Singapore General Hospital

Improving Discharged Beds Cleaning At Department of Emergency Medicine (DEM)

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Introduction

Nurses will inform housekeepers to perform bed discharge cleaning at Department of Emergency Medicine (DEM) via writing the request manually on the form available at the nurse counter. Often, the housekeepers were occupied with tasks that they might not able to check on the request form to perform the observation area discharged beds timely. At times, nurses have to look for housekeepers to expedite on the discharged beds cleaning. This leads to inefficiency in responding to the discharged beds cleaning promptly which in turns may translate to delay in bed assignment turnaround time at DEM.

In addition, manual recording also caused lack of accountability and inaccuracy. Therefore there is a need to improve the bed discharge cleaning activation process, allowing housekeepers to be notified of any bed discharge cleaning on the real time.

Aim

To improve the current bed discharge cleaning activation process and monitoring of beds in DEM observation area using seamless digitized system.

Methodology

DMAIC

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Define	• Current manual process is not effective in allowing the nurses to activate housekeepers for bed discharge cleaning. • There is also a lack of accuracy and accountability with manual activation and recording.
Measure	Response time taken for housekeepers to start cleaning the discharge bed upon activation by nurses.
Analyse	Paper communication between nurses and housekeepers resulted in poor response time as it is a weak communication method. Therefore, the aim is to eliminate paper activation process.
Improve	Use of digital technology to activate cleaning which provides real time response and tracking of cleaning turnaround time.
Control	Supervision Feedback from various stakeholders Training

Requestor- Nurse
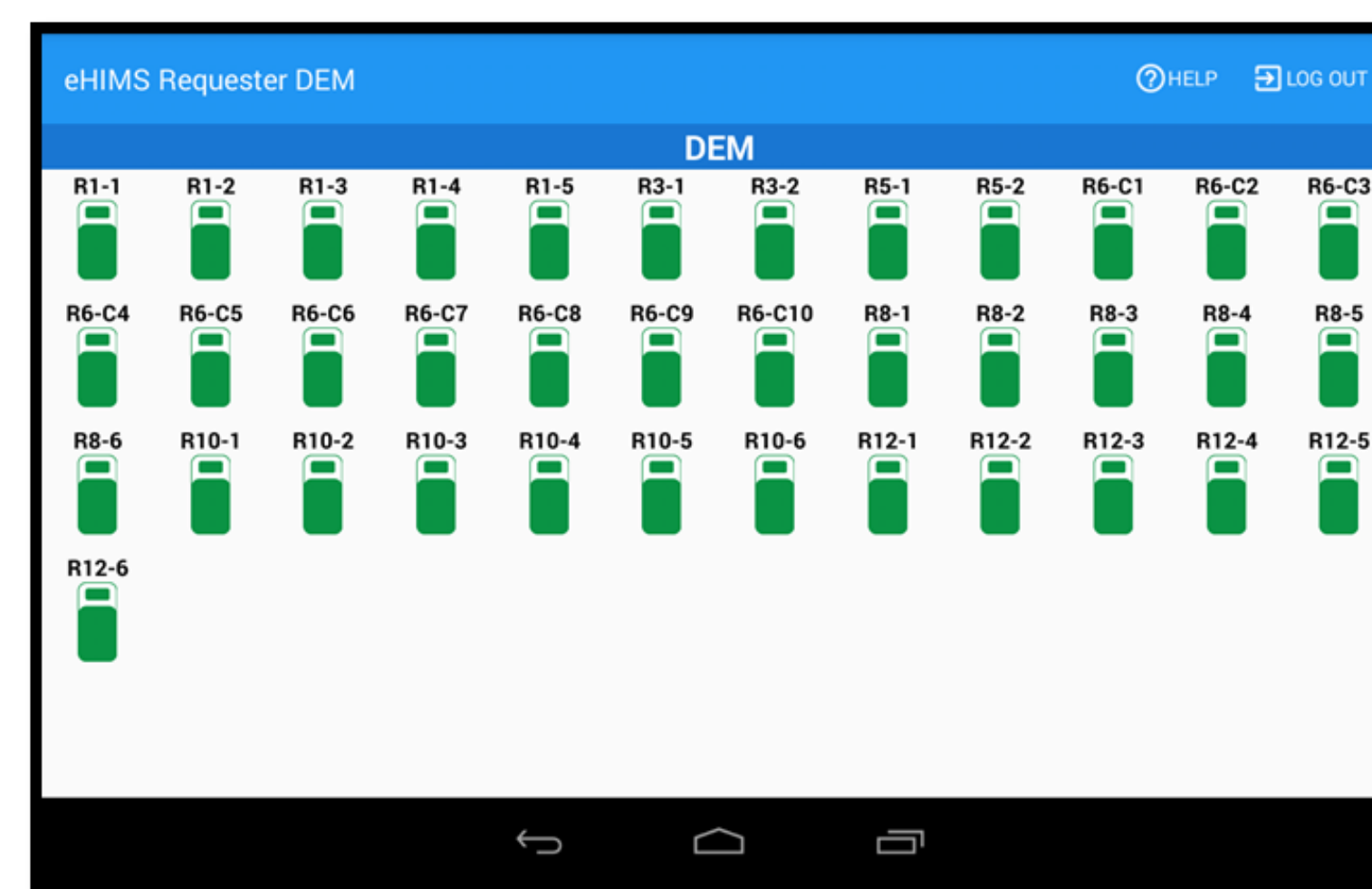
Nurses activate housekeepers via the tablet installed at the nurse counter
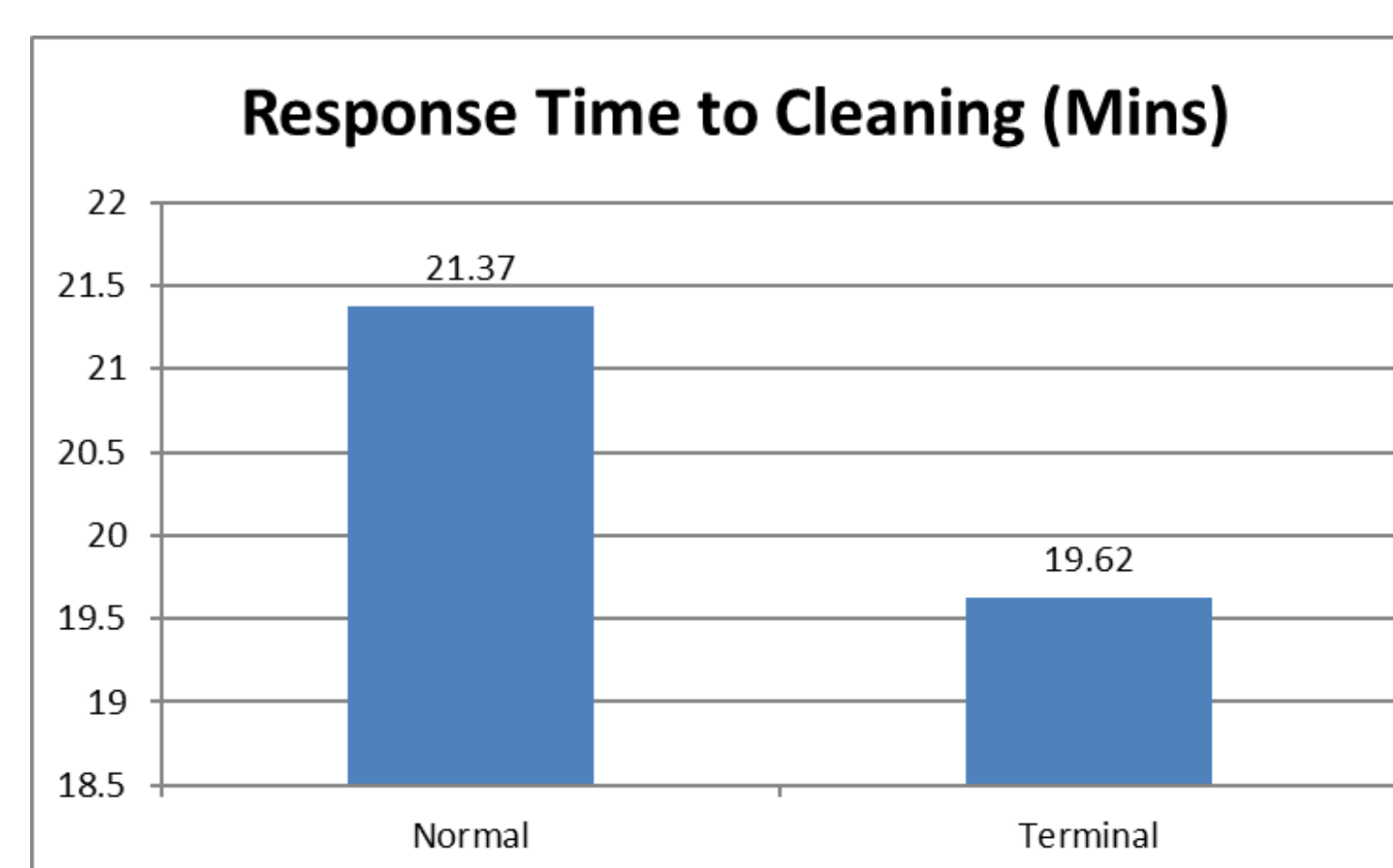
Nurses select the type of cleaning and submit request:
1. Normal (Discharged)
2. Terminal (MDRO / CD Toxin)

Receiver- Housekeeper
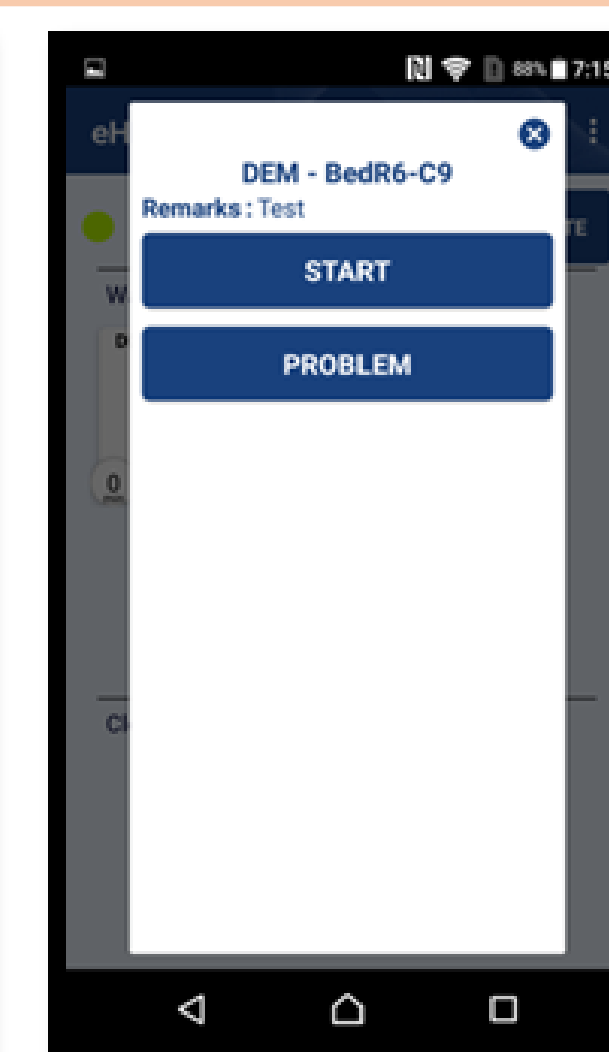
Housekeeper receive the task via the duty phone and proceed to clean the discharged bed. Once cleaning is completed, housekeeper will end task.

Results

Response Time to Cleaning (Mins)

Normal: 21.37
Terminal: 19.62

Feedback from DEM Staff:
- *Can get housekeepers to attend to task promptly*
- *Time saved can be better utilize for patient care*

With the use of digital technology:

1. Able to monitor the real time response time and cleaning turnaround time for the observation discharged beds cleaning.
2. Increase in accuracy and accountability as all the data are automatically captured in system.
3. Housekeepers are aware and able to perform the correct types of cleaning (normal or terminal cleaning) to ensure the environment is safe and clean for the patients.
4. DEM nurses are able to have better oversight of the beds availability from the system and have improved the communication between Nurses and Housekeeping.

Conclusion

• The response time and monitoring of discharged beds cleaning at DEM has improved.
• DEM nurses are able to spend more time on the patients, thus improving the quality of the patient safety and care.