

Enhancing Patient Experience: A Comprehensive Analysis of in-Patient Feedback on Housekeeping Services at A City Based Hospital Chennai

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Abstract: This study presents a comprehensive analysis of in-patient feedback on housekeeping services at a city-based hospital in Chennai. The study focuses on the importance of the housekeeping department in healthcare facilities and the impact of housekeeping services on patient experience. It includes an examination of the extent of care and service rendered to meet patient needs, as well as recommendations for improving housekeeping practices. The study also provides insights into the feedback analysis based on the housekeeping department, highlighting key areas for improvement.

Keywords: Housekeeping services, patient experience, healthcare facilities, feedback analysis, patient satisfaction, cleanliness standards, and recommendations.

INTRODUCTION

The housekeeping department is an integral component of any organization, particularly in hospitality, healthcare, and commercial facilities. It encompasses a range of duties essential for maintaining cleanliness, orderliness, and hygiene within an establishment. At its core, the housekeeping department is responsible for ensuring that all areas are clean, sanitized, and aesthetically pleasing for guests, residents, or employees.

Housekeeping staff typically perform a variety of tasks, including cleaning rooms, common areas, and facilities, laundering linens and uniforms, replenishing amenities, and disposing of waste properly. They often work diligently behind the scenes to uphold high standards of cleanliness and create a comfortable environment for occupants.

Efficient coordination and communication within the housekeeping department are crucial for ensuring smooth operations. This involves scheduling work

assignments, managing inventory and supplies, adhering to safety protocols, and addressing any issues promptly to maintain a pristine and welcoming environment.

Overall, the housekeeping department plays a vital role in upholding the reputation and success of an organization by providing impeccable cleanliness and fostering a positive experience for guests and occupants.

❖ WHY IS HOUSEKEEPING SERVICE SO IMPORTANT FOR A HOSPITAL?

As Housekeeping service helps in

- Improving aesthetics
- Hygiene
- Maintenance
- Safety
- Patient satisfaction

❖ EXTENT TO LEVEL OF CARE / SERVICE RENDERED TO MEET PATIENTS NEED:

- Room and toilet cleaning is done twice a day as per the routine and as and when Required by the patient.
- Bed making is done once in the morning and as and when required depending on the Condition of the patient. Any requirement regarding extra linen, extra guest amenities are Issued.
- Ward Assistants help the nurses in giving patient care (sponge bath, motion call, washing and cleaning of patient used items etc.)
- Mobilization staff shifts patients from wards to investigation area and vice versa.
- Biomedical Waste Management staff collects the waste from the source and transport to the common waste management area from where it is taken for treatment and disposal.

- Pesticide spray is done in all patient room and public area in order to maintain a pest free Environment.
- Housekeeping Supervisors meet all the patients to check their comfort and meet their Demands if any.
- Barbers play a role in preparing the patients for surgery

OBJECTIVES OF THE STUDY

- To observe the process of Housekeeping department from hospital
- To observe the factors involved in the process of Cleaning
- To map the Housekeeping Process in words
- To Identify gaps in the Housekeeping process
- To analyse the main steps where possible delay can be reduced

METHODOLOGY

Data has been collected for IP-patients taking place in hospital at the time of study from Housekeeping Department, wards, Control room, linen laundry

department, OPD. Data collection tool and techniques: Data was collected by observing and collecting feedback from the patients/attendee at different steps.

The flow of study is:

1. Case based analyse the feedback of the existing process
2. Analysis of the data supported by various statistical methods

Sample Size:

The study used a sample of 100 patients, and data from them was gathered.

Sampling Technique:

A systematic sampling method and some stratified sampling methods are employed to analyse the study.

RESULTS AND OBSERVATIONS

Feedback analysis based on the Housekeeping Department is an observational process crucial to any organization through daily analysis; I developed a series of modules to address its importance within the organization. Let me break it down –

After dressing, there is a delay in cleaning the room

The bathroom is not cleaned properly, so a bad smell emanates from it.

Bathrooms don't always have tissue paper available.

Sometimes AC fan doesn't work

Ward boys or girls are not always available when the patient needs them for various reasons, and nighttime poses more of a problem for ward boys.

After analysing patient feedback data for front-liners at City based Hospital, Chennai, I noticed that there were similar responses for all of them. However, I specifically focused on responses and identified 8 categories: Courtesy and compassion of the Staff,

Overall satisfaction – Housekeeping, meeting specific requirement, Cleanliness and upkeep - Public Toilets, Cleanliness of Room - Rooms, Housekeeping, Insects/Pests in Room, Delay in ward Boy services, ROOM SERVICE AS PER REQUIREMENTS Out of

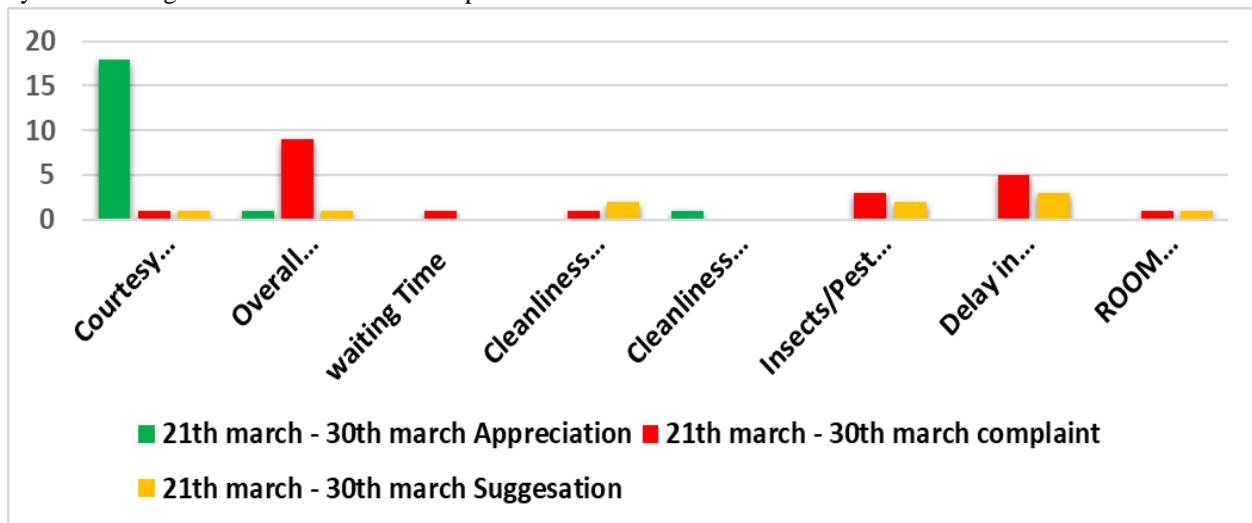
the chosen front-liners, I collected feedback regarding these 8 categories and found that there were type of cases of Housekeeping Department. To better present

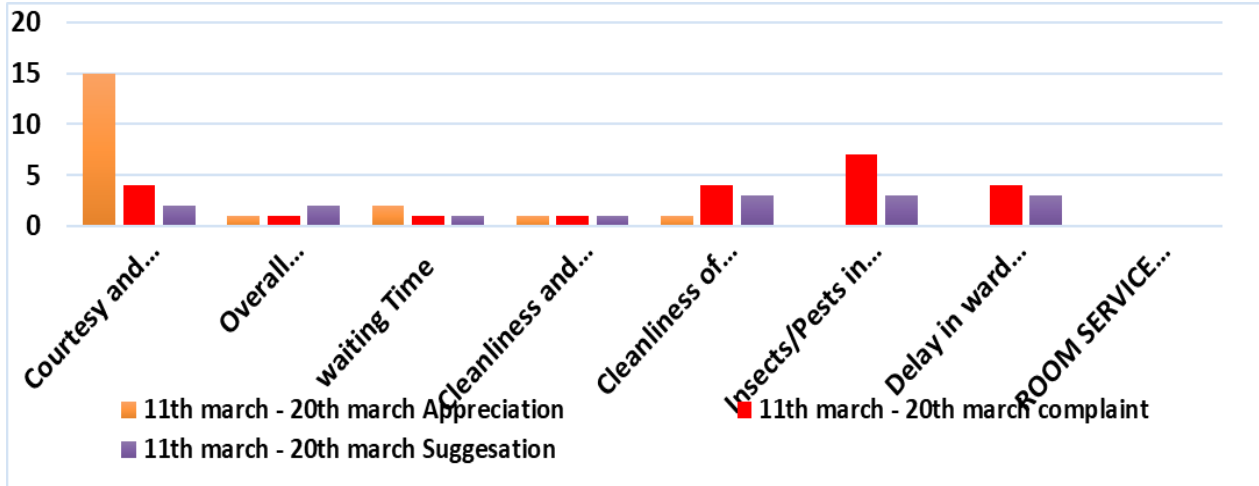
this data, I have created a table and a graphical representation of the cases in each category.

ATTRIBUTE CASE TYPE	11th march - 20th march		
	Appreciation	complaint	Suggestions
Courtesy and compassion of the Staff	15	4	2
Overall satisfaction - Housekeeping	1	1	2
Meeting specific requirement	2	1	1
Cleanliness and upkeep - Public Toilets	1	1	1
Cleanliness of Room - Rooms Housekeeping	1	4	3
Insects/Pests in Room	-	7	3
Delay in ward Boy services	-	3	3
ROOM SERVICE AS PER REQUIREMENTS	-	-	-
TOTAL		56	

Interpretation – Here, we can see a diagram of 11th march to 20th march before my joining. Displaying the total number of cases received by the Housekeeping department over a period of first half. The green bars represent the total number of appreciation categorized by their 8 categories. Like that red bars represent the

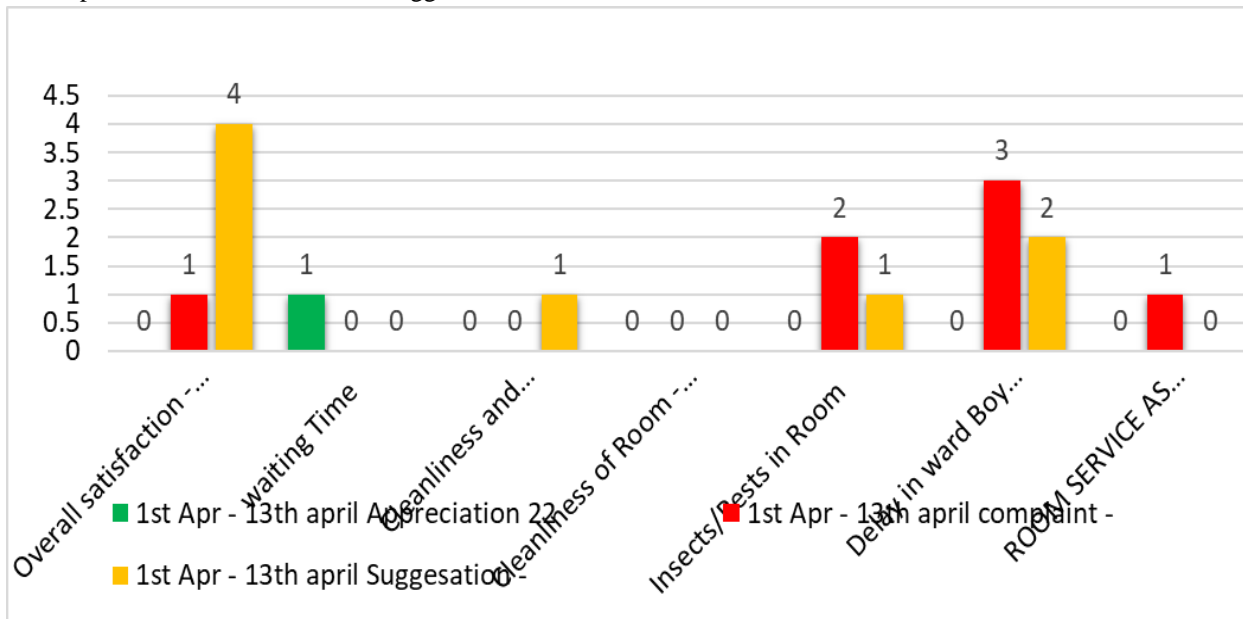
total number of complaints and yellow bars represent the total number of suggestions. Each of the cases over the period is displayed individually in the graph. Here total number of cases is 56. In this 56 appreciation count is 20, complaint count 21 and suggestion count is 15.





Interpretation– Here, we can see a diagram of 21st march to 30th march after my joining. displaying the total number of cases received by the Housekeeping department over a period of my joining. The green bars represent the total number of appreciation categorized by their 8 categories. Like that red bars represent the total number of complaints and yellow bars represent the total number of suggestions. Each

of the cases over the period is displayed individually in the graph. Here total number of cases is 51. In this 56 appreciation count is 20, complaint count 21 and suggestion count is 11. As before my joining after joining and also after started this project not so huge difference appreciation number and complaints are same but suggestion is slightly reducing.

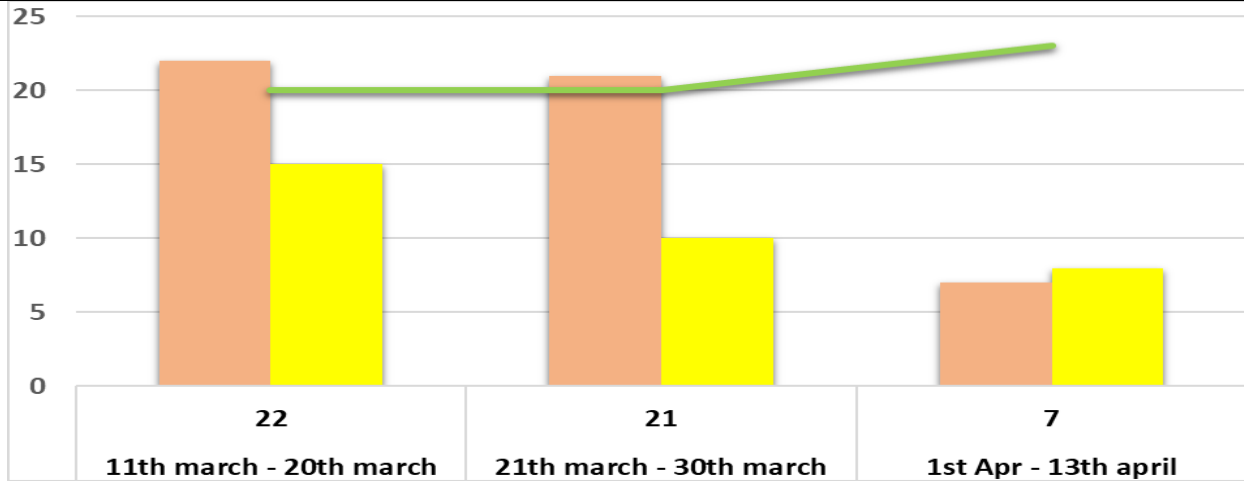


Interpretation– Here, we can see a diagram of 1st April to 13th April end of my internship period. displaying the total number of cases received by the Housekeeping department over a period of my end days. The green bars represent the total number of appreciation categorized by their 8 categories. Like that red bars represent the total number of complaints and yellow bars represent the total number of suggestions. Each of the cases over the period is

displayed individually in the graph. Here total number of cases is 38. In this 56 appreciation count is 23, complaint count 07 and suggestion count is 8. As before my joining after joining, after started this project not so huge difference appreciation number and complaints are same but suggestion is slightly reducing. But at my ending after maintain all the parameters we can see the huge difference.

FINAL DATA ANALYSIS

	Reduction in complaints & Suggestions		
	11th march - 20th march	21th march - 30th march	1st Apr - 13th Apr
complaints	22	21	7
Suggestions	15	10	8
Appreciation	20	20	23



Interpretation– Here, we can see a diagram In data analysis, the final step involves making from the data. To do this, I compiled a table that shows the total number of complaints, suggestions, Appreciations received over a period of three phases, as well as the planned trainings for each of those phases. With this information, I then created a graphical representation to illustrate the overall improvements that have been made

RECOMMENDATION

1. Establish Clear Protocols: Develop and document clear protocols for housekeeping tasks to ensure consistency and effectiveness in cleaning procedures. This includes guidelines for cleaning different areas such as patient rooms, operating rooms, waiting areas, and restrooms.
2. Training and Education: Provide comprehensive training to housekeeping staff on proper cleaning techniques, infection control measures, and the use of cleaning equipment and chemicals. Continuous education programs should be in place to keep staff updated on the latest protocols and best practices.
3. Use of Technology: Implement technology solutions such as hospital facility management software to streamline scheduling, track cleaning tasks, and monitor inventory of cleaning supplies. This

can help improve efficiency and ensure that all areas are properly cleaned and maintained.

4. Regular Inspections and Audits: Conduct regular inspections and audits of cleaning processes and cleanliness standards to identify any areas for improvement. Feedback from patients, staff, and visitors can also be valuable in identifying areas that may need additional attention.

5. Effective Communication: Foster open communication channels between housekeeping staff, healthcare providers, and hospital administrators to address any concerns or issues related to cleanliness promptly. Encourage reporting of any maintenance issues or potential hazards that could affect cleanliness and safety.

6. Proper Waste Management: Implement proper waste management practices to ensure the safe disposal of medical waste and other hazardous materials. This includes providing appropriate containers for different types of waste and ensuring that they are emptied and disposed of according to regulations.

7.Environmental Sustainability: Incorporate environmentally friendly cleaning practices and products to minimize the impact on the environment while maintaining high cleanliness standards. This can

include using green cleaning products and implementing recycling programs.

8. Infection Control Measures: Prioritize infection control measures to prevent the spread of healthcare-associated infections (HAIs). This includes thorough cleaning and disinfection of high-touch surfaces, proper handling of linens, and adherence to hand hygiene protocols.

9. Staffing and Workload Management: Ensure adequate staffing levels and workload management to prevent burnout and maintain quality standards. Provide support and resources to housekeeping staff to help them perform their duties effectively.

10. Continuous Improvement: Foster a culture of continuous improvement by soliciting feedback from staff and stakeholders, analyzing performance data, and implementing changes as needed to enhance the cleanliness and safety of the hospital environment.

By implementing these recommendations, hospitals can improve their housekeeping practices and maintain a clean and safe environment for patients, staff, and visitors.

CONCLUSION

In conclusion, addressing the issue of inadequate availability of ward staff, particularly during nighttime and the scarcity of essential supplies like tissue paper in the bathrooms, is crucial for ensuring the well-being and satisfaction of patients. By implementing recommendations such as reviewing staffing schedules, improving communication protocols, maintaining stock levels, establishing feedback mechanisms the hospital can effectively mitigate these challenges. Ultimately, prioritizing patient care and comfort through proactive measures will contribute to a more positive healthcare experience and better outcomes for all involved.

APPENDIX

This appendix presents additional data and insights on the ip feedback analysis based on housekeeping department. The data was collected through surveys, and observational studies conducted in various healthcare settings.

The Format used for Data Collection:

Date

UHID

Patient Name

Ward

Comment of the Patient