

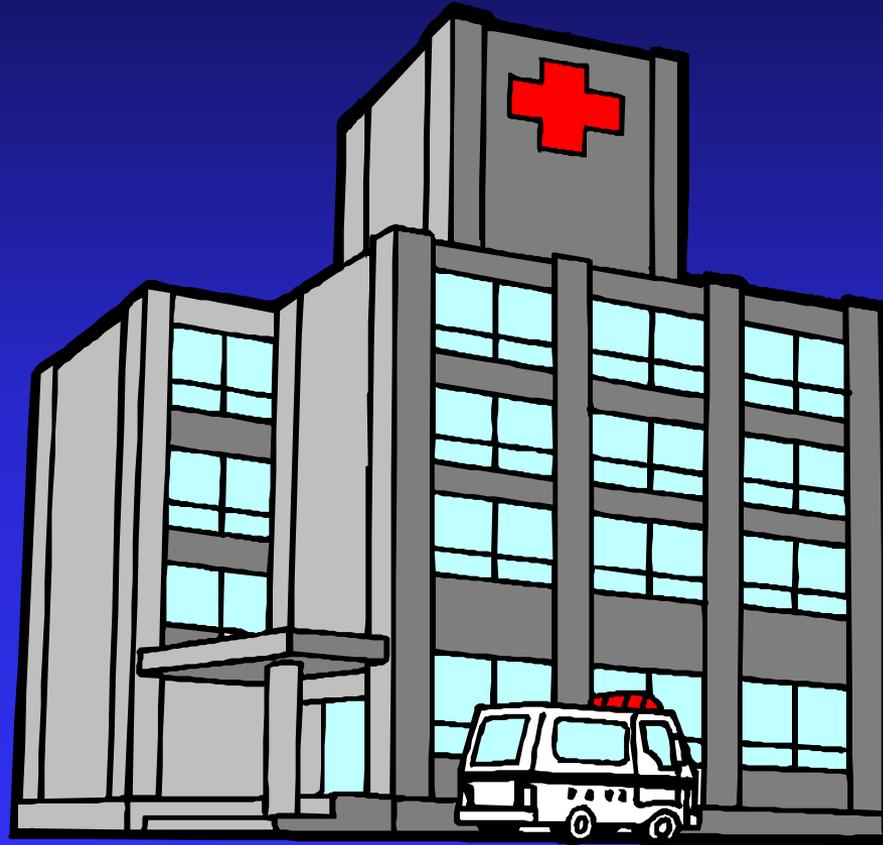
# Going Green At The North Bronx Healthcare Network

Where were we?

Where are we?

Where are we going?

# The Role of a Healthcare Environmental Services Manager



# If you are an Environmental Services Manager, You:

- Are a Personnel Manager,
- Are a Budget Analyst,
- Are the Waste Guru,
- A Diplomat,
- Project Expeditor,
- The ‘Expert’ when it comes to Cleaning,
- And a Number of other ‘Things!’

# But When you Really Boil it Down, It's about Service!

- Providing a: SAFE – CLEAN – HYGENIC Environment for our PATIENTS, VISITORS and STAFF !



# North Central Bronx Healthcare Network

Jacobi Medical Center

&

North Central Bronx Hospital

# Where were we as an E.S. Department with the Products in Use?

- Basically: a ‘State of Chaos’ existed!
- Safety Issues Galore
- Too many Vendors
- Too many Brands
- Too many Complaints
- Too much Variance
- Too much Cost



# So, What Happened to ‘Spur’ this Change?

Advocates

Management Commitment

Cost Issues

# Advocates and Their Agendas

- Dr. Ellen Crain – Pediatric Emergency Services – Chief of Service.
- Hospital Community.
- Senior Administrative Support –  
Joseph Orlando Network Sr. V.P., NBHN  
Arthur Wagner, V.P., NBHN  
Herbert Dyer, A.E.D., NBHN

# Management Commitment:

- New Network Director for Environmental Services.
- RE-ORGANIZATION and RE-COMMITMENT of Department Objectives.  
(We lost sight of what our goals and objectives were as an Environmental Services Department.)

# Cost Issues:

- Having to Maintain a Diverse Stock of Products
- Were we, as a Network inside the greater New York City Health & Hospitals Corporation taking advantage of available contracts and our Buying Power?



# CHANGE EEK!



- **IT'S NOT AS SCAREY AS YOU THINK!  
SO GET OVER IT!**
- Besides wouldn't you rather take part in any 'Change' rather than having it forced on you?

# Greening the Cleaning

- Our primary goal was to find products that would be safer to use. So in Consultation with the Deidre Imus Foundation for Pediatric Oncology we opted to test the product line offered through their organization.

# Product Consolidation

- We were able to swap out 9 Products in use for 3 Products –
  - ❖ Glass Cleaner
  - ❖ All Purpose Cleaner
  - ❖ Bathroom Cleaner

# The 'OLD 9' contained:

- Ammonium Chlorides
- Dodecylbenzene Sulfonic Acids
- Butoxy Ethoxy Proponol
- Ethylene Glycol
- Trichloroethane
- Butoxyethanol
- Xylene



# Pilot Your Program

- Find Champions to be your ‘test pilots’
- Train – TRAIN –

**TRAIN!**

- Build on Success – No Matter How Small

# Roll Out

- More Training!
- Purge the Facility of the old products, while,
- Getting the new products in place.
- Vigilance: when old products re-appear *Remove* them at once.
- *Be Ready*...for the moaning and groaning!

# Moaning & Groaning!

- It doesn't work, or,
- It Doesn't have a 'smell' to it, or,
- It doesn't *look* strong enough, or,
- How do you expect me to work with this stuff!



# In the Trenches

- It's one thing to train but you've got to follow up!
- Stick to your guns,
- Watch out for the Gremlins!!



# Staff Reality Check

- With the Nay-Sayers we revisited some of their issues and some of the products that were in use.



# So Where are we going?

- Green Seal Certification
- Enhanced / Better Dispensing Options

# So Why Should You Put Yourself Through This!?!?

- Lets Face It – When you Boil It Down, It's just the right thing to do!
- It's Coming...Do You Want to Manage Change or Do You Want Change to Manage YOU!?!?