



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

7. A Clean Hospital is a Healthy Hospital

Team Huddle Question:

Clinical/Non-clinical Staff Question: What is the name of the staff member who cleans our area? How do we show appreciation to them? Are there any areas that are cluttered or appear unclean that could send the wrong message to patients or hospital guests? Let's clean them.

Housekeeping/Environmental Services Staff Question: How can we give our patients some control over when we can clean their room (while still getting all or our work done)? What do you think about the idea of checking back in to let patients know you cleaned their room or leaving a note indicating the room has been cleaned?

Research:

Issac T, Zaslavsky AM, Cleary PD, Landon BE. Relationship between patients' perception of care and measures of hospital quality and safety. *Health Services Research*. 2010;45(4):1024–1040. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2910567/>. Accessed May 13, 2015.

10 things we can learn from the world's greatest surgeon. Drs. Kevin & Jackie Freiberg Web site. <http://www.freiber.gs.com/resources/articles/leadership/10-things-we-can-learn-from-the-worlds-greatest-surgeon/>. Accessed May 13, 2015.