

# ENVIRONMENTAL SERVICES

## Rapid Improvement Resource

### REWARD AND RECOGNITION

Rewarding and recognizing employees is one of the most powerful ways to demonstrate excellence and role model the behaviors we want to see with every patient, every time. We have seen success across four categories of recognition:

- **Employee to Employee:** affording employees to recognize one another is a great way to build teamwork and camaraderie.
- **Leader to Employee:** Sharing positive patient feedback, verbal recognition, thank you notes and staff meeting recognition build up employee confidence and demonstrate to the team the behaviors that are recognized and rewarded.
- **Team Based:** Recognize the team with the highest HCAHPS Scores for cleanliness. One organization passed a “golden throne” to the team/unit with the highest or most improved cleanliness scores.
- **Interdepartmental:** Ask staff to recommend team members in other departments to recognize. This can help bridge relationships between environmental services and other departments throughout the organization

### SERVICE EXCELLENCE STANDARDS



Engaging high performing employees to build service standards creates tremendous ownership and elevation of the patient experience. Identifying operational, service and excellence opportunities establishes behavioral expectations that can lead to improved and sustained patient experience performance, as well as foster team engagement.

### PATIENT ROUNDING BY EVS LEADERS

Supervisors, Managers and Directors rounding on patients is an important means to identify what is working well with cleanliness, the patient’s definition of cleanliness, opportunities for improvement and garner staff recognition/feedback. It is important to give staff direct feedback (positive and constructive) following rounding. Leader Rounding is also an important way to demonstrate confidence among patients that cleanliness is a priority at the hospital and there is leadership commitment to their experience.



## CARES CONSISTENT BEHAVIORS AND COMMUNICATIONS

CARES is a model to create staff engagement for the patient experience. Each element: Confidence, Anticipate Needs, Respectful Communication, Engage in Process and Care, Say Thank you or Safe Transition demonstrates five-star service and empowers staff to deliver the highest quality service.

### SAMPLE COMMUNICATION POINTS

- “Our team is committed to making sure you have a clean room and bathroom during your stay. We have wonderful staff in our environmental services department and they truly care about our patients and quality. Please let me know if you have any concerns about the cleanliness of your room and bathroom.”
- “We want to assure a clean room and bathroom for you. How our environmental services team members meeting your needs?”
- “Cleanliness is everyone’s commitment to you. Tell me how we are doing with cleanliness. Is there anything I can do to straighten up?”

### SAMPLE ACTIONS

Communication	Organization	Accountability
<ul style="list-style-type: none"> <li>• Communicate with patients that your goal is for their room to be always kept clean</li> <li>• Empower patients to tell staff if at any point their room does not feel clean and organized</li> <li>• Internally, reinforce sense of ownership in that everyone is responsible for cleanliness</li> <li>• If the room was cleaned while the patient was out, housekeeping staff should leave a small card stating that the room was cleaned, who cleaned it, and a number to call if anything was missed/overlooked</li> </ul>	<ul style="list-style-type: none"> <li>• Organization can be equally important as cleanliness</li> <li>• Room should be free of clutter; clutter sometimes translates to perceptions of sloppiness and being unclean; perception is reality.</li> <li>• Make sure privacy curtains are clean and crisp in the eyes of the patient</li> <li>• Set an expectation that if you see it, you clean it (or arrange for environmental services to support); for example, remove pizza boxes or overflowing trash cans, remove food trays, call EVS for major spills</li> </ul>	<ul style="list-style-type: none"> <li>• Every single employee who enters a patient’s room must own cleanliness; behavioral expectations for this should be made clear and leaders and employees should be accountable</li> <li>• Give ownership to the staff responsible for taking care of the room - have them write their name on the room/patient communication/white board</li> </ul>



