you think the training will help your staff and organization?**

The training has provided consistency and accountability among our staff. After completing the CHEST program, there is no confusion about best practices, infection prevention and patient interaction. Other members of our organization have also started to really catch on that our environmental services staff are critical members of the patient care team.

**Q. As a trainer, what's the most important thing to keep in mind when delivering the info to your trainees?**

The most important thing to remember is it is the trainer's job to help trainees break through limiting beliefs. At first they may see only obstacles and reasons why something won't work. Our job is to show them how it can work and empower them to be role models in our health system and our field.



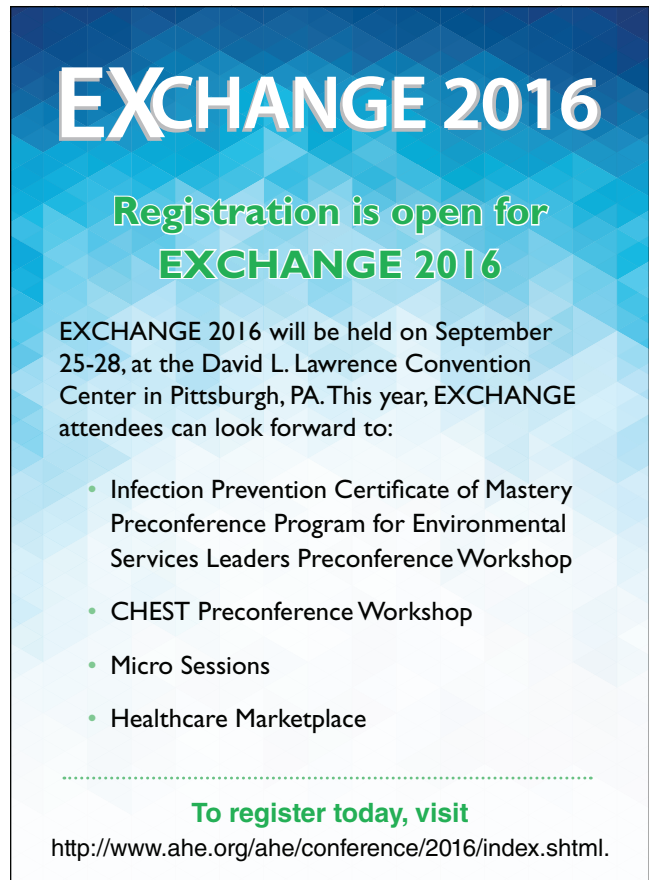
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EXCHANGE 2016**

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- Infection Prevention Certificate of Mastery Preconference Program for Environmental Services Leaders Preconference Workshop
- CHEST Preconference Workshop
- Micro Sessions
- Healthcare Marketplace

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