"10 THINGS YOU CAN DO TO IMPROVE YOUR MEDICAL FACILITY THAT DON'T COST ANYTHING!!"

The following list of Quality Assurance measures can easily be implemented without cost.
Institute as many as you can and to the best of your ability.
In one month, report your progress to the Supervisor.

1. **Inspect the facility and make appropriate changes to address:**

Clutter

How are things arranged to maximize efficiency and optimize workflow?

Are things returned to their proper place after use?

Identify any "catch-all" areas and eliminate them.

Safety compliance – Walk through the facility and assess any

Trip hazards – cords, awkwardly positioned furniture or equipment

Likelihood of something falling off a counter or shelf

Leaks or slippery areas on floor or surfaces

Cleanliness

How often is your facility (windows, floors, counter surfaces, air ducts/vents, sinks) cleaned and how thoroughly?

Are proper cleaning products being used? (Disinfectants, etc.)

Are maintenance staff authorized and/or trained to handle potentially hazardous waste or items?

Who is responsible for communicating housekeeping needs to staff?

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1. **Inspect the facility and make appropriate changes to address (cont.) :**

   Proper removal/storage of unnecessary items

   Biohazardous waste/items

   Return or replacement of broken, damaged or obsolete equipment.

   Storage of patient files, charts, QA/QC documents, inventory forms, etc

2. **Rearrange items to make more space for best use of space (testing, document storage, inventory storage, waiting area, etc.)**

   Assess your workflow path - Where does your day start from beginning to end?

   Try to eliminate any unnecessary steps in your workflow path.

   How is your facility perceived by your clients?

   Review the total healthcare experience for all parties involved.

3. **Make a current contact list for Associates and Affiliates**

   Doctors, Insurance Providers, Departmental Technologists, Laboratory Members, Bioengineers, Maintenance, Suppliers-VWR, etc.

   Include Emergency and Non-Emergency Contact information

   Update the list *immediately* with changes (new staff, departure of previous staff, change in any supplier information- especially Sales POC)

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4. **Place Temperature Charts on specific equipment being monitored (testing area, refrigerators, incubators, freezers).**

   Include on the charts the days of the month, acceptable ranges
   (e.g., ambient temperature 20-30C,
   refrigerator temperature 2-8C,
   freezer temperature <-15C),

   Initials of the person recording each temperature,

   Include a place for a Supervisor's initials at the end of the month.

   Ensure temperatures are recorded daily, and at the approximate same time each day.

5. **Begin a suggestion box (or email option) where staff and clients can make suggestions for improvement.**

   Ask staff to submit ideas for improvement.

   Allow for confidentiality in suggestion submission.

   Review suggestions at monthly staff meeting, to ensure they are being addressed.

6. **Have a meeting with <u>all</u> staff to discuss quality issues and new items being instituted.**

   Review roles and responsibilities of all staff members.

   Allow time for dialogue and feedback.

   Supervisors and colleagues provide supportive, yet transparent critiques, while avoiding inappropriate or demeaning language.

   Document the discussions and attendants.

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7. **Set up a Communication Schedule for contacting <u>all</u> staff at least every two weeks to inform them of your progress or problems.**

   Implement a reliable method of communication (telephone, email, verbal)

8. **Prepare Maintenance Charts for each piece of equipment,**

   Post it on or near the instrument, and place a duplicate copy in the QA/QC documentation

   Provide and document proper training for all staff to be familiar with the recommendations and requirements.

   Many instruments have "User Manuals" that can be used as SOP's.

   Communicate who is responsible for equipment maintenance and how often is it to be performed.

9. **Create an Inventory Form by listing all ordered supplies, kits, and reagents.**

   Record the amounts remaining in the laboratory at the end of every month.

   Monitor so supplies can be ordered before they get too low (consider delivery turnaround times when preparing an order).

   Place a copy of supplier information with current POC in a binder or file with inventory documentation for ease of communication

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10. **Perform a "Supervisory Review" by appropriate staff of all documentation for neatness and completeness in your facility:**

Personnel files – **current** certifications, continuing education documentation, licensure, corrective actions, professional development

Procedures – SOP's, training on new procedures, equipment operation, etc.

Worksheets (Temperature charts, testing or otherwise)

Reports – testing results, calibration, equipment maintenance/service)

Records –patient charts, orders, dictations

Determine if they are up to date or if revisions need to be made.

Document that this was done and if improvements have been made.

Address any concerns within appropriate timeframe, but setting a deadline is mandatory!

We hope that you have learned some new techniques for how to improve your practice, or have been refreshed in what is required for QA/QC compliance. Medical, Laboratory & Technology Consultants provides comprehensive Technical Consulting Service for healthcare facilities of all sizes and scopes. We provide Confidential Site Assessments and continue to promote success in the over 45+ facilities we have served worldwide.

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