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Safer and Cleaner: Improvement Activity for Hospital Environment

Safe & Clean team (Patient safety management team, etc.)

Necessity

- There is an increasing number of patient complaints related to deteriorating building and facilities of SNUH and lack of environmental management
- It requires a standardized work manual and field application as cleaning method, tools used, etc. differ among employees and work guidelines aren't clear

Activity

- Observed uniformity in controlling hazardous substances by adopting a bleach dilution and central supply system
- Renovated old restrooms: Changed silicones and lights, repainted walls, etc.
- Cleaned and sanitized inpatient motor beds (853 beds)
- Created a standardized work manual: which includes guidelines on how to use and manage cleaning supplies, how to dispose of medical waste, and how to control environmental infections.
- Created a checklist on cleaning and sanitizing restrooms within the premise
- Conducted training on safety and how to handle hazardous substances for environmental managers
- Conducted training on patient experience tailored for environmental managers

Effects

Period **Before activity** January-October 2019 **After activity** January-October 2020

	Before activity	After activity	Target
Voice of the customer (VOC) in environmental factors (complaints and suggestions)			
Index definition Number of complaints of inpatients and their guardians regarding environmental factors received through VOC	46	49	Reduce by 10%
VOC in environmental factors (hospitality)			
Index definition Number of hospitality cases in environmental factors submitted by inpatients and their guardians through VOC	32	78	Increase by 10%

- Enhanced customer experience with consistent and continuous environmental improvement activities
- Improved the work quality of environmental managers by creating, training, and applying a standardized work manual
- Contributed to preventing patient infection through a safe hospital environment (reinforced the environmental disinfection for patients infected by multidrug-resistant bacteria)

Source | VOC data from departments within SNUH Electronic Medical Record (EMR)