

**CHEST JUSTIFICATION TOOLKIT**

**CERTIFY ENVIRONMENTAL SERVICES TECHNICIANS**

a critical part of the patient care team

**Environmental services technicians serve an important role on the care team.** The Certified Health Care Environmental Services Technician (CHEST) training and certification program that sets national standards specifically for the frontline environmental services technicians working in health care.



**BOLSTER**

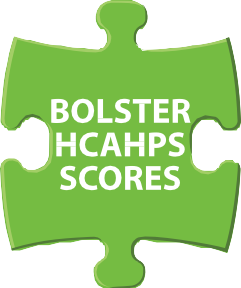
**HCAHPS  
SCORES**

**IMPROVE  
PATIENT  
EXPERIENCE**



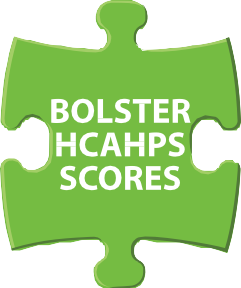
**LOWER**

**TURNOVER   
RATE**



**REDUCE**

**HAIs**



**STRATEGIC PREVENTION PLAN TO**

**INCLUDE CHEST AS ONE KEY ASPECT OF YOUR**

# Reduce just one HAI and the program will pay for itself.



It costs a health care provider an average of $11,000 to treat one case of the four common

C. difficile infections.\*

*\*Source: (2013) U.S. News and World Report.*

**$2,190 –**

**$3,790**

**$11,000**

But, it would only cost between $2,190 and $3,790 to train you and certify 10 of your environmental services team members.



# Other benefits include:

STREAMLINED CERTIFICATIONTRAINING. Save organization resources through the train-the-trainer model. GREATERTEAM ENGAGEMENT. Increase engagement on the job, which correlates to greater job satisfaction. IMPROVED CONFIDENCE IN CLEANING PROTOCOLS. Employ proper cleaning techniques to prevent HAIs.

**Visit** [**www.ahe.org/CHEST**](http://www.ahe.org/CHEST) **to learn more about how a CHEST certification will help support your facility’s strategic plan for improving patient care.**

*Program development made possible through a restricted educational grant from Clorox Healthcare*

**Association for the Health Care Environment of the American Hospital Association**

155 North Wacker, Suite 400, Chicago, IL 60606 • 312-422-3860 • [www.ahe.org](http://www.ahe.org/)

**AHE is a professional membership group of the American Hospital Association.**



**CHEST TRAINING BY-THE-NUMBERS: Technicians**

|  |  |  |
| --- | --- | --- |
| **Response** | **%** | **n** |
| Satisfied/Very Satisfied | 98.78% | 243 |
| Neutral | 1.22% | 3 |
| Dissatisfied/Very Dissatisfied | 0.00% | 0 |

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**CHEST TRAINING BY-THE-NUMBERS: Facilities**

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**CHEST TRAINING BY-THE-NUMBERS:**

**Frequency of Interaction with Frontline Environmental Services**

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**\*\*\*DO NOT PRINT THIS PAGE\*\*\***

**\*\*\*INSTRUCTIONS\*\*\***

***Pages 6-7 include a Situation-Background-Assessment-Recommendations (SBAR) worksheet to help you secure funding for attending the Certified Health care Environmental Services Technician (CHEST) training and certification program and rolling it out among staff at your organization.***

1. **Print pages 6-7 on your organization’s letterhead and provide it to your administrator for funding approval.**
2. **Insert the appropriate metrics as highlighted on pages 6-7.**
3. **Feel free to customize as it fits your specific situation.**

**Visit** [**www.ahe.org**](http://www.ahe.org/)**/CHEST to access other Justification documents for   
attending the CHEST training and certification program.**

**Name: Date:**

**Title: Department:**

**Phone, Ext.: E-mail:**

**SBAR**

**SITUATION**

***Briefly describe the current situation. Give a clear, succinct overview of pertinent issues.***

This year we had [X number] HAIs at our facility, specifically [insert HAIs]. Addressing these HAIs cost us [$XXXX]. In addition, our HCAHPs patient satisfaction scores relating to cleanliness scored at [X] and overall patient willingness to recommend the hospital scored at [X]. Finally, our employee satisfaction scores [or similar measuring tool if applicable] for environmental services technicians is at [X%], which is [X%] less than other frontline health care teams at our organization.

**BACKGROUND**

***Briefly state the pertinent history. What got us to this point?***

The environmental services team is responsible for helping our organization maintain a clean health care environment, which research shows proper cleaning and disinfection techniques can decrease HAI rates. However, our organization’s turnover rate for environmental services technicians is [XX% - argue if this compares higher to other frontline health care teams at your organization]. This creates a challenge as it costs [$XXXX – costs to rehire and onboard environmental services technicians, i.e., posting job ads, interviewing, orientation, training, etc. OR past annual cost for the same]

**ASSESSMENT**

***Summarize the fact and give your best assessment. What is going on? Use your best judgment.***

The environmental services team is an important component of the frontline staff. Lower levels of staff engagement with the environmental services team may contribute to higher turnover rates, which puts pressure on our organization to rehire and train new technicians with the proper techniques for cleaning a health care environment. That process can take up to [X days, months, etc.]. According to a 2012 study by the Society for Human Resource Management, employees who have a higher confidence in their ability to achieve their work goals are 83% more likely to be engaged than those who do not. If environmental services teams are provided with quality training that helps answer *why* they should clean in a prescribed and systematic way, they will be more likely to become more engaged, confident, and satisfied in their role, which directly correlates with lower turnover rates. Plus, an engaged environmental services team will feel more invested in their role, which should ultimately have positive effects on outcomes relating to HCAHPs scores for cleanliness and prevent HAIs.

**RECOMMENDATION**

***What actions are you asking for? What do you want to happen next?***

I recommend training and certifying our frontline environmental services team through the Certified Health care Environmental Services Technician (CHEST) certification program. CHEST was developed by the Association for the Health Care Environment (AHE), a personal membership group of the American Hospital Association. The CHEST training and certification program sets national standards specifically for environmental services technicians working in health care. This certification should be included as a key aspect of the facility’s strategic plan to reduce HAIs, improve the patient care experience, and improve HCAHPS scores. In addition, AHE’s CHEST program can be incorporated into our organization’s multi-pronged strategy to positively affect employee engagement, which again, directly correlates with employee satisfaction and lower staff turnover.

To implement, we will need $X,XXX in funding to send myself or another appointed staff member to become a CHEST certified trainer. Upon receiving training, myself or the appointed staff member will be able to train environmental services team members at our organization to become CHEST certified. Each certified staff member therein would need $XXX in funding to become certified. This investment includes all training materials and resources needed to train XX environmental services team members. This is an important investment because if we reduce employee turnover, or even one HAI, the program will have paid for itself (for example, treating one of the four common *C. difficile* infections can add up to $11,000 in added patient care costs, according to a study by the U.S. Centers for Disease Control and Prevention).

I am available for further discussion at your convenience. Thank you for your time.