

Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

SOP 21 FACILITY MANAGEMENT SYSTEM

1.0 Scope :

The scope of the housekeeping services is to ensure cleaning in all internal and external areas of the hospitals. It also includes:

- o Sanitation and hygiene
- o Odor control
- o Waste disposal
- o Pests, Rodents and Animal control
- o Environmental Hygiene
- o Infection Control

2.0 Purpose:

To provide process, instructions and methodology for Management of House Keeping with the aim that

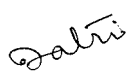
- ☐ Cleanliness is maintained,
- ☐ Infection is controlled, and
- ☐ Customer Satisfaction is enhanced

3. Responsibility:

- a) Overall – Administrator
- b) Responsibility lies with the Matron along with a team to ensure standards in housekeeping are met and maintained.

4. Procedure:

Sr. No.	Activity/ Description	Responsibility	Ref. Document/ Records
4.1	Service Provision Housekeeping service in the hospital is outsourced to an external agency which has deployed adequate nos. of housekeeping staffs (as per contract) in the hospital for the general upkeep and cleanliness.	PMO	Contract between the hospital and the Outsourced agency
4.2	Duty Roaster (in House) The Duty roaster for the in-house housekeeping staff is maintained by the Administrator and HK staff is posted in various areas of the hospital to maintain the cleanliness	Administrator	Attendance register, Duty roaster

Prepared By	Issued By	Approved By
		

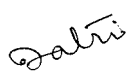
Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

	and hygiene in the hospital		
4.3	Duty Roaster (out Sourced) Housekeeping staff is available in the hospital 24*7 on the rotation basis which is maintained by the housekeeping supervisor of the hospital.	Housekeeping Supervisor	Duty Roaster
4.4	Housekeeping Procedures-		W.I. for Housekeeping
4.4.1	The floor is cleaned weekly. Detergent and copious amounts of water shall be used during one cleaning. Mopping of the floor is done with the Phenyl and water. The mopping is always done in one direction.	Housekeeping Staff	Housekeeping Check list
4.4.2	The walls are washed with a brush, using detergent and water. High dusting is done with a wet mop. Fans and lights are cleaned with soap and water. All work surfaces disinfected by wiping with Bacilllocid/ Carbolic Acid Cupboards, shelves, beds, lockers, IV stands, stools and other fixture cleaned with detergent and water.	Housekeeping Staff	
4.4.3	Curtains are changed periodically or whenever soiled. These curtains are sent for regular laundering.	Housekeeping Staff	
4.4.4	Patient's bed is cleaned every week with detergent and water. 1% hypochlorite is used when soiled with blood or body fluids. Collect the waste category wise from the wards, OT, LR all the departments and store them at identified location.	Housekeeping Staff	
4.4.5	Miscellaneous items Kidney basins, basins, bed pans, urinals, etc to be cleaned with		

Prepared By	Issued By	Approved By
SP	Satri	Inda.

Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

	detergent and water and disinfected with Phenyl specially when used for infected patients		
4.5	Housekeeping Process for Operation Theatre:		
4.5.1	Before the start of the 1st case Wipe all equipment, furniture, room lights, suction points, OT table, surgical light reflectors, other light fittings, slabs etc with soap solution.	Housekeeping Staff	
4.5.2	After each case: The operation theatre is cleaned – OT table, and floor. In case of a spill, treat it according to the protocol.	Housekeeping Staff	
4.5.3	Environment. Wipe used equipment, furniture, Operating table etc., with detergent and water. If there is a blood spill, disinfect with sodium hypochlorite before wiping. Empty and clean suction bottles and tubing with disinfectant	Housekeeping Staff	
4.5.4	After the last case The same procedures as mentioned above are followed and in addition the following are carried out. ☐ ☐ Wipe over head lights, cabinets, waste receptacles, equipment, and furniture with 0.5% bacillocid. ☐ ☐ Wash floor and wet mop with liquid soap and then remove water and wet mop with Phenyl. ☐ ☐ Clean the storage shelves scrub & clean sluice room. ☐ ☐ Collect all the waste category wise in the specific color coded bags, and keep them in the Bio medical waste storage site/location from where they will be collected	Housekeeping Staff	

Prepared By	Issued By	Approved By
		

Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

	by the outsourced agency.		
4.5.5	Weekly Cleaning Procedure ☐ ☐ Remove all portable equipment. ☐ ☐ Damp wipe lights and other fixtures with detergent. ☐ ☐ Clean doors, hinges, facings, glass inserts and rinse with a cloth moistened with detergent. ☐ ☐ Wipe down walls with clean cloth mop with detergent. ☐ ☐ Scrub floor using detergent and water .Use Phenyl to mop it finally. ☐ ☐ Stainless steel surfaces – clean with detergent, rinse & clean with warm water. ☐ ☐ Wash (clean) and dry all furniture and equipment (OT table, suction holders, foot & sitting stools, IV poles, basin stands, X-ray view boxes, hamper stands, all tables in the room, holes to oxygen tank, kick buckets and holder, and wall cupboards) ☐ ☐ After washing floors, allow disinfectant solution to remain on the floor for 5 minutes to ensure destruction of bacteria.	Housekeeping Staff	
4.6	Housekeeping Procedure for Isolation Room:		
4.6.1	Cleaning procedure for isolation room: ☐ ☐ Linen shall be stripped from the bed with care taken not to shake the linen during this action. Linen shall be soaked for 1 hour in 1% sodium hypochlorite and then sent to the laundry. ☐ ☐ All other articles like IV stands and furniture shall be cleaned with detergent and disinfected with phenyl.	Housekeeping Staff	

Prepared By	Issued By	Approved By
SP	Satri	Inda.

Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

	☐ Walls shall be cleaned with detergent and disinfected with bacillocid solution. ☐ The bathrooms shall be cleaned with detergent and disinfected with bacillocid solution.		
4.6.2	At discharge (terminal disinfection): ☐ The pillows and mattress are to be cleaned with detergent, disinfected with 1% sodium hypochlorite and dried in sunlight for 24 hours. ☐ Bed sheets, curtains, gowns and dusters must be removed, soaked in 1% sodium hypochlorite for one hour and then sent to laundry. ☐ After disinfection, wash the room, wall, window, doors, bathroom, sink and furniture with soap solution after doing thorough high dusting in that cubicle. ☐ Soak bed pan, urinal, kidney basin in bacillocid solution for 1 hour, wash with detergent and dry it under sunlight. ☐ Bath basins, multi-bin, bucket, jugs, mugs are washed with soap solution and dried in sunlight. ☐ Rubber sheets (mackintosh) are to be cleaned with bacillocid, dried, powdered and replaced.	Housekeeping Staff	
4.7	Housekeeping Process for Toilets and Bathrooms		
4.7.1	☐ The floor of bathrooms is to be cleaned with a broom and detergent once a day and then disinfectant solution. ☐ Toilets are cleaned with a brush using a detergent Disinfection with Phenyl is done.	Housekeeping Staff	Checklist

Prepared By	Issued By	Approved By
SP	Satri	Inda.

Civil Hospital Gurgaon	Standard Operating Procedure No 23	Document No CH/GGN/BB/15
	FACILITY MANAGEMENT SYSTEM	Date of Issue: 01-01-2016

	Stain removal using Hydrochloric acid may be used. ☐ ☐ Wash basins are cleaned with detergent powder every morning.		
4.7.2	☐ ☐ Spill management for blood and mercury (Refer SOP Hospital Waste Management No. 24).	Housekeeping Staff	BMW guideline
4.8	Recordkeeping ☐ ☐ Check list of the cleaning process shall be maintained. ☐ ☐ The waste generated shall be entered in the BMW register.	Housekeeping Staff	Housekeeping Cleaning Checklist BMW Generation Record Register
4.9	Periodical Check Periodical check by Administrator/Matron/deputed officer shall be done and housekeeping check list shall be signed.	Administrator	Housekeeping Cleaning Checklist

5. Reference Records

Sl. No.	Name of Records	Record No.	Minimum Retention Period
1	Attendance register		
2	Duty Roaster		
3	Cleaning checklist		
4	Bio-Medical waste Register		

6. Process Efficiency Criteria

Sr. No.	Activity	Process Efficiency Criteria	Benchmark/Standard/Target
1	Cleaning	Hygiene Score	

7. Reference

- ☐ IMEP guidelines: Ministry of Health and Family Welfare, Govt. of India
- ☐ Hospital waste Management (SOP 24)
- ☐ Out Patient Management (SOP 01)
- ☐ In patient Management (SOP 02)
- ☐ Emergency and disaster Management (SOP 03)
- ☐ OT and CSSD Management (SOP 05).

Prepared By	Issued By	Approved By
	