

Clean Hospitals Day 2025: Human Factors and Collaboration

Presented by Dr. Alexandra Peters, PhD

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Institute of Global Health University of Geneva,
Geneva, Switzerland

and

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Malmö University, Malmö, Sweden

www.webbertraining.com



Agenda

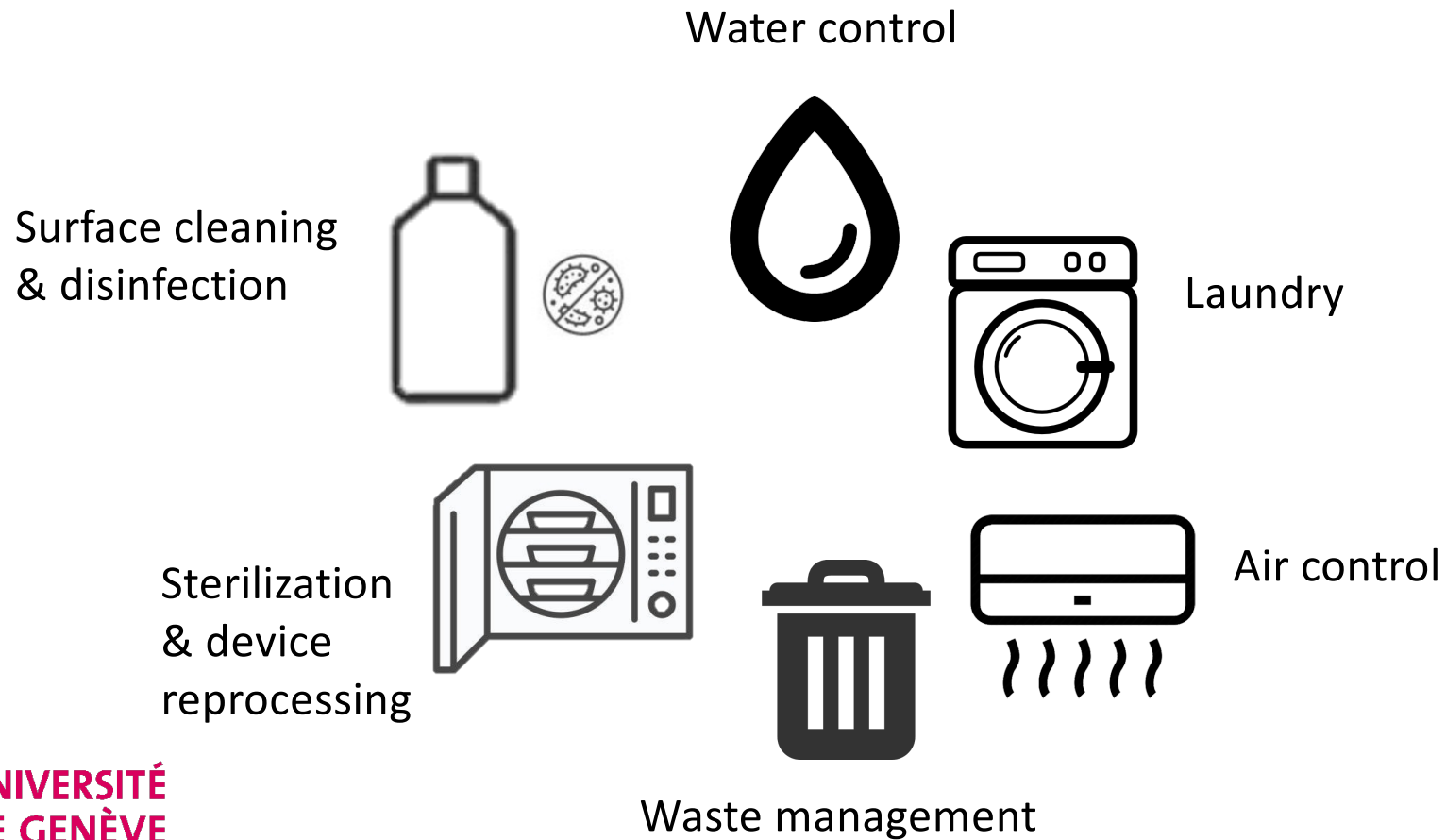
- Human Factors & Collaboration in HEH
- Introduction to Clean Hospitals Day
- Clean Hospitals 2025 Partners
- NEW 2025 Social Media Materials
- Summary of 2024 Clean Hospitals Day Outreach
- An example of CH Day in Pula, Croatia
- Ways to participate & share our message



Healthcare Environmental Hygiene (HEH) is made up of...



HEH technical components



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HEH human factors



Career development



Workflow



Cost and value



Management



Training



Monitoring

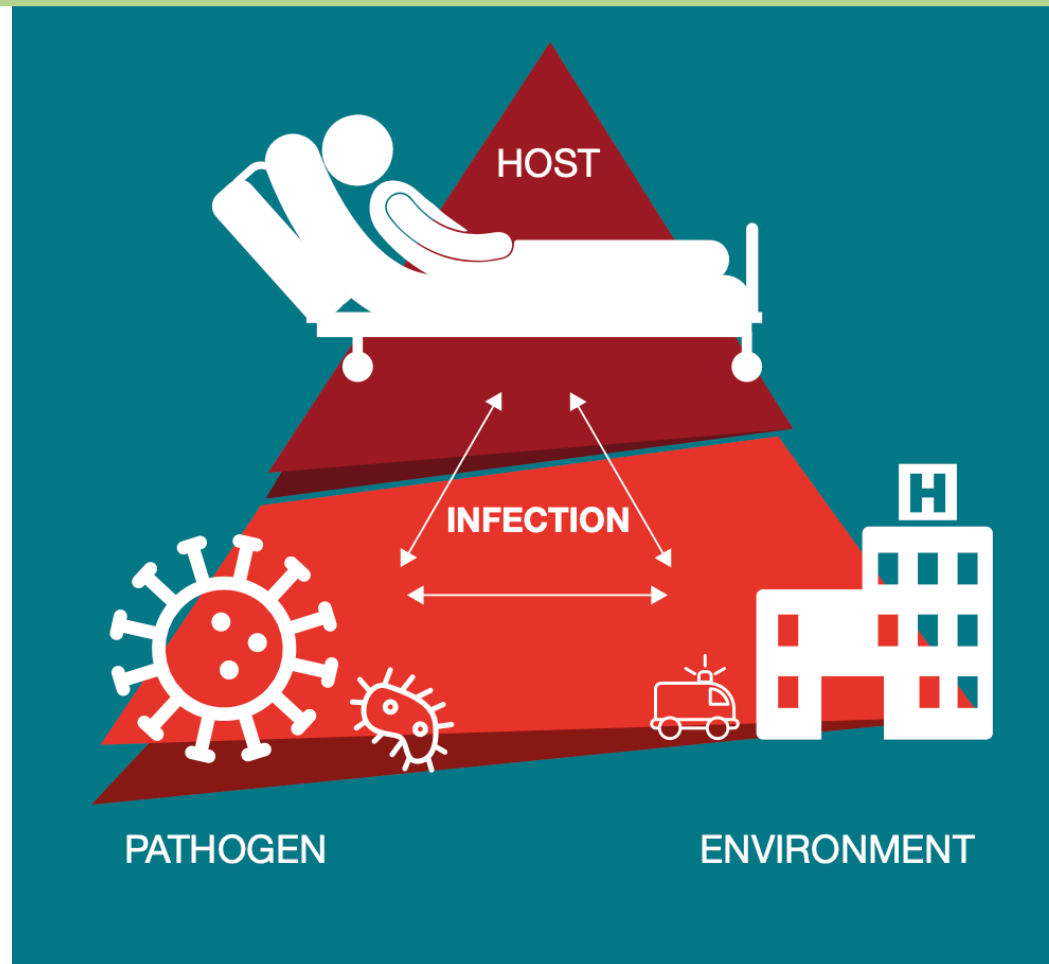


Workforce



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Goal: To break the chain of transmission



Who cleans what?

Everyone is crucial to the outcome



Who cleans ?

- Cleaning staff
- Nurses
- Nursing assistants



Tasks must be clearly divided between the cleaning staff and nursing staff
No areas should be left unassigned or uncleaned!

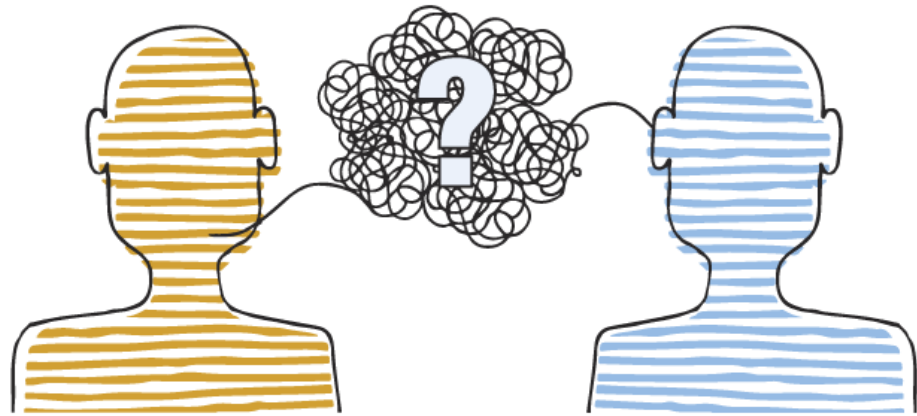
Quality depends on the workforce

- Important to remember: You can't have quality if the workforce isn't motivated or appreciated!
- This work can be stressful, high-pressure, and physically demanding
- Hospitals must be sensitive to the concerns of workers
- That team cohesion and empowering individuals is crucial



In reality, there are major issues in EVS depts.

- Inadequate training/education
- High turnover rate
- Lack of motivation
- No certification
- Language barrier



Remember: You can only pick two!



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Formula For Success



What is an enabling context?

- Enabling contexts have to do with **optimizing human components**
- One needs to go back to the multimodal strategy to understand...



Changing Behavior: The Multimodal Improvement Strategy

1. System change
2. Training & Education
3. Monitoring & Feedback
4. Workplace Reminders
5. Institutional Safety Climate

Developed in Geneva

In use for Hand Hygiene promotion since 2009

The basis of three WHO global surveys since, with thousands of hospitals involved



What are we really assessing?

1. System change
2. Training & Education
3. Monitoring & Feedback
4. Workplace Reminders
5. Institutional Safety Climate

Human factors!!



HEH human factors

Career development



Training



Workflow



Cost and value



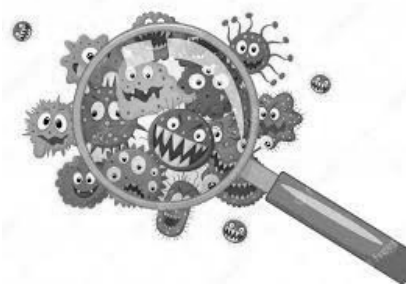
Management



Workforce



Monitoring



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All of these elements are...



Career development



Workflow



Cost and value



Training



Management



Workforce



Monitoring



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Between...

- Environmental services (EVS) staff themselves
- EVS and nursing staff
- EVS staff and EVS management
- EVS management and the hospital administration
- Hospital administration and EVS departments
- EVS and IPC departments
- Hospitals, training institutions, and regional/national governing bodies



Relationships

- These relationships can be strengthened or broken by training and monitoring techniques
- Fostering commitment and buy-in is complex
- Punitive practices tend to work less well and sometimes only worsen the condition for an already marginalized and disadvantaged group of workers
- Good training and monitoring (and a good institutional safety climate!) make adequate performance a reflex



EVS staff availability

Enough cleaning staff needs to be available at all times so that staff can respond to any emergency situation (spills, infectious disease outbreaks etc.) without disrupting their regular activities



Optimizing HEH



- Optimal HEH is as much about the products as it is about institutions and people
- All elements need to work harmoniously for improvement

Example of HUG in Geneva: Education and training program



Initial program

Program for specific
environments

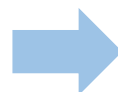
Initial education and training program (1)



The “**reverse pedagogy approach**”:

- Active and participative teaching method
- Role playing and feed-back

Training on the field
in pairs with an experienced collaborator
3 days



Initial training and education program

Initial education and training program (2)



Objectives

- To master the basic maintenance cleaning according to the different types of rooms and environments
- To master the organization and implementation of these cleaning operations with respect to recommendations for hygiene, safety at work, health, and environmental protection



Validation of acquired knowledge

- Working in pairs with an experienced collaborator
- Working autonomously
- Validation of the cleaning techniques by a manager



Education and training: Program for specific environments



Initial program



Program for specific environments

Operating theaters

Rooms of transplant patients

Clean rooms

...

- Specific training for EVS workers assigned to specific environments (OR, isolation rooms, MRI, clean room, etc.)
- Using: Active and participative teaching method, reverse pedagogy, role playing and feed-back

How managers inspect the environment

- Visual inspection of surfaces
- Direct observation of cleaning
- Microbial sampling
- Fluorescent markers
- ATP meters



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Which to choose?



Visual Inspection

- Is testing *behavior*- (did someone wipe this surface?)

Fluorescent gel

- Is testing *behavior* - (did someone wipe well enough to remove gel?)
- Can also affect HEH personnel behavior and perception

ATP

- Is measuring *cleaning*

Microbiological Sampling

- Is testing *disinfection*

Certification



Why certify the people who clean?

Certification...

- Increases staff performance
- Increases the quality of the workforce
- Increases consistency
- Ability to gauge quality of the staff as a whole
- Ability to assess structural weaknesses
- Professionalizes the field of HEH



To keep in mind



In many healthcare facilities around the world:

- EVS workers are the ONLY healthcare workers commonly NOT required by hospitals to have certifications...
- Or in some cases even training!



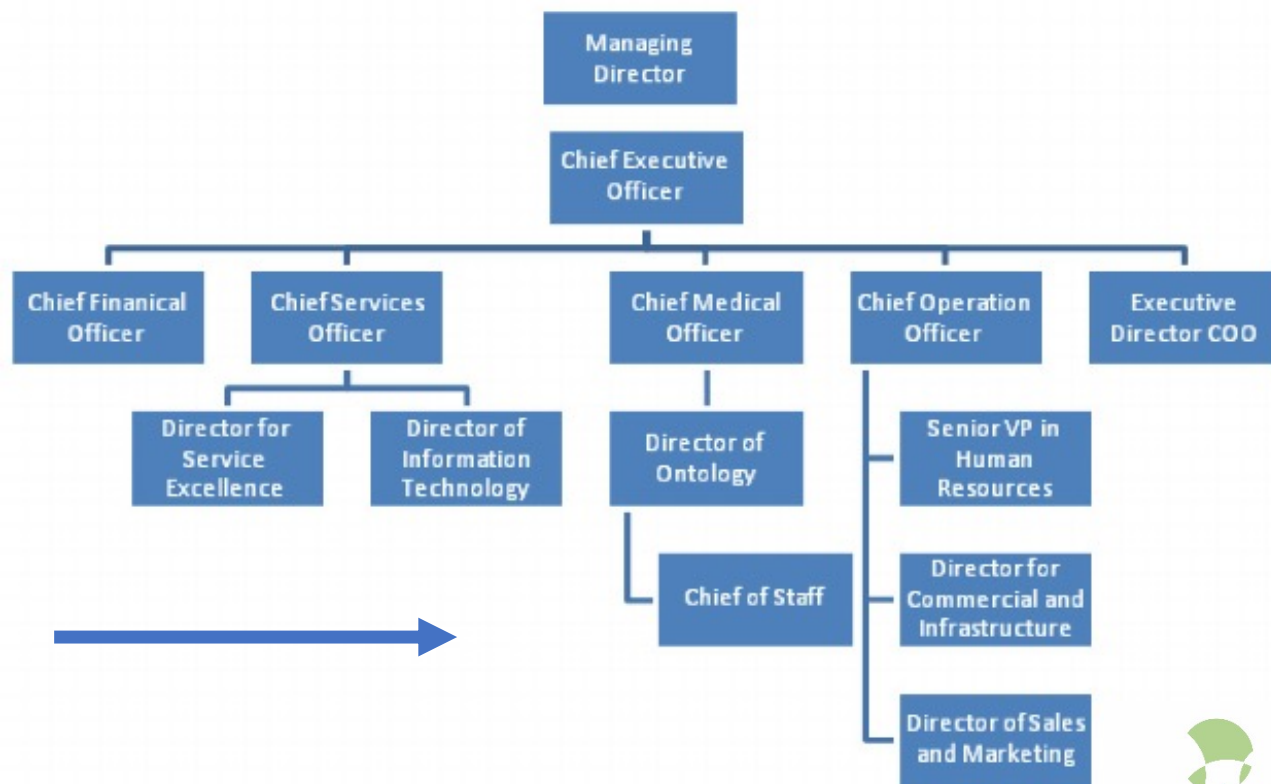
We cannot have quality in the field without professionalization!!



Institutional Safety Climate

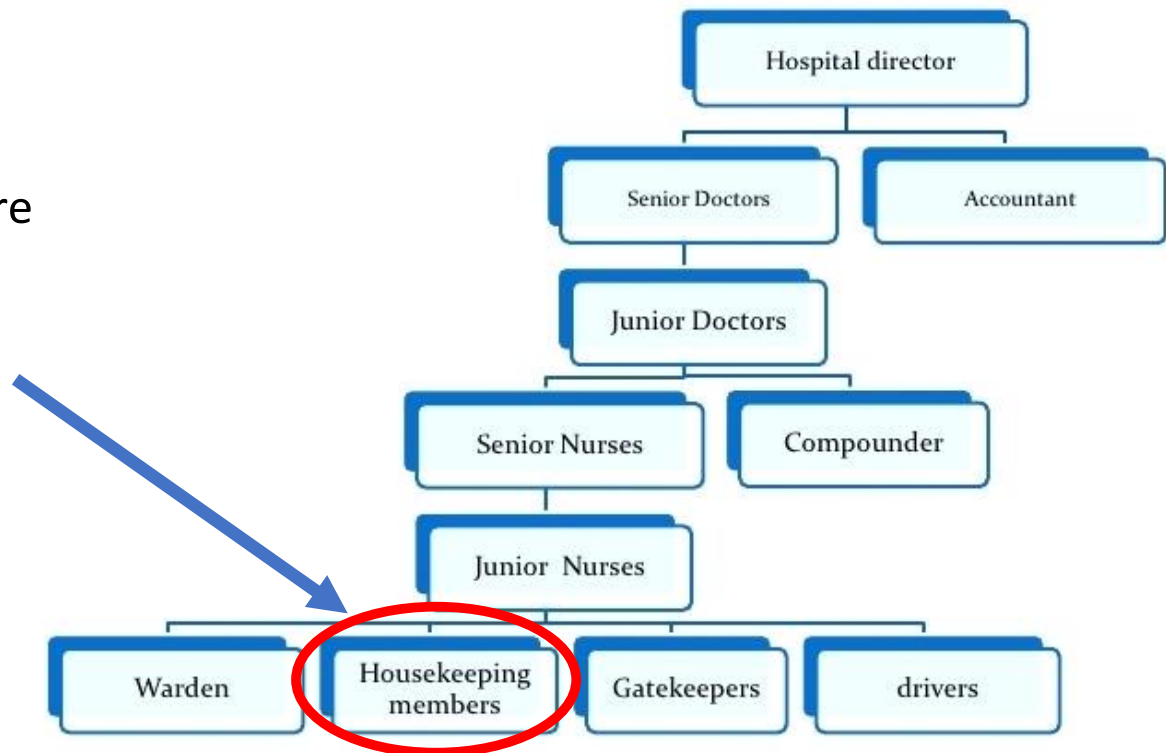
All other efforts will be insufficient without a support from the institution

The EVS Department is often not even on many hospital organigrams!



Hospital organizational chart

And if they are, there is no professional title!



What are the most important factors in institutional safety climate?



- Team cohesion, cooperation, accountability, and positive environment are all extremely important
- People need to be recognized and paid for their work, understand how important it is for patient safety
- Career advancement and upward communication are also key
- It comes down to investing in the workforce and respecting them



How sustain HEH knowledge & quality (1)

- Invest sufficient resources in infrastructure and supplies
- Invests sufficient resources in personnel
- Staff are educated to understand the importance of the job
- The collaborator needs to be capable of quality
 - Needs to have the understanding and the education



How sustain HEH knowledge & quality (2)

- Safe working conditions must be prioritized (ergonomics, chemicals)
- Access to adapted training materials
 - People learn differently
 - EVS personnel may not have excelled in academic settings, which means there needs to be a highlight on visual tools, practical application “learning by doing”
 - Potential tools- reverse pedagogy, VR, group sessions with role play, etc.
- Workplace culture is prioritized and EVS teams are integrated into the healthcare teams



Key points

- Close collaboration of the environmental services department and infection prevention and control department is crucial
- “Adapt to Adopt”: hospitals should implement improvements in their own way and cultural contexts



A Chief financial officer once asked a CEO: “What happens if we invest in developing our people and then they leave us?”

The CEO replied: “What happens if we don’t, and they stay?”

-Peter Baeklund



What is the Clean Hospitals?

A coalition of international stakeholders who work explicitly to promote and support healthcare environmental hygiene

- research
- publications
- participation in conferences and events
- education and training
- specialized working groups



Clean Hospitals Day: October 20th

- **2025: Human factors and collaboration**
- 2024: The 6 Technical Domains of HEH
- 2023: Launch of the HEHSAF tool
- 2022: CH Day conference
- 2021: EVS staff
- 2020: HEH and COVID-19



Clean Hospitals Day 2025 partners



Infection Control
TODAY®



Association for Professionals in
Infection Control and Epidemiology

International Infection Prevention Week



Main poster:





Clean Hospitals Day 2025 Promotional Materials



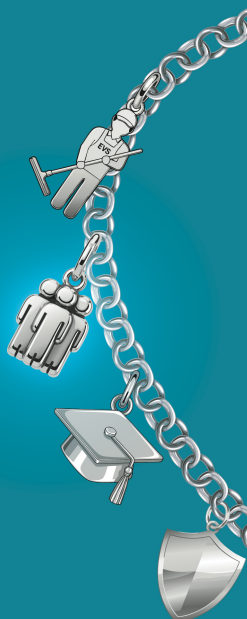


#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

Behind every safe patient is a great **TEAM**

Integrating EVS staff
and medical staff is
crucial for patient
safety

GOOD
Healthcare
Environmental
Hygiene —
SAVES LIVES! ✓



www.cleanhospitals.com

Keeping us safe!



#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

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EVS workers are HEALTHCARE workers!

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#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

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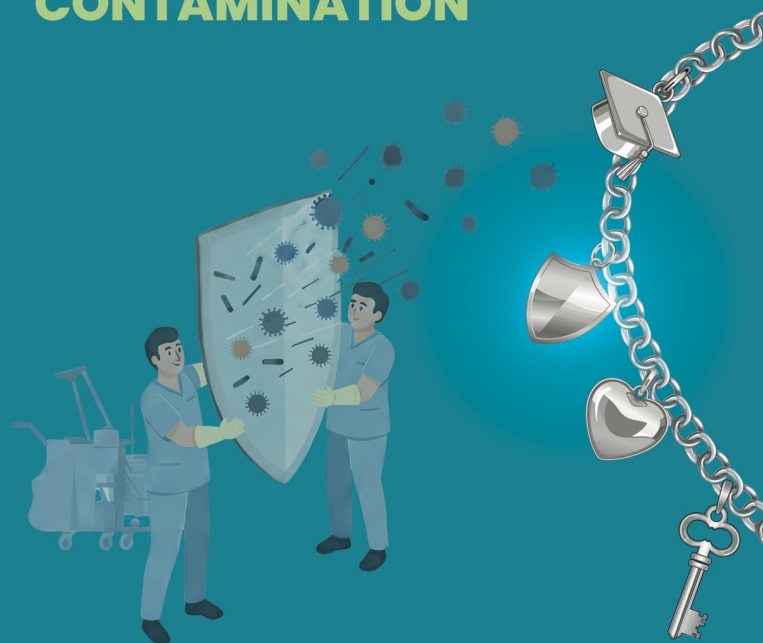
Keeping us safe!



#EnvironmentalHygiene #CleanHospitalsDay #RateYourEH

COOPERATION fights CONTAMINATION

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Healthcare
Environmental
Hygiene
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#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

Communication is the **KEY** to quality

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Environmental
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Honest and
transparent
communication
saves lives



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#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

We're only as strong as our weakest **LINK**

Let's support excellence in environmental hygiene

GOOD Healthcare Environmental Hygiene — SAVES LIVES!



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Keeping us safe!



#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

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#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

The HEART of hygiene is HUMAN

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Healthcare
Environmental
Hygiene —
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Keeping us safe!



#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

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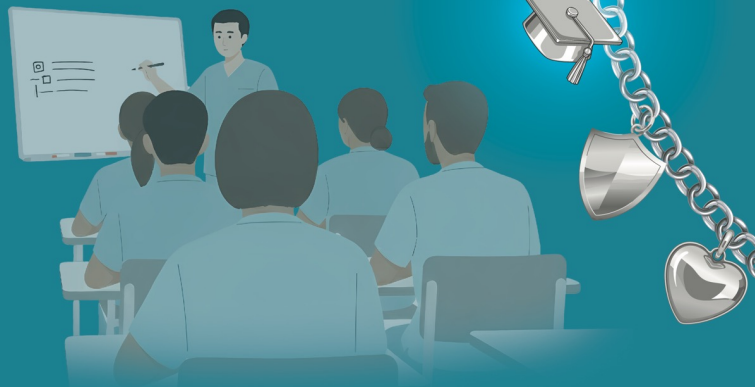
Keeping us safe!





#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

You need to
**TRAIN to
SUSTAIN**
a safe
environment



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#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

You need to
**TRAIN to
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Multi-Language Materials NOW Available for Download



English



Français



Tiếng Việt



Deutsch



中文



Nederlands



日本語



한국어



Español



Hrvatski



Bahasa Melayu



ไทย



Italiano



Română



Português



Slovenčina



Português brasileiro

Other Promotional Materials



Factsheet

#EnvironmentalHygiene #CleanHospitalsDay #RateYourHEH

Healthcare Environmental Hygiene (HEH):

KEY FACTS and FIGURES

Infection prevention and control



Burden of healthcare-associated infections (HAIs) and antimicrobial resistance (AMR)

- HAIs are among the most common adverse events in healthcare settings, causing harm to patients, visitors, and staff, and imposing a heavy burden on health systems, including increased costs¹
- In acute-care hospitals, 7% of patients in high-income countries and 15% in low- and middle-income countries acquire at least one HAI during their hospital stay²
- The impact of HAIs and AMR on individuals is immense, with over 24% of patients with healthcare-associated sepsis and more than half of those in intensive care dying each year³
- Patient death rates increase 2 to 3-fold when infections are resistant to antimicrobials⁴

HEH and IPC: The Problem

- HEH comprises several technical domains as well as human factors
- HEH technical domains include surfaces, air control, water control, device reprocessing and sterilization, laundry, and waste management
- HEH is an often-neglected field, with insufficient investment from healthcare facilities
- There is currently no international consensus on HEH best practices
- The healthcare environment within the patient zone is often contaminated with microbial pathogens, including multidrug-resistant organisms (MDROs)^{5,6}
- Strong evidence suggests that the healthcare environment plays a major role in the transmission of HAIs, both through fomite transmission and as a source of hand contamination⁷⁻⁹
- Pathogens such as MRSA, VRE, norovirus, C. difficile, Candida auris, and Acinetobacter spp. are often transmitted through the healthcare environment¹⁰

- If a hospital room's previous occupant was colonized by an MDRO, the next patient is 1.5 to 4 times more likely to become colonized or infected with that MDRO¹¹

HEH and IPC: The Solution

- Effective infection prevention and control (IPC) measures can prevent up to 70% of HAIs¹²
- Improvements in HEH has been shown to reduce colonization and HAIs¹³ with successful interventions often being multimodal and involving at least one of the 6 HEH technical domains
- IPC interventions generally offer a high return on investment, with programs yielding a 7 to 16-fold return on every \$1 invested¹⁴

Insights from a pilot survey of 51 hospitals across 35 countries¹⁵

- 98% of facilities across all resource levels reported significant issues with their HEH programs
- An overwhelming majority of environmental services staff did not receive comprehensive formal training
- Rape mops and buckets were still commonly used for floor cleaning in most healthcare facilities, and were often not changed between rooms
- 12% of healthcare facilities did not separate normal waste from medical or hazardous waste
- 22% of healthcare facilities reported having an open dump site nearby
- In nearly half of the healthcare facilities, environmental services managers were on-site less than once per week or not at all
- 16% of respondents reported that environmental services staff and nursing staff faced communication barriers because they did not speak the same language
- Upward communication with direct superiors was possible in only one in four healthcare facilities

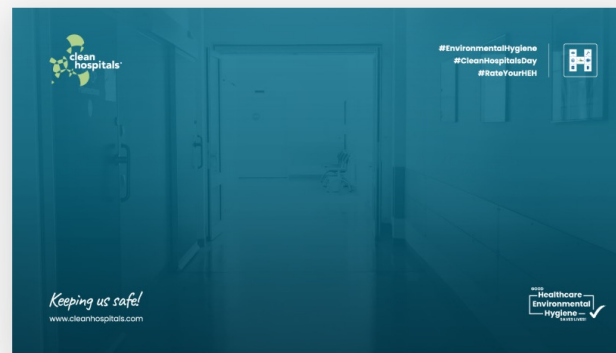
www.cleanhospitals.com

For references please visit <https://cleanhospitals.com/references/>

Keeping us safe!



Video Conferencing Background



Social Media Photo Frame



Poster Maker

A Message From Dr. Alexandra

Every year, healthcare-associated infections (HAIs) are acquired during their hospital stay. These infections, often resistant to antibiotics, are often preventable.

On Clean Hospitals Day, celebrate maintaining clean and safe healthcare environments. This initiative aims to raise awareness about infections and ensuring patient safety.

You can participate in Clean Hospitals Day by supporting this cause. Create your own poster and display them in your healthcare facility. Media is another powerful way to spread the message. Don't forget to use #CleanHospitalsDay to join the movement.

Taking a few minutes to create difference, helping to protect patients.

Thank you for your dedication to patient safety.

Warmest regards,

Alexandra Peters



Dr. Alexandra Peters
University of Geneva Institute of Global Health,
Faculty of Medicine, Geneva, Switzerland
President, Clean Hospitals



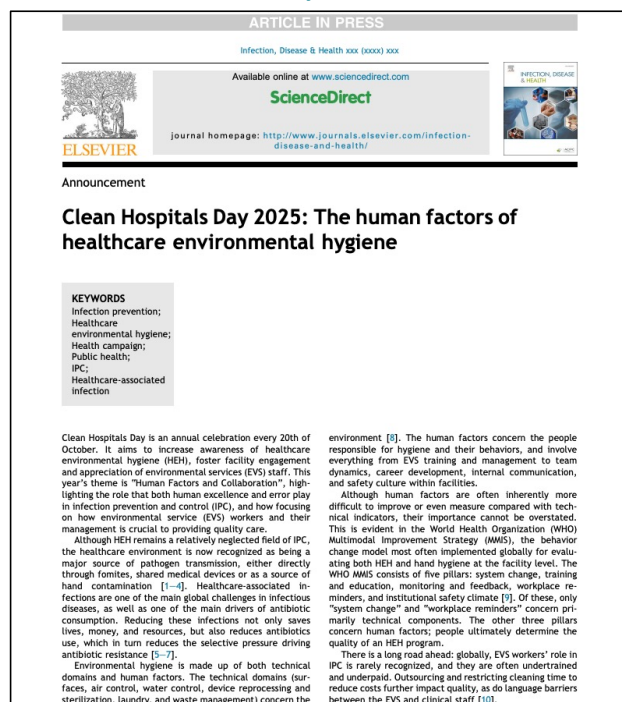
Selfie Board - Download, sign and share on Social Media using the hashtags



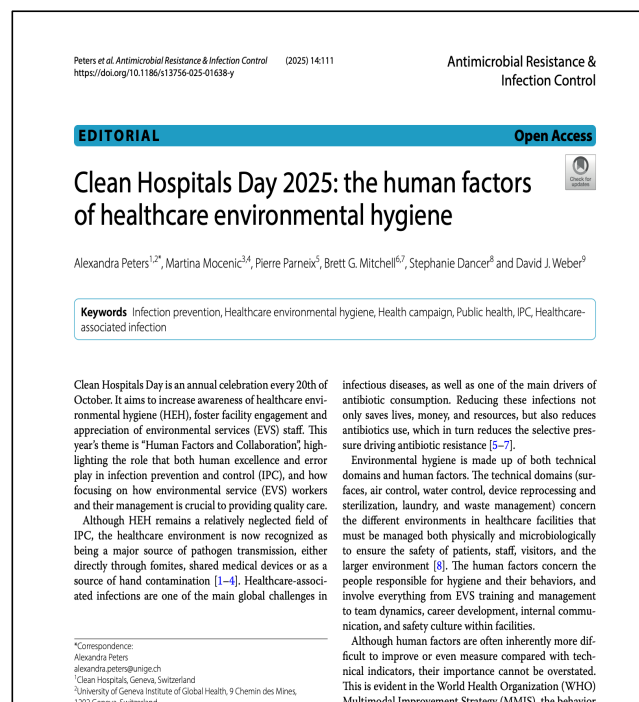
The graphic is a 'Selfie Board' for Clean Hospitals Day 2025. It features a green border and a white background. In the top left corner is the 'clean hospitals' logo. To its right is the tagline 'Keeping us safe!' in a blue script font. The main title 'Celebrating Clean Hospitals Day 2025' is in a large, bold, dark blue font. Below the title is a line for a signature, preceded by the text 'Sign here'. Underneath the signature line is the text 'Proud to support Clean Hospitals Day 2025'. In the bottom left corner is the 'GOOD Healthcare Environmental Hygiene SAVES LIVES!' logo with a green checkmark. To the right of this are the hashtags '#EnvironmentalHygiene #CleanHospitalsDay #CleanHospitals'. On the right side of the board is an illustration of a silver chain with several charms: a heart, a key, a person in a hard hat and safety vest labeled 'EVS', and a group of three people.

Clean Hospitals Day 2025 Publications

Journal: Infection, Disease & Health



Antimicrobial Resistance & Infection Control



Other Publications in Progress

Journal of Hospital Infection

Infection Prevention in Practice



Global Engagement



> News > Details

October, 20th 2024: Celebrating Clean Hospitals Day 2024

< Previous article

20 September 2024, EUNETIPS is shares Clean Hospitals Day 2024 initiative. This global awareness raising campaign was created to bring international attention to the need for an increased focus on healthcare environmental hygiene to highlight its importance in patient safety. It is also a call to

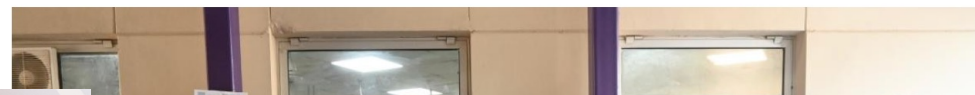
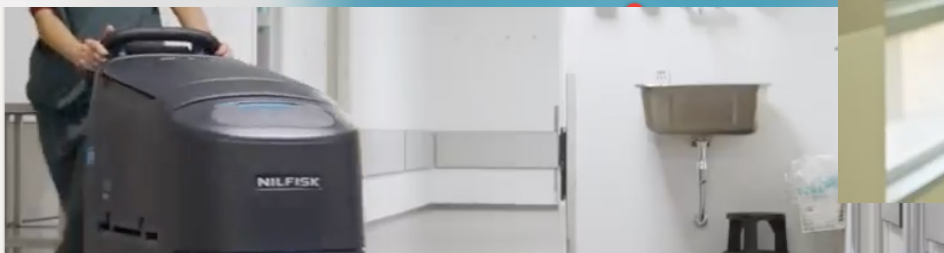
Screenshot in Clean Hospitals in celebrating and empowering all of the



#EnvironmentalHygiene #CleanHospitalsDay #

6 Technical Domains,
1 Goal Keeping us safe!

Good Health
Environment
Hygiene



SIUT

14,303 followers

7mo •

+ Follow

...

At SIUT, our commitment to healthcare starts with a clean, safe environment – made possible by the dedication of over 500 unsung heroes who ensure our spaces remain spotless every day. Today, on Clean Hospitals Day, we honor their invaluable contribution to patient safety and wellbeing. Thank you for your hard work and smiles that keep SIUT shining.

#CleanHospitalsDay #HealthcareHeroes #SIUT #ApnaHai #SafeAndClean #PatientSafety #HealthcareHygiene #EnvironmentalHygiene

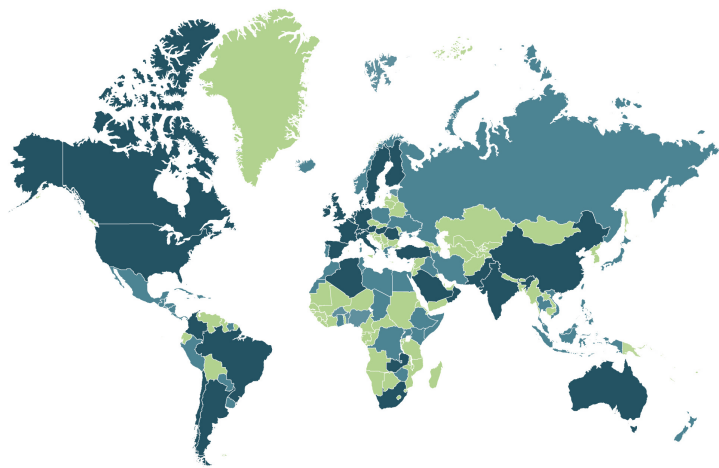


clean
hospitals

Clean Hospitals 2024 Day Stats Summary



2024 Campaign Stats Summary



Total number of countries reached

114



11,000

Website hits from
3879 unique addresses



85.09%

Visited of all traffic visited
the CHD related pages



3,787

New website users



45

Identified participating companies



2,513,741

Potential Social Media impressions



61,181

Verified Social Media impressions
& counting...



90.85%

Positive sentiment score`



G-Trends

"Clean Hospitals" debuts first
uptick on Google Trends

Date: 20th September – 28th October

*

45

Supporting Companies

The number of Companies we have Identified promoting content

LUMENIX

NILFISK

HEALTHCARE SURFACES INSTITUTE
A Division of EPA

CS Medical

SIUT
PAKISTAN

BRITISH CLEANING COUNCIL
bcca
YOUR HEALTH - YOUR LIFE

CBIC

borer

FERCO
MEDICAL

NHS

DHAM

CLOROX
HEALTHCARE

Infection Control
TODAY

The Journal of
Hospital
Infection

INTERNATIONAL CLEAN SOCIETY

vileda
PROFESSIONAL

There are 5 proven steps authorities use to
control infection:
1. Wash hands
2. Keep surfaces clean
3. Cover Cuts
4. Avoid food & drink in work areas
5. Make space
Clean your space. Control your infection.

airinspace

EURANEG I

Σ

pal

Infection Control
TODAY
infectioncontroltoday.com

KiilTO

A.I.S.E.
since 1952

gama
healthcare

CDC
U.S. CENTERS FOR DISEASE
CONTROL AND PREVENTION

● ●

steripro

PIAS
Nouvelle-Aquitaine

TM

Primel
Creating Closer Care

● ● ●

TORK
Think ahead.

● ●

mec

Circle

Connect Through Life
SARAYA

Pollet
sharing our passion

Diversey

vileda
PROFESSIONAL
VERMOP

AW
AQUA WASH

DEITEX

● ●

clean
hospitals
Desk top research
improving environmental hygiene practices

Ways to use the materials

- **Share photos or videos** of your team's efforts on social media using **#CleanHospitalsDay**.
- **Promote the campaign** using materials from the Promotional Toolkit
- **Share the CH Day teleclass/webinar** recording to learn about the year's theme
- **Collaborate with colleagues** to improve environmental hygiene procedures
- **Display posters and banners** in your facility to raise awareness among staff and patients
- **Share your story** on the Clean Hospitals LinkedIn page or community
- **Rate your healthcare facility's HEH** by using the Healthcare Environmental Hygiene Self-Assessment Framework (HEHSAF)



Resources Available

- **Promotional Toolkit:** <https://cleanhospitals.com/promotional-toolkit-2025/>
- **Multi-Language Posters:** <https://cleanhospitals.com/promotional-toolkit-2025-multilanguage/>
- **Calendar of Upcoming Events:** <https://cleanhospitals.com/calendar-of-events/>
- **Clean Hospitals LinkedIn:** <https://linkedin.com/company/cleanhospitals>
 - Tag us @CleanHospitals & use #CleanHospitalsDay #EnvironmentalHygiene #RateyourHEH
- **Take the HEHSAF:** <https://cleanhospitals.com/hehsaf/>



Celebration of the Clean Hospitals Day 20th October 2024 General Hospital Pula



OPĆA BOLNICA PULA
OSPEDALE GENERALE DI POLA



Official invitation

Invite sent to upper management

- Director and the Deputy Director, Manager of the Technical Service
- Infection control team

Talk

- ✓ Clean Hospitals Day
- ✓ Importance of EVS in hospital

 *Keeping us safe!*  OPĆA BOLNICA PULA
OSPEDALE GENERALE DI PULA 

Obilježavanje dana čistih bolnica 2024!
Celebrating Clean Hospitals Day 2024!



Program obilježavanja:

13:00 – 13:20 Pozdravna riječ Ravnatelja *Andrej Angelini*
Pozdravna riječ pomoćnika za kvalitetu *Ivica Fedel*
Pozdravna riječ pomoćnice za sestrinstvo *Irina Pucić*

13:20 - 13:40 Clean hospitals Day- Dan čistih bolnica
Martina Močenić

13:40 - 14:00 Važnost i uloga osoblja za čišćenje u zdravstvenoj ustanovi
Barbara Šarić

14:00 - 14:30 Rasprava i zaključci

21.10.2024 U 13 sati
Predavaona OB Pula, Santoriova 24a



#EnvironmentalHygiene #CleanHospitals #CleanHospitalsDay



2024 was focused on the 6 technical components of HEH



Surfaces



Reprocessing and
Sterilization



Water Control



Air Control



Laundry



Waste
Management



Main focus of the celebration:

Highlighting the role of all employees in maintaining environmental hygiene in a healthcare facility, especially those who are less visible but very important:

1. Service department:
EVS staff, Laundry and Maintenance
2. Technical department:
Water and air control
3. Occupational health and safety department:
Waste management
4. Central sterilization department:
Instrument reprocessing and sterilization



Presentation to EVS Staff, Management, Nurses, and Technical Staff



Selfie Board activity and pictures



Publishing our experience



Greetings from General Hospital Pula!



Other ways to Celebrate Clean Hospitals Day

1. **Gratitude and Recognition**

- ✓ Organize a small ceremony to present certificates of appreciation or symbolic awards to the cleaning staff.
- ✓ Create a “Wall of Gratitude” in the hospital where patients and staff can leave thank you notes

2. **Involving Staff**

- ✓ Invite medical staff to write short thank you notes or anecdotes that can be read aloud or displayed
- ✓ Make a short video or slideshow featuring the cleaning team “behind the scenes” to show their often invisible but vital contributions

Other ways to Celebrate Clean Hospitals Day (2)

3. **Symbolic Gestures**

- ✓ Flowers or small gifts (chocolates, personalized mugs, T-shirts with the slogan)
- ✓ Organize a shared breakfast or cake celebration in honor of the cleaning staff.

4. **Educational and Motivational Part**

- ✓ Prepare a short talk and use poster campaign with a messages
- ✓ Educate patients and visitors on the importance of hospital hygiene

5. **Public Visibility**

- ✓ Post on social media and the hospital website stories about the cleaning staff, with photos and their personal messages.



Thank you!



OCTOBER

2 ... Sustainable Healthcare and IPC: Can They Co-Exist (an IFIC teleclass)

With Dr. Graham Pike, UK, and Profa. Dra. Camila Quartim de Moraes Bruna, Brazil

15 ... What Can Knowing Something About the Evolution of *Clostridium difficile* Teach Us About IPAC?
Australasian Teleclass With Prof. Thomas Riley, Australia

20 ... Special Lecture for International Clean Hospitals Day

With Prof. Didier Pittet (and friends), Switzerland

21 ... Discussion: Are Current Healthcare Cleaning Guidelines Sufficient to Fight Antimicrobial Resistance Spread?

With Dr. Jon Otter, UK & Dr. Curtis Donskey, US

28 ... Research Priorities to Strengthen Environmental Cleaning in Healthcare Facilities: the CLEAN Group
Afro-European Teleclass Consensus

With Dr. Giorgia Gon, UK

NOVEMBER

11 ... The Use of Faecal Microbiota Transplant as Treatment for *Clostridium difficile*
Afro-European Teleclass With Simon Goldenberg, UK

13 ... Solve the LTC Outbreak!

With Steven J. Schweon

19 ... Special Lecture for World Toilet Day

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4 ... What's On a Surface Doesn't Stay On a Surface - The Dynamics and Risk of Microbial Resuspension From Surfaces

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