

QUESTIONS ASKED TO THE CLEANING MANAGERS

1) PROFESSIONNAL ENVIRONMENT OF THE HOSPITAL CLEANER

A) What are the specificities of the organization of the cleaning department in your establishment ?

- ☐ A cross – hospital service department with a team and a manager
- ☐ The hospital cleaners team is part of a healthcare department
- ☐ Both
- ☐ External cleaning services
- ☐

Extra information :

.....

B) What's the type of management for the cleaning department ?

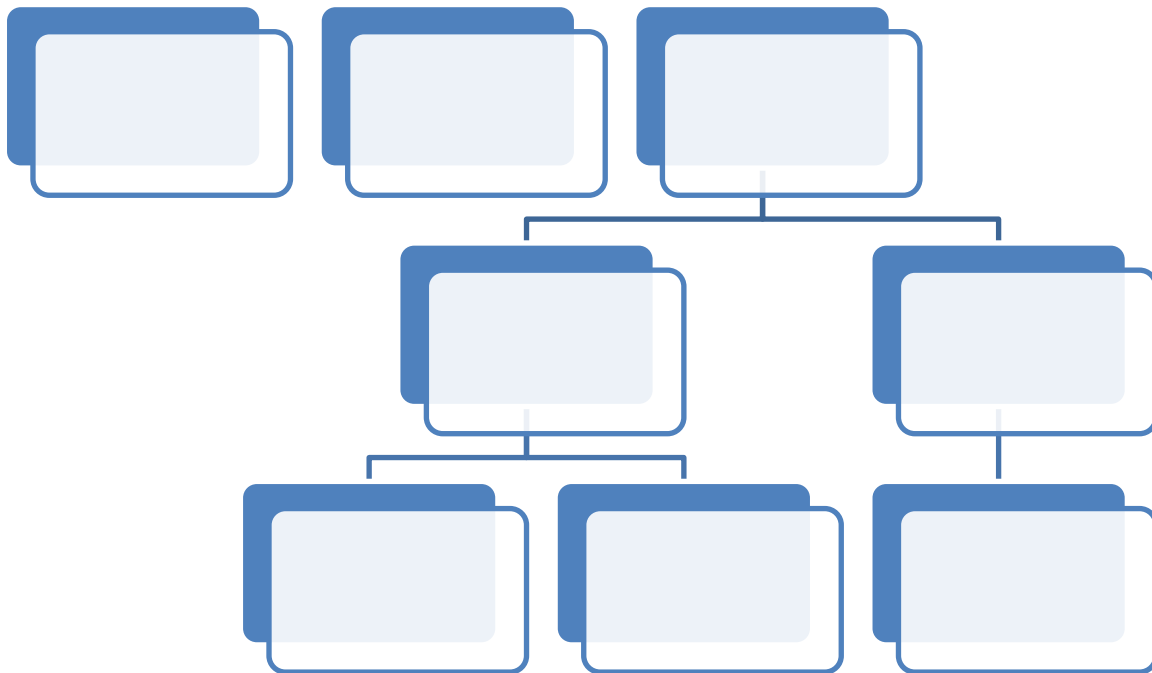
- ☐ The healthcare department manager
- ☐ The cleaning department manager (office : a nurse, a technician ..)
- ☐ Other possibility :

According to you, what are the advantages or drawbacks of the organization of your establishment, with regards to the cleaning department ?

According to you, how can it be improved ?

Who are the different actors taking part in the cleaning activities ?

Complete the following diagram with the function and responsibilities of each person.



C) TRAINING OF THE HOSPITAL CLEANERS

- Is there a level of education required when hiring on staff ?
☐ Yes ☐ No

If yes , please give the level and describe the content of the training

☐ level 3

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☐ level 4

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☐ level 5

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• **What about upskilling of staff ?**

Is there any ongoing training for staff ?

☐ yes

☐ no

If yes, is it :

☐ Made by the hospital staff : a nurse, an expert in cleaning ?

☐ Made by a vocational training centre ?

☐

In which fields ?

☐ OSHA protocols

☐ ICT

☐ Cleaning hands

☐ Cleaning hospital premises

☐ First aid

☐ Gestures and positions at work

☐ cleaning products

☐ waste (sorting out, dates ...)

☐ professional secrecy

☐ traceability

☐

☐

What type of training ?

☐ Face-to-face training

☐ Online training

☐ Cooperative training

☐ Other type of training :

D) CLEANERS' STATUS : Please, complete the chart :

		Under	On a	Hired with a	Temporary	trainee
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		limited-term contract	permanent contract	financial support from the government	employee	
Status (tick)						
Consequences on the Organization	Negative aspects					
	Positive aspects					
Consequences on the Quality management	Negative aspects					
	Positive aspects					

E) COMMUNICATION AT HOSPITAL

What are the different means of communication used within the cleaning department :

- for technical information ?
- protocols ?
- communication among colleagues ?
- communication with the Department manager ?

WITH OTHER DEPARTMENTS

- Maintenance department :
- Purchase department :
- Other department :;

F) WORK ORGANIZATION

What are the documents available to describe the work organization ?

- A description form per cleaner
- A description form per position
- A daily schedule
- A weekly schedule
- Other :

G) LAW AND REGULATIONS

- About hygiene norms : Are they national ? regional ? local ?
- How are they defined ?
- What are the fields of implementation of these norms ?

2) ACTIVITIES OF THE HOSPITAL CLEANERS

Please, list the different activities carried out by a hospital cleaner for each main function

Main Functions	Activities	Relations with the other departments, with the superior in the hierarchy (please, specify)
Preparation of the cleaning		
Cleaning		

Maintenance		
Communication		
Quality management		

Where do the hospital cleaners clean (French standards) ?

AREA 1 (low risk)	AREA 2 (moderate risk)	AREA 3 (high risk)	AREA 4 (very high risk)
corridors	Psychiatry department	Emergency department	Surgical unit
Offices	Waiting room	Intensive medical care department	Transplantation, burn and immunosuppressed patients Department
Technical section	Consulting room	Surgery department	Neonatology department
	Public lavatories	Maternity hospital	Oncology department
	Casualty department	Pediatrics department	Chemotherapy department
	long-stay section	Radiology department	Cardiology department – intensive care
	Cleaning area in the sterilization department	Intensive medical care - kitchen	
		Packaging area in the sterilization department	

AT A CLEANING STATION

Name of the Hospital :

Department :

Name of the person interviewed :

Occupation :

In which place(s) do you accomplish your tasks ?

Place 1 :

Place 2 :

Place 3 :

Place 4 :

.....

Specify the place (s)

What do you usually clean ?

- 1)
- 2)
- 3)
- 4)
- 5)

Which technique(s) do you use to clean these surfaces/premises/ ... ?

- 1)
- 2)
- 3)
- 4)

Which cleaning products (disinfectant, detergent) do you use ?

Which materials, equipment, supplies, accessories are necessary to do so ?

In which order do you clean the different parts ?

- 1)
- 2)
- 3)
- 4)

How often (for each cleaning)

Which tasks do you accomplish (synthesis from French vocational diploma syllabus) ?

	tick	Tasks
Preparation of the cleaning	<input type="checkbox"/>	
	<input type="checkbox"/>	Taking of samples before starting work
	<input type="checkbox"/>	Identification of the materials, the dirty marks, deteriorations and malfunctions
	<input type="checkbox"/>	Measurement and assessment of the level of dirtiness
	<input type="checkbox"/>	Choosing the methods of work and the means to use
	<input type="checkbox"/>	preparing and checking the equipment, the cleaning products and the working site
cleaning	<input type="checkbox"/>	
	<input type="checkbox"/>	Standard cleaning : removal of dust, washing, drying, shining, spray method
	<input type="checkbox"/>	Cleaning of any kind of surface : stain removal, cleansing, scaling, injection-extraction, protection, shampooing, foam cleaning, high pressure cleaning, steam cleaning.
	<input type="checkbox"/>	Carrying out of decontamination, pre-disinfection, disinfection and supplies packaging processes
	<input type="checkbox"/>	Cleaning in a sensitive zone or in a high-risk zone
	<input type="checkbox"/>	Cleaning, cleaning and disinfection, tidying of the equipment, supplies, accessories and products : end of the process.
Maintenance	<input type="checkbox"/>	
	<input type="checkbox"/>	Preventive maintenance and corrective maintenance (first and second level) of the means of production
	<input type="checkbox"/>	Launching of a corrective maintenance process.
Quality management	<input type="checkbox"/>	
	<input type="checkbox"/>	Technical recordings of the implementation of the quality process.
	<input type="checkbox"/>	Self-checking of the practices
	<input type="checkbox"/>	Dealing with the practices which do not meet the standards within the scope of one's activities.
Communication	<input type="checkbox"/>	
	<input type="checkbox"/>	Collection and handing over of the information which could improve the quality of the service provided to the user
	<input type="checkbox"/>	Professional relations within the hospital

(add some other tasks if necessary)

What is your level of study ?

Specify the place (s)

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(add some other tasks if necessary)

What is your level of study ?

Do you have a diploma ? If yes, which field ?

Do you have access to continuing education ?

If yes, how often ?

Fields of training ?

If not, which fields would you be interested in ?