

Seeing Your Facility Through the Eyes of Others

by

James R. Allen, CHESP, REH

www.hciconsultinggroup.com

First Impressions

- Access
- Entrance(s)
- Initial contact with a person
- Interaction with staff
- The “personality” of the facility
- Safety, or the lack thereof

Seeing our facility through the eyes of others

- Height, view, and length of observation
- Patients and residents
- Family members
- Guests and visitors
- Others

Using all of our senses

- Sight
- Hearing
- Taste
- Touch
- Smell

Environment of Care

- Defined - “any site where patients are treated...such environments are made up of three basic components...building(s), equipment, and people”.
- “Effective management...is essential to providing high-quality health care and achieving good outcomes”.

(JCAHO Environment of Care Handbook)

Housekeeping Services

- Quik-Clean
- Working Supervision
- Daily Inspections
- Quality Improvement

Linen Services

- Availability, stains, damage, and quality
- Personal cloths - availability and quality

Maintenance Services

- Good general repair
- Concerns that disappear

What Is “Quality”

- “That which makes something what it is...the degree of excellence...” according to Webster’s New World Dictionary
- Housekeeping - clean rooms, no odors, lack of dust or debris
- Linen - availability and quality
- Maintenance - concerns that disappear

Quality Assurance & Quality Improvement

Quality Assurance

- Audit Forms
- One Persons Perception
- Not Black and White

Quality Improvement

- Audit Forms
- Number or Data Based
- How Can I Improve My Services?
- Use of Employees for Ideas and Actions

Quality Assurance Audits & Inspections

- Housekeeping - all deep and/or thorough cleaning, and 1/4 of daily cleaning everyday
- Linen - ongoing with the linen committee
- Maintenance - conduct effective facility inspections as needed

5-Steps in Providing Not Only a Good but a Lasting Impression

- Entrances must be exceptional
- Quik-Clean everyday
- Management support is essential
- Inspect and evaluate
- Learn to see your facility through the eyes of others and evaluate carefully what you see

Be the Perfect Example for all Employees

- Respect is earned - often the hard way
- Lead by example - people will follow
- Seek out educational opportunities
- Professional certification really helps

Professional Certification Options

- Housekeeping (I.E.H.A. and ASHES)
- Linen (NAILM)
- Maintenance (ASHE, IFMA, and BOMA)

Seeing Your Facility Through the Eyes of Others

by

James R. Allen, CHESP, REH

www.hciconsultinggroup.com