



### Solution

EHS Platform

Checklists & Inspections

Employee Module

Employee Training

### Industry

Healthcare

### Size

~45,000 Employees

### Location

Surrey, British Columbia,  
Canada

# Canadian healthcare company improves safety standards, meets accreditation needs, and streamlines HR with one flexible EHS platform

## Company Overview:

Fraser Health is the largest of the five regional health authorities in British Columbia, Canada, working with the Ministry of Health, delivering hospital and community health services to more than 1.9 million people. They are responsible for services at 12 acute-care hospitals, overseeing 40 total sites, including the second-busiest emergency room in Canada.

With the goal of improving the health of the population and the quality of life of the people they serve, the entire Fraser Health staff works together to deliver on their vision: Better health, best in healthcare.

## Challenge:

As you can imagine, housekeeping for hospital rooms differs from what we might typically think of as "housekeeping." Here, the housekeeping department

is responsible for keeping the hospital clean, safe, and infection-free. The number of items they must keep track of is extensive, and the level of cleaning each item requires is critical to the safety of everyone.

## Why It Matters

Built internal team and process from the ground up using EHS platform as the backbone

Complete flexibility to build and edit the platform as needed, without needing the vendor to make changes

Received healthcare accreditation from Accreditation Canada after just 3 months with the new team and system

10x more data collected, able to make better decisions, and compliance is managed from one system

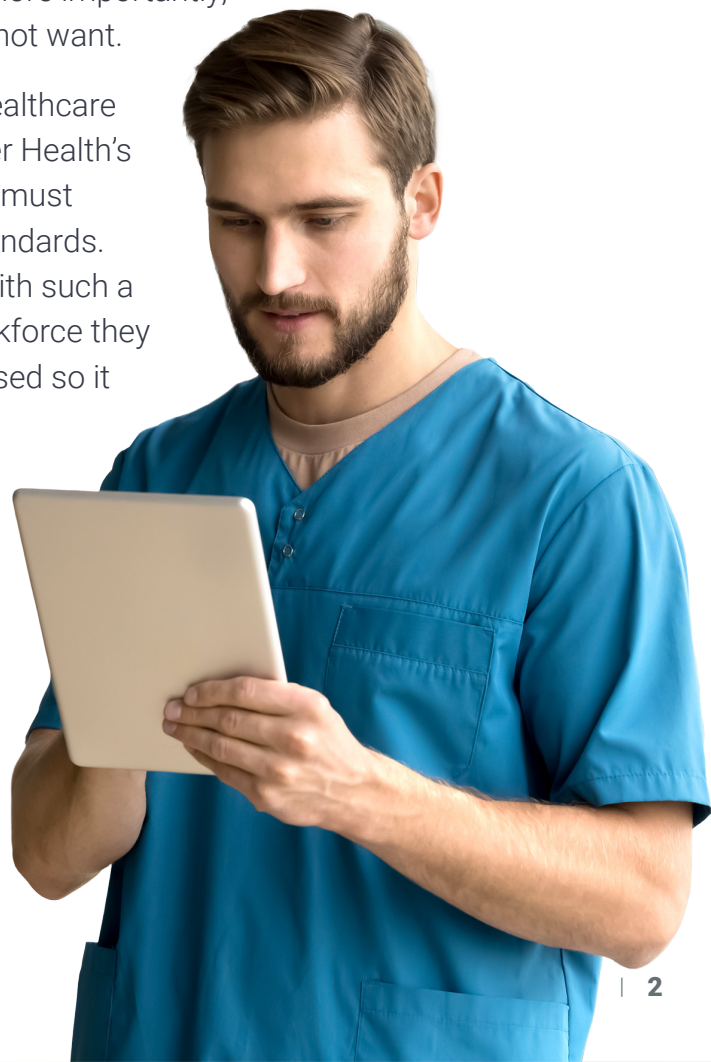
In 2022, Fraser Health began transitioning their housekeeping operations from contractors to an in-house team. At the time, the four companies they outsourced from each had their own health and safety programs. Now, Fraser needed to build an internal housekeeping department from the ground up – not just staff, but all the programs and processes that come with it.

The team saw this as an incredible opportunity to create a program for their specific needs. Among other things, they needed a training program and a system for checklists and audits. The system needed to be fully accessible from phones, tablets, and computers. And they needed immediate visibility into the data, with specific reporting needs. They knew what they wanted, and perhaps more importantly, what they did not want.

Being in the healthcare industry, Fraser Health's housekeeping must meet strict standards. Additionally, with such a dispersed workforce they

knew they needed something completely cloud-based so it wouldn't matter where an employee was working.

They needed more visibility to data than they previously had, with the goal of constantly improving things by reviewing and acting upon that data. Without this information, Fraser Health could face penalties from the Canadian health department, which conducts audits to verify if regulatory requirements are being met and to identify potential issues.



## Solution:

After researching several options, Fraser Health chose to work with HSI and their EHS platform because of the configurability and scalability of the platform. They needed something functional that could be adapted to meet their specific needs. Other systems they evaluated required giving up some level of flexibility or control.

Fraser Health have, so far, created housekeeping checklists, as well as solutions for visual observation assessments, UV assessments (using a UV gel to test whether surfaces are wiped clean), ATP assessments (to test for adenosine triphosphate, which is a small molecule found in all living cells), and employee observations.

Elliot and her team also like how hands-on they can be with the system. The HSI implementation team led in-depth sessions and even provided recorded training calls for Fraser Health to use as references when building new checklists.

“I can honestly say, other platforms we’ve seen or worked with, I don’t know that any of them actually had **the capability to go where we’re going, with the level of configuration that HSI provides us.**”



— Jody Miller Elliot, Director of Housekeeping Strategies and Initiatives

Now, instead of requesting a new or modified item and waiting for it to be built by a vendor (which could be costly), they are able to get into the HSI system and create exactly what they need, when they need it. No more waiting to fit into someone else’s timeline to get their own work completed.

Because of that freedom, Fraser Health has been able to build extensive checklists, getting as granular as they need. For instance, on a housekeeping checklist, instead of just listing “sink” as an item to review, they break it into multiple parts, accounting for every item.

Thanks to the mobile-first design of the HSI EHS platform, management can add attachments to their checklists, such as policies and procedures or example photos, so employees have instant access to all the information they need to ensure work is completed correctly.

# Results:

After just a few months, Fraser Health is already greatly realizing the capabilities of the HSI platform. Some of their checklists have up to 300 questions, giving them a level of detail that an off-the-shelf program would have a hard time achieving.

Just three months after going live with HSI, Fraser Health received accreditation from Accreditation Canada after an assessment on quality of care. Because housekeeping is part of the Infection Prevention and Control accreditation, the detailed checklists created using the HSI system were extremely helpful in Fraser Health receiving this important accreditation.

Fraser Health also uses the HSI system to keep up with new-hire training. At the end of every new hire’s training period, their manager receives information about how they did throughout training. The manager has a full understanding of whether an employee requires any extra training before the employee even starts work.

Additionally, Fraser Health conducts new-hire assessments after 30, 60, and 90 days on the job. Managers receive notifications through the HSI platform as those deadlines approach, with regular reminders continuing until the assessments are completed.

The HSI employee module has also helped the Fraser Health HR department streamline their employee management. Now, with one click, they can find every record associated with any employee. From training history to annual testing and even progressive discipline measures, HR now has just one source of data, and audit trails by employee.

“We had a vision of what we wanted, but as we built, it grew, and it’s still growing. There’s **no end to what we are going to be able to do with this program.**”

— Jody Miller Elliot,  
Director of Housekeeping  
Strategies and Initiatives

HSI’s reporting function makes it easy for managers to quickly identify any employees who may have fallen behind on certain requirements. From those who need to be trained on a particular tool to those who have not completed their annual fit testing, monitoring employee progress at any given time is crucial to keeping employees, and the community, safe and healthy.

