

Q: What is Protecta?

A: Protecta is Sodexo's solution for cleanliness and infection prevention. It combines disinfecting chemicals, tools, processes, employee training, and technology to reduce healthcare-associated infections (HAIs), readmissions, and lengths of stay. In turn, hospitals experience improved patient satisfaction, higher employee satisfaction, and increased revenue.

Q: What makes Protecta unique compared to other environmental services programs?

A: Protecta is not your average environmental service (EVS). It is infection prevention. It's the premium tier of EVS that includes not only basic cleaning of surfaces, but also utilizes the best chemicals, protocols and know-how to disinfect better than bleach.

Reducing MRSA and C. diff at test sites by 53% and 70%, respectively, Protecta is the lifesaving infection prevention product that goes above and beyond EVS to ensure patient safety.

Q: What are the components of Protecta that lend to its success?

A: The right preparation is essential to efficiently keep hospitals clean and prevent infection.

- Highly trained and engaged team members are educated on infection prevention and ongoing training keeps them up-to-date on the latest technologies and procedures to keep your hospital safe.
- Rigorous standardized processes are utilized to ensure protocols are followed properly and efficiently across operating procedures, supplies, and governance. Strict documentation is used to measure your facility's individual performance metrics and goals.
- To protect patients, visitors, and staff against infection, superior technologies are employed, including advanced floor cleaning, surface disinfection, UV machines, and sterilization.

Q: How does Protecta improve employee satisfaction?

A: HAIs cause unnecessary suffering and can lead to patient readmission and even death. Seeing patients deteriorate can take a toll on employees' emotional wellbeing, perception of the hospital, satisfaction. When patients experience optimal care and improved hospital experience, employees recognize and appreciate the priorities and goals of their hospital.

Q: What are the results that hospitals have seen with Protecta?

A: After hospitals implemented Protecta for one year, they saw a 70% reduction in MRSA and a 53% reduction in C. diff infections.

In total, they avoided more than 400 MRSA and C. diff infections.

Patient satisfaction is also a direct result of hospital cleanliness and perception of cleanliness. Seeing staff actively clean hospitals leads to a better perception of cleanliness and care.

Q: What kinds of technologies and products does Protecta use?

A: Protecta's utilization of advanced technology, including cleaning and sterilization products that are proven to kill pathogens, eliminate bacteria, and break down biofilm, is key to its success.

Other important equipment includes single-use products as well as UV lights, which can eliminate up to 97.7% of pathogens in the operating room and defeat superbugs.

Protecta also uses TRAKKAR, a handheld computer device that calculates cleaning times, creates printouts showing the cleaning steps that need to be performed in each room, tracks projects like wall washing or carpet extraction, and more.

Q: Does Protecta protect hospitals from major outbreaks and epidemics, such as Coronavirus and H1N1?

A: Cleaning surfaces with soap and water is a good first step, but the right chemical disinfectants are what eliminate a virus — and these disinfectants are among the advanced technologies employed by Protecta.

Protecta also uses disposable cleaning products, which are ideal for minimizing opportunities for these viruses to spread.