



LABOR MANAGEMENT PROJECT

An employer and 1199SEIU partnership

BEST PRACTICES FOR CLEANLINESS

Conduct Environmental Leader Rounding

- Frequent patient rounding with a follow-up process if a problem is identified
 - Gain insight on what can be improved. Ask patient questions about the cleanliness of his/her room.
 - Leave contact information and follow up with questions and concerns.



Establish a “Clean Team”

- Look for opportunities to focus on cleanliness throughout the facility
 - Assign housekeepers to unit
 - Train staff to ask permission to clean
 - Monitor best locations of trash cans
 - Install furnishings that may take less time to clean

Clean “High Touch” Surfaces

- High touch objects include the following:
 - Door knobs
 - Over-bed table
 - Telephone
 - Side table
 - Toilet and sink handles



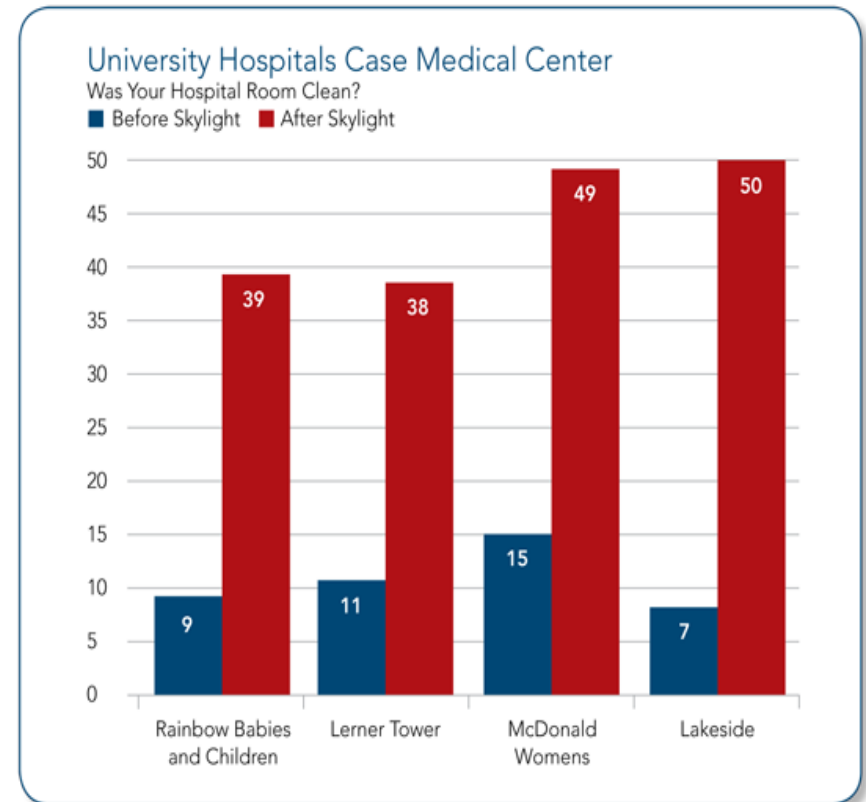
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Tufts Medical Center “Clean Crew”

- Two teaching hospitals, with 415 licensed beds- Boston, MA
- **Challenge:** Patient rooms require proper cleaning in order to reduce the number of hospital- acquired infections
- **Approach:**
 - Trained Environmental Services Department (EDS) employees on high touch cleaning
 - Checked employee progress by using invisible ink and UV light to check for cleanliness
 - Shared scores with the staff
- **Results:**
 - Scores range between 78 percent for door handles to 100 percent for telephone and sink handles

University Hospitals Case Medical Center

- 1,032 bed adult and pediatric facility in Cleveland, OH
- **Challenge:** The hospital was dealing with a poor patient perception of environmental services.
- **Approach:**
 - Gave special surveys to patients designed to give real-time feedback on room cleanliness, courtesy, and responsiveness of environmental services staff.
- **Results:**
 - Completed room cleanliness surveys increased from 150 to 3,871
 - Staff responded within 10 minutes of alert and increased room cleanliness HCAHPS scores by 20%



References

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