



Defense Health Agency

PROCEDURES MANUAL

NUMBER 6430.04
June 29, 2021

DAD-MEDLOG

SUBJECT: Medical Logistics Healthcare Environmental Cleaning Services Management

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Procedures Manual (DHA-PM), based on the authority of References (a) through (e), and in accordance with the guidance of References (f) through (i), establishes the Defense Health Agency's (DHA) procedures to:

a. Efficiently manage Medical Logistics (MEDLOG) Healthcare Environmental Cleaning (HEC) services, optimize performance, increase beneficiary safety and health, enhance customer satisfaction, reduce costs where appropriate, and maximize the value of each dollar spent on HEC services.

b. Assign responsibilities and provide procedures for program management.

2. APPLICABILITY. This DHA-PM applies to Defense Health Agency (DHA), Military Departments (including the Coast Guard at all times, including when it is in the Department of Homeland Security by agreement with the Department), and Military Medical Treatment Facilities (MTFs).

3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (a) through (f), that:

a. The MEDLOG HEC Division will manage HEC services providing the cleanliness, sanitation, and aesthetic maintenance of public and patient care spaces within the MTFs and any other buildings providing medical functions within the continental United States, Alaska, Hawaii, and U.S. territories (e.g., veterinary clinics on an optional and reimbursable basis, dental clinics, medical administrative buildings).

b. MEDLOG HEC in-scope tasks include cycle cleaning, light fixtures, window cleaning, pre-cleaning, between cases cleaning, total cleaning, recycled material collection, end of the day cleaning, transfer/terminal cleaning, and additional aseptic cleaning required by the MTF.

c. Services outside the scope, not included as part of the contract, are ancillary services such as landscaping and grounds maintenance, laundering and furnishing of linens, regulated medical waste disposal, recycled material disposal, external window cleaning, miscellaneous outdoor cleaning, outside the continental United States facilities not outlined above, standard janitorial services, MTF kitchens, kennels within veterinary treatment facilities, marine mammal facilities, and basic operation and management for Government-owned, contractor-operated facilities.

d. Under existing contracts, operations will be maintained according to the scope of services defined in the contract. Future DHA contracts will support in-scope services specified above.

e. Any new contracts after issuance of this DHA-PM must use Product Service Code (PSC) Q901 – Aseptic Housekeeping (a.k.a., Health Environmental Cleaning).

f. To ease future spend analyses, current contracts under a different PSC must change the PSC to Q901 in a contract modification as soon as possible but no more than 90 calendar days from the effective date of this DHA-PM.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy Assistant (DAD), MEDLOG. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-MEDLOG to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. **Cleared for public release.** This DHA-PM is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. EFFECTIVE DATE. This DHA-PM:

a. Is effective upon signature.

June 29, 2021

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

/S/
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LTG, MC, USA
Director

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ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” August 24, 2018
- (d) National Defense Authorization Act for Fiscal Year 2017, Section 702
- (e) National Defense Authorization Act for Fiscal Year 2018
- (f) John S. McCain National Defense Authorization Act for Fiscal Year 2019, Sections 711 and 712
- (g) National Defense Authorization Act for Fiscal Year 2020
- (h) DoD Instruction 6430.02, “Defense Medical Logistics Program,” August 23, 2017
- (i) DHA-Procedural Instruction 6430.02, “Defense Medical Logistics (MEDLOG) Enterprise Activity (EA),” September 27, 2018
- (j) Federal Acquisition Regulation (FAR), Sub Part 1.6, 2019, as amended
- (k) Defense Federal Acquisition Regulation Supplement (DFARS), 2019, as amended
- (l) 10 USC 1102
- (m) DoD Instruction 5000.74, “Defense Acquisition of Services,” January 10, 2020
- (n) DoD Instruction 6050.05, “DoD Hazard Communication (HAZCOM) Program,” June 10, 2019, as amended

ENCLOSURE 2
RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA, will assign responsibilities to the Deputy Assistant Director (DAD), MEDLOG Directorate to implement this DHA-PM in accordance with Reference (b) and the responsibility to ensure compliance with the responsible person for those MTFs that have transferred to date.

2. SECRETARIES OF THE MILITARY DEPARTMENTS; AND DIRECTOR, HEALTH, SAFETY, AND WORK LIFE, U.S. COAST GUARD. The Secretaries of the Military Departments; and Director, Health, Safety, and Work Life, U.S. Coast Guard will assist DHA in ensuring compliance with the guidance in this publication.

3. DAD-MEDLOG. The DAD-MEDLOG must:
 - a. Support oversight and delivery of all MEDLOG services at MTFs in accordance with References (f) and (g).

 - b. Establish an Environmental Services Division to manage linen services, regulated medical waste, medical gas, HEC, and transportation (fleet and freight).

 - c. Appoint Division Chiefs, as appropriate, for day-to-day management of division operations.

4. CHIEF, DHA ENVIRONMENTAL SERVICES DIVISION. The Chief, DHA Environmental Services Division, must:
 - a. Provide the guidance, policy, and oversight for MTF environmental service operations.

 - b. Nominate the contracting officer's representative (COR) and alternate contracting officer's representative(s) (ACOR(s)) in accordance with References (g) and (h).

5. CHIEF, DHA HEC SERVICES. The Chief, DHA HEC Services, must:
 - a. Serve as the COR and provide pre- and post-award HEC contract management and surveillance oversight.

 - b. Be responsible for the Planning, Programming, Budgeting, and Execution of the HEC portfolio.

- c. Provide management oversight on policy, compliance, and standards for the HEC portfolio.
 - d. Validate the HEC Category Intelligence Reports every 2 years. The HEC Category Intelligence Reports includes category management research which will consider historical spend profiles, requirements, and industry market best practices to determine opportunities to increase capabilities per dollar spent.
 - e. Collaborate with the infection prevention (IP) authority to develop DHA standard operating procedures (SOPs) located here: <https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx>, reporting procedures, and policies for civilian HEC service providers and Quality Assurance Evaluators (QAEs).
 - f. Coordinate with the IP authority to develop a DHA training platform to include policy, guidelines, responsibilities, enterprise procedures, knowledge of healthcare acquired infections, and other pertinent information related to HEC.
 - g. Ensure requisite training is provided to civilian HEC service providers, HEC Control Officers, and local IP personnel to adequately perform surveillance duties.
 - h. Develop the master Performance Work Statement (PWS) with standardized service levels and Quality Assurance Surveillance Plan (QASP) for the HEC service contract(s).
 - i. Lead a transition plan to move from Service contracts to DHA enterprise contract(s).
 - j. Verify, track, and aggregate MTF cleanable square footage and service levels per room.
 - k. Ensure contract execution offices are provided accurate square footage data.
 - l. Consolidate and track enterprise HEC data and collected metrics.
 - m. Coordinate and collaborate with other Federal agencies (e.g., Department of Veterans Affairs Central Office for HEC) to leverage resources where applicable.
6. ACOR. The ACOR will execute COR duties as necessary and in the absence of the COR.
7. DIRECTORS, MTF. The Directors, MTF must:
- a. Have overall responsibility for the management of HEC services at their facilities.
 - b. Appoint the MTF Chief, MEDLOG Officer.

8. MTF CHIEF FACILITY MANAGEMENT OR MTF CHIEF MEDLOG OFFICER. The MTF Chief, Facility Management or MTF Chief, MEDLOG Officer (whichever is applicable at the location) must:

a. Have management responsibility for HEC services and assess manpower needs to provide appropriate quality assurance and surveillance at each MTF.

b. Designate a separate HEC Control Officer for each MTF and additional QAEs as needed. The HEC Control Officers and QAEs will be assigned to the MTF per designation.

9. MTF HEC CONTROL OFFICER. The MTF HEC Control Officer must:

a. Serve as a QAE.

b. Use the QASP to evaluate the performance of the contractor and will submit a surveillance report to the Chief, DHA HEC Services.

c. Report to the MTF Chief, Facility Management or MTF Chief MEDLOG Officer (whichever is applicable at the location).

d. Consult with the MTF IP and Control Function, or equivalent, on issues relating to HEC services.

e. Follow DHA SOPs, located here:

<https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx>, reporting procedures, and policies designated for QAEs.

f. Develop a contingency plan to address inclement weather, contract service suspension, labor strike, contractor default, natural disasters, infectious disease outbreaks, or any other service unavailability.

10. QAEs. The QAEs must follow DHA SOPs, located here:

<https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx>, reporting procedures, and policies designated for QAEs.

ENCLOSURE 3

PROCEDURES

1. CLEANING SERVICES. The HEC service contractor's PWS must follow the standards established in the DHA-approved master PWS at the time of award. Any HEC service contract awarded prior to this PM must be reviewed and modified to follow the standards established in the DHA- approved master PWS. All HEC services not performed by a third-party contractor must follow the established DHA SOPs , located here:

<https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx>.

2. CLEANING PRODUCTS. The MTF's Infection Control Committee, to include the MTF safety point of contact (POC) and the MTF environmental compliance POC must provide written approval, in its meeting minutes, of all cleaning products used by HEC services. Cleaning products must be approved annually or more often, as necessary, and must be standardized to the maximum extent practicable. The DHA-approved master PWS will contain language regarding the approval of cleaning products.

a. HEC services must use Green Seal or equivalent products. All bio-based supplies and materials must be of a type and quality that conform to applicable Federal specifications, standards, and sustainability requirements.

b. HEC services must use Environmental Protection Agency registered disinfectants to meet the Centers for Disease Control and Prevention Infection Control guidelines.

3. DATA REPORTING. The HEC Control Officer, or designee, must use Defense MEDLOG Standard Support to track and validate cleanable square footage annually, or when a change is made. The Defense MEDLOG Standard Support-Facility Management module must be used as source data and documentation for HEC service contracts. The cleaning requirement of each room will be captured in the Room Inventory module of the Defense MEDLOG Standard Support-Facility Management system.

4. QUALITY ASSURANCE. Quality assurance must be conducted by the HEC Control Officer or QAE utilizing:

a. Fluorescent gel marking quality assurance must be conducted by the HEC Control Officer or QAE utilizing a recommended procedure of three markings per room, two rooms per department, and five departments per MTF on a bi-weekly basis.

b. Oral or written feedback from MTF personnel regarding quality and performance.

c. Additional quality assurance procedures prescribed by the MTF IP Control Function in coordination with IP authority.

d. Regular communication with onsite contractor lead or contractor executive housekeeper to include attending the IP Control Function or equivalent.

5. PERFORMANCE MANAGEMENT

a. Contractor performance and compliance must be evaluated based on the QASP. Assessments per vendor must be compiled in the Contractor Performance Assessment Reports System at: <https://www.cpars.gov/>. Contractor nonperformance issues must be forwarded to the COR immediately after an incident (or notification of the incident having occurred). HEC contract service complaints must be included in monthly surveillance reports and submitted to the COR by the 10th of the month.

b. Civilian HEC service providers must be evaluated based on compliance with DHA SOPs, located here: <https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx>.

c. When HEC service complaints are observed, the HEC Control Officer or QAE must collect discrepancy reports from MTF personnel, validate discrepancies, and collaborate with the IP authority and contractor or civilian HEC supervisor to address issues.

6. TRAINING AND EDUCATION

a. Refer to the Federal Acquisition Regulation, Subpart 1.6, for the minimum standards for COR/ACOR training and education.

b. Civilian staffed MTF leadership and HEC Control Officers must utilize the Association for the Healthcare Environment Certified Healthcare Environmental Services Professional Program, or equivalent, for recurring functional training requirements.

c. Refer to the DHA SOPs, located here: <https://info.health.mil/sites/MEDLOG/EVS/Pages/Healthcare-Environmental-Cleaning.aspx> and PWS for specific training requirements for individuals performing HEC services.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

ACOR	Alternate Contracting Officer's Representative
COR	Contracting Officer's Representative
DAD	Deputy Assistant Director
DHA	Defense Health Agency
DHA-PM	Defense Health Agency-Procedures Manual
HEC	Healthcare Environmental Cleaning
IP	Infection Prevention
MEDLOG	Medical Logistics
MTF	military medical treatment facility
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
SOP	standard operating procedure