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The Environmental Services Optimization Playbook (EvSOP) Project

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Background

The *Environmental Services Optimization Project (EvSOP)* is a collaborative initiative dedicated to elevating the role of Environmental Services (EVS) in healthcare infection prevention. Founded in 2016 by members of the San Francisco Bay Area chapter of APIC, EvSOP® emerged from a shared recognition: that patient safety begins with a hygienic environment, and that EVS professionals are essential partners in achieving it.

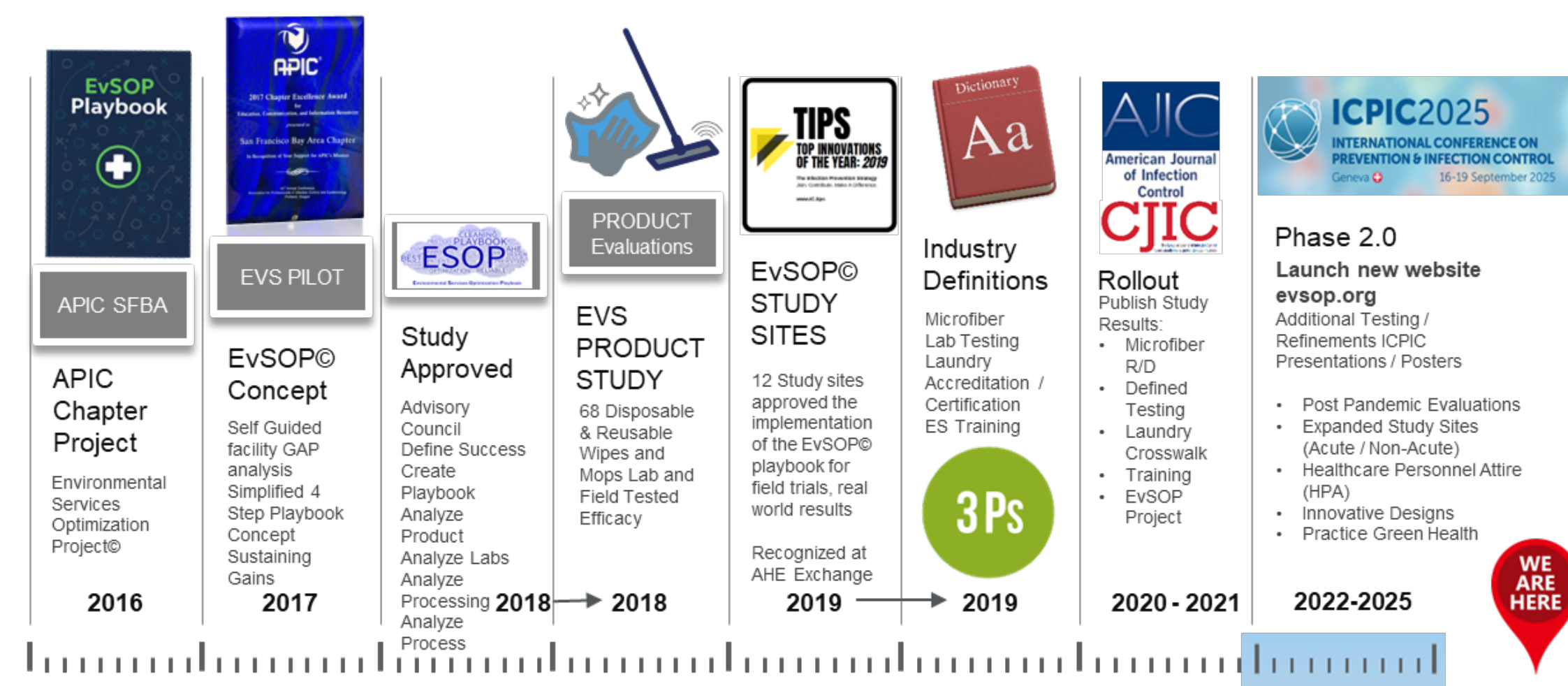
EvSOP bridges the gap between infection prevention and environmental services through a multidisciplinary approach rooted in science, teamwork, and respect. Our flagship resource—the EvSOP® Playbook—is a do-it-yourself performance improvement guide designed to help healthcare facilities assess current practices, implement evidence-based interventions, and sustain gains over time. *Advancing infection prevention through science-based cleaning, training, and collaboration.*

EvSOP® Methods & Impact Summary

Reach & Implementation

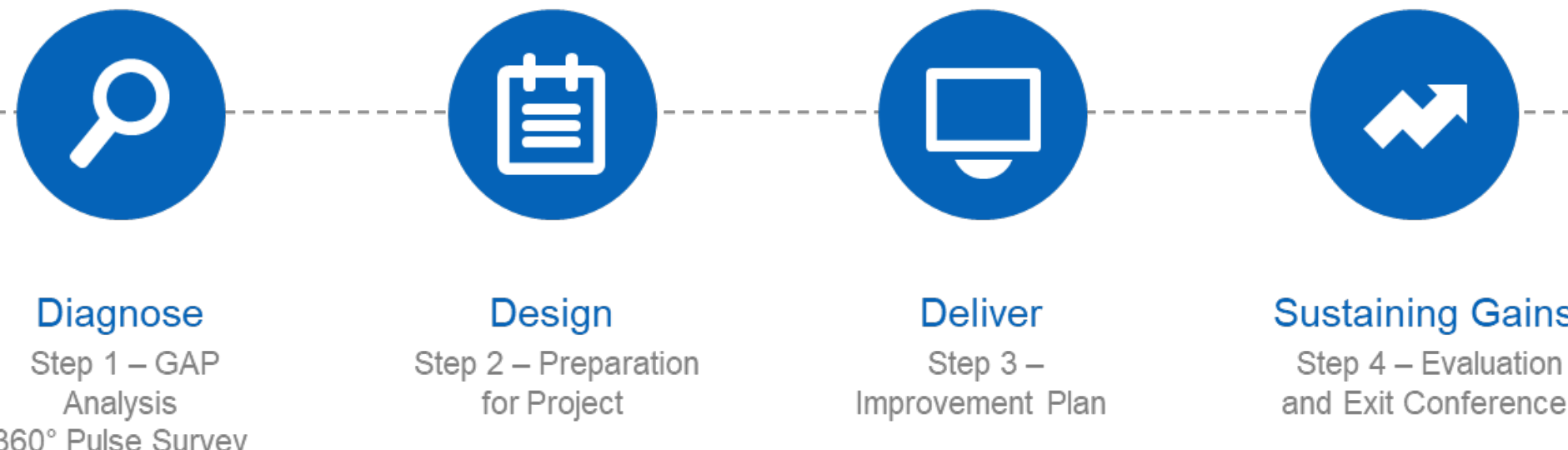
53-member Multi-Disciplinary Advisory Council, 38 Study sites include acute care hospitals, long-term care facilities, academic medical centers, and international outreach clinics across North America, UK, and Africa. **Now in 165 facilities!**

Milestone Timeline



Good PRODUCTS + PROCESS + PROFESSIONAL TRAINING = Good Patient Outcomes

Playbook Overview – Make it 3D



Strategic Tools

CDC/HICPAC Product Review Worksheet for disinfectant and Infection Prevention textile evaluation
Responsibility Matrices & Service Level Agreements to define roles across multidisciplinary teams
Microbial testing protocols refined for field use / surfaces
Standard Work Operating Practices (SWOP), EVS cart setups, MIFUs, and laundry workflows standardized systemwide



Where science meets service—and every surface tells a story of safety!



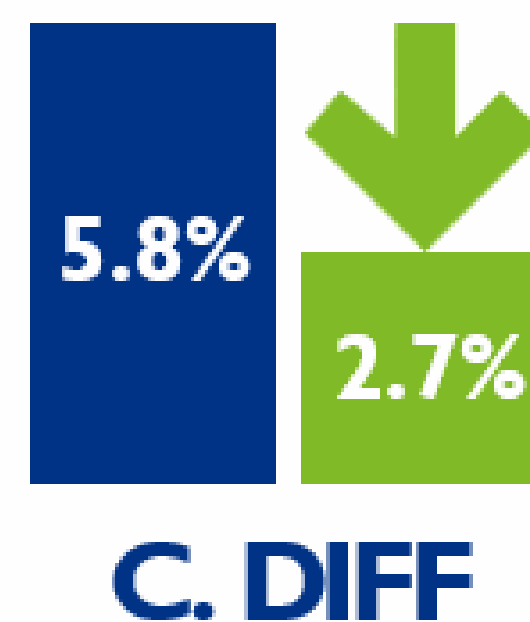
REDUCED Frontline Turnover Rate by a **THIRD**

Frontline Staff



IMPROVED patient experience and **HCAHPS** Scores, by **10% points**

REDUCED infection rates across the board, including cutting C. Diff. infection rates in **HALF**



C. DIFF



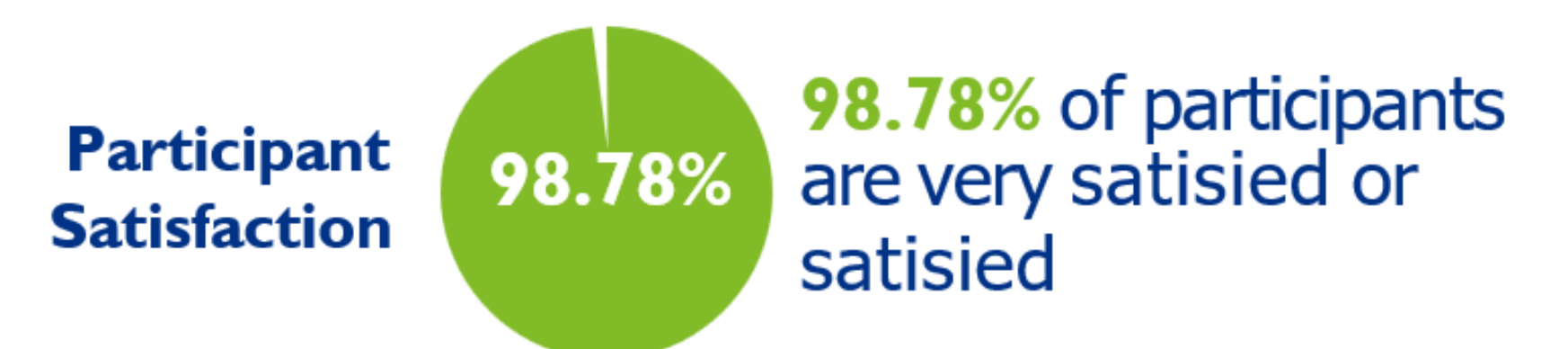
INCREASED frequency of interaction between **EVS staff** and **clinical staff**

EVALUATION CRITERIA Healthcare Grade Ultra-Microfiber

- Microbe Removal
- Biofilm Removal
- Best In Class Best Coverage Longest Lifecycle Heavyweight "GSM" Best Mop Backing Peel Strength Well Constructed
- Chemical Compatible Best Absorption & Elution
- Bicomponent / Split ULTRAFine +
- Optimal Size 12x12 Towel 20&12 Mop
- Colorfast
- Warp Knit
- CDC Compatible Temp, Time, Bleach
- Minimal Exertion Resistance / Drag
- Consumption: Low Coverage/Distance: High
- Improves Financials / Cost Effective
- Environmentally Conscious

Training & Certification

AHE CHEST and T-CHEST programs deployed across facilities
CSCT certification adopted for perioperative EVS teams
"Super Trainer" model scaled for consistency
Weekly coaching and site visits during implementation
Customized Training Videos www.youtube.com/@evsopetrainingvideos5957



Participant Satisfaction

98.78%

98.78% of participants are very satisfied or satisfied

Voices from the Field

"Patients must never be relegated to disease status." — **Alicia Cole**, HAI Survivor & Advocate
"I used to feel invisible. Now I feel like part of the care team." — **Frontline Leader**

"Surface disinfection is a cornerstone of infection prevention. The right products, protocols, and training make all the difference." - Dr. **William Rutala** – Microbiologist & Disinfection Expert

"We must stop treating cleaning as a background task. It's time to recognize it as a frontline intervention." **Roy Boukijjian** – Infection Prevention Leader

"We learned that cleaning is not just a task—it's a science. And now, we teach others." — **EVS Technician Kenya Study Site @ Gertrude's Children's Health System**

"Once we aligned our cleaning roles, everything changed. Turnover dropped, trust grew, and our patients noticed." — **Nurse Manager OR Team @ Loma Linda University Health System**

RESOURCES

Contact Information

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EvSOP Advisory Council – Healthcare Risk Mitigation



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