Contents

Acknowledgments ix

1. "Stuff Gets Missed": An Introduction to a Growing Health Care Crisis 1

2. Germs, Blood, and Cost-Cutting: The Daily Struggle to Keep Hospitals Clean 19

3. Compromising Cleanliness: How Outsourcing Keeps Hospital Workers from Doing Their Jobs 36

4. Untrained Workers, Unfit Managers 51

5. Breaking Up the Team 67

6. Down and Out in Vancouver: Struggling, Stressed, and Exhausted Hospital Support Workers 81

7. Cleaning Up 105

Notes 127

References 149

Index 175