



CREATING AN ENVIRONMENTALLY FRIENDLY ENVIRONMENT OF CARE



St. Joseph's/Candler is a 636-bed health system offering primary care, tertiary care, specialized inpatient and outpatient services, home healthcare services, as well as a wide variety of community outreach and education efforts throughout the Savannah region and portions of the South Carolina low country. Both St. Joseph's Hospital and Candler Hospital are individually accredited by the Joint Commission, making strict requirements for services like pest control mandatory. The hospital system called on Orkin in 2009 to establish a more environmentally friendly program for the facility. To learn more about the how the program was working, we spoke with Director of Environmental Services Kevin Myers. The following is an edited transcription of that interview.

Why did you choose Orkin's Gold Medal™ Protection program?

"We wanted to change the way we went about pest management and become a more environmentally sound operation. We were looking for a proactive and preventive process and that's what Orkin offered – an Integrated Pest Management program. Their service allows us to track different types of pests in our facility and even create trend reports from a seasonal standpoint. In addition, Orkin works closely with AHE, the leading educational organization in our industry."

How would you describe your relationship with Orkin?

"Our Orkin Commercial Pest Specialist reports to me on a weekly basis and keeps me updated on his service route. One of the most important things I receive from Orkin is documentation, showing

the job we discussed is complete. We also have quarterly updates where we'll sit down and talk about how to improve our processes moving forward. We really have a great relationship with Orkin."

What do you like about Orkin's program?

"We use Orkin's online tracking program, PowerTrak™, to get real-time pest control information. The software helps us monitor when and which pest control devices our pest specialist services on any given day. We can also use the program to create executive summaries, which are extremely helpful when the EPA needs to see where pests appeared, how we treated them, and what type of products were used, if any."

A successful pest management partnership earned St. Joseph's/Candler a Gold Medal™ IPM Partner Award in 2011. Also Director of Environmental Services Kevin Myers is featured alongside Orkin in an online training course through the Association for the Healthcare Environment on exemplary IPM in healthcare facilities.

How does Orkin help you meet your pest control standards?

"We're required to have a pest control program that meets all the Joint Commission standards, and Orkin helps us meet the necessary criteria for that portion of the accreditation. The detailed documentation Orkin provides is readily available to me, so we can keep track of all the pest control details in our facility. When we have Joint

Commission inspections, Orkin offers to be on-site to help walk us through the evaluation process."

What do you like best about working with Orkin?

"The education Orkin provides to everyone from our front-line staff all the way up through our leadership team. Everyone knows our Orkin Pest Specialist, and he constantly educates employees on how we can prevent pests from entering our facility. Orkin's team is extremely well integrated with our staff, making pest control a seamless operation."