



Quick Response Cleaners - QR Code

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Background

In between toilet cleaning schedule, there were instances whereby toilets are dirty, wet, smelly etc and require cleaning. By the time a written feedback is received, it is too late as many users would have had a bad experience. This also affected our toilet feedback ratings.



Aim

To improve the toilet cleanliness in SNEC by providing a cost effective users' satisfaction survey mechanism with the ability to activate Housekeepers to respond to feedback expeditiously.

Methodology

1. Explore and evaluate all available methods and devices in collecting feedback on toilets that has the capability to activate cleaners to respond to dirty toilets.
2. Shortlist these devices and put them on trial for evaluation.
3. Implement the selected mechanism in all toilets within SNEC and tabulate results for assessment.

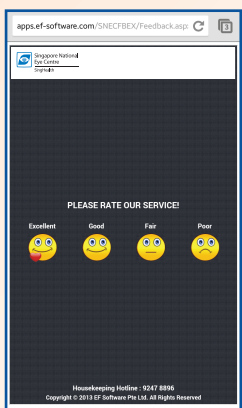
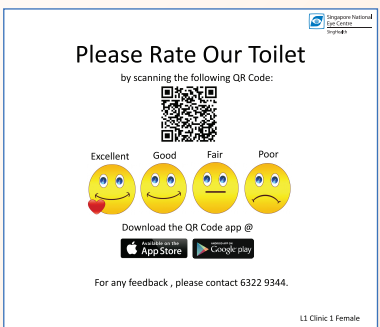
Shortlisted Solutions

Possible Solutions	Evaluation	
	Pros	Cons
Feedback Forms	1. Toilet users can write in detail what they are unhappy about the toilet	1. Feedback only received at least one day later 2. Not many users will write feedback as it is not convenient
Touch Screen Survey 	1. Easy for users to use to give feedback 2. Instant feedback via SMS	1. Toilet renovation required (installation for electrical wiring) 2. Monthly cost of \$4,320 (for 24 toilets)
QR Code Survey *Selected* 	1. Quick and easy to set-up (QR Code Poster) 2. Instant feedback via SMS 3. Minimal cost, \$998 monthly (for 24 toilets)	1. Users need to use their mobile phone to provide the feedback

How does it work?

Users would use their mobile phone to scan the QR Code poster in the toilet.

Try it out with your mobile phone

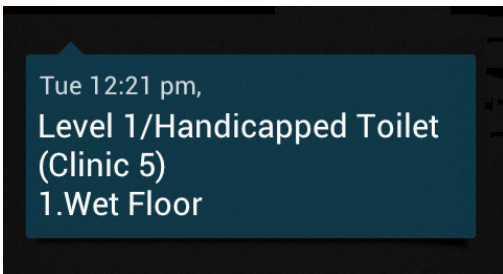


Users would be asked to rate the toilet service on their mobile phone.

For ratings given Fair or Poor, users would be asked to indicate which areas required improvement, in the next screen.

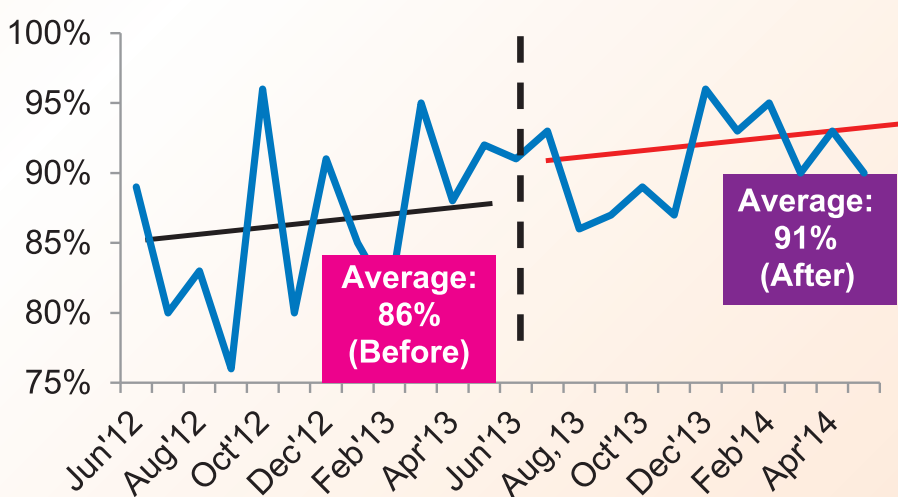


An SMS would be immediately sent to the Housekeeping staff, to rectify the problems immediately.



Results

% Rating Excellent & Good
(Before & After Implementation)



Housekeepers were able to attend to toilets requiring their immediate attention before more complaints were received. The results after implementing this initiative saw an overall improvement in the toilet cleanliness with satisfaction level rising from 86% to 91%.

Conclusion

- Improvement in users satisfaction by 5% (from average 86% to 91%).
- Improvement in FY13 MOH PSS, reducing the cleanliness service gap by 4.7 compared with FY12 results. We also achieved a World Class Rating.
- The project helped achieve better users' satisfaction rate with minimal cost and effort.

MOH Patient Satisfaction
Survey Service Gaps
(Cleanliness)

