

PRC BEST PRACTICES

Cleanliness

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTIONS

Cleanliness: How would you rate the cleanliness of the exam or treatment room?

Cleanliness: How would you rate the cleanliness of your room?

Cleanliness: How would you rate the cleanliness of the hospital?

Response options are:

Excellent Very Good Good Fair Poor

Cleanliness: How often were your room and bathroom kept clean?

Response options are:

Always Usually Sometimes Never

IDEAS

- During leader rounding, ask each patient if there is anything that can be put away to keep the room tidy.
- Extra linens piled on a chair in the room or a full trashcan may give the perception of an unclean room. Ensure that supplies are not left lying around.
- Nurses and Patient Care Technicians tag team each evening to empty linen bags and trash and to pick up any items out of place in each room.
- Change wheels on facility carts from solid wheels to inflatable wheels to prevent scuff marks on floor.
- Instill a sense of ownership in all employees so that every employee knows to take action if they see something dirty, unorganized, or somehow needing improvement.
- Manage-up the environmental services staff.
- So that “fresh eyes” are noticing every detail, recruit EVS staff from other areas to help a particular department look for cleaning improvements.



- For departments that have little activity overnight, such as OR, move floor cleaning to the overnight shift so that floors are at their best when patients arrive in the morning.
- Replace frayed linens, make sure pillows and mattresses aren't showing signs of wear, ensure corners of the rooms and bathrooms aren't neglected, request minor maintenance repairs such as leaky faucets, burned out light bulbs, or squeaky wheels on beds, trays, or chairs.
- Create an EVS checklist as a tool for staff to follow when cleaning rooms to ensure consistency.
- Maintenance Director and Environmental Services Director conduct weekly environmental rounds to address structural and cleaning needs.
- Implement a "stat" communication for EVS staff to facilitate immediate response to room turnaround needs following discharges to prepare rooms for waiting patients.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

