

# case studies



## Team Clean

Utilizing the diversity of our associates to increase HCAHPS scores

### Don't be surprised when you see two housekeepers enter a room at Seton Medical Center Williamson.

The Seton EVS team has innovated the Team Clean process which has led to improved HCAHPS scores, increased associate morale, and higher efficiencies within the department.

The Team Clean approach utilizes two EVS staff members

to clean a patient room versus the traditional single-staff method. During the development stage of the Team Clean approach, TouchPoint leadership held interviews with nursing staff, hospital leadership, patients, and patient families about EVS practices. Through the interviews, two distinct groups of EVS associates stood out.

### The Social Experience Associate

Social Experience associates have a high level of

engagement with the patient, the patient's family, and nursing staff in their interactions. Typically, these individuals possess strong interpersonal skills, have pleasant demeanors, and are compassionate, caring and genuine.

### The Quality Assurance Associate

Quality Assurance associates are often task and detail-oriented. They take pride in ensuring that cleaning procedures are performed effectively and efficiently. Although they

Units with more Social Experience associates consistently received higher HCAHPS scores than units with more Quality Assurance associates. From this insight, the Team Clean model was developed.

Old staff assignments and duty lists were revised to develop a team approach. A Social Experience associate was paired with a Quality Assurance associate, and together they covered two patient units.

Associates have expressed their love for the Team Clean process. It allows them to utilize their unique skills to serve others.

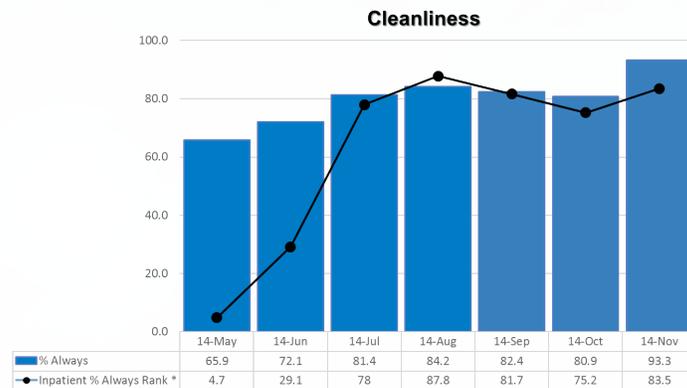
execute their jobs to the highest standard, sometimes, these associates often lack making a personal connection with their patients.

To implement the Team Clean model, old staff assignments and duty lists were revised to enable a team approach. A Social Experience associate was paired with a Quality Assurance associate, and together they covered two patient units.

## A New Process Flow

Upon arrival at a patient room, the Social Experience associate enters first to engage the patient and their family members. After establishing a personal connection, the Social Experience associate outlines what the patient can expect during their visit using the AIDET model<sup>1</sup>. The Quality Assurance associate then ensures that specific tasks are completed to the highest quality. By focusing on the strengths that each associates has to offer, teams are able to clean to the highest standard, while delivering personalized service.

**Team Clean does not add any additional FTEs, supplies, or expenses to the hospital. The approach utilizes the current staffing model, and the same number of rooms are cleaned by the teams.**



## Results

Since July 2014, significant increases have been made in patient satisfaction due to the implementation of Team Clean. From July to November 2014, HCAHPS scores have increased by 8 points.

<sup>1</sup> <https://www.studergroup.com/special/aidet-five-fundamentals-of-patient-communication-v>