



Improving Cleaning Standards with Task-based Workflow at SOC

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Background

The cleanliness standards at Specialist Outpatient Clinics (SOC) were not able to meet the required cleaning standards. Fluorescent-marker audits were performed to measure the thoroughness of cleaning. However, the audit results showed only 67% compliance, which failed to meet the target of 87%. This was mainly due to varying competencies of the housekeepers and the complexity of tasks required. And housekeepers were unable to complete the cleaning tasks within stipulated time.

Aim

To re-design the housekeepers' work process from station-based to task-based to enhance the environmental cleaning so as to provide a safer and clean environment for patients and visitors.

Methodology

The station workflow to be completed by a single housekeeper consists of thorough cleaning of daily different scheduled items, floor mopping of waiting area, consultations rooms within their station floor areas, general wiping of the furniture, fittings and environment within their station, clear waste and retrieve stock to replenish consumables (soaps and paper towel for consultation rooms)

Define

Measure

Analyze

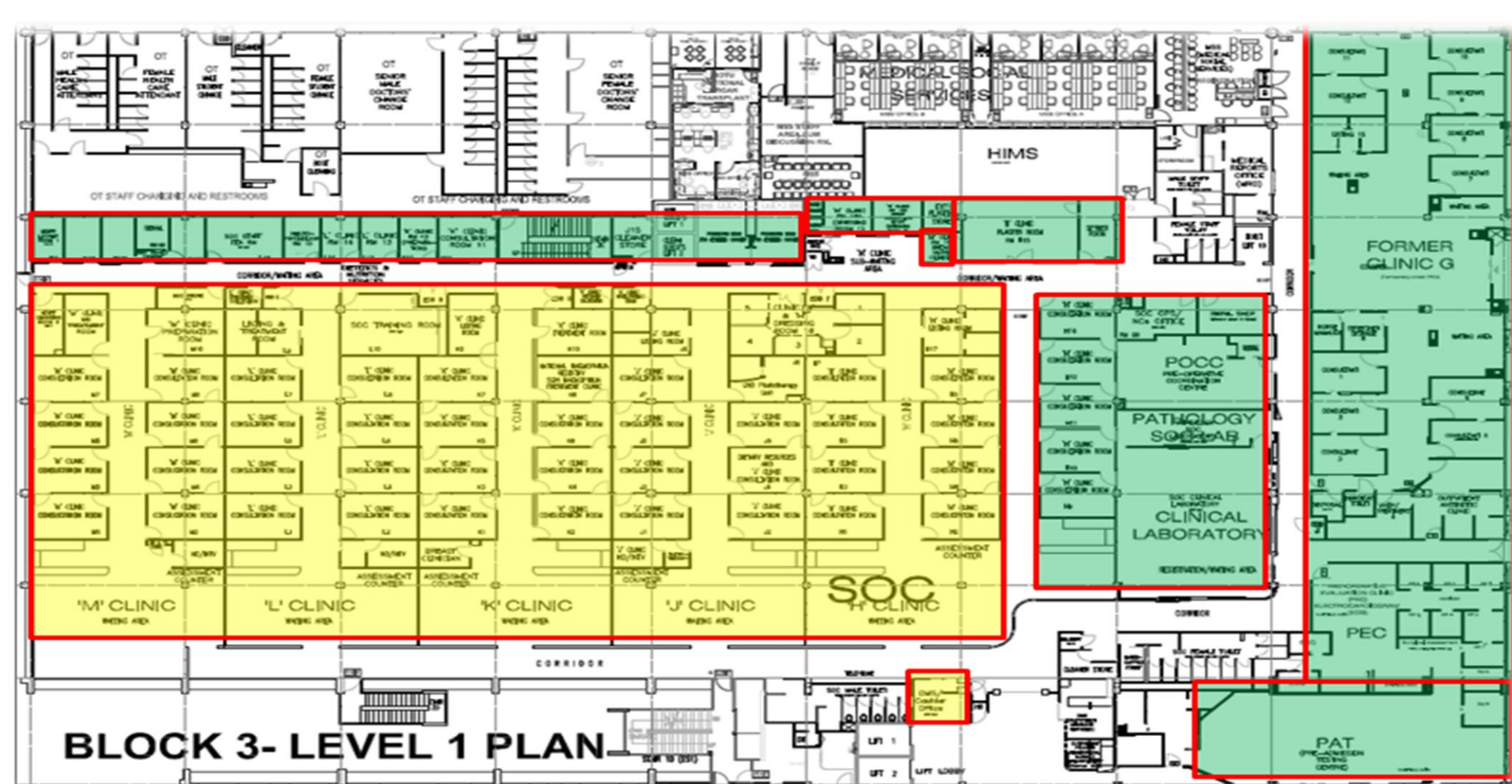
Time and motion studies were conducted to collect time taken for each task. The task-based workflow was planned and implemented. It consists of 4 tasks to be completed in a mapped zone of estimated 45-50 rooms and 4-5 waiting areas. The 4 tasks are:



In each zone, 4 housekeepers were teamed up to each complete one of the tasks above.

Strategies For elimination of waste identified after Time and Motion Study :

- Inconsistency in the cleaning protocols
- Time wastage for transporting ladder for high dusting
- Time wastage of travelling back and forth trolley as housekeeper toggle between various task



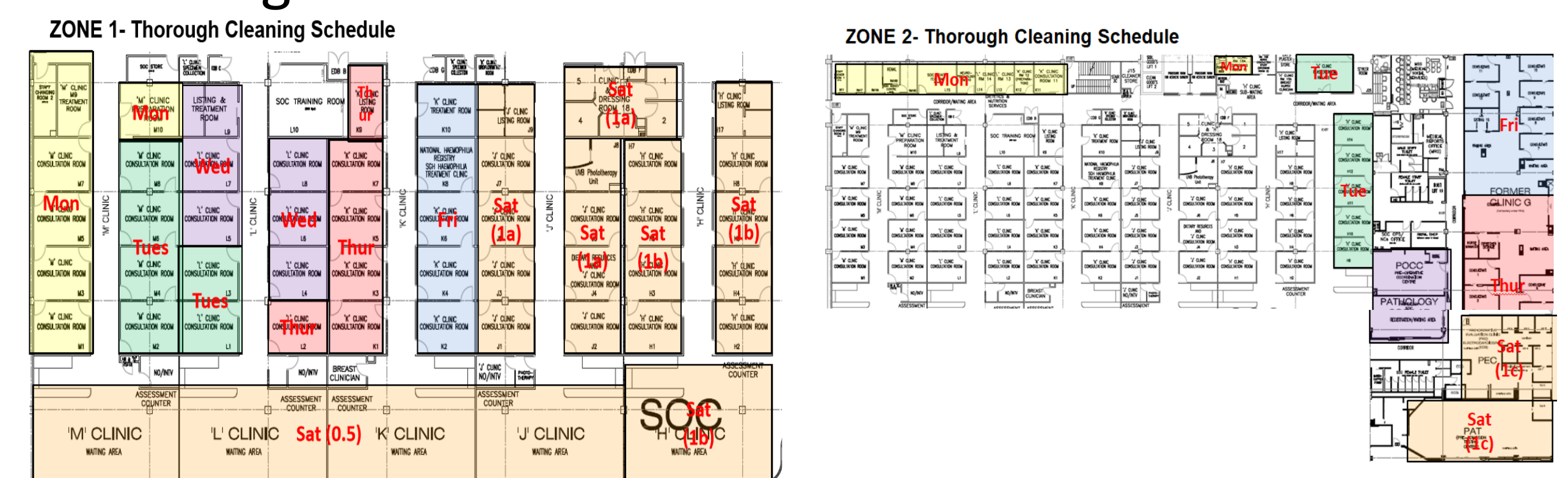
Floor map showing the zone for each team. Yellow is zone 1 and green is zone 2

Enhancing the lack of systematic cleaning protocol to ensure consistency of cleaning. Task-specific door signage were issued to hang on door knobs as a reminder to clean the occupied rooms.



Cleaning scheduled are established to ensure consistency in cleaning standards

Improve



Exploration of proper tools were sourced and issued to housekeepers for effective high dusting areas. The use of ladder was eliminated and time savings was observe and this improved work place safety for housekeeper.



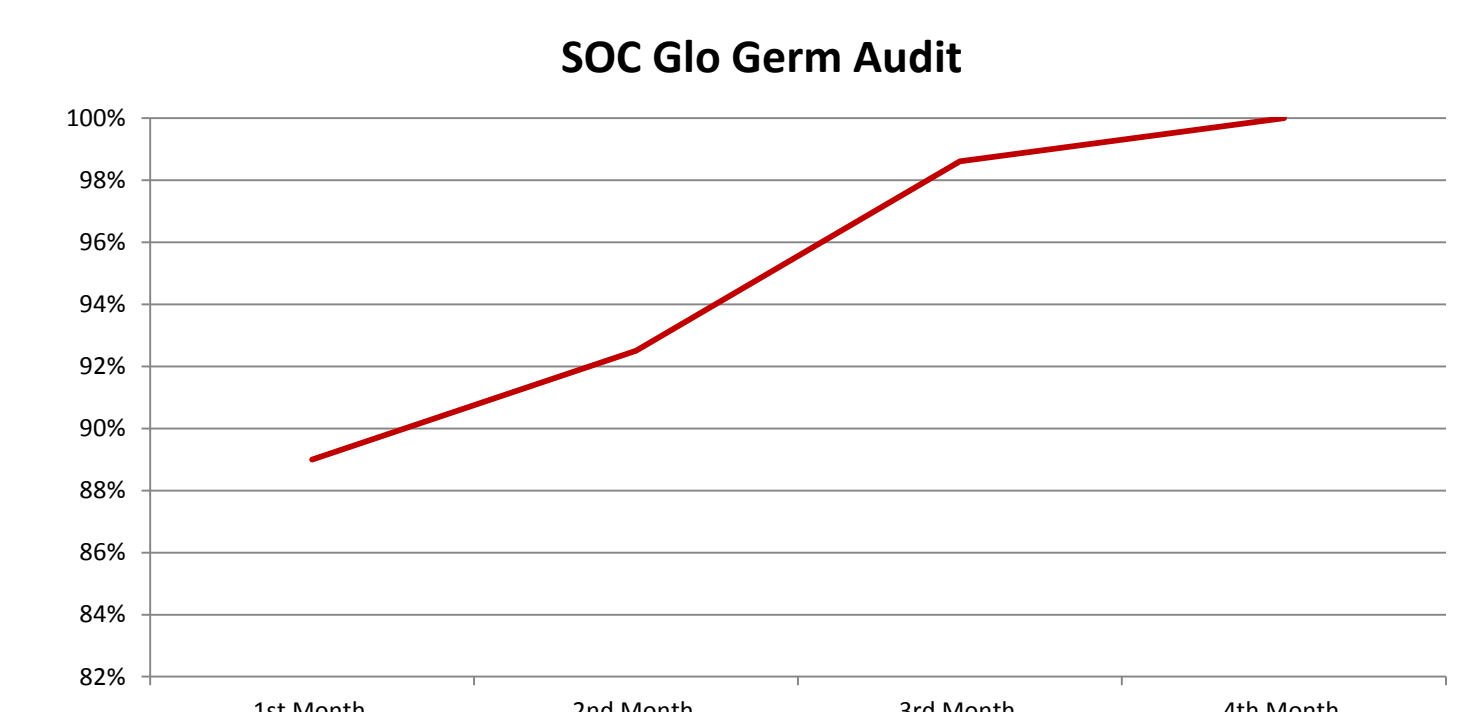
Control

Fluorescent-marker audits were performed to measure the thoroughness of cleaning before and after the implementation of the task-based workflow.

Results

After 1 month of implementation, the fluorescent-marker had improve from 67% to 87%. After monitoring for 4 months, having a systematic cleaning protocol had improve cleaning standards

Glo Germ Audit	Before	After (1 month of implementation)
Number of Audits	26	30
% Compliance	67%	87%



Besides improving the cleaning standards at SOC, the implementation of the task-based workflow also makes it easier for staff to perform their tasks efficiently as they only need to perform 1 task during their shift.

Conclusion

With task-based workflow, housekeepers can focus on the assigned task and hence, improving their work efficacy resulting in better cleaning outcomes. The positive results had boosted housekeepers' morale to provide a clean and safe environment for the patients.