

QUALITY CONTROL PROGRAMS

400 - 68

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QUALITY CONTROL PROGRAM

FOR THE

HOUSEKEEPING DEPARTMENT

2/19/68

This program is part of HG-SJ-22b.
It was designed by the Systems Eng.
Dept. at St. Joe's Hosp. in Ann Arbor
by P. Garza & R. French. Basically
it is very similar to the CASH Q.C.
Program.

Pete Garza

TABLE OF CONTENTS

<u>Title</u>	<u>Page</u>
INTRODUCTION.....	1
OBJECTIVE.....	2
OUTLINE OF THE PROGRAM.....	3
PERIODIC INSPECTION BY HOUSEKEEPING PERSONNEL	
Outline.....	4
Instructions for Use of Quality Control Check Sheets.....	4
Instructions for Use of Area Inspection Record.....	5
Number of Samples Required.....	6
Instructions for Calculating Quality Control Index.....	7
Instructions for Graphing Quality Control Index....	7
FORMS	
Quality Control Check Sheet I.....	9
Quality Control Check Sheet II.....	10
Quality Control Check Sheet I - Sample--.....	11
Quality Control Check Sheet II - Sample.....	12
Area Inspection Record.....	13
Area Inspection Record - Sample.....	14
Number of Check Sheets Required.....	15
Index Calculation Sheet.....	16
Index Calculation Sheet - Sample.....	17
Performance Report.....	18
Performance Report - Sample.....	19
INSPECTION BY CLEANING CONSULTANT.....	20

INTRODUCTION

Developing a plan for reporting on the quality of work performed is a key step in the ultimate achievement of a high level of quality.

The Quality Control Program described in these pages provides a plan that will establish, on a continuing basis, the relative level of quality of the work performed by housekeeping personnel.

OBJECTIVES

The primary objectives of the Quality Control Program are:

1. To provide a quantitative measure which will indicate the level of quality on a continuing basis.
2. To provide positive feedback which will allow corrective action.
3. To provide quality assurance upon implementation of systems and workload revisions.

OUTLINE OF THE PROGRAM

The Quality Control Program designed for St. Joseph Mercy Hospital will initially consist of two phases:

1. Periodic cleanliness and condition inspection by Housekeeping Department personnel.
2. Cleanliness and condition inspection by a cleaning consultant.

A third phase -- bacteriological control system -- will be implemented in the near future.

The following pages discuss the initial two phases of the program.

PERIODIC INSPECTION BY HOUSEKEEPING PERSONNEL

Outline

Two Quality Control check sheets (pages 9 and 10) are provided.

Quality Control Check Sheet I - Patient Room/Bathroom

Quality Control Check Sheet II - General Areas

An "Area Inspection Record" (pages 13 and 14) is used to insure randomness and complete coverage.

The program requires a minimum number of check sheets to be completed during each control period (every two weeks is recommended). This number is based on the size of the hospital and the quality level.

For each control period, the "Quality Control Index" (page 16) is calculated. Separate indices are calculated for cleanliness and condition.

Check sheets are reviewed by the Training and Inspection Supervisor and each of the supervisors concerned to provide corrective action. Unsatisfactory conditions are reported to the Maintenance Department by the Training and Inspection Supervisor.

The cleanliness control index is recorded on the "Performance Report" (page 18) and posted in the Housekeeping Department office. This graphical record illustrates trends from period to period.

Instructions for observing, rating and recording findings on Quality Control Check Sheets.

Observing and rating represents the most important single function in the Quality Control Program. This function should be performed

only by the Training and Inspection Supervisor and housekeeping supervisory personnel properly trained in quality control procedures, inspection and rating.

The following general procedure should be followed:

1. Select the area to be inspected from the Area Inspection Record.
2. Select day of week and time of day to make the inspection at random.
3. Select the appropriate check sheet; for patient's room and bath use check sheet I; for other areas use check sheet II.
4. Observe and rate each factor that applies.
5. Observe and rate the immediate prevailing condition, i.e., satisfactory (S) or unsatisfactory (U).
6. Support all unsatisfactory ratings with appropriate comments.

At the end of the control period the check sheets should be reviewed for all reasons for unsatisfactory ratings and findings discussed with the appropriate supervisors.

Sample check sheets are provided on pages 11 and 12.

Instructions for the Use of the Area Inspection Record

The Area Inspection Board is designed to assure complete coverage by prescheduling the areas to be inspected.

Refer to page 13 for Area Inspection Record sheet for patient areas.

All key areas in a nursing unit have been listed under "Inspection Area". The frequency has been determined on the basis of need for cleanliness, danger of infection and sample size (number of observations) requirements.

One patient room and bathroom should be inspected per unit during each control period. One of the rooms, listed under ancillary areas, should be inspected per floor during each control period.

The procedure to be followed is explained below:

1. Check off (✓) the areas to be inspected each control period (every two weeks). Randomize selections to obtain acceptable coverage. The total number of inspections for each control period should conform to at least the minimum number required - 14.
2. Upon completion of each inspection, crosscheck (✓) the area inspected in order to indicate completion.

For a sample Area Inspection Record refer to page 14 .

Number of Samples Required

The required number of check sheets for each control period depends on the size of the hospital. The Commission for Administrative Services in Hospitals (CASH) recommends a minimum of 14 check sheets for a hospital the size of Saint Joseph Mercy Hospital.

The program discussed in this report provides for 23 check sheets per control period in patient areas.

In addition, it is necessary to calculate a preliminary percent acceptable index a few days before the end of the control period. Once this preliminary index has been calculated, additional check sheets may be required according to the level of quality. If additional sheets are required, use these at random in the areas inspected during that particular control period.

The number of additional sheets required for each level of quality can be found on the "Number of Check Sheets Required" sheet - page 15 .

Instructions for Calculating the Quality Control Index

The Quality Control Index should be calculated at the end of each control period as follows:

1. Total the number of satisfactory and unsatisfactory ratings from all check sheets filled in for the control period and enter in the appropriate category, i.e., cleanliness, condition.
2. Record the total number of ratings in the appropriate columns by category.
3. Determine and record the percent acceptable for each category, as follows:

Divide the number of satisfactory ratings by the total number of ratings in order to yield a percent acceptable.

Example:

$$\begin{array}{l} \text{Number satisfactory:} \\ \text{Number Total:} \end{array} \quad \frac{207}{270} = 77\% \text{ acceptable}$$

This acceptable percentage is the Quality Control Index which shows the level of cleanliness for any specific area and for the whole hospital for any given period of time.

See page 17 for sample calculations.

Instructions for Graphing the Quality Control Index

The Quality Control Index should be plotted on the Performance Report illustrated on page 18.

1. Enter the week ending date in the appropriate column at the bottom of the form.
2. Plot the Overall Quality Control Index directly above the week ending date and opposite the proper percent index.
3. Join the line from the point plotted the previous control period to the point plotted for the current week.

Control limits must be selected in order to provide a target or goal. It is recommended that these limits be set at 90% and 100%. An Overall Quality Control Index plotted between these limits would be considered satisfactory.

Since the condition category is not a direct responsibility of the Housekeeping Department, the condition index is not plotted, merely reported by the Training and Inspection Supervisor to the Maintenance Department and to the proper administrative officers.

HOUSEKEEPING DEPARTMENT-11-QUALITY CONTROL PROGRAM

QUALITY CONTROL CHECK SHEET I

Patient Room/Bath

LOCATION: Floor 5th Nursing Unit 5x1 Room No. 502 Date 12/6/67
 Evaluated By: Mary Smith Time 10:05 (am) (pm)

FACTOR	Clean		Cond.		FACTOR	Clean		Cond.	
	S	U	S	U		S	U	S	U
1. Floor	✓		✓		22. Desk		✓	✓	
2. Baseboards		✓	✓		23. Cubicle Curtains				
3. Walls	✓		✓		24. Lamps/Shades	✓		✓	
4. Doors	✓		✓		25. Toilet		✓	✓	
5. Sills	✓		✓		26. Tub	✓		✓	
6. Radiator	✓		✓		27. Floors		✓	✓	
7. Pictures	✓		✓		28. Walls		✓	✓	
8. Windows		✓	✓		29. Lights	✓		✓	
9. Sills	✓		✓		30. Holders/Bars	✓			✓
10. Screens	✓		✓		31. Towels	✓		✓	
11. Blinds	✓		✓		32. Tissue	✓		✓	
12. Drapes	✓		✓		33. Soap	✓		✓	
13. Drape Tracks	✓		✓		34. Waste Container	✓		✓	
14. Ceilings	✓		✓		35. Mirror	✓		✓	
15. Wainscoting					36. Shelves	✓		✓	
16. Light Fixtures	✓			✓	37. Window	✓		✓	
17. Bed/Mattress	✓		✓		38. Sill	✓		✓	
18. Overbed Table	✓		✓		39. Vent				
19. Bedside Table		✓	✓		40.				
20. Dresser/Chest	✓			✓	41.				
21. Chairs	✓		✓		42.				
					TOTAL RATINGS	29	7	33	3

Ref. Comments for
Unsatisfactory Ratings

Ref. Comments for
Unsatisfactory Ratings

2-C	Dust in corners	28-C	streak around med. cabinet
8-C	streaked inside	30-Co.	coming loose
16-Co	one bulb not working		
19-C	Dust		
20-Co.	Top drawer won't open easily		
22-C	Dust		
25-C	Dirty bowl		
27-C	streaks		

Sample

QUALITY CONTROL CHECK SHEET II

General Areas

LOCATION: Corridor Stairway _____ Lobby _____ Other _____
 Evaluated by H. Smith Floor 5th Date 12/2/67 Time 1:05 (am) (pm)

FACTOR	Clean		Cond.		FACTOR	Clean		Cond.	
	S	U	S	U		S	U	S	U
1. Floors		✓	✓		25. Chairs				
2. Baseboards	✓		✓		26. Files				
3. Walls	✓			✓	27. Bookcases				
4. Doors	✓		✓		28. Lockers				
5. Sills	✓		✓		29. Partitions	✓		✓	
6. Vents	✓		✓		30. Equipment				
7. Extinguishers	✓		✓		31. Ash Trays				
8. Pictures	✓		✓		32. Curtains (Dividing)				
9. Wall Plates					33. Telephone/Booth				
10. Night Lights					34. Elevator Floors				
11. Signs					35. Elevator Walls	✓		✓	
12. Windows	✓		✓		36. Drinking Fountain				
13. Sills	✓		✓		37. Toilet				
14. Screens	✓		✓		38. Floors				
15. Blinds					39. Walls				
16. Drapes					40. Lights				
17. Drape Tracks					41. Plumbing				
18. Ceilings		✓	✓		42. Towels				
19. Vents	✓		✓		43. Mirror				
20. Air Conditioning					44. Tissue				
21. Light Fixtures		✓	✓		45. Soap				
22. Pipes (Exposed)					46.				
23. Tables					47.				
24. Desks					48.				
					TOTAL RATINGS				
					13 3 15 1				

Sample

Ref.	Comments for Unsatisfactory Ratings	Ref.	Comments for Unsatisfactory Ratings
1-C	Bully scuffed		
3-C	Paint peeling near 512		
18-C	Dust accumulation		
21-C	Dusty near 501		

HOUSEKEEPING DEPARTMENT - QUALITY CONTROL PROGRAM
AREA INSPECTION RECORD

Location: Patient Areas

INSPECTION AREA	FREQUENCY	WEEK OF:					
Patient Rm. & Bathrm:	One pat. rm.						
Unit:	and bathroom						
	inspected per						
	unit per						
	control						
	period						
Ancillary Areas:	One ancill-						
Nursing Station	ary area,						
Conference Room	chosen from						
Medicine Room	those listed						
Public Bathroom	to be inspec-						
Sitz Bathroom	ted per flo-						
Lobby	or per con-						
Corridors	trol period.						
Lounge							
Diet Kitchen							
Utility Room							
Linen Closet							
Foyer							
Hopper Room							
Other:							

HOUSEKEEPING DEPARTMENT - QUALITY CONTROL PROGRAM

AREA INSPECTION RECORD

Location: Patient Areas

5th Floor

INSPECTION AREA:	FREQUENCY	WEEK OF:						
		12/3	12/10	12/17	12/24			
Patient Rm. & Bathrm:	One pat. rm.							
Unit: <u>5 x 1 Hall A</u>	and bathroom	<u>4</u>		<u>✓</u>				
<u>5 x 1 Hall B</u>	inspected per		<u>✓</u>		<u>✓</u>			
<u>5 x 2 Hall C</u>	unit per	<u>4</u>		<u>✓</u>				
<u>5 x 2 Hall D</u>	control		<u>✓</u>		<u>✓</u>			
	period							
Ancillary Areas:	One ancill-							
Nursing Station	ary area,			<u>✓</u>				
Conference Room	chosen from							
Medicine Room	those listed							
Public Bathroom	to be inspec-							
Sitz Bathroom	ted per flo-							
Lobby	or per con-							
Corridors	trol period.	<u>4</u>						
Lounge								
Diet Kitchen								
Utility Room								
Linen Closet								
Foyer								
Hopper Room								
Other:								

Samuel

HOUSEKEEPING DEPARTMENT - QUALITY CONTROL PROGRAM

NUMBER OF CHECK SHEETS REQUIRED

Minimum number per control period - 14

Number of additional check sheets required:

<u>Percent Acceptable</u>	<u>Number of additional check sheets required</u>
100	0
95	0
90	1
85	1
80	2
75	3
70	5
65	8
60	11
55	15
50	20

HOUSEKEEPING DEPARTMENT - QUALITY CONTROL PROGRAM

INDEX CALCULATION SHEET

Number of Check Sheets _____

Week Ending _____

CATEGORY	WEEKLY TOTALS			PERCENT ACCEPTABLE
	SATIS.	UNSAT.	TOTAL	
CLEANLINESS				
CONDITION				

QUALITY CONTROL INDEX

HOUSEKEEPING DEPARTMENT - QUALITY CONTROL PROGRAM

INDEX CALCULATION SHEET

Number of Check Sheets 28

Week Ending 12/10/67

CATEGORY	WEEKLY TOTALS			PERCENT ACCEPTABLE
	SATIS.	UNSAT.	TOTAL	
CLEANLINESS	652	156	808	81%
CONDITION	609	45	654	93%

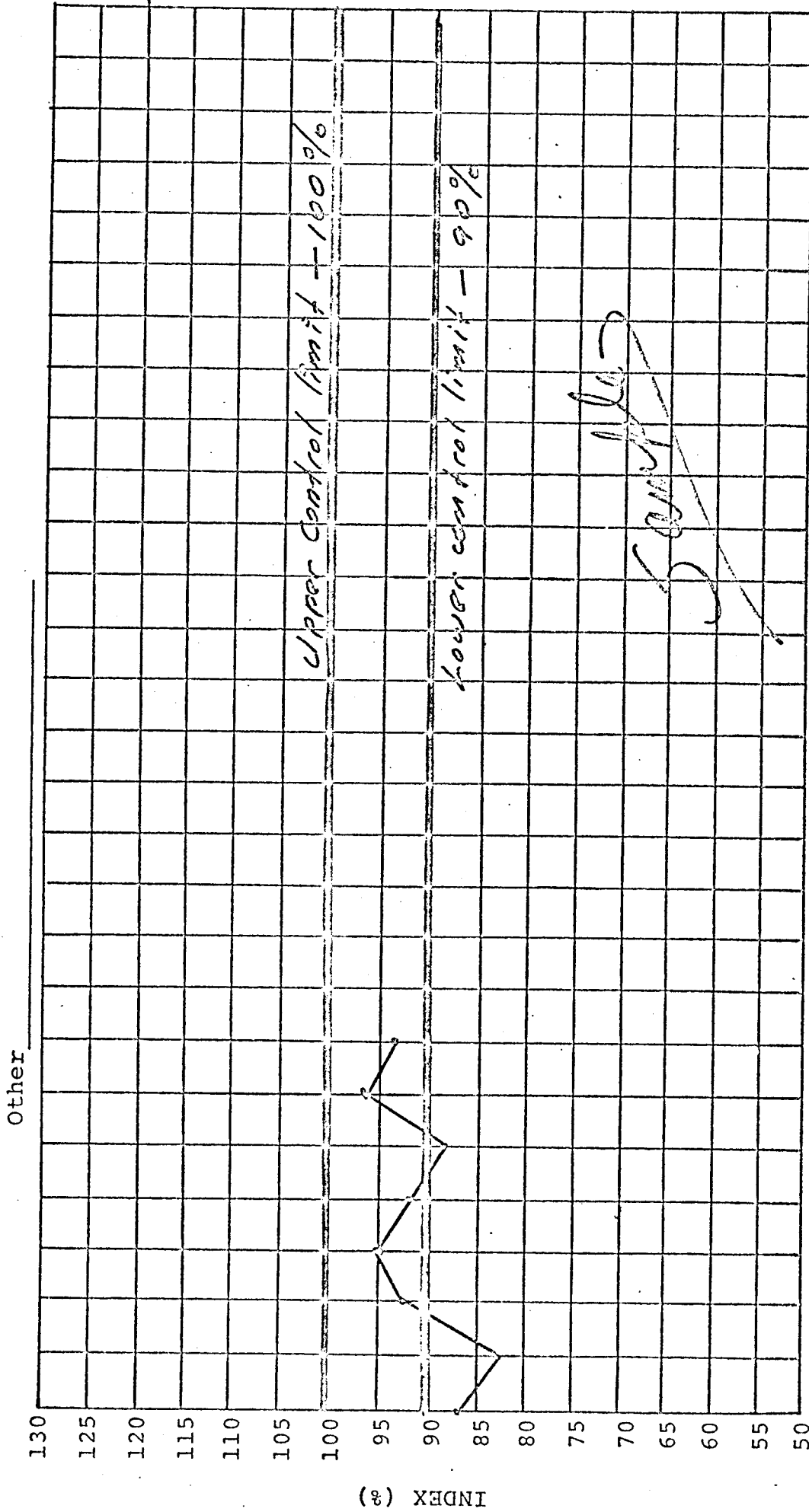
Samples

QUALITY CONTROL INDEX

81%

HOUSEKEEPING DEPARTMENT
PERFORMANCE REPORT

LOCATION: Department 5th floor Unit A11



12/10	12/17	12/24	1/7	1/14	1/21	1/28	2/4	2/11	2/18	2/25	3/3
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WEEK ENDING

INSPECTION BY CLEANING CONSULTANT

In order to assure the highest possible level of quality in the Housekeeping Department, an outside cleaning consultant will be contracted to conduct periodic inspections for cleanliness and condition.

The inspection will be conducted on the same basis as the bi-weekly inspection; same check sheets will be used and the number of samples taken will be the same as for a regular control period.

Findings will be discussed with the Director of Housekeeping and the Training and Inspection Supervisor. A formal written report on the inspection results will be made to Administration following each tour of inspection.

The frequency of these inspections is yet to be determined, but they will probably take place two to six times per year depending on the conditions and the quality encountered on each inspection.