

Housekeeping

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Housekeeping Requests

Housekeeping requests may be placed for items that staff notices within the facility that may need some attention. These include vacuuming, dusting, general room cleaning, wheelchair cleaning, etc. These requests are then sent directly to the housekeeping team for them to follow up on. Requests may be sorted based on dates, the user who is assigned to that task, and/or the user who input the request.

Add Housekeeping Request

1. Click the **Add Request** button. A write screen will display.
2. Click on the issue needing cleaning. (If prompted with a keyboard, type in detailed information regarding the repair).
3. Click on the location.
4. When you are finished writing the request, you may chart another housekeeping request by clicking on the **ADDITIONAL HOUSEKEEPING NEED** button.
5. After all entries are entered, click on the **SAVE** button to save the request and exit back to the Housekeeping Main Access screen.



Task Completed

After a task has been completed, it is important to append the original entry so that the request will be removed from the lists.

1. From the Housekeeping access screen, click **Request Follow Up**.
2. A View screen appears with all current requests that have not yet been completed. Highlight an entry, click **Edit** and select **Append**.
3. Click **Task Completed**. Specify what was completed and the amount of time it took.
4. After done documenting, click **Next** (in the lower portion of the screen) to save the entry and **Go** to see the updated Request Follow up list.

Request Review

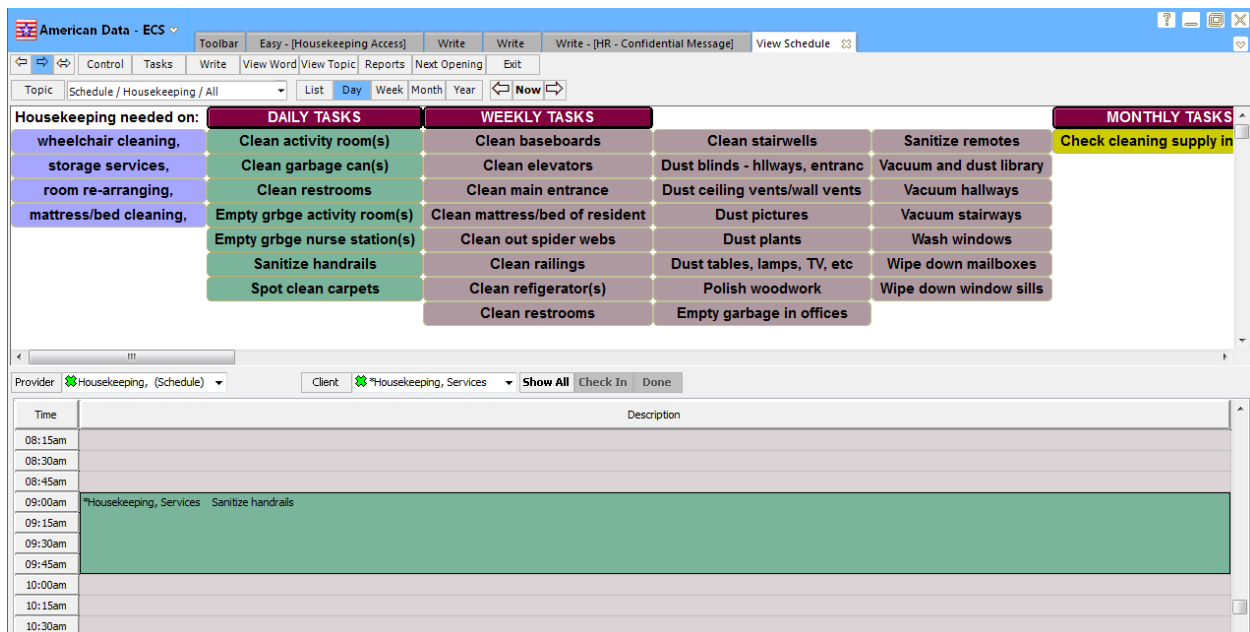
Utilize this task to view all requests made within a specific time frame. Requests that were entered or completed during this time frame will display. Once a task has been marked as complete via the above "Task completed" steps, it will no longer appear on that screen. Therefore this screen can be utilized for auditing or data mining of tasks.

1. From the Housekeeping access screen, click **Request Review**.
2. A **Control** screen appears, allowing the user to select a Start/End Date or Time Period (Current Month, Last Month). Once a period has been selected, click OK.
3. Click **Go** to view the data.
4. A View screen appears with all requests made or completed in that time frame.

Routine Cleaning

Add Routine Cleaning

1. From the Housekeeping Access screen, click **Schedule Routine Cleaning**.



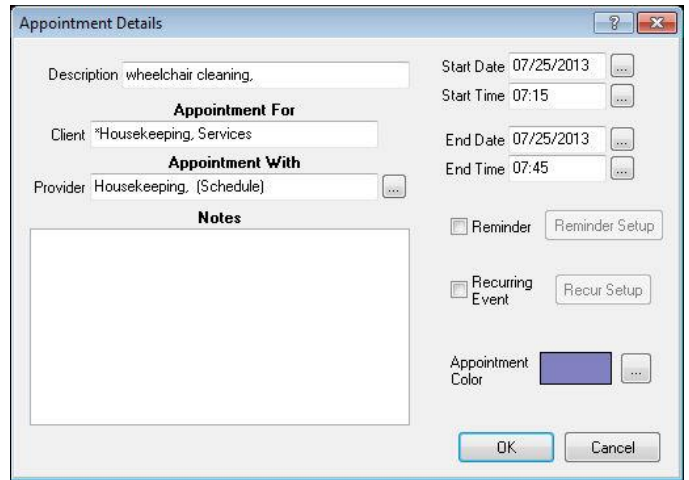
The screenshot displays the American Data software interface for scheduling routine cleaning. The top navigation bar includes options like 'Control', 'Tasks', 'Write', and 'View Schedule'. Below this is a filter section with 'Topic' set to 'Housekeeping / All' and 'List' set to 'Day'. The main content area is a grid of tasks categorized into 'DAILY TASKS', 'WEEKLY TASKS', and 'MONTHLY TASKS'. A 'Housekeeping needed on:' column lists various services like wheelchair cleaning, storage services, and mattress/bed cleaning. The grid shows specific tasks such as 'Clean activity room(s)', 'Clean baseboards', 'Clean stairwells', and 'Sanitize remotes'. At the bottom, there is a 'Provider' dropdown set to 'Housekeeping, (Schedule)' and a 'Client' dropdown set to 'Housekeeping, Services'. A table below the grid shows a schedule with columns for 'Time' and 'Description', with a highlighted entry for 'Housekeeping, Services Sanitize handrails' from 09:00am to 09:45am.

Housekeeping needed on:	DAILY TASKS	WEEKLY TASKS	MONTHLY TASKS
wheelchair cleaning,	Clean activity room(s)	Clean baseboards	Sanitize remotes
storage services,	Clean garbage can(s)	Clean elevators	Check cleaning supply in
room re-arranging,	Clean restrooms	Clean main entrance	Dust blinds - hllways, entranc
mattress/bed cleaning,	Empty grbge activity room(s)	Clean mattress/bed of resident	Dust ceiling vents/wall vents
	Empty grbge nurse station(s)	Clean out spider webs	Dust pictures
	Sanitize handrails	Clean railings	Dust plants
	Spot clean carpets	Clean refrigerator(s)	Dust tables, lamps, TV, etc
		Clean restrooms	Polish woodwork
			Empty garbage in offices
			Wash windows
			Wipe down mailboxes
			Wipe down window sills
			Vacuum and dust library
			Vacuum hallways
			Vacuum stairways

Time	Description
08:15am	
08:30am	
08:45am	
09:00am	Housekeeping, Services Sanitize handrails
09:15am	
09:30am	
09:45am	
10:00am	
10:15am	
10:30am	

2. The Schedule appears where you can schedule daily, weekly, and monthly tasks. Click on the appropriate task/frequency.
3. Click the appropriate time on the calendar below to schedule the task.
4. An Appointment Details window will appear. Enter any appropriate details.

- **Notes:** In this box you may type in special notes regarding the task (if desired).
- **Time:** You may adjust the start/end time as desired by clicking on the picklist box next to the time. Choose a time off the clock and click **OK**.
- **Reminder:** If you would like an alarm to pop up in ECS prior to the task being due, then you may place a checkmark in the box next to Reminder. Then click on the Reminder Setup button and select when you want the alarm to pop up and who you would like the alarm to send to.
- **Recurring Event:** Put a check in this box if you would like the event to recur on the schedule. Then click on the Recur Setup button and select the frequency in which you would like the event to appear. This pattern will occur indefinitely unless a date in end date is put into place.
- **Appointment Color:** You may click the picklist box next to appointment color to change the appearance of the event on the schedule.

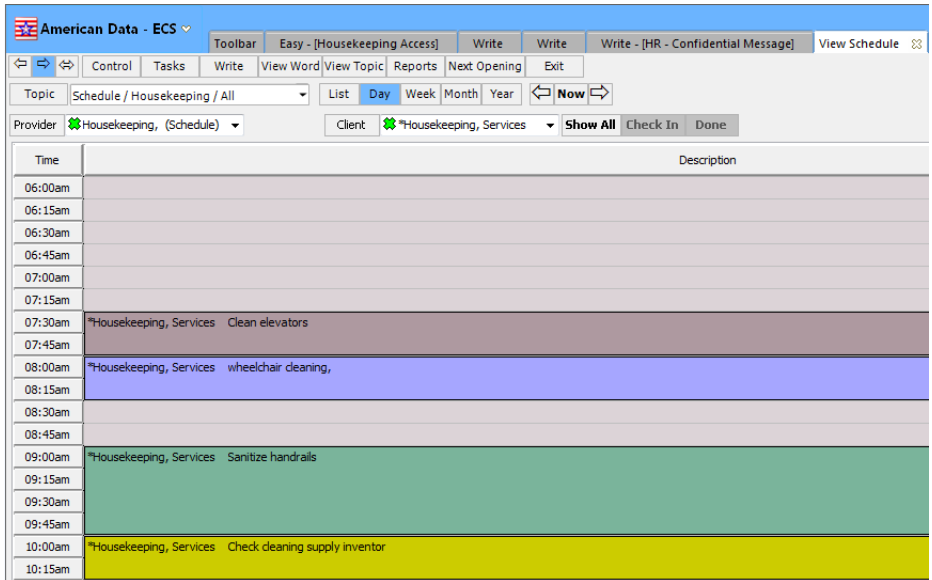


5. Click **OK** to save the appointment.
6. Click **Exit** to return to the Housekeeping Access screen.

View/Follow up on Routine Cleaning

1. Click the **View Routine Cleaning** button. A scheduling screen will appear.
2. If necessary, use the **Day/Week/Month** buttons at the top of the screen to change the view, and use the forward/back arrows next to **Day** to move between dates.
3. Double-click an event to view the event details. Click the **X** in the upper right corner to close the details box.
4. To follow up with an event, click onto the event and click on the **Write** button.
5. A write screen will load. Document the follow up using the appropriate heading words and canned phrases.

6. When finished, click the **Sign** button on the left side of the screen to save the entry and exit out to return to the Scheduler.
7. Continue to document completion of other cleaning tasks by selecting the next task on the scheduler, clicking the **Write** button at the top of the screen, and following steps above.
8. If desired, you can mark items as "Done" on the scheduler to help you keep track, by highlighting the event and clicking the **Done** button. This will place a blue box in the event signifying the task was completed.
9. When finished with all scheduled tasks, click **Exit** in the Scheduler screen to return to the Housekeeping Access screen.



Time	Description
06:00am	
06:15am	
06:30am	
06:45am	
07:00am	
07:15am	
07:30am	*Housekeeping, Services Clean elevators
07:45am	
08:00am	*Housekeeping, Services wheelchair cleaning,
08:15am	
08:30am	
08:45am	
09:00am	*Housekeeping, Services Sanitize handrails
09:15am	
09:30am	
09:45am	
10:00am	*Housekeeping, Services Check cleaning supply inventor
10:15am	

Edit Routine Cleaning Events

1. Click the **View Routine Cleaning** button. A scheduling screen will appear.
2. If necessary, use the **Day/Week/Month** buttons at the top of the screen to change the view, and use the forward/back arrows next to **Day** to move between dates.
3. Right-click the appointment that needs to be edited and select **Edit Appointment**.
4. Make the desired changes and click **OK**.
 - a. If the appointment is a recurring event a selection box appears. Select the appropriate choice – the choices include editing the one appointment, editing the appointment selected and all future appointments, or editing all past, present, and future appointments.
5. Click **Exit** to return to the Housekeeping Access screen.

Delete Routine Cleaning Events

1. Click the **View Routine Cleaning** button. A scheduling screen will appear.
2. If necessary, use the **Day/Week/Month** buttons at the top of the screen to change the view, and use the forward/back arrows next to **Day** to move between dates.
3. Right-click the appointment that needs to be deleted and select **Delete Appointment**.
 - a. If the appointment is a recurring event a selection box appears. Select the appropriate choice – the choices include delete the one appointment, delete the appointment selected and all future appointments, or delete all past, present, and future appointments.
4. Click **Exit** to return to the Housekeeping Access screen.

Housekeeping Reports

Move Outs/Room Changes and Potential Move Ins

Especially with the turnover of residents, it is important that housekeepers have real-time data tracking any changes within the facility. These report shows any room changes and move outs within the past week. The information from these reports is generated based on documentation from nurses regarding room changes and discharges.

1. From the Access screen, click the **Move Outs/Room Changes** button or the **Potential Move Ins** button. The Name Selection then appears.
 - a. If running the **Move Outs/Room Changes** report, click onto **Filter** and make sure that *Active*, *Hold*, and *Inactive* are all checked. Click **OK**. Click onto **Select All** and click **OK**.
 - b. If running the **Potential Move Ins** report, click onto **Filter** and make sure that *Referral* and *Active* are checked. Click **OK**. Click onto **Select All** and click **OK**.
2. Click **Exit** once completed viewing the report.

Room/Bed List

1. From the Housekeeping Access screen, click **Room/Bed List**.
2. From the Name Selection screen, select all resident names, and click **OK** to load the report.
3. The Room/Bed List report will appear.
4. Click **Exit** once completed viewing the report.