

BACKGROUND

Cleanliness is intrinsically linked to infection prevention and control. Here in NHCS, we understand that clean and well-maintained public toilets are important aspects of public health. Hence, we took our feedback management one step further with the Toilet Survey System (TSS).

A clean well ordered environment provides the foundation for excellent infection control practice to flourish and reflects a culture of concern for patients and respect for those visiting our facility. Therefore a good feedback process to address service deficiencies quickly is vital in providing a safe and clean toilets for all. The TSS is an initiative that engages and empowers patients and visitors who can now swiftly make known whether the cleanliness and hygiene standards of our toilets are meeting their expectations.

Problems Faced

- There is no feedback system for toilet facilities. Patients who found the toilets dirty can only provide comments in the feedback form. Rectification cannot be done in time.
- Housekeeping supervisors only inspect the toilets once every three hourly, deficiencies are only identified during the inspections.
- Wet and slippery toilet floors poses danger to patients and visitors if it is not dried quickly.
- Patients and visitors have to bear with dirtied or soiled toilets which are potential breeding grounds for germs and bacteria.

METHODOLOGY & IMPLEMENTATION

The TSSs are installed at the entrance of patient toilets on level 2, 3, 4, 5, 6, 8, the system ensures timely response to deficiencies and improves the productivity of the washroom cleaners and their supervisors. With the use of smartphones, the system facilitates timely maintenance and facilities inspection by the housekeeping supervisors and tracks the condition of our toilet facilities in NHCS.

Visual aids such as photos are screened to provide better clarity. The fault reported will automatically trigger an alert to the housekeeping supervisor's smartphone, for him or her to decide on immediate corrective action and to deploy resources to rectify any deficiencies.

How Does TSS Works?



TSS units are installed at public Female & Male toilets since mid May 2014. User may provide their feedback via the system via the touch screen buttons. The system is available in four languages.



When a "Fair" or "Poor" feedback is selected, users will be prompted to select the problem areas. The "Fair" & "Poor" feedback is SMSed to housekeeping supervisor once every 5 minutes.



Upon receiving the SMS feedback, the housekeeping supervisor will proceed to the problem areas for inspection.



The supervisor will dispatch a cleaner to perform tasks such as mopping a wet floor or replenishing toilet paper.

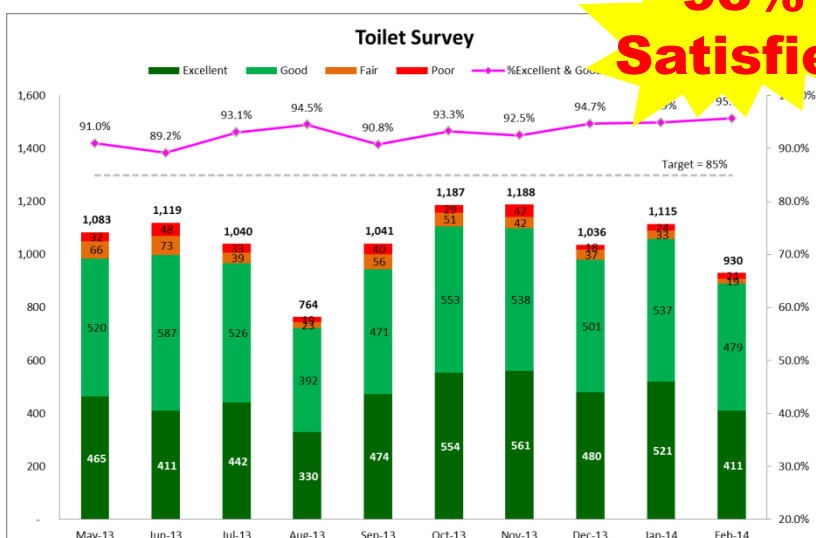


The supervisor acknowledge the feedback through the TSS by entering her password.

RESULTS

The system serves as a management tool to conduct monthly trend analysis, analyse maintenance performance and identify service performance gaps. Data from the TSS is generated into reports to understand the overall satisfaction level, key problem areas and the response time taken to rectify the problem areas.

The TSS was piloted in the Mistri Wing toilets and received a total of 10,503 respondents in a period of 10 months. Results have shown that an average of 93% of the patients and visitors are satisfied with the cleanliness of our toilets and we are meeting our target response time of 30 minutes.



**93%
Satisfied**

Benefits

- Housekeeping supervisors can receive feedback via their mobile devices, providing them updates of any deficiencies or problem areas in the toilets. KPIs are set for our housekeeping contractors to ensure that they respond quickly to unsatisfactory feedback from the users.
- Quick rectification of problem areas will ensure that our toilets are kept clean and dry.

Clean and Dry toilets...

- Prevents spread of infection
- Creates a safe and hygienic environment for patients and staff
- Reduces risk of accidents due to wet floors or poorly maintained toilets
- Enhances the psychological well-being of patients, visitors and staff



CONCLUSION

To ensure high service standards for the services and facilities at National heart Centre Singapore, feedback gathered from patients is important and crucial to help us monitor and maintain service performance levels.

The average of 1,050 feedbacks received monthly has shown that patients and visitors do take interest in the toilets cleanliness.

As NHCS continuously seek to improve patients experience, the TSS will help facilitate faster response times to rectify any deficiencies. Patients experience will be improved with a pleasant and clean restrooms.