

Quality Housekeeping & Linen Services on a Tight Budget

by

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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 - Linen looks good? Linen smells good? Linen is available when needed?

Quality Assurance and 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

Everyday Quality Inspections and Evaluations

- This meeting room
- This facility
- Inspections - easy to do, we do them all the time, teach yourself to move quickly from inspections to evaluations
- Evaluations - “why” do we see what we see, and “how” can we improve the quality of services delivered

When Budgets are Tight

- Usually not a pretty sight
- Lots and lots of complaints
- Stressful for all staff - especially the online staff including housekeepers, floor persons, and laundry staff
- Encourages employee turn-over
- Less than a professional image

Budget Management

- Use workable terms like hours per day vs ppd and FTEs
- Keep housekeeping and linen budgets separate
- Remember - we are in the people business
- The real threat of contract services or outsourcing

Resident Focused Services

- Start with and end with personal care spaces or the heart of our operations
- Communicate to everyone (staff, other employees, management, family members, guests, and residents) that this is a priority
- All other spaces on a priority basis depending on their usage associated with the personal care of residents

Quality Standards

- Getting past the perceived or “what is clean” issues
- Cleaning and Disinfection - “what” is required, “when” is it required, and “how” are we to provide these services
- Set and communicate achievable quality standards

Quality Evaluations

- Housekeeping - when and how
 1. Daily tasks - 10-15% is a must
 2. Deep Cleaning & Projects Including Floors - 100%
- Linen - when and how
- Computerization - embrace technology but only as a tool and not as a toy

Housekeeping Services

- Job Assignments or Schedules for everyone and workload everything
- Use “Quik-Cleaning” techniques - especially in personal care spaces for 3 times a day vs 1 time a day services
- Daily Cleaning, Deep Cleaning, Project Work, and Floor Care

Housekeeping - Keys for Success with Tight Budgets

- Workload all tasks or everything
- Conduct effective quality evaluations and adjust as situations demand
- Manage effective deep cleaning, project work, and floor care - to postpone usually means that perhaps they will not be done at all

Linen Services

- Job Assignments or schedules for everyone and workload everything
- Production - Production - Production, or poundage and re-washing
- Linen Committee - linen quality, allowable stains and damage, and replacement linens
- Maintain consistent quality standards

Linen Services - Keys for Success with Tight Budgets

- Use an effective and structured delivery system
- Manage a results dominated personal cloths system - within a “resident focused services” system, include all personal cloths and linens
- Maintain minimal production levels

Be the Perfect Example for all Employees

- Respect is earned - often the hard way
- Lead by example - people will follow
 1. “Folding Chair” method of retraining housekeepers
 2. Be the very best cleaner and floor person on your staff
- Professional certification really helps

Professional Certification Options

- **C.E.H.** (Certified Executive Housekeeper by the I.E.H.A.)
- **R.E.H.** (Registered Executive Housekeeper by the I.E.H.A.)
- **CHESP** (Certified Healthcare Environmental Services Professional by ASHES of the AHA)
- **CLLM** (Certified Laundry/Linen Management by NAILM)

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