Trained for Success

The Association for the Healthcare Environment (AHE) of the American Hospital Association offers a comprehensive training and certification program professionally designed and weighted to address the essential and evolving job tasks and requisite skills and knowledge of healthcare environmental services technicians.

The Certified Healthcare Environmental Services Technician (CHEST) certification program focuses on:

- Infection Prevention
- Cleaning and Disinfection Throughout the Facility
- Environmental Services Equipment and Supplies
- Working Safely and Responsibly
- Basic Floor Care and Maintenance
- Environmental Monitoring and Quality Control
- Waste Removal
- Linen/Laundry Handling
- Multi-cultural Differences; Ethical Decision-Making
- Effective Communication and the Patient Experience of Care

ON THE FRONTLINES

Frontline healthcare environmental services technicians are critical members of the patient care team in hospitals, continuing care centers and other healthcare settings. They are in the trenches every day performing vital, potentially life-saving work.

For many patients and continuing care residents, environmental services technicians are the only thing standing between them and an environment contaminated with potentially harmful, resistant bacteria.

Meticulously trained frontline workers in healthcare are critical to positive outcomes.

“Doing our best requires that we know what to do, how to do it, how to think critically so decisions can be made, how to evaluate or assess what has been done, and how to improve. These are the foundational elements for a competent workforce. Competencies empower the worker by helping them know how, exactly, they can do their best work. Let’s help that happen through a program that offers certification for environmental services technicians that demonstrates knowledge and the ability to put it into action. CHEST certification is the ultimate in competent practice demonstration!”

Ruth Carrico, PhD RN FSHEA CIC Associate Professor
Division of Infectious Diseases
School of Medicine, University of Louisville
Cost-Effective Training and Certification

Train the Trainer Program

CHEST is built on an innovative Train-the-Trainer model; facilities can choose to train one or more of their staff through AHE to deliver the CHEST certification program directly in their hospitals or continuing care centers. By bringing training in-house, organizations may:

• Save money for healthcare institutions
  » Reduce training costs by offering the CHEST program on a regular schedule that fits their needs
  » Reduce costly on-the-job errors due to gaps in training
  » Make a one-time investment to purchase the instructor training and curriculum, yet offer multiple training sessions throughout the year
• Facilitate and improve uniformity of training and education
• Improve job satisfaction and employee retention
• Contribute to improved clinical and financial outcomes, expectantly resulting in better HCAHPS scores and improved reimbursements

AHE offers the Train-the-Trainer program in three successive days of training. Sessions prepare instructors to:

• Present the CHEST certification curriculum in an engaging, consistent, and timely manner
• Respond to participant questions
• Lead activities that reinforce learning
• Listen effectively
• Formulate accurate observations and help participants link the training to their jobs.
• Assess technician certification readiness
• Administer certification assessments

The course also directs participants to valuable supplementary resources and reference materials.

Training fees and dates can be found on the brochure insert.

“Besides being the first of its kind, what further distinguishes the CHEST credential is that it has been specifically developed to address the “Triple Aim” in healthcare — to improve the patient experience of care, improve overall population health, and reduce the per capita cost of healthcare. CHEST certification goes to the heart of AHE's mission to shape professional practice, advance the profession and promote awareness. The new program solidifies the role of the environmental services technician in the patient care team, and validates their competency.”

Mike Bailey, CHESP
Director, Environmental Services
Greenville Health System

Certification for Frontline Workers

CHEST’s innovative certification course is creatively constructed around a day in the life of an environmental services technician. Evidence-based research and cleaning practices provide the foundation on which the curriculum and training is built. The engaging sessions use a variety of media, activities, real-world scenarios and examples, and techniques designed to help participants retain information, improve on-the-job performance, and deepen self-awareness.

The CHEST curriculum and training is approximately 25 hours in length and can be presented in two- and three-hour modules over a period of days or weeks, depending on an organization’s needs and the trainer’s and certification candidates’ schedules.
CHEST HIGHLIGHTS

- The curriculum employs a variety of methods and modalities – individual and group work, applied practices, exercises, and discussion help participants engage and absorb the material.
- Sessions are conveniently structured so that they can be presented in two- to three-hour blocks of instruction.
- Courses are written at a level compatible with fundamental education.

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<thead>
<tr>
<th>Activity</th>
<th>Description</th>
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<tbody>
<tr>
<td>Lecturettes</td>
<td>Brief 10-20 minute presentations from the facilitator. They rely on PowerPoint slides and other tools like flipcharts to convey information. As the least interactive activity, we keep lecturettes to a minimum.</td>
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<tr>
<td>Videos</td>
<td>Whether reuse of existing AHE resources, creative new animations, or live action – show learners what to do, how to do it, or why to do it.</td>
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<tr>
<td>Discussions</td>
<td>Allow learners to share their knowledge with others in the session. The facilitator leads a conversation about different topics during discussions, with questions to ask and key points to reinforce through the conversation.</td>
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<td>Scenarios</td>
<td>Provide learners a way to check their understanding and ability to apply what they have learned. Typically, learners receive a short description of the situation or an image to evaluate, and then decide what they would do. Some scenarios may offer specific choices to learners; others use a more open discussion format.</td>
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<td>Poster activities</td>
<td>Use large posters for learners to work together as a group. They may be asked to identify different elements on the posters or describe how they would respond to the situation. Like scenarios, they require learners to evaluate what to do.</td>
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<tr>
<td>Interactions</td>
<td>Activities using cards, photos, or other tools to encourage learners to make decisions and identify and discuss items or situations they may encounter on the job.</td>
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<td>Knowledge checks</td>
<td>Reinforce information that has been taught in each module and let learners ask and answer questions to reinforce what they have learned.</td>
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<td>Games</td>
<td>Highly interactive and engaging ways to learn. Using cards and other elements, learners work alone or in groups to complete various tasks like matching or sorting. Through competition or cooperation, participants learn more about the content.</td>
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<td>Demonstrations</td>
<td>Are the most interactive of all the recommended activities. Demos offer practice opportunities for learners to apply what they learned in the session. They also provide facilitators another opportunity to check that learners are completing tasks appropriately.</td>
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Eligibility Requirements

1. Candidates must have a minimum of 6 months healthcare environmental services cleaning experience in direct patient care in an acute care or continuing care facility:
   OR

   A minimum of one year experience in healthcare environmental services without direct patient care (acute care or continuing care healthcare facility)

   AND

2. Candidates must be able to speak, read, and write in English

Certification and Renewal

- CHEST certificants must renew their certification every 4 years
- 20 Continuing Professional Education (CPE) units are required for recertification

For complete information, and to access FAQs or purchase the Train-the-Trainer program and participant manuals, please visit www.ahe.org.
Please direct inquiries to: ahe@aha.org
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www.ahe.org

AHE is committed to building an ethical and technically-skilled frontline workforce; dedicated to helping each individual reach his or her maximum potential.