



Gold Medal Protection is a comprehensive Integrated Pest Management (IPM) program based on the model recommended by *Health Care Without Harm* and consistent with the IPM recommendations of the American Society for *Healthcare Environmental Services (ASHES)* and *Hospitals for a Healthy Environment (H2E)*.

Glens Falls Hospital

Big-City Medicine. Hometown Care.



Glens Falls Hospital is the sole, comprehensive, acute-care community hospital serving a 2,600-square-mile, predominantly rural region encompassing Warren, Washington, Hamilton, Essex and northern Saratoga counties of upstate New York. The 410-bed facility implemented Orkin's Gold Medal Protection for Health Care in August 2006. For Glens Falls, it was just one more step toward greener operations – helping the facility earn an "H2E Partner" designation just two months later. We spoke by phone with George Moxham, Glens Falls' director of housekeeping and laundry, about the transition to IPM. Here is an edited transcription of that interview.

Why did Glens Falls Hospital decide to switch to an IPM program?

"In five years, I think we had gone through three local pest control companies, but weren't really satisfied with their services because they weren't very proactive. They always left me feeling uncomfortable with them from a competency standpoint. It was like pulling teeth just to get [material safety data] sheets sometimes. I wasn't sure they were up on the latest and greatest in pest control, because there's a lot to it. We had issues with ants and box elder bugs, and nobody could really give me good answers on what to do or what to follow up on. They'd just come in there with some spray. It was always, 'We've got a bug problem, we're going to come, we're going to fix it, we're going to spray it.' As opposed to, 'What are we doing to keep them out?' It was very, very frustrating."

How did your previous provider's spraying approach impact your operations?

"It was always that way for the longest



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– George Moxham
Director of Housekeeping and Laundry
Glens Falls Hospital

time, so the staff was pretty much used to it. Some patients and nurses would complain about the odor, but mostly people were used to it. But it wasn't working. It was completely reactive versus proactive."

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

"Orkin is a well-respected name and had wonderful health care references. Plus, I really liked their approach, which is much more proactive. The room-to-room spraying doesn't happen anymore. Orkin's goal is to keep pests out before they can cause a problem. Clearly it's worked so far. Another thing we like about Orkin is every service is tracked

by a computer, so when the technician says he's been to Four Central and Two North, you actually know the exact time he was there and what he found and can see any corrective recommendations he might have."

Describe the transition to Orkin's Gold Medal program.

"The transition was pretty seamless. I don't think people behind the scenes even knew we made a change until we relocated some of the fly stations. A team of Orkin's folks came in and did all the legwork ahead of time. I've got to say it was probably one of the least challenging transitions I've ever managed in healthcare housekeeping and laundry."

What results have you seen so far from the switch to Gold Medal Protection?

"I don't have historical numbers, but you can measure our success in terms of the number of staff calls to report pest sightings, and I am not getting any staff calls now. The number of pest sightings is next to none."