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## **A Study on Challenges Faced by Hospital in House Keeping Process**

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### **ABSTRACT**

It's very uncommon for someone to just give the restroom a cursory scrub, leaving it filthy. Instead of being continuously based in the restroom, a janitor may instead make frequent visits to perform cleaning duties. Moreover, hygiene is compromised in the name of cleaning due to the need of more manual cleaning techniques, such as a mop alone. Cleaning, repairing, and maintaining the hospital's public spaces, patient rooms, and staff lounges are the purview of the housekeeping department. Often referred to as "the sanitation division," "the sanitation section," "the sanitation services," etc. Housekeeping's primary responsibilities include maintaining the facility and its systems clean and in working order, washing patient linens, disposing of trash, preventing the spread of disease, and guaranteeing the patients' physical and emotional well-being and security. Environmental services, often called housekeeping or janitorial services, is a word used solely in the healthcare industry to describe the process by which highly educated support service employees clean and disinfect medical equipment, patient rooms, and other common areas of healthcare facilities.

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### **1. INTRODUCTION**

Provide a place that is clean, pleasant, safe, and visually beautiful.

Care for the cleaning, maintenance, and general upkeep of the hospital's public spaces, patient care facilities, and staff quarters is under the purview of the housekeeping department. Several other names include the Sanitation Division, Sanitation Division, Sanitation Section, Sanitation Services, etc.

It is the responsibility of hospital housekeeping to ensure that patients are treated in a safe, clean environment. Cleaning, maintaining, and sanitizing a hospital's environment and infrastructure to ensure it is free of pollutants are all part of hospital housekeeping services. In its original sense, "housekeeper" refers to the person responsible for protecting the home. Cleaning, sanitation, trash removal, and other aspects of maintaining a sterile and sanitary environment inside a healthcare facility are all aspects of hospital housekeeping management. All the things that are done to make sure that the place is tidy, secure, and pleasant are what we call housekeeping.

There is a wide variety of microorganisms present in healthcare facilities, and some of them may pose a health concern to patients, employees, and visitors. Because of the unique challenges presented by the transmission of microbes inside a healthcare environment, the repercussions of an outbreak within this setting may be more severe than in other contexts. Because of the type of work done at healthcare facilities and the transitory nature of staff, patients, and visitors, there is a higher risk of contamination of high-touch environmental surfaces in healthcare facilities.

#### ***Transmission necessitates***

The presence of a pathogen (such as bacteria, viruses, or fungi) on hospital furnishings, supplies, or surfaces. A route via which the infectious agent may spread from one patient to another, or from one member of staff to another, or even within the same group of people.

Possibility of spreading an infection to hospital visitors, employees, or patients.

Cleaning the environment in a healthcare facility is crucial because it lessens the potential for the spread of disease by reducing the number and concentration of infectious agents present and, in some cases, by removing the vectors by which these microorganisms are spread from one person or object to another.

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### **2. LITERATURE REVIEW**

A hospital-acquired infection is defined as "an illness acquired in hospital by a patient who was hospitalized for a cause other than that infection," as stated by the World Health Organization. This includes illnesses acquired in the hospital but showing after discharge and also occupational infections among workers of the facility" (Prevention of \hospital, 2022). Nosocomial infections are defined as those acquired during hospitalization or while

receiving healthcare services and manifesting at any time within the first 48 hours of hospitalization or the first 30 days after discharge (**Nosocomial infection, 2019**).

Cleanliness and a focus on quality care in a healthcare setting

The primary responsibility of hospital housekeeping is to ensure that all areas of the hospital are clean and conducive to healing. Patient, employee, and visitor health, comfort, and morale are all directly impacted by housekeeping services, making them an essential public relations variable (Madhav, 2016).

Asthma and other respiratory problems are increasingly linked to cleaning, according to studies of both individuals who clean and those who spend time in newly cleaned indoor settings. Cleaning is performed in practically every business and household, but it is especially vital in healthcare due to the nature of the setting's frequent and extensive need for cleaning and the large variety of cleaning and disinfecting chemicals used there (**Branson, 2016**).

Economic incentives for infection prevention and control measures, such as increased use of cleaners and disinfectants, may be strengthened by the recent decision of the Centres for Medicare and Medicaid Services (CMS) to no longer provide additional reimbursement to hospitals for specific hospital-acquired infections. More crucially the media attention to certain antibiotic-resistant organisms such as Methicillin-resistant *Staphylococcus aureus* (MRSA) or infectious agents that generate spores has raised interest in cleaning and disinfection in healthcare facilities (**Pia, 2019**).

### ***Treatment of Biological Waste***

According to (Navneet. 2018), biomedical waste is handled and segregated at the site of generation/source by being placed in various coloured bags and then into bins of the same hue. To ensure that Bio Medical Waste is managed and disposed of properly, the "Bio Medical Waste Management and Handling Regulations, 1998" are strictly adhered to. Nosocomial infections are mostly attributable to biomedical waste.

Insights regarding the current state of the industry and any impending trends, as well as the baseline performance against which the lab's success can be measured, may be gleaned from the report and shared with the lab manager. Laboratory SIS allows for the import of data on test orders and results for the purpose of internal analysis. Daily use data on testing equipment may help laboratories determine whether or not some instruments are reaching the end of their useful lives and should be retired.

Most people assume that because quality management is so pervasive, there must be one best way to apply it. Although quality management was developed for industrial organizations, hospitals present new issues. Finland, like many other nations, operates its hospitals as public non-profit organizations, which might make it difficult to implement a quality management system. In order for hospitals to be successful, they need a method of quality management that is tailored to their specific environment. Because of this, we need to use a probabilistic approach to thinking about quality management systems.

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## **3. BACKGROUND OF THE STUDY**

Dust and dirt must be regularly cleaned off of hospital surfaces. Dust and surfaces that are kept dry are more likely to harbor gram-positive cocci for an extended period of time, whereas surfaces that are kept damp and dirty are more likely to support the development and survival of gram-negative bacilli. Dust is a fertile environment for fungi because of its high moisture and fibre composition. In comparison to non-porous furniture, it has been shown that fabric upholstery provides a breeding ground for fungus. In most cases, cleaning upholstered furniture will not be sufficient to eliminate harmful microorganisms.

Stuffing and foam that has been contaminated due to tears in the fabric or the escape of bodily fluids or spills cannot be cleaned. Fabric shouldn't be utilized for floors or walls if there are other options. Clean plastic covers on a regular basis; this includes both mattress and pillow cases.

### **Examine it to see if there's any harm done.**

If the cover of your mattress or pillow is damaged, broken, or there are stains from fluids, you should get a new one. If the mattress or pillow has obvious stains, it should be changed.

A system must be in place to allow for the reporting, removal, and repair of damaged covers. Plastic mattress and keyboard covers should be cleaned using hospital-grade disinfectants that are safe for the material.

Technological devices complicate the task of sanitizing and sterilizing a space. Only keypads, mice, and monitoring displays that can be readily cleaned and disinfected and are compatible with the health care organization's cleaning and disinfection supplies should be evaluated for purchase. Computer keyboards might benefit from plastic skins that can be removed for cleaning. No electronic device should be brought into the immediate patient care setting unless it can be cleaned, disinfected, or covered to allow for adequate cleaning.

Sanitation services are an essential component of any health care facility and as such, should be allocated sufficient resources.

### **Documented protocols for cleaning and disinfecting patient care and other areas:**

- Well defined roles and responsibilities for various tasks and sectors.
- Defined responsibilities and reporting structures.
- Discharge/transfer cleaning and disinfection protocols.

- Construction/renovation site cleaning procedures.
- Guidelines for cleanliness and frequency of disinfection.
- Have enough workers to clean and disinfect in a timely manner without sacrificing quality.
- Patient care areas, not administrative or public spaces, will be cleaned first.
- More environmental cleaning capability in times of emergency without jeopardizing regular normal patient care cleaning.
- Education and training for sanitation workers.
- Employee performance evaluations should include a section on how well they kept their work area tidy.
- Have someone who is well-versed in cleaning procedures and protocols oversee the cleaning personnel.
- Procedures are being constantly evaluated.

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## 4. RESEARCH METHODOLOGY

### METHODS FOR DATA COLLECTION & VARIABLES OF THE STUDY

#### Methods for data collection

Primary Data

Secondary Data

##### Primary Data

Primary source of data was collected by questionnaire.

##### Secondary Data

Secondary source of data was collected from

Books

Journals

Magazines

Web's big data es

#### Sampling

The sample technique utilized for data gathering is convenient sampling. The convenience sampling method is a non-probability strategy.

#### Sampling size

Big data indicates the numbers of people to be surveyed. Though large samples give more reliable results than small samples but due to constraint of time and money,

#### Plan of analysis

Diagrammatic representation through graphs and charts

Big data able inferences will be made after applying necessary statistical tools.

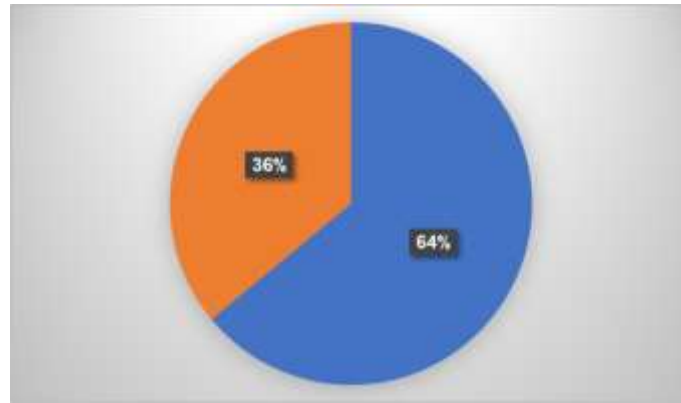
Findings & suggestions will be given to make the study more useful.

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## 5. DATA ANALYSIS

### 1. Hospital housekeeping staff distribution by gender

Gender	No of Respondents	Percentage
Male	64	64
Female	36	36
Total	100	100

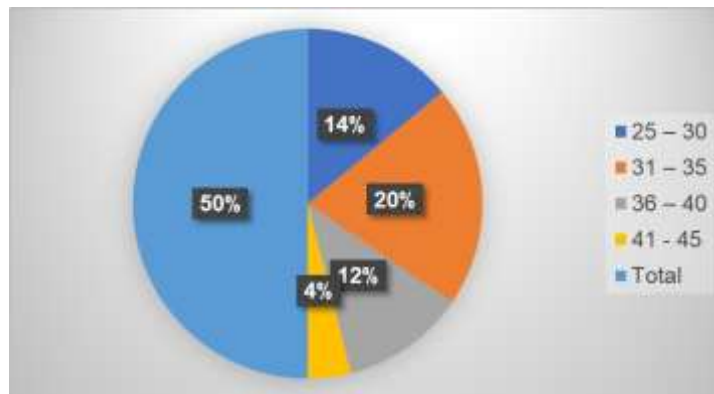


**Interpretation**

The list of Hospital workers, broken down by gender, is shown in the table above. There were 63 percent male workers and 36 percent female employees at this company.

**2. How old are the hospital's housekeepers on average?**

Age group	No of Respondents	Percentage
25 – 30	28	27.2
31 – 35	41	41.4
36 – 40	23	23.0
41 - 45	8	8.3
Total	100	100



**Interpretation**

This chart shows that 27% of respondents are between the ages of 25 and 30; 41% are between the ages of 31 and 35; 23% are between the ages of 36 and 40; and 8% are between the ages of 41 and 45.

**6. CONCLUSION**

When it comes to maintaining the hospital's public spaces, patient care facilities, and employee quarters looking their best, it's up to the housekeeping crew. Several other names include the Sanitation Division, Sanitation Division, Sanitation Section, Sanitation Services, etc. Housekeeping's primary responsibilities include keeping the building and its infrastructure clean and in good working order, as well as managing the cleaning and laundering of patient linens, the disposal of waste, the prevention of pest infestations and the spread of infection, and the monitoring and protection of patients and visitors.

The hospital housekeeping service is a vital component of daily operations. It ensures that all rooms, common areas, and storage spaces as well as the outside and surrounding regions are clean and in good repair. Hospital housekeeping is responsible for keeping the hospital clean and safe for patients. Patient, worker, and visitor health, comfort, and morale are all directly affected by housekeeping-related activities, making this crucial public relations factor. It plays a key role in ensuring the high quality of medical treatment provided in hospitals.

The hospital's housekeeping department plays a significant role in the overall "image" the facility projects to visitors. Many authoritative studies on patient satisfaction have proven that poor hygiene and cleanliness are major sources of discontent.

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