

EHMA 2024

Shaping and managing
innovative health ecosystems

From hotel to hospital: technological transfer and process innovation in the housekeeping department

Federico Umberto Mion

Head of Finance & Administration

Regional Hospital of Lugano, Ente Ospedaliero Cantonale, Switzerland

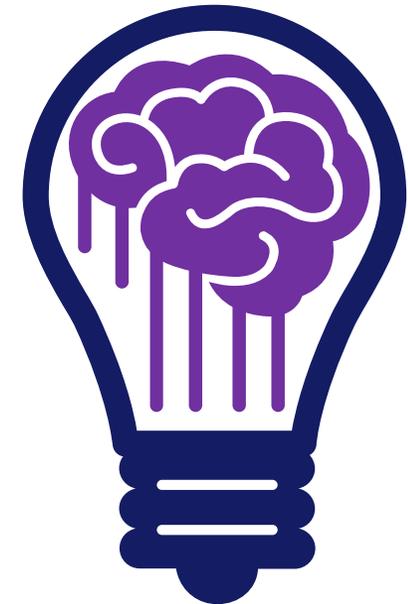
5 – 7 June 2024 – Bucharest, Romania

Politehnica University of Bucharest, Bucharest, Romania

#EHMA2024

The project

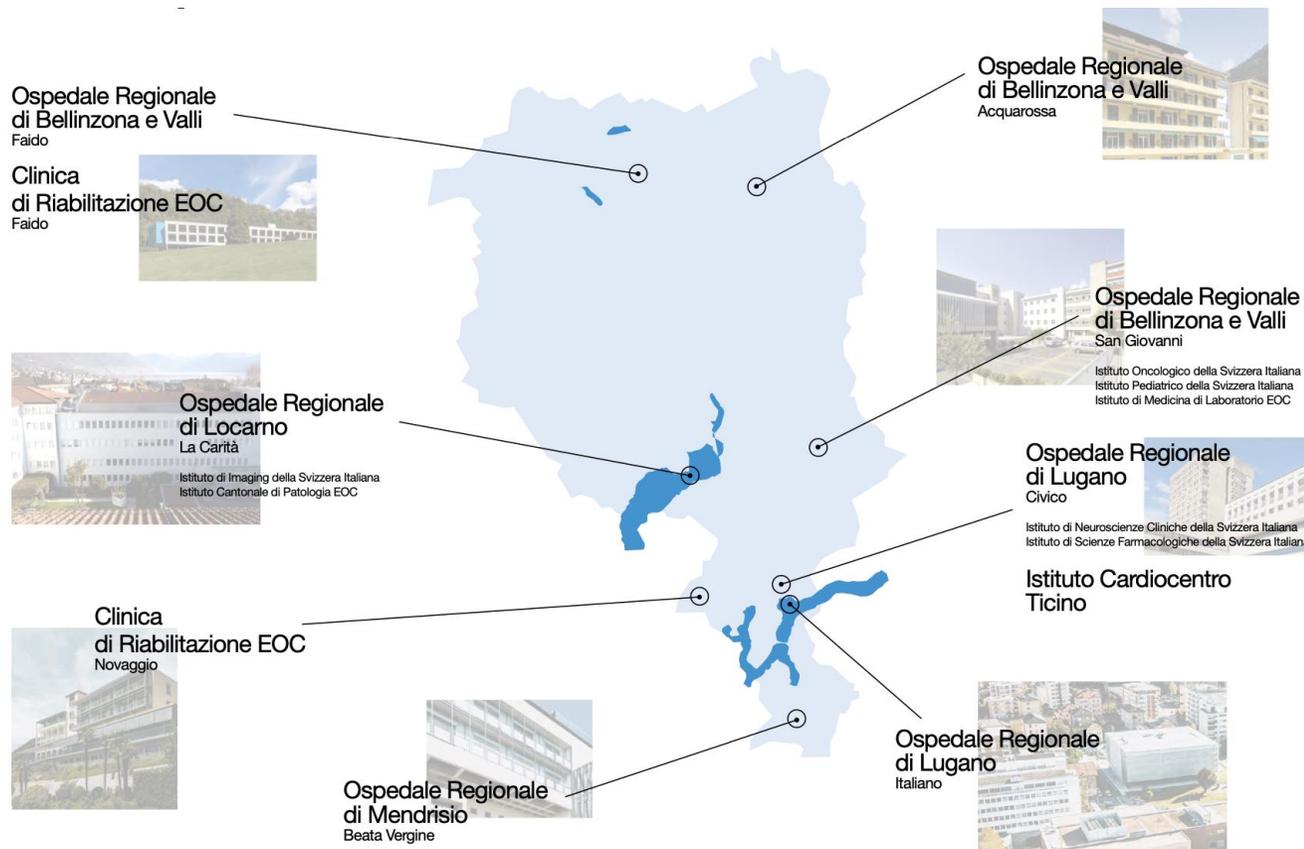
We bring to your attention an innovative solution implemented by the Swiss multisite hospital Ente Ospedaliero Cantonale (EOC), which introduced a **digital platform** to enhance the management of housekeeping as a pilot project at the Lugano Regional Hospital. The objective is to illustrate how this innovation has improved staff **safety and satisfaction, service quality, operational management**, while reducing **delays** and **costs**.



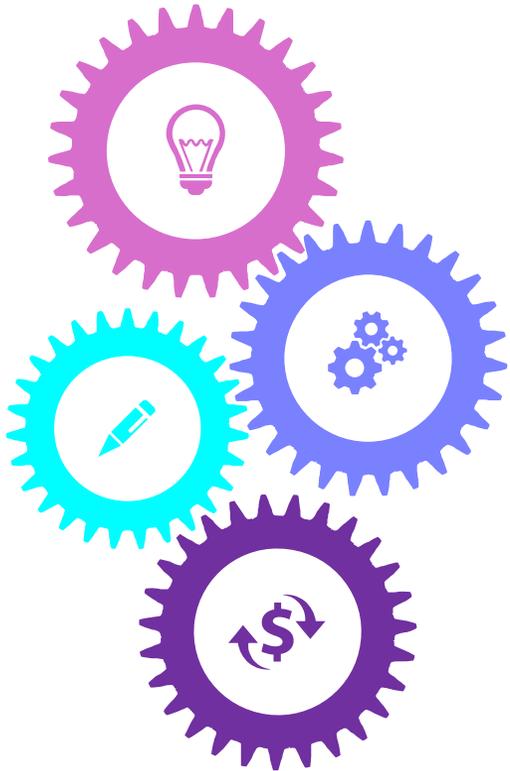
Ente Ospedaliero Cantonale



	2023
Employees	6'775
Inpatients	44'418
ALOS (days)	6.18
Outpatient visits	637'452



Resource allocation & operational efficiency

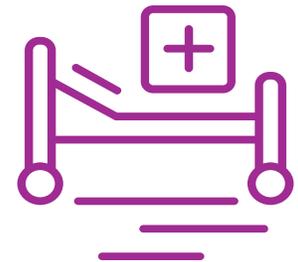


Optimizing cleaning staff management involves **strategic resource allocation** and **operational efficiency**.

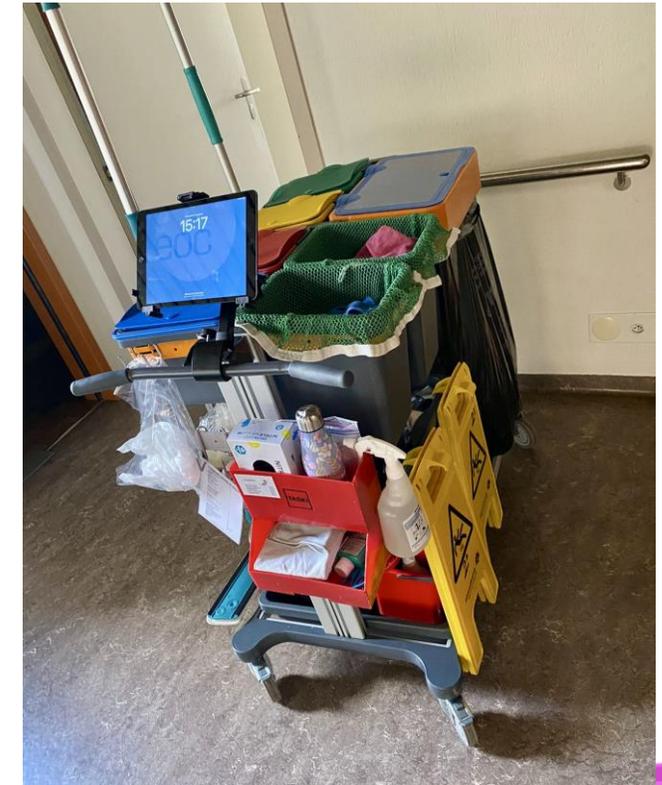
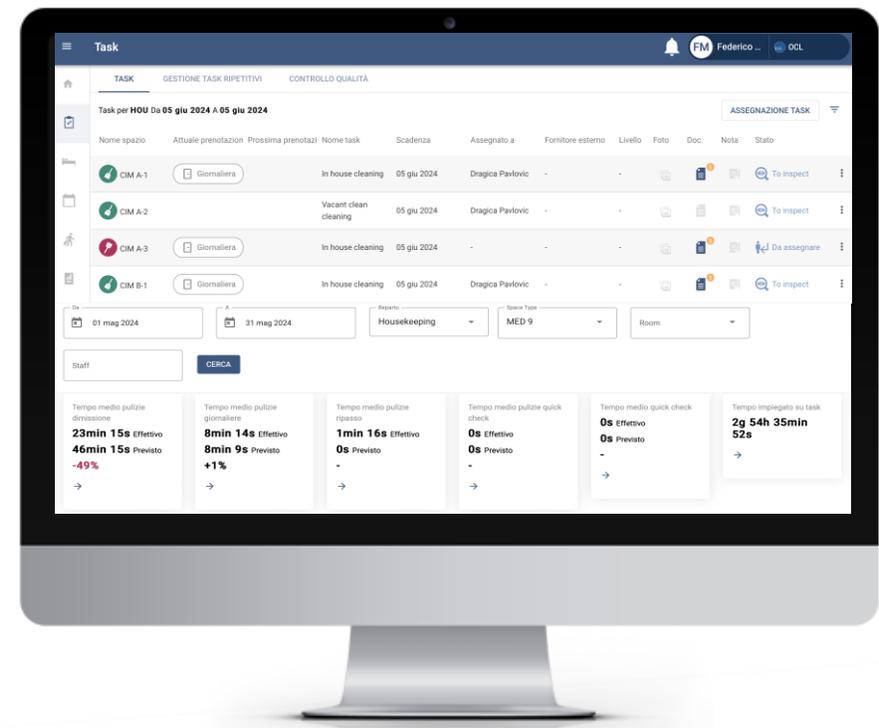
Effective management ensures that cleaning staff are properly **trained**, adequately **equipped** and have the **time** they need to carry out thorough cleaning. This contributes directly to infection control and patient safety, aligning healthcare facilities with their core mission.

The role of cleaning staff

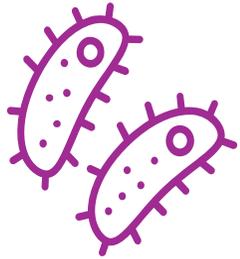
The literature underscores the indispensable role of cleaning staff in hospitals and emphasizes the need for optimal management practices. Recognizing their impact on infection control, patient satisfaction and overall healthcare outcomes, **investing in effective management of cleaning resources is becoming paramount for healthcare facilities.** This aligns not only with the principles of patient-centred care, but also with the broader objectives of operational efficiency and employee well-being.



The platform – Hoxell

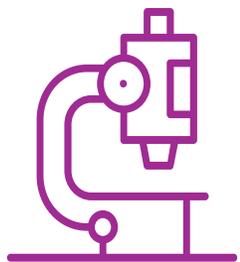


Outcomes



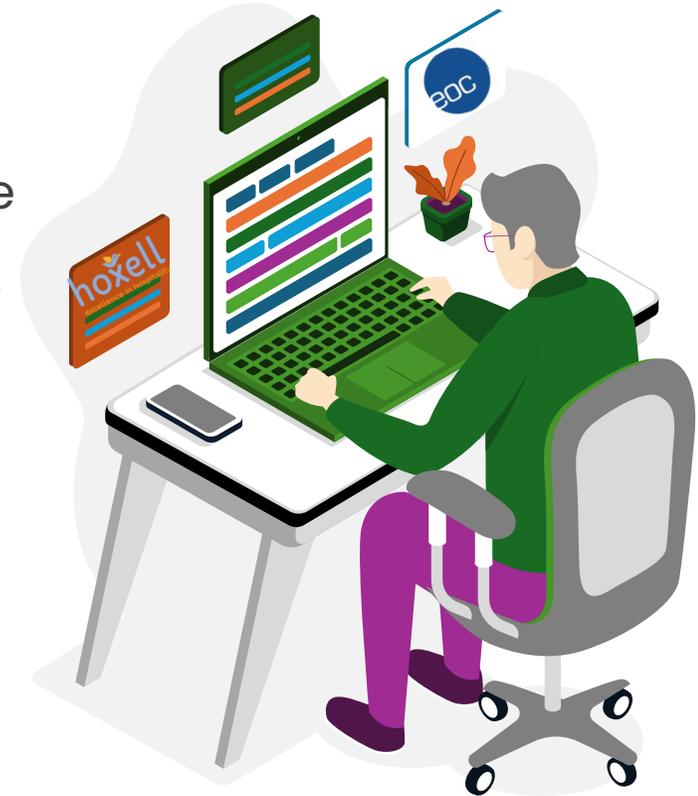
Firstly, the **safety** of domestic economy service collaborators has greatly improved. By having clear and constantly updated indications regarding the status of rooms (i.e., isolations and infectious diseases), as well as **digital SOPs** accessible at any time, the risk of contagion is significantly reduced.

Additionally, successfully determining, through environmental investigations conducted by the Infection Prevention and Personnel Medicine Service, which collaborators may have been in contact with infected patients has notably decreased the clinical care process and associated costs.



Outcomes

Internal communication has also significantly improved through the use of the platform, as well as **personnel and activity management** with complete **real-time monitoring**. The team leader and the service manager can assign rooms to collaborators for cleaning and monitor the activities performed. Simultaneously, collaborators can report anomalies and non-conformities. Using the tablets provided to all housekeepers, they can send maintenance requests to the technical service, attaching photographs.



Outcomes



Furthermore, activities and time spent by both collaborators and team leaders have been considerably reduced. This has allowed the latter to focus on **quality controls**, ultimately increasing **patient satisfaction**.

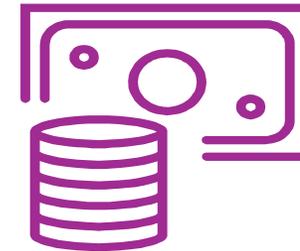
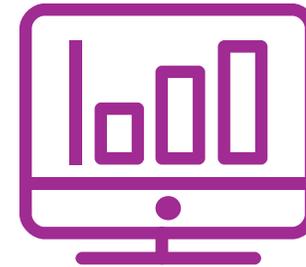


Having images of how the room should be prepared also enhances the **standardization** of provided quality.

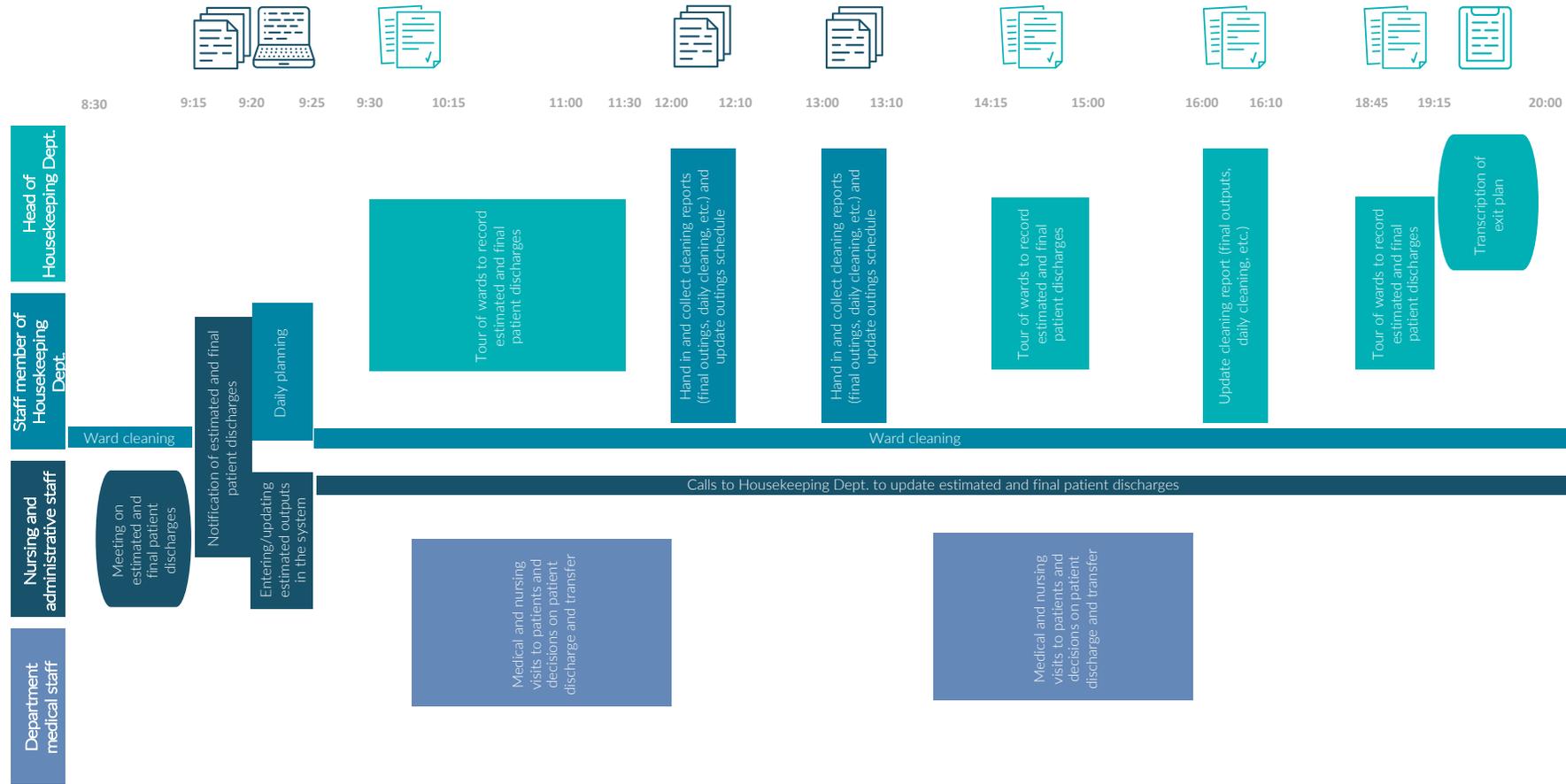
Outcomes

Finally, thanks to the platform, it is possible to develop a multitude of **statistics** and **reports** useful for management.

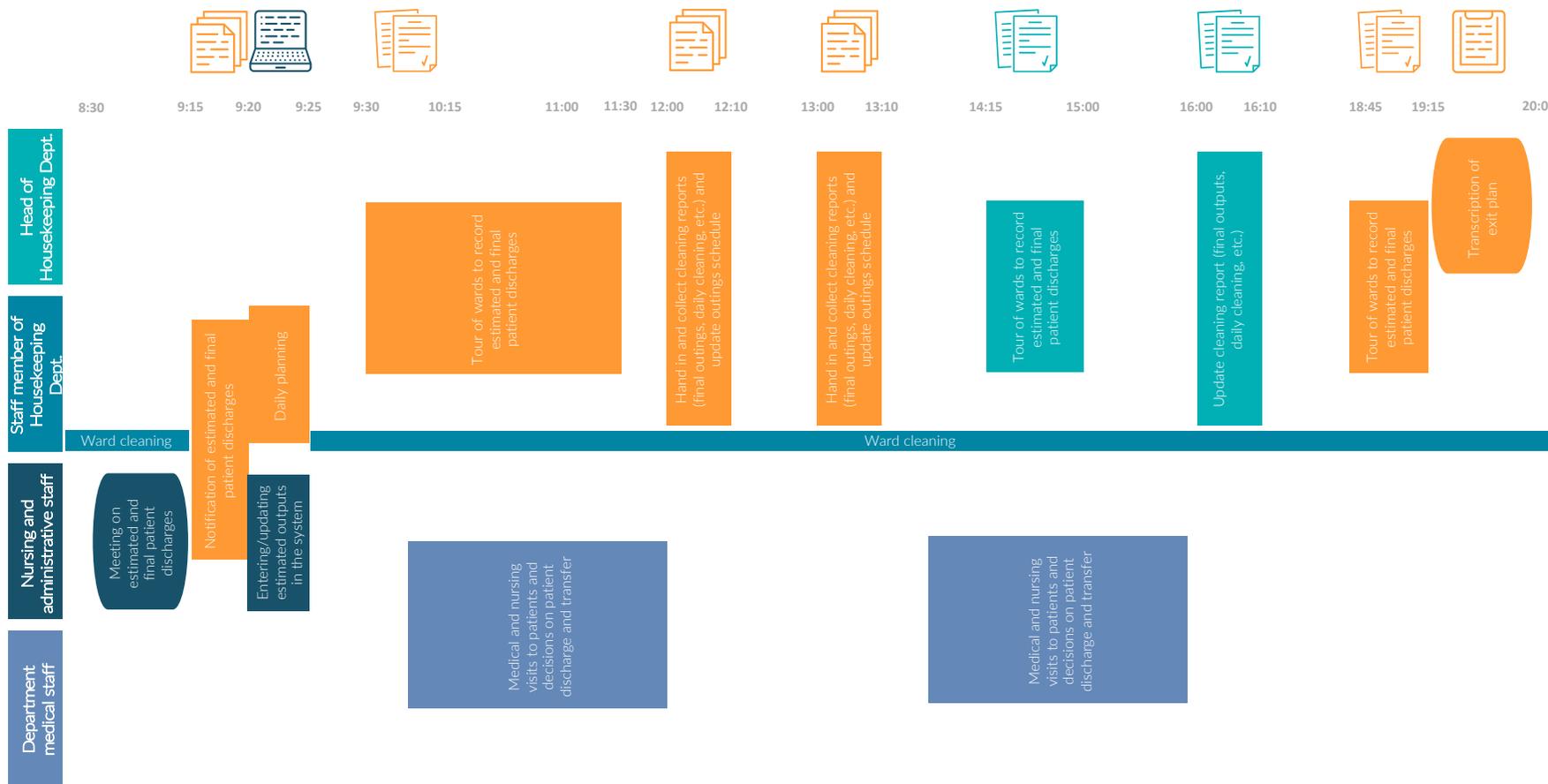
These data also contribute to an improvement in the quality of the hospital's cost accounting, enabling a more precise allocation of domestic economy service costs and allowing a better control.



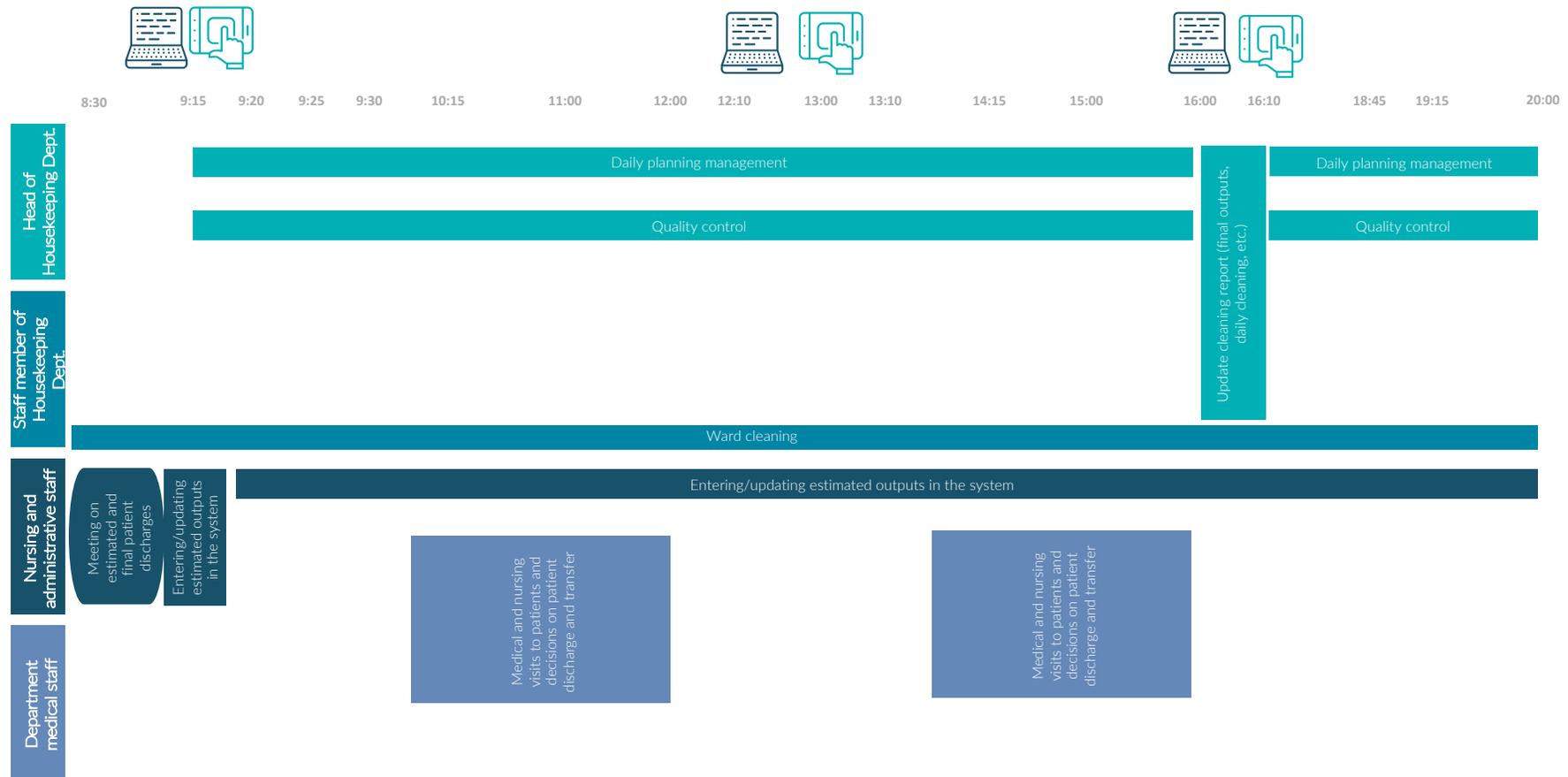
Previous habitual process (PHP)



PHP and activities eliminated by innovation

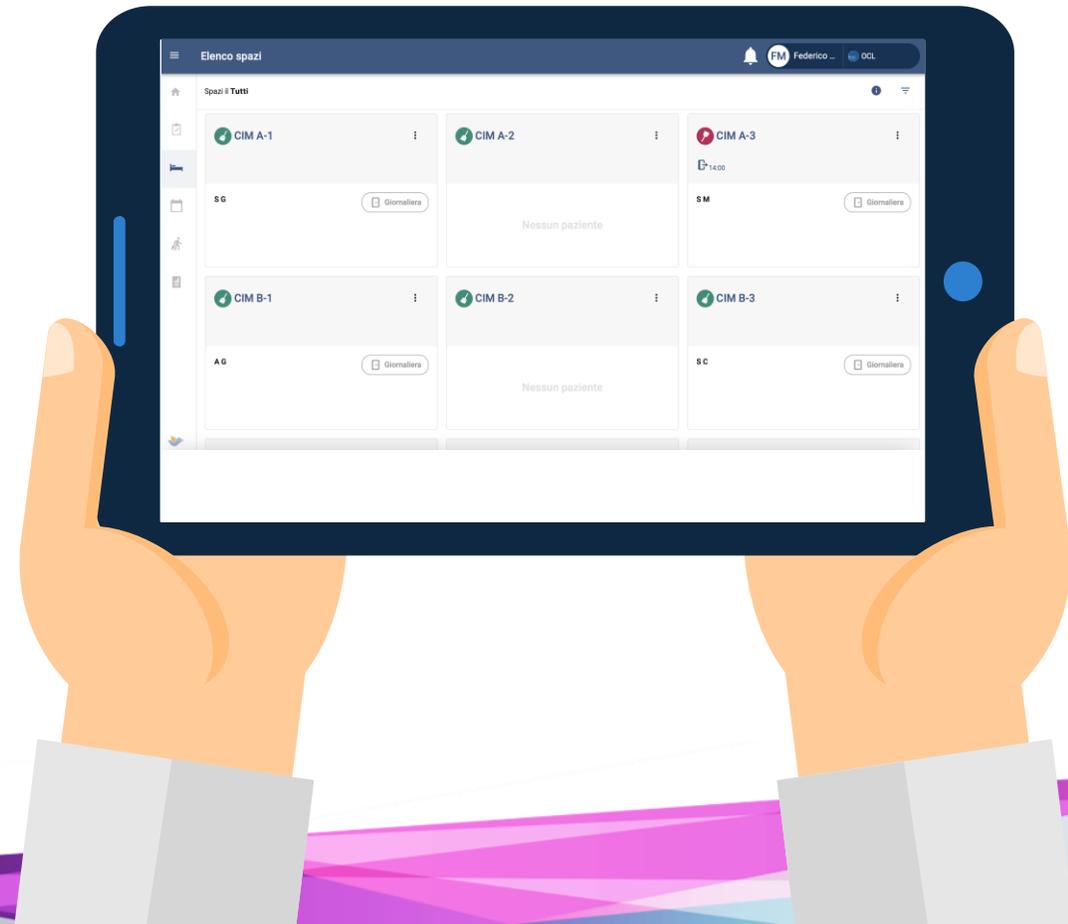


New process

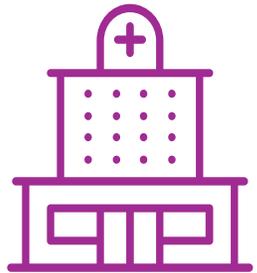
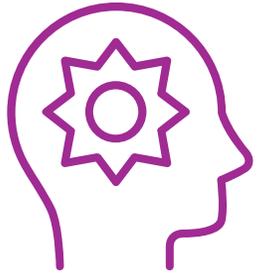


Conclusions

This project highlights how a digital innovation, developed by transferring and further developing a solution adopted in the hotel sector to the hospital sector, has generated significant added value for the organization, collaborators, and patients on various fronts. Moreover, this platform still has development potential, allowing for numerous future improvements.



Conclusions



This project also aims to emphasize the importance of housekeeping, cleaning, and hygiene in the hospital field, underscoring its central role in the quality of care.

A role often relegated to the background but unquestionably deserving attention and investment, as evident in the substantial benefits it can bring to the organization, collaborators, and patients.

Authors and contributors

Federico Umberto Mion¹, Manuela Faldarini², Stefania Sorella³, Davide Bernasconi⁴,

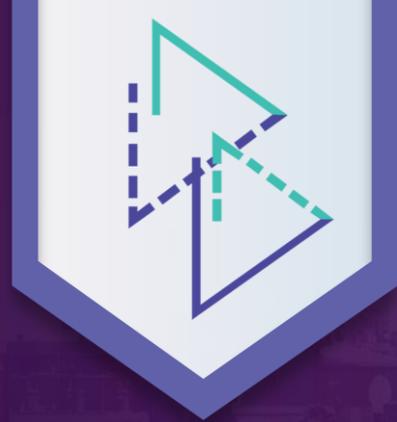
¹ Ente Ospedaliero Cantonale, Ospedale Regionale di Lugano, Via Tesserete 46, 6903 Lugano, +41 91 811 62 10, federico.mion@eoc.ch, Chief Financial Officer

² Ente Ospedaliero Cantonale, Ospedale Regionale di Lugano, Via Tesserete 46, 6903 Lugano, +41 91 811 64 25, manuela.faldarini@eoc.ch, Management controller

³ Ente Ospedaliero Cantonale, Ospedale Regionale di Lugano, Via Tesserete 46, 6903 Lugano, +41 91 811 62 70, stefania.sorella@eoc.ch, Head of housekeeping department

⁴ Hoxell SA, Via Tommaso Rodari 2, 6900 Lugano, +41 91 960 08 40, davide.bernasconi@hoxell.com, Co-Founder & COO





EHMA 2024

Shaping and managing
innovative health ecosystems

Thank you for your attention

Federico Umberto Mion

Head of Finance & Administration

Regional Hospital of Lugano

Institute of Clinical Neurosciences of Southern Switzerland

Institute of Pharmacological Science of Southern Switzerland

Ente Ospedaliero Cantonale

Ospedale Regionale di Lugano

Servizio amministrazione e controlling

Via Tesserete 46

CH-6903 Lugano

Tel. +41 (0)91 811 62 10

Fax +41 (0)91 811 62 17

www.eoc.ch