

White Paper

**Housekeeping
Productivity
Improvement - An
Imperative**



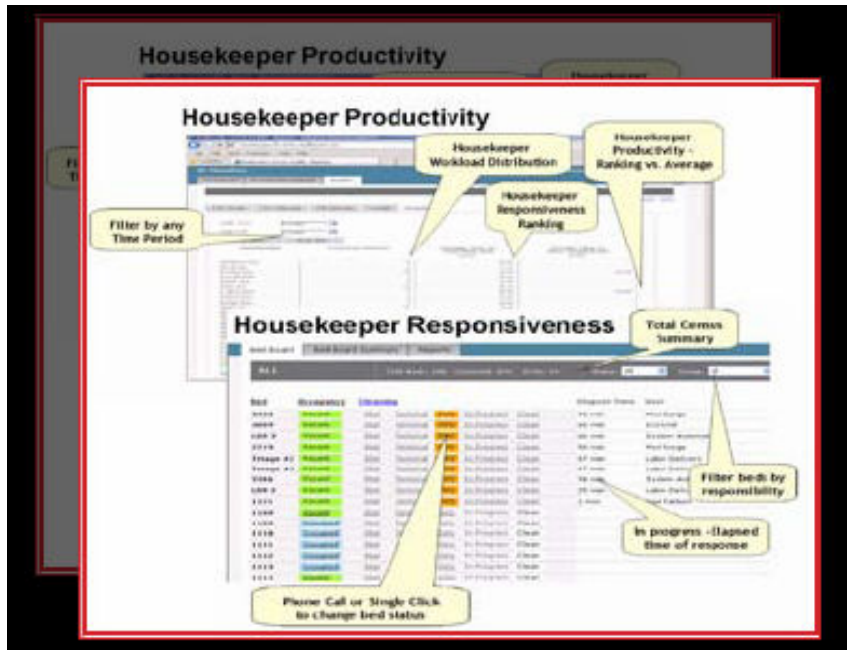
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Housekeeping Productivity- a Priority in Today’s Environment

THE SITUATION: With increasing pressures on healthcare organizations to manage expenses more effectively, Environmental Services managers are being asked to improve responsiveness, cleaning productivity while improving patient satisfaction. While housekeeping productivity solutions exist they have been restricted to large healthcare facilities who integrate deployment decisions within complex and expensive patient capacity tracking decisions. As a result many healthcare facilities continue to rely on manual or “homegrown” solutions with high sustaining costs. With the emergence of hosted (SaaS) solutions, affordable solutions now exist that can quickly deliver improvements in bed cleaning responsiveness and cleaning productivity. As a typical example, the *SiteFM EVS Manager* reports that can automate your manual systems today are shown to the right.

RETURN ON INVESTMENT DYNAMICS: A typical EVS budget is comprised of 70-80 % labor and associated burden costs. Knowing the productivity of these resources and actively managing these expenses are fundamental to achieving hard dollar savings. Areas of soft savings are no less important and can directly impact staff and patient satisfaction improvements required by HCAPS reporting.

Newer EVS automation systems, such as *SiteFM EVS Manager*, offer scalable cost structures that charge on a per month basis per bed managed without long term contract commitments. This incremental per bed fee structure coupled with minimal set up fees allows housekeeping automation for almost any size facility. Assuming a total expense for housekeeping automation of - **15 cents per bed per day** we can calculate the level of housekeeper productivity improvement required and a simple calculation of the ROI you can experience if you can save just one housekeeper.



| EXAMPLE ROI - (100 Bed Example) <i>Note 1</i> | | | |
|---|---|------------------|---------------------|
| ROI Element | Description | Monthly Expense | Annual Expense |
| Software Application Expense | <i>Site EVS Manager</i> | < \$400 per Mo | < \$4,800 per Year |
| Typical Housekeeper Expense - Loaded | Salary plus benefits | < \$2,416 per Mo | < \$29,000 per Year |
| BE Productivity for one Housekeeper | % of loaded Housekeeper Salary | < 17% | < 17% |
| ROI | Full Year ROI (Saving one housekeeper) | > 500% | > 500% |

Note 1: From Customer and industry case studies. Your results may vary

SOURCES OF RETURN: The following areas are typical sources of return on investment. Each of the sources of savings below can be expected to yield a measurable return through either reduced cost or increased productivity. Additional and important soft savings will be derived but are not assigned a dollar savings impact. The simple impact of everyone knowing that performance is being measured, sharing the best practices as documented and providing facility to facility performance comparisons are just the obvious soft value impact areas a facility can anticipate.

Housekeeping Productivity - Bed Status : Daily operational efficiencies will be easy to track and trended by individual housekeeper and will be the most immediate and significant benefit of implementing an automated documentation and tracking solution. An immediate impact will be experienced when cleaning staff can see their performance is being measured and compared to the group and to other benchmarks. Being able to understand overall bed status (Bed Board) and actual cleaning cycle times, by shift, by individual will expose sources of lost productivity that can be immediately targeted for improvement.

The ability to document the level of “bed bunching“, between shifts, will allow accurate shift loading and reduced labor expenses. As shown above it is not atypical to experience a 50% improvement in productivity depending on how aggressively a facility is managing the current manual cleaning process.

Housekeeping Responsiveness: This is a key measurement of hospitals to maintain the maximum level of clean beds and to support higher levels of patient and staff satisfaction. Most hospitals assign nursing or a specific person per floor/facility to report dirty

beds for cleaning and manage patient placement. Some hospitals use transport to indicate the bed dirty status to assure close to real time exposure of bed dirty status and reduce work load on nursing. This practice has been shown to also reduce “bed bunching”. No matter which method is used to notify dirty bed status, the intent of the EVS Director is to reduce the workload to notify housekeeping of a cleaning requirement. Most systems allow either a “single click” PC screen notification from existing PCs or simply dialing a local hospital extension. In

some facilities housekeepers also report bed dirty status and receive bonus payments to expedite bed turnover. The reduction in response times are achieved by first documenting this measurement and then altering cleaning responsibilities and/or relocating supplies and cleaning resources to reduce travel latency times.

| Areas of Return | ROI Sources | |
|--|--|---|
| | Hard Returns | Some Typical Results |
| <u>EVS Operational Productivity</u> | <ul style="list-style-type: none"> → Housekeeping Responsiveness → Housekeeping Cleaning Productivity → Improved “Stat Cleaning” Responsiveness → More Accurate staff Loading - Across Shift | <ul style="list-style-type: none"> → From 90 to 39 minutes → From 56 to 29 minutes → Improved from 17 to 10 minutes → Reduced “Batched Beds” from 23% to 15% |
| <u>EVS Management Leverage</u> | <ul style="list-style-type: none"> → Cleaning Improvement Areas Identified → Automatic Reporting in “real time” → Escalation and Prioritized Intervention → Productivity - Report Automation | <ul style="list-style-type: none"> → Incentives based on documented performance → Identification of high-low performers → Automatic Escalation for Supervisors → > 6 hours/wk increased quality round time |
| <u>Patient & Staff Satisfaction</u> | <ul style="list-style-type: none"> → More Patient time → More Housekeeping Quality Audit Rounds → Link Housekeeping to Patient Survey Criteria <i>(noise-cleanliness-responsiveness)</i> | <ul style="list-style-type: none"> → > 20 minutes with Patient per day → Focus on Ritz Carlton type Quality Activities → Improved responsiveness - cleanliness |

EVS Management Productivity: The primary operational return for EVS management is the elimination of current manual paperwork to allow management to focus on higher value tasks such as - improving the productivity of housekeeping, pro-actively managing individual housekeeper performance improvements and focusing on quality rounds to assure improved staff and patient satisfaction. Identification of the high performers and improving or replacing low performers will provide a significant improvement to operations.

Hosted SaaS Systems today can also be configured to set cycle times for supervisor escalation will alert management to potential problems for effective intervention before they impact patient and staff satisfaction.

One of the primary challenges without housekeeping automation is to annually budget to assure resources are available to achieve hospital cleaning and infection control goals without over or under staffing. With systems such as **EVS Manager**, housekeeping does not have to rely on “rules of thumb” for staffing that do not take into account the various types of cleaning processes and mix required. Budgeting and staffing to the cleaning requirements is the goal.

“Bed Batching”: Is a well documented and chronic problem in most healthcare facilities that wastes ED nursing time, delays returning beds to available status for new admissions, impacts housekeeping staff planning across shift changes and distorts productivity and staffing across several functions. EVS Manager does not eliminate this behavior but improves ownership and documentation of notification times to start the cleaning process. Over time this isolates problem of delayed cleaning. Many customers use the PC or phone bed dirty notification during Supervisor quality rounds and enlist transport to indicate bed dirty status to approach real time notifications. Several facilities have even used the housekeeping automation solution to incent housekeeping itself to report dirty bed status. The combination of these notification and process changes, documented by an automated system, can reduce bed bunching. The first area impacted is typically the accurate loading of shift housekeeper staffing in tight census periods. Ultimately reduced bed batching is dependent on changing the process so that whoever

Patient & Staff Satisfaction: The ability to link real performance measurements to patient satisfaction survey responses will allow management control at a new level. The simplest example is more management and supervisor time being available to assure quality of current cleaning processes. Additional training time can now be devoted to patient courtesy initiatives that otherwise are not being addressed. This is a new area for most hospitals and leading edge facilities are viewing EVS as a partner in increasing patient satisfaction from increased time per patient goals and personalizing cleaner name and services delivery to each patient.