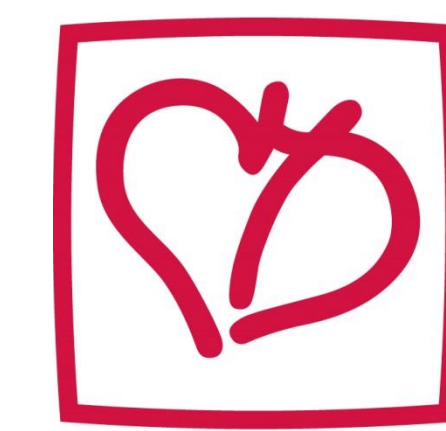




Housekeeping E-Inspection System



National Heart Centre Singapore
SingHealth

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BACKGROUND

Weekly, NHCS Operations team conducts at least one joint inspection with ISS housekeeping team on the centre's housekeeping cleanliness standards.

Photographs of any housekeeping finding will be taken, uploaded and then printed in the Housekeeping inspection reports; follow up actions will then be prepared in an excel report.

Problem Faced

- Housekeeping cleanliness scoring, weekly inspection quotient and follow-up actions reports generate a lot of paper with the increase areas to be covered by housekeeping.
- Possible errors such as wrong description and manual calculation of the scores might occur.
- Late submission of reports could occur if follow-up actions were not updated promptly.
- It is time consuming when preparing the report.

METHODOLOGY & IMPLEMENTATION

The team brainstormed and found that the processes can be improved with the help of Information Technology. After some market research, we found that there is no readily available software that can meet our needs.

Hence, we designed a web-based software system tailored to meet our requirements. The system allows the cleanliness of the premises to be monitored with the help of mobile devices with built-in checklists. Photos of the housekeeping findings can be uploaded instantly. The system is able to generate reports and perform computation of the scoring and quotients.

How Does the e-inspection system Works?

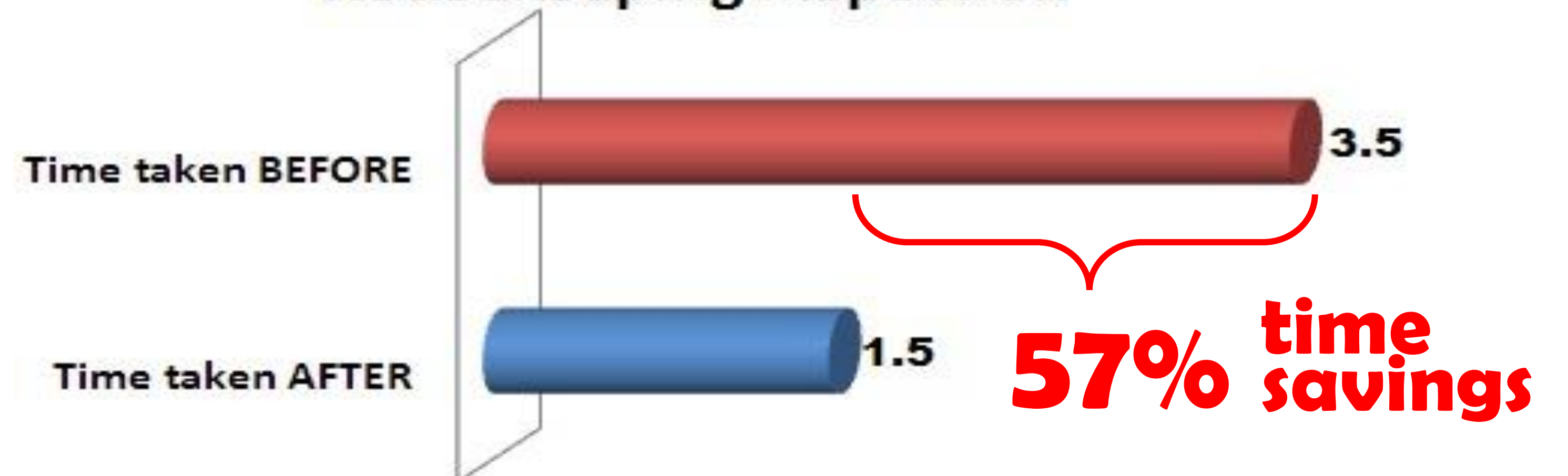


RESULTS

PROCESS IMPROVEMENT AFTER IMPLEMENTATION OF E-INSPECTION SYSTEM

Steps	Current Process	Time taken	New Process	Time taken
1	Conduct of weekly joint site inspection on housekeeping cleanliness with ISS manager. Housekeeping cleanliness ratings are done on inspection forms. Housekeeping findings are manually recorded and photos taken.	1.5 hours	Conduct of weekly joint site inspection on housekeeping cleanliness with ISS manager. Photos of the housekeeping findings are snapped and uploaded instantly onto the web system. Remarks can be input next to the photos for illustration. Cleanliness scores and quotients are automatically updated and kept electronically on the web system.	1.5 hours
2	Scores are tabulated into the housekeeping cleanliness quotient.	1 hour		
3	Photos of housekeeping findings are downloaded and attached in the reports with follow-up actions.	1 hour		
4	Consolidated reports are submitted to NHCS Operations team.			

Average Time Taken for Each Housekeeping Inspection



104 Man-hours saved per annum

2 hours saved for each of the report generated in the 52 inspections annually

Material Cost Savings & Alignment to Organization's Goal

With the implementation of the housekeeping e-inspection system, checklists are no longer required. Reports are instantly updated and made available online.

This results in a saving of 520 sheets of A4 paper. The initiative is also aligned with the organization's goal to go paperless.



Data Accuracy

Accuracy and Integrity of data are achieved, as manual computation are no longer necessary with the e-inspection system.



Efficient Archiving

Before the implementation, copies of reports are saved in thumb drive. With the system, all reports are easily available in the web system.



CONCLUSION

The system went operational in Jan 2016 and the following outcomes are achieved:

- Cleanliness scores are automatically updated and kept electronically.
- Follow-up actions can be recorded and tracked easily.
- With the "Snap, Save, Upload instantly and Remarks" capability of the e-inspection system, there is no need for housekeeping supervisor to download pictures of their observations, after the inspection.