**CleanR Study: Environmental Cleaning Interview Guide Version2 8-10-18**

**Interview guide for individual or group interviews**

**Introduction:** You are being asked to participate in this interview discussion to understand and learn from your experience, specifically the role you play in environmental cleaning to reduce healthcare-associated infections (HAIs).

**Questions (based on SIEPS Conceptual Framework):**

1. ***Person***
2. For Environmental Services Professionals: What do you know about which environmental cleaning practices are important for infection prevention?

Follow-up/Probes/Prompts:

* What do you know about the 2-step cleaning process (or why is both cleaning and disinfection steps needed)?
* Describe which cleaners, disinfectants, and/or combination products you use routinely? Describe how you know when to use each product? What disinfectant contact time(s) do you observe?
* Describe differences between daily vs. terminal/discharge vs. isolation cleaning.
* When performing daily cleaning, what is meant by high-touch areas?
* Describe how reusable medical equipment (RME) are cleaned between patients?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): What do you know about which environmental cleaning practices are important for infection prevention?

Follow-up/Probes/Prompts:

* Besides environmental services, which healthcare professionals are involved in environmental cleaning? Describe their role?
* What types of cleaning products are routinely available? What disinfectant contact time(s) are observed?
* For daily cleaning, what is meant by high-touch areas?
* Describe how reusable medical equipment (RME) are cleaned between patients?

2. For Environmental Services Professionals: Do you believe environmental cleaning reduces transmission of infections? Why/why not?

Follow-up/Probes/Prompts:

* Compared to other infection prevention activities such as hand hygiene and isolation precautions, how important is environmental cleaning in reducing infections?
* How is infection data provided to you? Could that be improved? Describe any problems with infections at your facility?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): Do you believe environmental cleaning reduces transmission of infections? Why/why not?

Follow-up/Probes/Prompts:

* Compared to other infection prevention activities such as hand hygiene and isolation precautions, how important is environmental cleaning in reducing infections?
* How is infection data provided to you? Could that be improved? Describe any problems with infections at your facility?

3. For Environmental Services Professionals: Do you feel your role in reducing the spread of hospital-acquired infections is valued?

Follow-up/Probes/Prompts:

* Who values your role? Why or why not? Could this be improved in your facility?
* What do you think are important characteristics of personnel responsible for effective environmental cleaning?
* In your experience, what motivates (such as doing a good job, taking care of veterans, job expectation, etc.) environmental services staff and why?
* If you see staff education and training as important, what methods (such as onsite training, on-the-job training, attending a conference or off-site training) have been effective for you or your coworkers and how/why? [list methods]

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational

Leaders): Do you believe staff who perform environmental cleaning are valued?

Follow-up/Probes/Prompts:

* Who values their role? Why or why not? Could this be improved?
* What do you think are important characteristics of personnel responsible for effective environmental cleaning?
* In your experience, what motivates (such as doing a good job, taking care of veterans, job expectation, etc.) staff and why?
* If you see staff education and training as important, what methods (such as onsite training, on-the-job training, attending a conference or off-site training) have been effective for your staff and how/why? [list methods]

1. ***Organization***
2. For Environmental Services Professionals: Describe steps (if any) your facility has taken to prioritize environmental cleaning to reduce infections?

Follow-up/Probes/Prompts:

* Describe how the organization provides training? Describe any training issues?
* Do you believe your cleaning policies/procedures match your practice?
* Do you believe you have enough staff? Describe any staffing issues?
* Describe the organizational service line where you report? Describe any benefits/problems with this organizational structure.
* Within your facility or department, are there opportunities to discuss ideas to improve cleaning practices?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): Describe steps (if any) your facility has taken to prioritize environmental cleaning to reduce infections?

Follow-up/Probes/Prompts:

* Describe how the organization provides training? Describe any training issues?
* Do you believe your cleaning policies/procedures match your practice?
* Do you believe you have enough staff? Describe any staffing issues?
* Describe where environmental cleaning staff fall organizationally? Describe any benefits/problems with this organizational structure.
* Within your facility, are there opportunities to discuss ideas to improve cleaning practices?

1. For Environmental Services Professionals: How are various members of the patient care team (doctors, RNs, nursing assistants, patient transport, food service and environmental services) involved in ensuring environmental cleaning occurs between patients?

Follow-up/Probes/Prompts:

* Describe any cleaning schedules? How is cleaning frequency decided?
* How are you informed about which rooms need to be cleaned and how is that communicated? How is room cleaning tracked?
* Describe how responsibilities are shared?
* How could this be improved?

1. For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): How are various members of the patient care team (doctors, RNs, nursing assistants, patient transport, food service, and environmental services) involved in ensuring environmental cleaning occurs between patients?

Follow-up/Probes/Prompts:

* Describe any cleaning schedules? How is cleaning frequency decided?
* How are staff informed about which rooms need to be cleaned and how is that communicated? How is room cleaning tracked?
* Describe how responsibilities are shared?
* How could this be improved?

1. ***Tools/Technology***
2. For Environmental Services Professionals: What are the important tools (e.g., cleaning equipment, supplies or products) necessary for implementing effective environmental cleaning?

Follow-up/Probes/Prompts:

* Do you believe you have adequate equipment/supplies? Describe any equipment/supply issues?
* Is cleaning performance routinely monitored (e.g., observation, fluorescent marking, ATP monitoring, culture)? Do you get feedback on individual or departmental performance? Could that be improved?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): What are the important tools (e.g., cleaning equipment, supplies or products) necessary for implementing effective environmental cleaning?

Follow-up/Probes/Prompts:

* Do you believe you have adequate equipment/supplies? Describe any equipment/supply issues?
* Is cleaning performance routinely monitored (e.g., observation, fluorescent marking, ATP monitoring, culture)? Do you get feedback on individual or departmental performance? Could that be improved?

1. ***Tasks***
2. For Environmental Services Professionals: What do you see as key factors influencing your ability to perform environmental cleaning tasks?

Follow-up/Probes/Prompts

* Do you use carts to transport your supplies for cleaning? Describe how these carts facilitate or impede your cleaning tasks? How can this be improved?
* Do you utilize task checklists and is that documented?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders): What do you see as key factors influencing your staff’s ability to perform environmental cleaning tasks?

Follow-up/Probes/Prompts

* Does environmental service staff use carts to transport cleaning supplies? Describe how these carts may facilitate or impede cleaning tasks? How can this be improved?
* Do you utilize task checklists and is that documented?

1. ***Environment***
2. For Environmental Services Professionals: Can you think of any physical characteristics (different surface material, room layout, shared rooms or bathrooms) of the environment that may impact environmental cleaning?

Follow-up/Probes/Prompts

* Describe problems with the physical layout of patient rooms or units?
* Describe problems with the different surface material?
* Are you physically comfortable (temperature, use of PPE) while cleaning?

For Other Facility Stakeholders (Infection Preventionists, Managers, Organizational Leaders):

Follow-up/Probes/Prompts:

* Describe problems with the physical layout of patient rooms or units?
* Describe problems with the different surface material?

We’ve covered a lot of material, but you are the expert in this area and know what environmental cleaning is like in this hospital. Do you have any other comments you would like to share that would help us understand environmental cleaning here?

THANK YOU!