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IMPROVING THE COMPLETE RATE OF ENVIRONMENTAL CLEANING AND DISINFECTION IN WARD AREAS

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INTRODUCTION

The healthcare environment is part of safe healthcare. Healthcare facilities consider reducing operating costs and outsourcing cleaning. The lack of training of outsourced cleaning personnel leads to uneven cleaning quality. Without proper supervision, the quality of environmental cleaning will be poor and the incidence of disease will increase. In order to avoid the risk of cross-transmission of germs among patients, the quality control circle improvement activities were carried out to comprehensively improve the environmental cleanliness of the ward.

AIM

In the annual medical experience survey and the dean's mailbox, it is found that the environment is not clean or the patients feel bad about the environment. It is expected that the systemic problem inspection will be carried out to create a clean and safe environment, thereby reducing the burden of complaints and handling of cases. The overall environmental cleaning quality is judged based on objective data, and the effectiveness of cleaning is tested by the number of complaints from the dean's mailbox every month. Use objective testing methods to verify that the environment is safe and clean, so as to improve environmental cleanliness and maintain patient safety, keep the environment for caring for patients clean, avoid environmental infection, and employees can also have a good working environment, thereby improving the overall quality of medical care.

METHOD

Analysis of the current situation of the establishment of a cross-team audit and improvement team:

- 1.Basic information of cleaning personnel: average age is 63 years old, average working experience is 6 years, education is mainly junior high school (accounting for 72%), gender is mainly female (total 57 people, accounted for 60%).
- 2.Complaints: Analysis of 2020~2021 dean's mailbox reflects a total of 37 cleaning cases, of which 18 are mostly poor cleanliness of wards. From April 25, 2022 to April 29, 2022, the team members went to the ward area to check the cleanliness of the environmental equipment by means of actual sampling. A total of 474 points were checked, with a complete rate of 275 points.It was found that the complete rate of environmental cleaning and disinfection in the ward area was only 58.01%.

Problems were identified:

Insufficient on-the-job education and training for cleaning staff, cleaning managers who did not flexibly dispatch manpower and could not effectively support each other, and no audit records Wait.

Improvement strategies :

re-establish on-the-job education courses and re-education, revise the medical environment cleaning standard operating procedures, formulate flexible scheduling standards and mutual support mechanisms for cleaning managers to facilitate the use of cleaning managers to schedule manpower, formulate ward environmental audit records, Let cleaning staff and hospital managers follow.

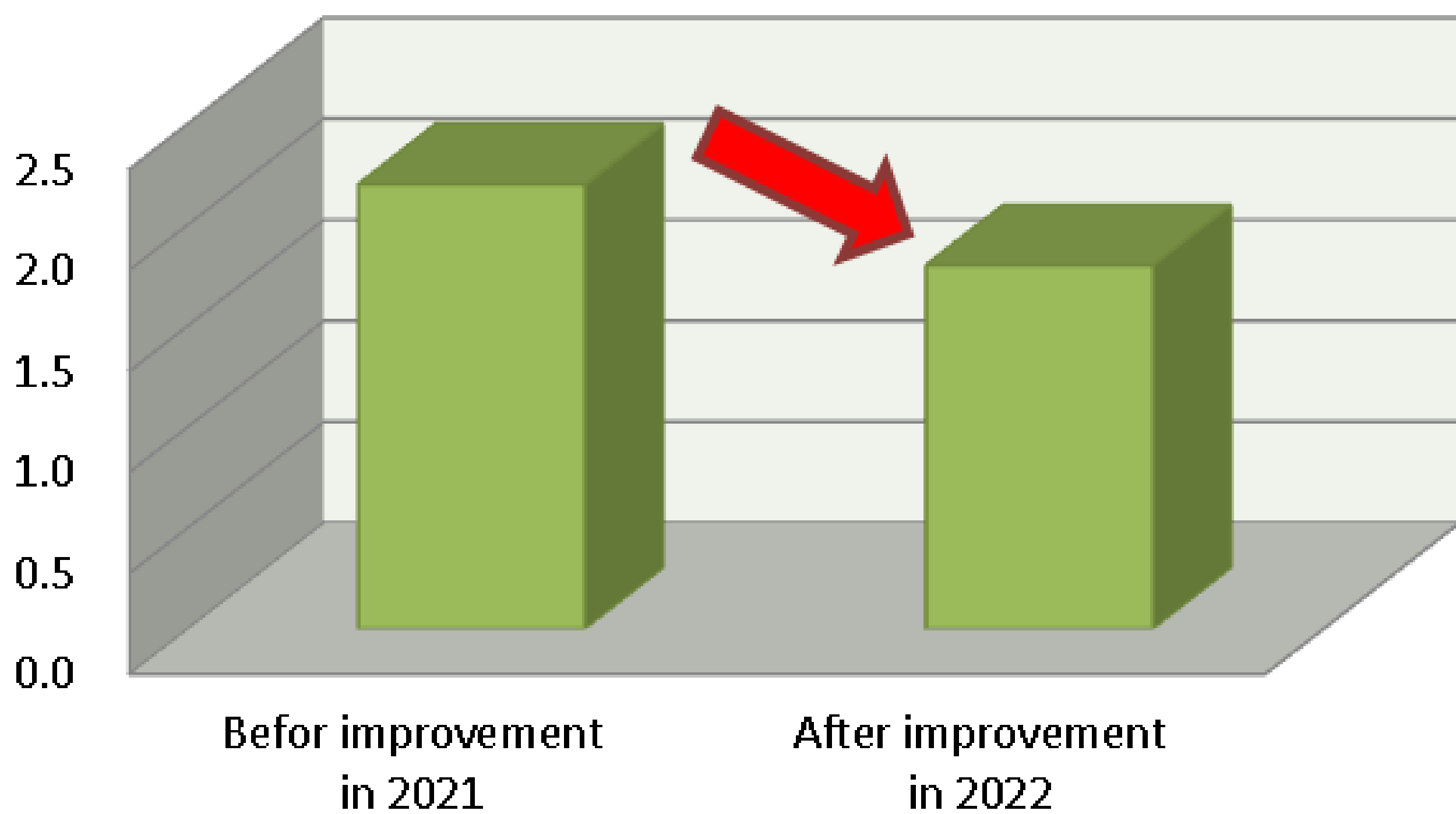
RESULTS

From August 1, 2022 to August 20, 2022, the task force will actually check the cleanliness of all environmental equipment in the ward area again by means of sampling inspection. A total of 474 points were checked, with a complete rate of 416 points.

It was found that the complete rate of environmental cleaning and disinfection in the ward area was 87.76%, an improvement of 29.66%.

The average number of complaint mailboxes dropped from 2.2 per month in 2021 to 1.8 per month in 2022, achieving the goal of significant improvement and completing the goal of project improvement.

Additional benefits



CONCLUSIONS

Use the quality control circle improvement method to improve the "complete rate of cleaning and disinfection in the ward area", combine the cross-team cooperation model to brainstorm and discuss countermeasures, and then reach an effective communication consensus, grasp the problem in real time, find out the real reason, and intervene in various integrity The strategy is to improve the cleanliness of the overall environment, so that patients and hospital colleagues can directly experience the reappearance of a clean and clean environment, reduce on-site complaints, and provide better medical care services.

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