

# SOLUTIONS

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## FIELD REPORT

### GETTING THE BUGS OUT / Pest prevention nets results

Effective and safe pest management is essential in health care facilities, where patient safety is of the utmost concern. In August 2006, after using three different pest control providers in the past five years that all focused on reactive solutions to pest problems, Glens Falls (N.Y.) Hospital decided that a preventive pest management program was a must.

"We weren't really satisfied with [our previous providers'] services because they weren't very proactive," explains George Moxham, director of housekeeping and laundry for the acute-care community hospital serving a 2,600-square-mile region in upstate New York. According to Moxham, when the facility had a pest issue, the previous providers' first reactions were to use chemical treatments instead of considering what the hospital could do to keep pests out.

To remedy these concerns, the 410-bed facility decided to implement Orkin Commercial Services' Gold Medal Protection for Health Care. Orkin's Gold Medal Protection service follows the principles of Integrated Pest Management, a seven-step program that emphasizes the reasons that pests threaten health care facilities and emphasizes nonchemical management solutions.

At the start of its partnership with Glens Falls Hospital, Orkin conducted a thorough inspection of the facility to identify pest-activity zones, including pest entry points, water sources, food sources and harborage points. The inspection also reviewed potential problem areas, and Orkin recommended a variety of maintenance and sanitation tips to help prevent pests. By emphasizing nonchemical strategies to keep pests out,

Orkin and Glens Falls Hospital helps minimize the need for routine application of traditional pesticides.

Orkin recommended organic products within hospital walls, as well as other environmentally friendly treatments, including the use of fly lights inside hospital entrances.

After having difficulty accessing its pest control documentation records with previous providers, Glens Falls Hospital appreciates the thorough documenta-

tion Orkin provides. As a Gold Medal Protection client, Glens Falls Hospital receives a complete logbook, updated with all service reports and other documents, housed on-site at its facility. Pest Sighting Memos also enable hospital staff to document any

pest activity when their Orkin commercial pest specialist is not at the facility. But most useful is Orkin's PowerTrak system, an electronic handheld device that allows Orkin to document the treatment conducted in every room, record recommended steps and provide Glens Falls Hospital with a report of what occurred during the service visit.

The partnership Glens Falls Hospital and Orkin formed helped the facility earn an "H2E Partner" designation just two months into the engagement.

"You can measure our success in terms of the number of staff calls to report pest sightings," says Moxham, "and I am not getting any staff calls now. The number of pest sightings is next to none." ■



**FACILITY NAME /** Glens Falls Hospital  
**LOCATION /** Glens Falls, N.Y. **SERVICE /** Gold Medal Protection for Health Care

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