

Healthcare Cleaning Provider Vetting Checklist

Use this checklist to vet and compare commercial cleaning providers before you sign a contract. Score every provider against the same items; a qualified healthcare cleaning partner should be able to address all of them.

1. Credentials & Compliance

- Carries general liability insurance, workers' compensation, and a surety bond (request certificates)
- Trains cleaning crews to the OSHA Bloodborne Pathogens Standard (29 CFR 1910.1030)
- Provides HIPAA-awareness training and will sign a business associate agreement if required
- Uses EPA-registered disinfectants and documents the required contact (dwell) times
- Builds protocols on CDC Guidelines for Environmental Infection Control
- Understands Joint Commission Environment of Care (EC.02.06.01) and CMS Conditions of Participation expectations
- Holds or works toward a recognized standard such as ISSA CIMS certification

2. Healthcare Experience & References

- Can name comparable healthcare facilities it currently services
- Provides references from similar facility types (not just generic offices)
- Demonstrates familiarity with your facility type's infection-control needs
- Has crew tenure and stability rather than a high-churn roster

3. Cleaning Protocols & Standards

- Disinfects exam/treatment rooms between patients, not just at end of day
- Observes manufacturer dwell times on all EPA-registered disinfectants
- Uses color-coded tools or zone-based procedures to prevent cross-contamination
- Performs terminal-style cleaning of procedure rooms where applicable (AORN-aligned)
- Works safely around biohazards and sharps, and coordinates with your licensed medical-waste disposal (regulated medical-waste collection is typically a separate, specialized service)
- Maintains a dedicated high-touch surface disinfection rotation

4. Operations & Accountability

- Assigns a consistent, dedicated crew rather than rotating unfamiliar staff
- Conducts documented inspections and provides cleaning logs a surveyor would accept
- Defines a clear scope of work and service-level expectations in the contract
- Gives you a direct, accountable point of contact for issues
- Conducts an on-site walkthrough before providing a quote

5. Red Flags to Avoid

- Quotes without an on-site walkthrough — they are guessing at scope
- Hour-only pricing with no defined scope of work
- No mention of insurance, bonding, or workers' compensation coverage
- Rates far below every other proposal (corners are being cut somewhere)
- Cannot provide references from comparable healthcare facilities
- No documented inspection process or cleaning logs

6. Questions to Ask Every Provider

- Which healthcare facilities like mine do you currently service, and can I contact references?
- Are your crews trained to OSHA Bloodborne Pathogens and HIPAA awareness?
- Which EPA-registered disinfectants do you use, and how do you verify dwell times?
- Will you assign a consistent, dedicated crew to my facility?
- Do you provide documented inspections and cleaning logs?
- Will you conduct an on-site walkthrough before quoting?
- Are you fully insured and bonded — and can you provide certificates?

Valentin Services Group

Commercial cleaning for healthcare facilities across Southwest Florida — Fort Myers, Naples, Cape Coral, Bonita Springs, Estero, Lehigh Acres, Marco Island & Sanibel.

valentinsg.com · (239) 673-7530 · info@valentinsg.com

Full checklist and sources: valentinsg.com/resources/healthcare-cleaning-provider-vetting-checklist