Quick Changeover Observation Summary

Overall, there is a lot of wasted time in this process that could be changed and identified. I went through and logged all the time and then added new times, but what should be done is create a different process all together and retime this because some of the new timing does not fit with the old process.

Case in point cleaning doesn’t have to be isolated to a single type at a time. If there is a crew then tasks can be done at the same time which would change the steps in the process to working in parallel to one another.

Another fatal flaw in the process is that notification of room cleaning needs does not have to happen after a patient has left. This process could happen earlier especially if the patient is planned to leave on a certain day. A simple list of daily discharges could be created to give the housekeeping specific times to get to the room location right after discharge. This change is evident in the new time in the changeover sheet provided.

Also, there should not be multiple travel times for disposing of trash. Cleaning crews should be disposing of everything at the end in one single trip. This would also mean that their disposal time would be removed from the wait time for the nurse to setup infusion trees.

The same could be said for travel times to get supplies. The housekeeping crew should be bringing everything they need with them when they are going room to room for these days scheduled checkouts.

The changing of these process steps could result in at less a 36% reduction in time spent on this task. Along with a large decrease in travel time for getting supplies to the room that is being cleaned.