



SANI-SAFE Terminal Cleaning Report

**Top 5 Mistakes Infection Prevention
Managers Make When Selecting New
Cleaning Services**





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Infection prevention managers serve as guardians of health and safety within healthcare facilities and similar high-risk environments. A pivotal aspect of their role involves selecting cleaning service providers capable of effectively curbing pathogen transmission and upholding impeccable cleanliness standards. However, amidst this crucial task, managers often stumble upon common pitfalls that can compromise their infection prevention endeavors. This report delineates five pivotal mistakes infection prevention managers frequently make when engaging cleaning services and offers actionable insights to navigate around them.





1. Prioritizing Cost Over Quality

A prevalent misstep is the inclination to prioritize cost savings at the expense of cleaning service quality. While financial constraints are a reality for many institutions, opting for the cheapest cleaning service provider without assessing their expertise, experience, and compliance with industry standards can result in subpar cleaning outcomes. Such inadequacies heighten the risk of healthcare-associated infections (HAIs), imperiling the well-being of patients, staff, and visitors alike.

Solution: Strike a judicious balance between cost considerations and quality standards by conducting comprehensive research to identify cleaning service providers with a proven track record of delivering exemplary services. Solicit detailed proposals delineating the scope of work, staffing arrangements, and quality assurance protocols. Factor in the long-term ramifications of substandard cleaning, encompassing potential costs stemming from HAIs, facility closures, and reputational harm.





2. Hiring Companies That Lack Clear Communication and Expectations

Another common pitfall is the failure to establish transparent communication channels and set clear expectations with cleaning service providers. Absent explicit guidance, cleaning personnel may misinterpret requirements, overlook critical areas, or deviate from prescribed infection prevention protocols. Such communication deficits breed inefficiencies, misunderstandings, and suboptimal cleaning outcomes.

Solution: Forge open, transparent communication pathways with cleaning service providers from the outset. Articulate your facility's specific cleaning requisites, encompassing high-touch surfaces, infection control protocols, and any unique considerations. Collaborate with the service provider to craft a comprehensive cleaning plan, fostering ongoing feedback mechanisms to ensure alignment with expectations.





3. Hiring Companies That Lack Competency and Proper Training

Many managers stumble by engaging cleaning companies lacking proficiency and adequate training in infection prevention practices. Insufficiently trained cleaning staff may employ improper techniques, neglect pivotal tasks, or misuse disinfectants, thus undermining the efficacy of cleaning endeavors.

Solution: Prioritize cleaning service providers committed to ongoing training and development initiatives for their staff, particularly in infection prevention and control methodologies. Scrutinize training protocols, certifications, and qualifications of cleaning personnel. Ensure that cleaning staff possess a thorough understanding of pertinent regulations, guidelines, and best practices governing disinfection and cleaning in healthcare settings.





4. Hiring Companies with High Turnover Rates Due to Low Wages and Lack of Supervision

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4. Hiring Companies with High Turnover Rates Due to Low Wages and Lack of Supervision

Another critical oversight entails engaging cleaning companies plagued by high turnover rates resulting from inadequate wages and supervision. Elevated turnover disrupts cleaning schedules, compromises consistency, and erodes the quality of cleaning services. Moreover, deficient supervision fosters lapse in performance and accountability.

Solution: Prioritize cleaning service providers offering competitive wages, comprehensive benefits, and avenues for career advancement to attract and retain skilled cleaning personnel. Probe into the company's strategies for employee retention, supervision frameworks, and performance appraisal mechanisms. Foster regular communication channels and performance evaluations to monitor progress, address concerns, and uphold accountability.





5. Hiring Companies That Underbid Cleaning Costs and Resort to Shortcuts

Lastly, some managers err by engaging companies undercutting cleaning costs to secure contracts, subsequently resorting to shortcuts to safeguard profitability. Underbidding may prompt cost-cutting measures like reducing cleaning frequencies, employing inferior cleaning agents, or overlooking pivotal tasks, thereby imperiling the quality of cleaning services and exacerbating HAI risks.

Solution: Exercise caution when evaluating cleaning service providers significantly undercutting industry-standard cleaning costs. Scrutinize proposals meticulously to ensure alignment with realistic expectations and quality benchmarks. Demand transparency concerning pricing structures, service levels, and potential ancillary charges. Prioritize vendors championing quality, transparency, and integrity in pricing and service delivery practices.



In conclusion, sidestepping these common pitfalls can fortify the effectiveness of infection prevention initiatives, fostering a safer, healthier environment for facility occupants. By prioritizing quality, nurturing transparent communication, investing in training, bolstering employee retention, and upholding pricing transparency, infection prevention managers can make astute decisions when engaging cleaning services, mitigating HAI risks in the process.

