

## Patient Room Access



This Greenbelt team sought to develop a process to provide scheduled inpatient room access on an annual basis while minimizing the impact on the patient placement process. Prior to the completion of the project, the team uncovered numerous problems with the state of access to patient rooms. They found there was no process for taking a room out of service, no forecasting or notification of room availability, and no regularly scheduled deep cleaning. Furthermore, they found that preventive maintenance activities became work orders, and that requested maintenance was often conducted while the patient was in the room.

The new process for schedule access was predicted to eliminate inefficiencies in accessing patient rooms, helping meet regulatory requirements, and ensure that mechanical, electrical, plumbing, and hardware within the room was kept in good condition. Further, it would maintain the rooms' cleanliness and aesthetic features, as well as help create a better patient experience and improve clinical outcomes. The project was implemented in three cycles. Cycle one was a test in one room during a weekday, where parts and tools were adjusted, the checklist was updated, communication techniques improved, and additional training administered based on the experience. These changes were also implemented in cycle two where additional tasks were added, the checklist was updated, and training was continued. Finally, cycle three was a functional prototype applied to eight rooms over a weekend. The project was applied in its entirety in the continuous improvement phase, where the team utilized a master list for scheduling, an updated checklist and master list, notification protocols, and continuous training.

This project also led to benefits in many critical areas, namely patient safety and experience, employee experience, and regulatory readiness. In terms of patient safety, the new process reduces the risk of hospital acquired infections and related readmissions. This outcome was achieved through a sink and shower head aerator program, as well as by optimizing ventilation. Further, this project increases patient satisfaction scores as well as HCAHPS scores, which in turn helps to elevate hospital marketing and continuous brand improvement. Patient relocation due to equipment issues has been decreased through the improvement of issues such as patient lift failures, water intrusion, and HVAC concerns. This also leads to a reduction in complaints to Patient Relations. An improved employee experience has led to increased employee retention helping reduce the need for recruiting and training. Additionally, fully functional and well-maintained patient rooms increases employee productivity and decreases instances of error. Finally, regulatory requirement programs are more effectively managed with the implementation of these processes, and instances of last-minute scrambling before inspections has been reduced.