

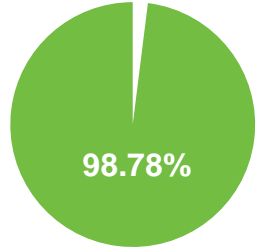


Demonstrating Value of Evidence-based Training

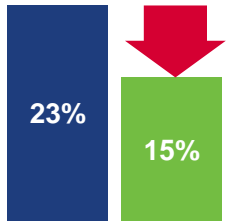


Benefits of CHEST

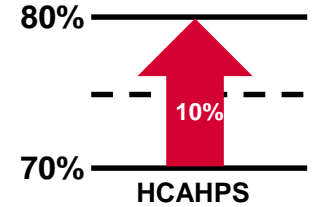
- **98.78%** of participants are very satisfied or satisfied
- **IMPROVED** patient experience and HCAHPS Scores, by **10 percentage points**
- **REDUCED** infection rates across the board, including cutting C. Diff. infection rates in **HALF**
- **REDUCED** Frontline Turnover Rate by a **THIRD**
- **INCREASED** frequency of interaction between EVS staff and clinical staff



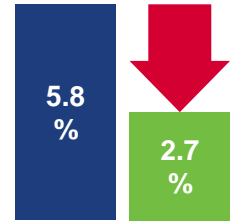
PARTICIPANT
SATISFACTION



TURNOVER

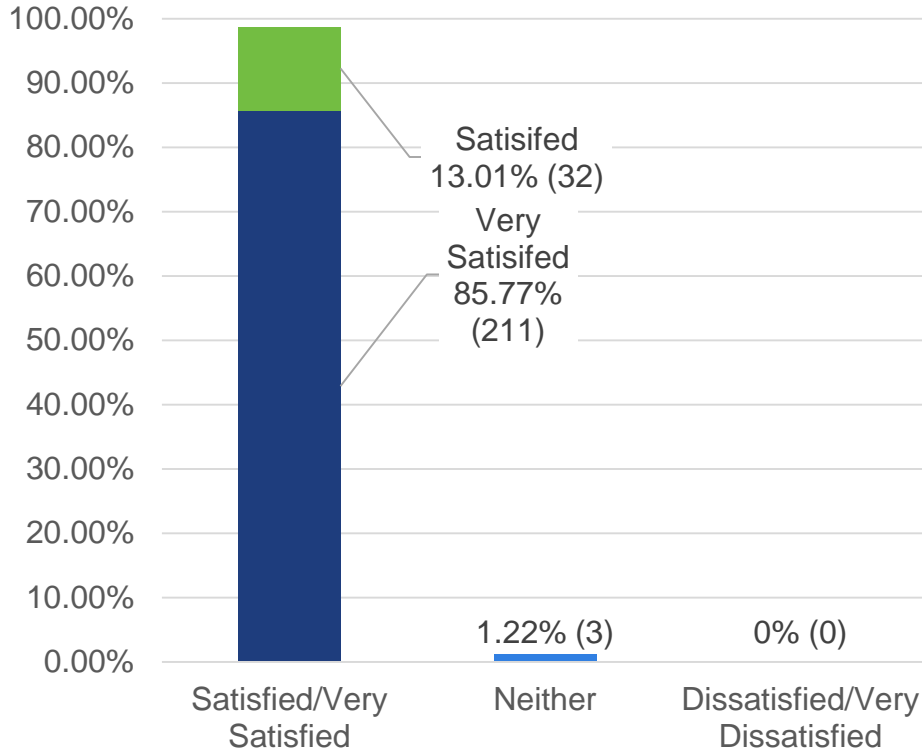


HCAHPS



C. DIFF

Participant Satisfaction



Very Satisfied/Satisfied	98.78%	243
Neutral	1.22%	3
Dissatisfied	0.00%	0

“Best class I have ever attended.”

*“The class presented a lot of great, useful information and it really lives up to being recognized as **THE** training. I can't wait to start training staff members!”*

Participant Satisfaction

Since we've been administering this survey in 2015, 98.78% of the 246 respondents reported being satisfied or very satisfied with the course. The remainder, just 3 respondents, were neutral in their satisfaction. None of our respondents expressed dissatisfaction.

Of those that took the survey since 2018, 49 left additional comments with this question. The only complaint was one respondent stating that the training had excess repetition.

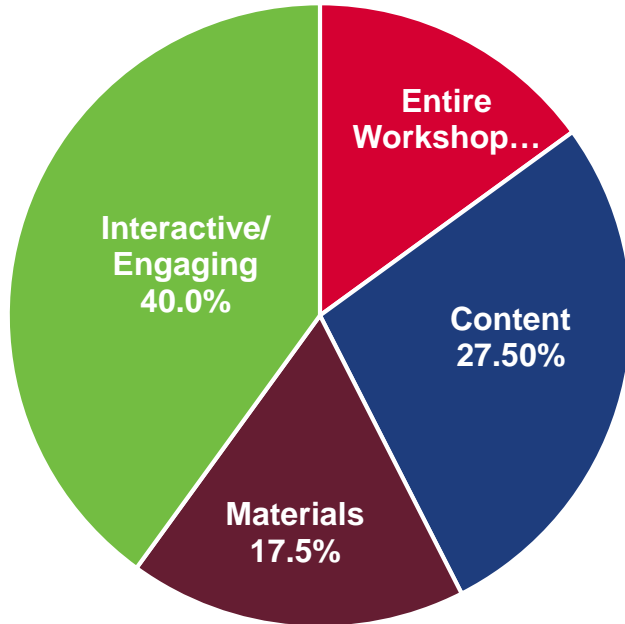
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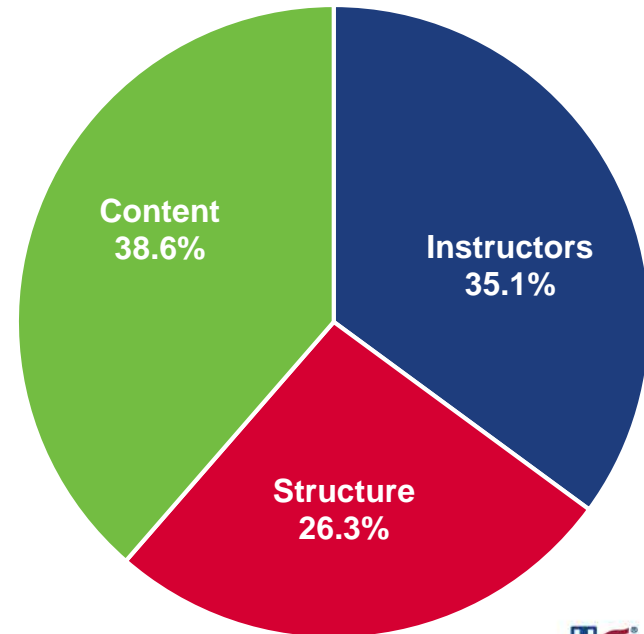
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CHEST Training

What aspects of the workshop worked best?

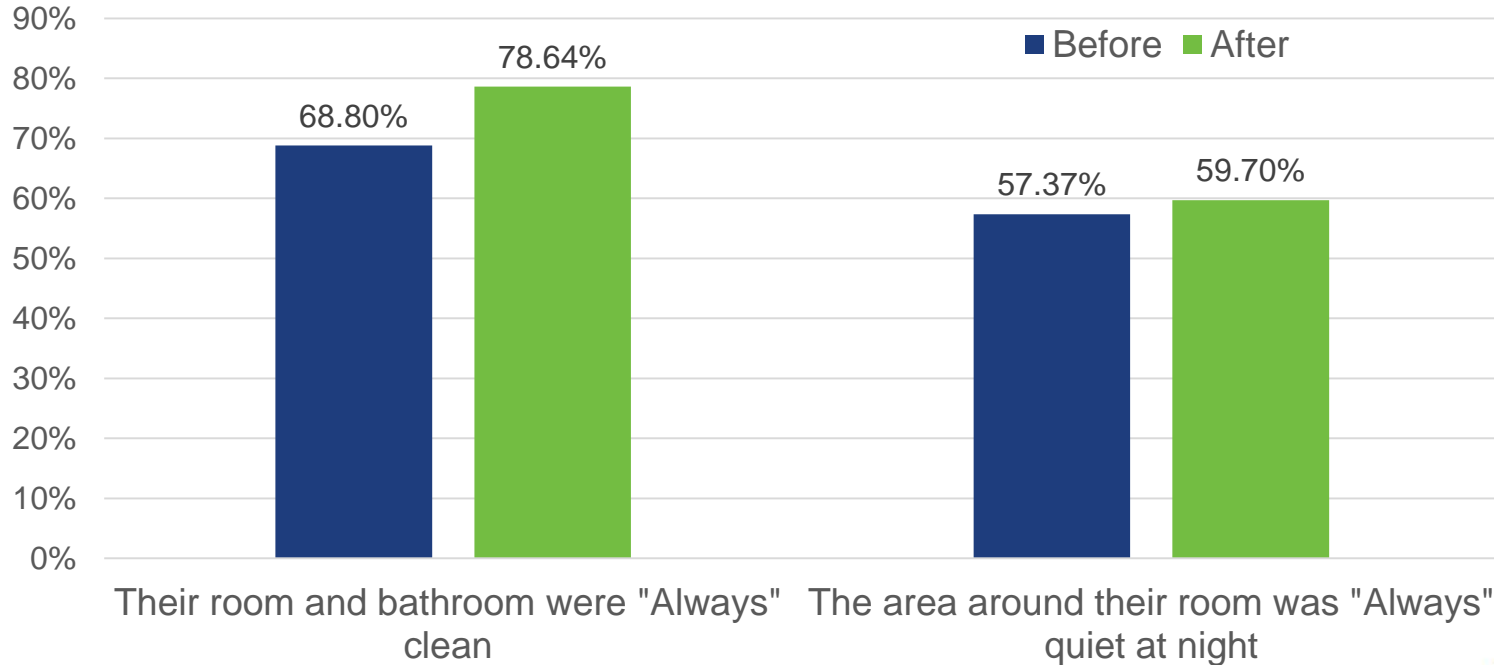


Primary Factors in Overall Course Satisfaction



HCAHPS Scores

Patients reported that...

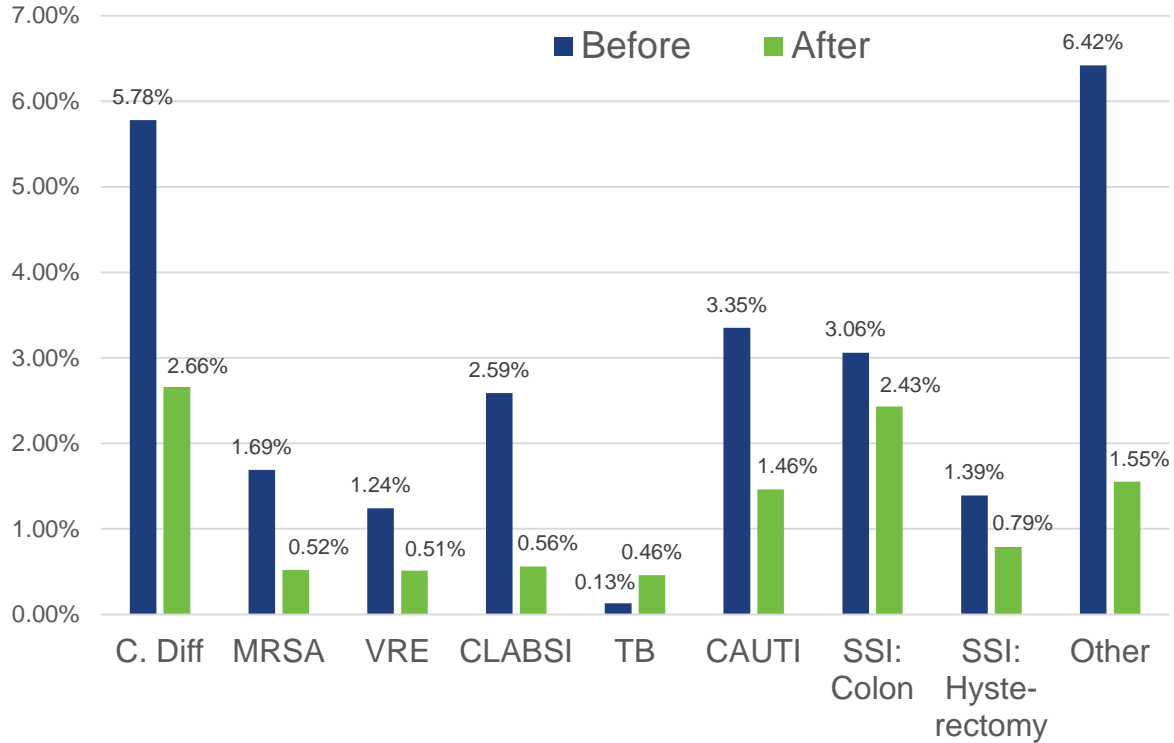


HCAHPS Scores

Hospital Consumer Assessment of Health care Providers and Systems (HCAHPS) scores prior to and after completing the first CHEST training for the following indicators:

- Patients who reported that their room and bathroom were “Always” clean
- Patients who reported that the area around their room was “Always” quiet at night

Infection Rates



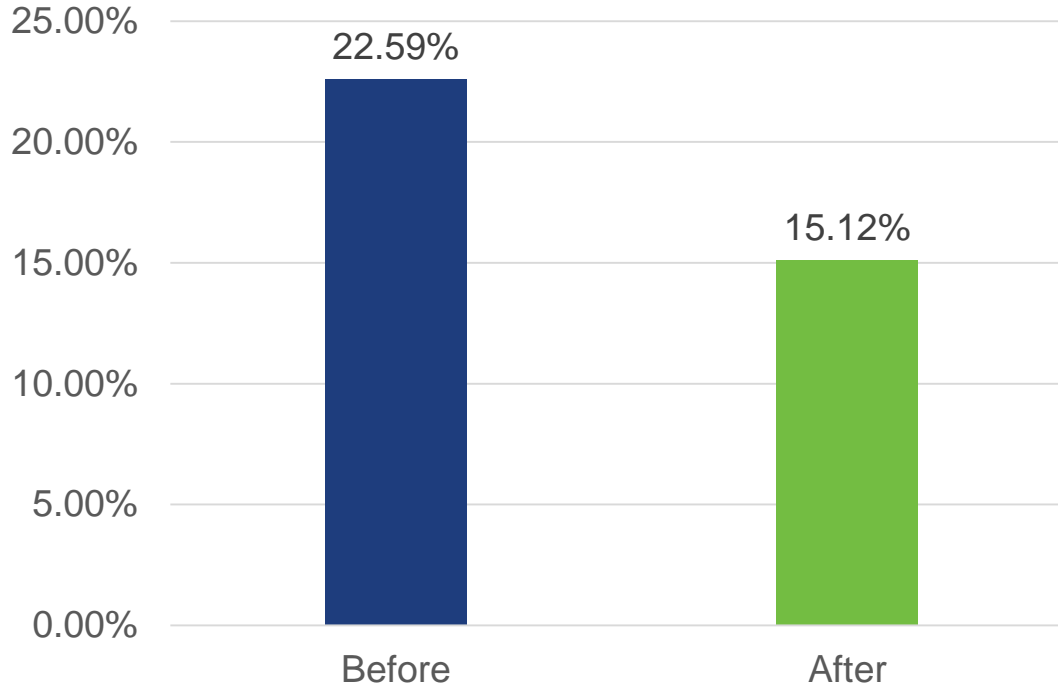
Infection	Before	After	Change
C. Diff	5.78%	2.66%	-3.12%
MRSA	1.69%	0.52%	-1.17%
VRE	1.24%	0.51%	-0.73%
CLABSI	2.59%	0.56%	-2.03%
TB	0.13%	0.46%	+0.33%
CAUTI	3.35%	1.46%	-1.89%
SSI: Colon	3.06%	2.43%	-0.63%
SSI: Hysterectomy	1.39%	0.79%	-0.60%
Other	6.42%	1.55%	-4.87%

Infection Rates

- “Infection rates prior to completing the first CHEST training” v. “Current infection rates”
- All infection rates decreased, except for in tuberculosis (TB).
- The aggregated rate of TB may be skewed by an outlier, as evidenced by its relatively large standard deviation and variance relative to its baseline rate.
- Standard deviation increased from .31 to 1.21 and variance increased from .09 to 1.45.

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EVS Frontline Turnover

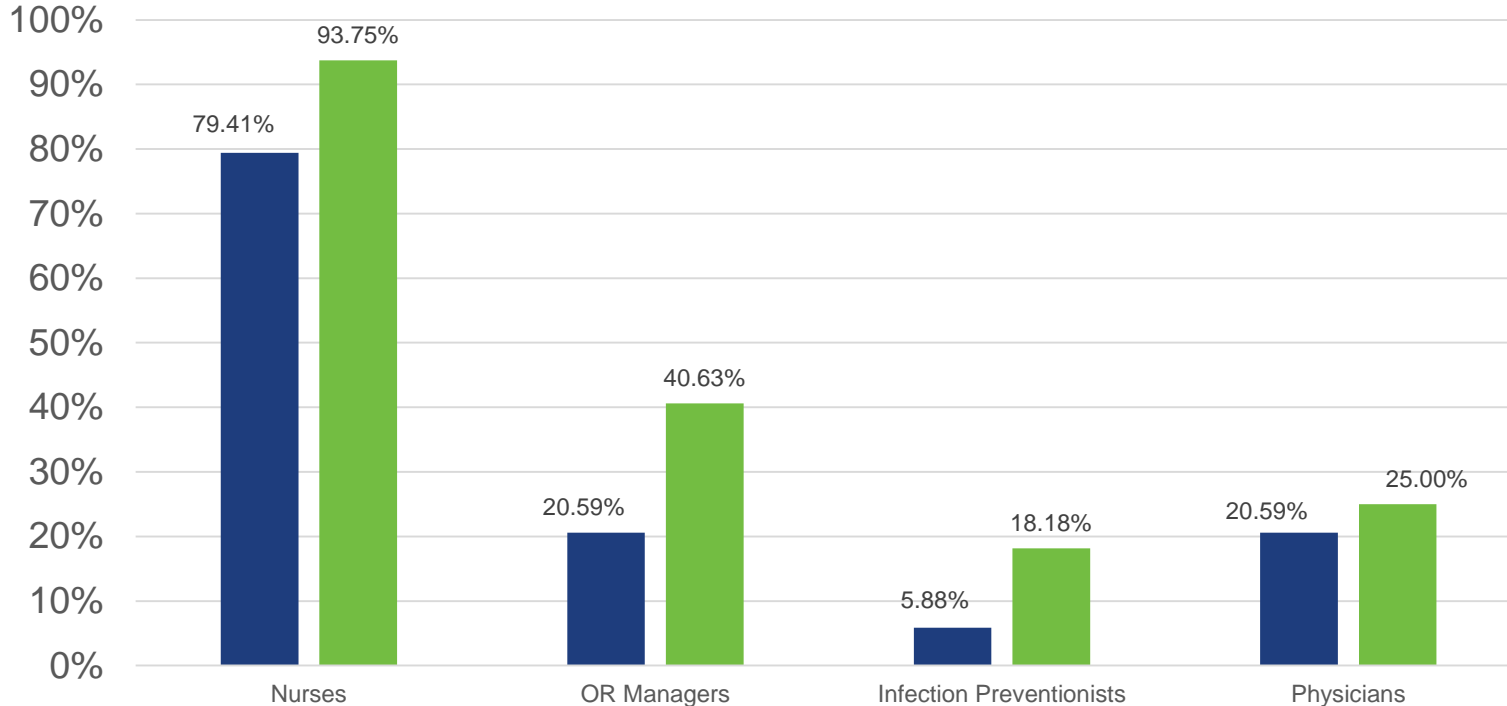


Before	After	Change
22.59%	15.12%	-7.47%

The turnover rate among frontline environmental services technicians/employees decreased 7.47%, from 22.59 to 15.12%, after CHEST trainings.

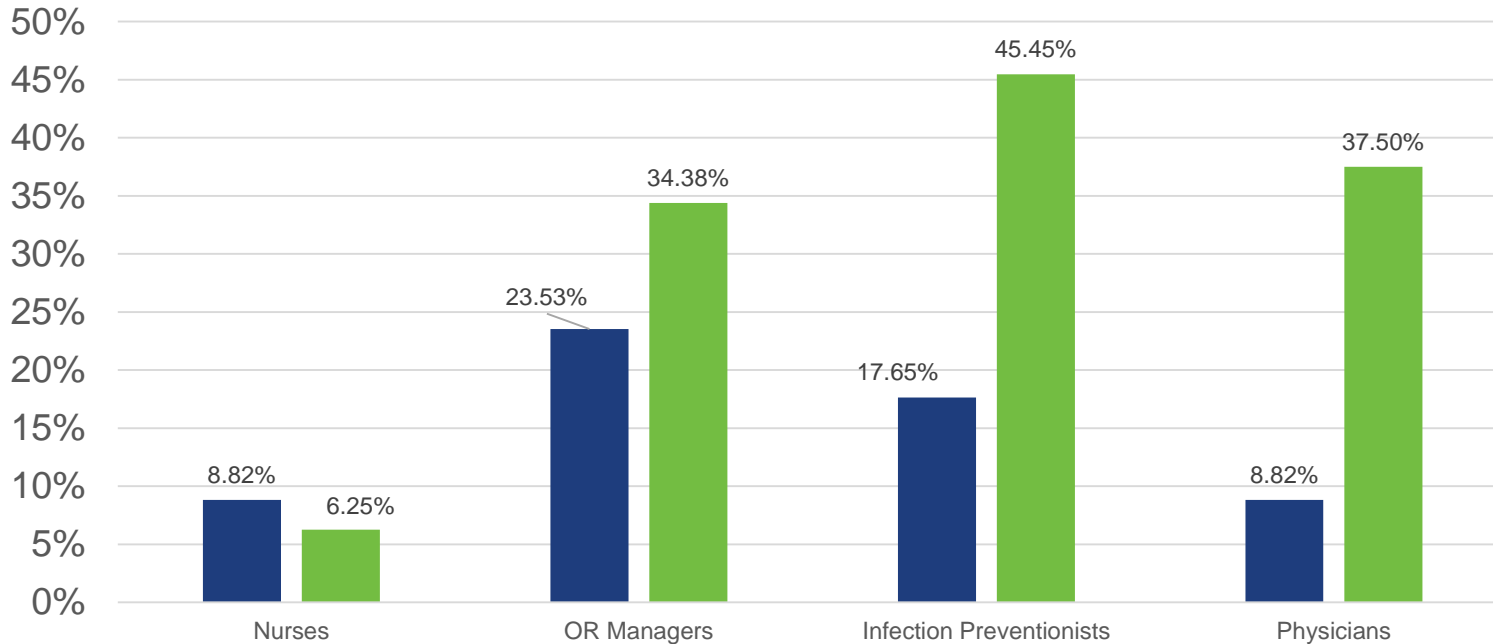
Interaction Frequency

■ Before ■ After **Daily Interaction with EVS Technician**



Interaction Frequency

■ Before ■ After **Weekly Interaction with EVS Technician**



Interaction Frequency

How often did frontline environmental services staff interact with the following clinical staff prior to completing the first CHEST training? How often do they now?

Summary:

After CHEST training, frontline environmental services staff interacted with each clinical staff category *more frequently*.

Interactions generally *increased on daily and weekly bases*, and decreased on a monthly or less frequent bases.

In each staff category (except for “other”), daily interaction increased.

After the training, responses indicated that all staff categories interacted with environmental services staff at least annually (no “never” responses).

What we need from you...

We've known over the last four years that the CHEST program has moved the needle.

To quantify the **aggregate value** and **impact** of CHEST, as well as **justify the investment** made by environmental services professionals and their facilities nation-wide, **we need your help to collect data on an ongoing basis.**

You'll need to have the following information from **BEFORE** and **AFTER** implementing CHEST:

- HCAHPS Scores
- Infection Rates
- EVS Staff Turnover Rates
- Estimated frequency that environmental services staff interact with other clinical staff

In addition, you will be asked to provide the following:

- Number of managers, technicians, T-CHESTs, and CHESTs in your department
- Any incentives to become CHEST Certified

How to Collect the Data

Here are some tips on engaging your colleagues if you don't have direct access to the necessary information:

- **Patient experience data** – This could come directly from your patient experience platform; if you have access you can run reports yourself. If you do not have rights to see real-time information, you can reach out to whomever runs these reports for your facility/department. This could be a quality manager, patient experience analyst, patient rep, patient advocate etc.
- **Infection rates** – The best place to start is with your infection preventionist. They already collect all this data and report it monthly.
- **Employee turnover rates** - If this is not something you currently keep track of, your HR business partner will more than happy to help you with that information.

Survey Result: CHEST Program Metrics Report & Webinar

All survey participants will receive access to the complete CHEST Program Metrics Report – Don't miss out on the chance to get access to data that will help justify your next big ask related to CHEST training and environmental services!