



Guide:

Impact of Tile and Hard Surfaces in a Healthcare Setting

PREPARED BY
SaniGLAZE International

EXAMINING FLOORING CLEANING
AND MAINTENANCE IN HOSPITALS
AND CLINICS

SaniGLAZE
TILE & HARD SURFACE RESTORATION



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CLEAN FLOORS ARE CRITICAL IN HEALTHCARE FACILITIES

Patients with contagious illnesses or compromised immune systems—even hospital staff and visitors—all require healthcare facilities to put a strong focus on sanitation. In a healthcare facility maintaining cleanliness can literally be a matter of life and death.

Each year, **nearly 1.7 million patients** acquire healthcare-associated infections.

Healthcare-associated Infections & Flooring Sanitation

According to the U.S. Centers for Disease Control (CDC) each year, nearly 1.7 million patients acquire healthcare-associated infections (often called HAIs) while being treated for other health issues at a healthcare facility. One in 17, more than 98,000 patients, die due to these infections.

As early as 1967, researchers were aware that hospital floors were being contaminated with bacteria. But when floor scrubbing and even chemical decontamination provided little or short-lasting improvement due to cross-contamination, CDC researchers claimed the practices were not helpful in preventing infection. Then, in 2003, the CDC advised staff to “keep housekeeping surfaces (e.g., floors, walls, and tabletops) visibly clean on a regular basis and clean up spills promptly.”

SECTION 1

Modern recommendation goes beyond mopping alone. A sealed floor allows custodial staff to achieve a higher level of sanitation from their regular cleaning.



Flooring Disinfecting Deemed Critical

After more than 15 years of research, scientists are now coming to a different conclusion.

In 2017, the American Journal of Infection Control published a study that determined that floors harbor dangerous germs and should be reclassified as “critical” areas, requiring more thorough cleaning and disinfecting. An important point in the study notes is that “41 percent of the rooms studied had one or more objects touching the floor, such as medical devices, bed linens, and towels. As these items are touched by patients or healthcare workers, it is possible germs from the floor will be transferred to their hands.”

The spread of bacteria through items touching the floor, or people removing shoes or shoe coverings, means infectious material can be transferred from a floor to medical devices, call buttons, and high traffic wards very quickly. Many researchers are suggesting a more intense, focused approach to floor cleaning and maintenance in healthcare facilities.

Preventing the Spread of Infections via Floors

To help prevent floors from harboring infectious bacteria, infection control specialists suggest a layered approach.

On a daily level, they suggest the routine removal of dry soil and damp/wet contaminants. This should include a good floor-care disinfection program with the appropriate use of tools, chemicals, and procedures.

They also recommend a variable, periodic maintenance program that takes into account the location and traffic volume of a floor and how often and aggressively it needs to be serviced.

SECTION 2



HEALTHCARE AND MEDICAL FACILITY TILE AND FLOORING CLEANING

When it comes to maintaining a sanitary floor, brooms and mops will only get you so far.

Even with new tile and routine surface cleanings, dirt and bacteria eventually find their way into dents, depressions, corners, and cracks, building up over time and becoming more difficult to remove.

Residual grime and bacteria in any setting can repel customers and employees, but in a hospital setting, it can be downright deadly.

Special Considerations with Grout in a Healthcare Setting

This can be especially true with grout surfaces. Grout is porous by nature, unless sealed, which is why grout lines can often darken and appear dirty even when the tile surface itself is clean.

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Sealing Grout to Combat Dangerous Infections

Recent studies have found some floors in patient rooms host a number of potentially dangerous bacteria, such as MRSA (Methicillin-resistant *Staphylococcus aureus*) and VRE (Vancomycin-resistant enterococci) both of which are resistant to most types of antibiotics.

To combat these dangerous bacteria, tile and grout surfaces (and other types of flooring) should be sealed, both after installation and after thorough cleanings. Advanced floor coverings or sealants prevent dirt and contaminants from penetrating deep into flooring material, where bacteria can hide and grow.



Seal Maintenance to Protect Floor Surfaces

Sealing your tile and hard surfaces also makes maintenance easier, as deep agitation and harsh chemicals are no longer needed to remove grime. The routine use of harsh cleaners and disinfectants can damage a floor, creating new places for bacteria to dwell and creating an endless cycle to cleaning and contamination.

With sealed flooring, more rigorous floor maintenance can be scheduled as needed using chemicals, tools, and procedures appropriate to the area and its level of foot traffic. Many businesses providing advanced floor shields, cleaning, and restoration also offer maintenance service. In some cases, maintenance services act as the floor's warranty.

Although routine floor maintenance services can seem like a costly expenditure, a professional floor restoration service can build a more effective maintenance program. This is true especially when taking into account high-traffic areas, seasonal factors, like snow, patient room rotations, and preparations for hospital inspections, such as JCAHO. With the National Center for Biotechnology Information reporting “the overall direct cost of HAIs to hospitals ranges from \$28 billion to 45 billion,” preventing illnesses and deaths from healthcare-associated infections should be a top priority for any healthcare facility, especially since most are preventable.

Effects of Regular Use of Decontaminants on Flooring in a Healthcare Setting

The thought of hospitals often conjures up images of stark white halls and the sharp scent of rubbing alcohol. It's an environment many people think of as inherently sterile, but the truth is, healthcare facilities have to work extremely hard to keep infection down.

Whether it's because of biohazard contamination or simply due to high patient foot traffic, there are plenty of reasons to decontaminate hospital flooring on a regular basis.

But doing so can sometimes cause more of the very problems those practices are trying to solve.

SECTION 3

The Dangerous Cycle of Heavy Decontaminate Usage

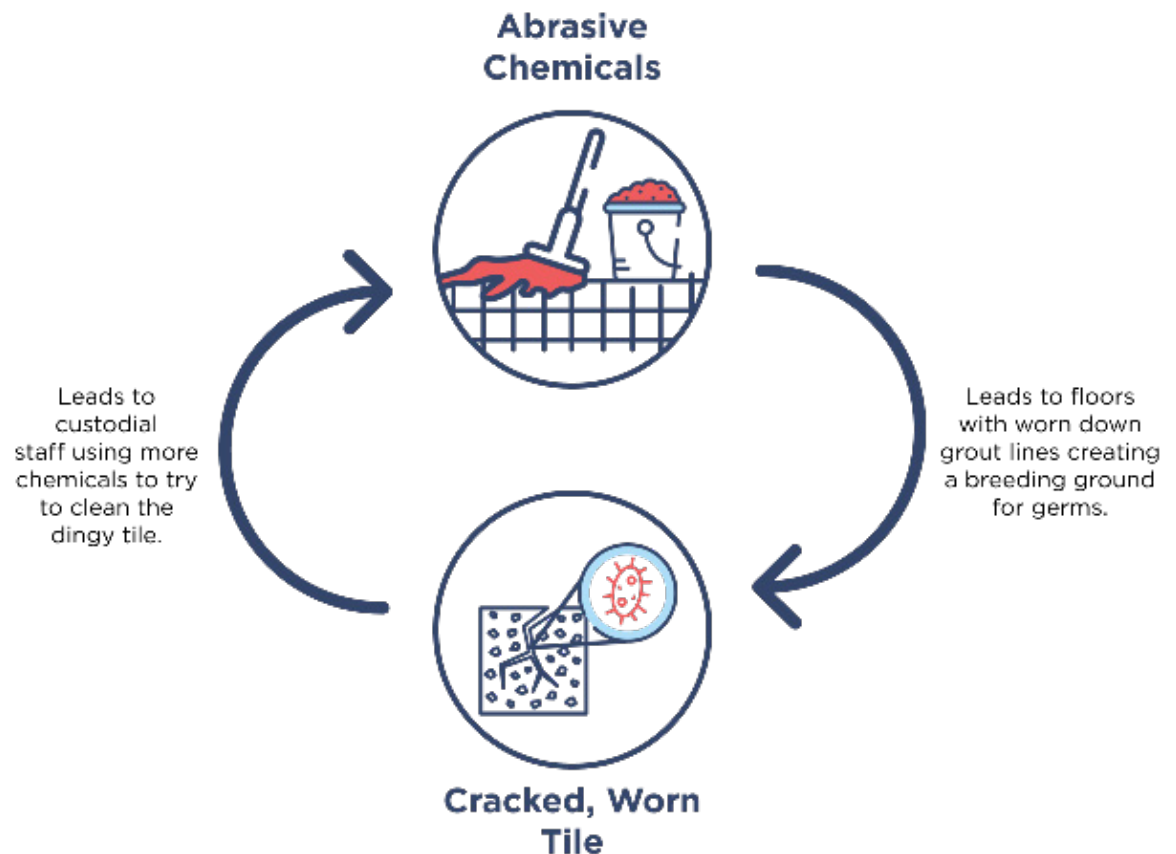
The potential presence of harmful pathogens, especially in a setting where immunocompromised people may be present, often compels staff to sanitize flooring with harsh chemicals, like bleach, or other decontaminants.

Unfortunately, this practice can be counterproductive. In healthcare facilities, a strong chemical disinfectant isn't always the best solution.

An understanding of surface compatibility is an important part of determining an appropriate disinfectant routine for hospital flooring. Products that are incompatible with certain types of flooring can not only cause discoloration and fading, they can also damage the surface itself—sometimes voiding flooring warranties—and leave floors vulnerable to becoming hotbeds for bacteria growth.

Although early damage from harsh chemicals may be invisible to the naked eye, any slightly pitted or corroded areas invite bacteria to enter and breed. Improper management of dilution ratios and dwell times may also contribute to the damage disinfectants can cause.

Unbroken, this cycle can lead to better conditions for mold and contaminants and worse conditions for patients.



SECTION 3

The Fallout from Chemical Damage

Many Environmental Services workers equate a product's success rate with the amount applied, but this is not the case. Excess chemical residue can make surfaces slippery or tacky, causing dirt to adhere more quickly. It also impacts the integrity of the flooring.

As the corrosion progresses, it becomes deeper and more visible, trapping debris and contaminants within the surface's imperfections. This often prompts even harsher cleaning methods, deepening the damage and continuing the cycle.

Smart Disinfectant Usage

A detailed and area-specific maintenance plan can be much more effective at keeping infection rates down when the flooring surface is sealed or without depressions or crevices.

It removes the breeding grounds for harmful bacteria so long as the surface integrity is maintained, easing the burden of maintenance and eliminating the need for routine use of harsh disinfectants. Many hospital flooring types, when properly sealed, can be cleaned daily with a neutral pH cleaner or a quaternary disinfectant, making more aggressive maintenance periodic and leading to safer, sustainable flooring.

SECTION 4



BEYOND SANITATION ALONE: CRAFTING A PATIENT ENVIRONMENT WITH HEALING IN MIND

Healthcare providers have come to understand that a patient's healing can be impacted by a variety of factors. Environmental noise, soothing music, therapy animals, art, music, and light can all influence healing.

It makes sense that more healthcare facilities are considering patient environments as they work toward positive healing outcomes. Both safety and aesthetics of patient rooms and hospital spaces are being considered in modern healthcare design - and that includes flooring.

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Anti-slip Protection

For healthcare facilities, safety considerations are always a top priority. Anti-slip textures can be added to advanced floor shields, coatings, and sealers to prevent slips, trips, and falls in high traffic areas, as well as restrooms and showers. Floors with durable, sustainable coatings are also easier to maintain and more sanitary than surfaces requiring mechanical waxing and buffing.

SECTION 4

Clean floors can serve as a foundation for overall facility cleanliness.



Anti-odor Protection

While the spread of infection is a top issue when it comes to contaminants in your grout, another, albeit less critical, concern is foul odors. Using a floor coating or shield eliminates the tiny spaces where contaminants and bacteria can embed themselves in flooring materials, which can lead to foul odors.

Designing a Healing Look and Feel

Sanitation and safety aren't the only factors driving healthcare flooring solutions. An article in *Floor Trends Magazine* reports that many healthcare facilities have moved away from visually sterile patient rooms and are designing healing spaces that are bright, homey, and visually stimulating.

"For those patients with long-term care or ongoing hospital treatments, bright colors and how they are used can often lift their spirits, especially for children,"

Robert Langstaff, director of design, Metroflor Corporation.

—"Choosing Flooring for Healthcare Environments," *Floor Trends Magazine*, 2016

For hospitals or medical centers operating under tight budget constraints, many flooring solutions can be used to help redesign a room or add flair through the use of coloring or accent products and procedures.

Whether it's recoloring restroom tiles or adding reflective chips to sustainable sealants, there are many ways modern flooring solutions for healthcare facilities can be aesthetically pleasing as well as safe and sanitary. These types of solutions offer many advantages. They are typically much less costly than rip-out and replacement, they avoid endangering patients with airborne particulates, and they can be completed in a short time frame.

Restroom and Facility Cleanliness Impacts Healthcare Patient Report Scores

When it comes to restrooms and cleanliness, consumer impressions and appeal are just as important to healthcare facilities as they are to restaurants and retail businesses perhaps even more so.

Numerous polls and studies indicate consumers pay close attention to restroom cleanliness when deciding whether to spend money with a business or return for additional goods or services.

According to the 10th Annual Healthy Hand Washing Survey by Bradley Corp., 64 percent of consumers will consciously choose a business because it has sanitary, well-maintained restrooms. Conversely, 55 percent of customers are unlikely to return to a business after a bad restroom experience, believing an unkempt restroom is an indication the business' goods or services may also not be up to par.

SECTION 5

“A strong relationship between patient perceptions of hospital cleanliness and actual incidents of infection.”

— Press Ganey and Compass One Healthcare

Perceived cleanliness can make or break a facility’s HCAHPS scores.

Clean Floors Can Impact HCAHPS Scores

Maintaining sanitary flooring in a hospital is a critical part of reducing healthcare-associated infections (HCIs). Moreover, patient perceptions of cleanliness can not only affect healing outcomes, but can impact a hospital through patient reports like HCAHPS.

HCAHPS, the Hospital Consumer Assessment of Healthcare Providers and Systems, and its findings indicate that patients who are unhappy with a hospital’s cleanliness often give low scores on HCAHPS surveys. Many assume they have a greater risk of infection because of messy or unsanitary conditions—and research suggests they are right.

Findings gathered from Press Ganey and Compass One Healthcare in 2014 showed a strong relationship between patient perceptions of hospital cleanliness and actual incidents of infection. They reported “hospitals that scored in the highest quintile for cleanliness had, on average, the lowest number of reported infections.” With nearly 1.7 million patients acquiring HCIs each year while being treated at a healthcare facility, addressing floorcare and sanitation should be a critical part of any hospital maintenance budget. Healthcare facilities stand to lose a lot more than consumer confidence when patient visits result in negative perceptions.

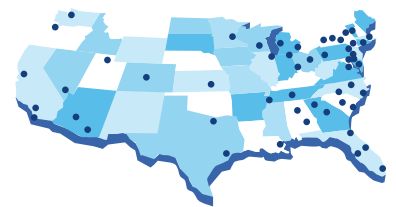


SECTION 6



SANIGLAZE IS A TRUSTED PARTNER TO HEALTHCARE FACILITIES ACROSS NORTH AMERICA

Healthcare facilities needing to deep clean or update the look of Hospital Flooring often face numerous challenges. SaniGLAZE International's decades of experience have prepared us for helping healthcare facilities overcome those challenges.



Local Service Providers means having tile and hard surfaces help right down the road.

For a New Flooring Look, SaniGLAZE has You Covered

The cost of rip-out and replacement can be quite substantial and can even cause potential breathing hazards for any patients present in the area. This is due to the airborne particulates created and circulated during demolition or construction. It can also take a lot of time to complete and prepare for patient stays.

SaniGLAZE International provides a number of floor restoration services that eliminates the danger construction can present and can be usually be completed in a few days, minimizing the amount of time medical facilities lose serviced areas to downtime. Choose SaniGLAZE restoration and avoid the high cost of rip-out and replacement to accomplish more in your healthcare facility by maximizing the reach of your maintenance budget dollars. SaniGLAZE restorations can be completed quickly—sometimes overnight—and are often effective preparation for hospital inspections.

SECTION 6

For a Level of Clean with Depth, Pick SaniGLAZE

Thanks to its proprietary deep cleaning system and restorative bonding technology, a SaniGLAZE floor can seal out the dirt and bacteria that makes flooring dingy and unsanitary. This eases the burden of maintenance for EVS staff and delivers a flooring solution that is both effective and sustainable. SaniGLAZE Service Providers, on both the sales and technical teams, are well-versed at working within hospital budget cycles and can assist facilities with scheduling work within short, specified windows of time.

Take a **proactive** approach to reduce the pathogens present in hospital flooring by [contacting a SaniGLAZE Service Provider today](#).



Tile and grout **Before** the SaniGLAZE treatment.



Tile and grout **After** the SaniGLAZE treatment.

Tampa Hospital Before the SaniGLAZE Treatment



Tampa Hospital After the SaniGLAZE Treatment



See the SaniGLAZE Difference

Several healthcare facilities that use SaniGLAZE as their flooring solution have seen significant jumps in patient satisfaction scores, making SaniGLAZE restoration a great choice when preparing for routine hospital inspections.

In addition to improving eye appeal and patients' perceptions of cleanliness, SaniGLAZE flooring is also warrantied so long as a maintenance routine—designed to meet that facility's specific needs—is arranged and followed.

New flooring products like VariGLAZE and SaniMAX-C enable SaniGLAZE to provide exceptional design flair, as well as strong, durable floor coatings.

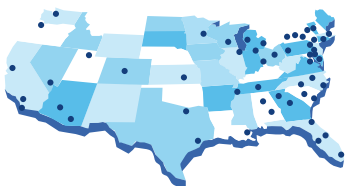
Whether it's adding metallic accents and sparkle to a patient room floor, or reimagining tile and grout surfaces in completely new colors, SaniGLAZE Service Providers have the skills to deliver both beauty and functionality without breaking the bank.

Get Started with a SaniGLAZE Solution

Take a proactive approach to reduce the pathogens present in hospital flooring by contacting a SaniGLAZE Service Provider today. With almost 1.7 million American patients contracting healthcare-associated infections (HCAs) each year while being treated for unrelated health matters at a medical center, healthcare facilities end up paying high costs for infections that are mainly preventable.

Contact SaniGLAZE to schedule a free consultation where you can learn which services are best for your facility's needs whether that's intense cleaning, advanced floor and wall shielding, or a myriad of eye-catching design options to brighten the moods of patients and staff. At the consultation, your local SaniGLAZE Service Provider will speak with you about the pressing issues within your facility and suggest possible solutions. In many cases, after a consultation, a SaniGLAZE Demo can be completed in the selected area so you and your team can experience the difference firsthand.

Once you make the decision to go with SaniGLAZE within your healthcare facility, you will notice daily maintenance is easier, requiring less aggressive cleaning and chemicals. This leads to a durable, sustainable floor that delivers ongoing value long after the initial investment. After you invest in a SaniGLAZE flooring solution, a representative will work with you and your facility's staff on how to properly maintain a SaniGLAZE surface. An ongoing maintenance program tailored to your facility's specific needs and areas can be developed to ensure ideal care and permanently warrantee SaniGLAZE work.



Speak to a local Service Provider any time about how SaniGLAZE can help your facility maintain a level of professional and eye-catching cleanliness.