



Nationally Certified Stroke Center focuses on Patient Satisfaction and Hospital Acquired Infections.



“In my 20 years of experience in Health Care Cleaning, the Rubbermaid® microfiber pads and products are the most significant improvement in cleaning products I’ve ever used.”

– Carlos Benitez
Housekeeping Supervisor
Good Samaritan Hospital



Executive Summary: Good Samaritan Hospital, an acute care facility serving Santa Clara County, California, is making progress to improve patient satisfaction and productivity, as well as, reduce Hospital Acquired Infections (HAI). Rubbermaid Commercial Products, in partnership with W.W. Grainger, delivers the best cleaning product solutions to support the program goals.

Facility: Good Samaritan Hospital, part of the HCA healthcare service network, is an acute care facility with a 429 bed capacity, serving Santa Clara County, California, in two locations: the main campus in San Jose and a Mission Oaks campus in Los Gatos, California. Good Samaritan Hospital offers tertiary services including cardio vascular surgery, cancer treatments, Obstetrics and Gynecology, as well as inpatient rehabilitation and outpatient psychiatric and diagnostic services. Good Samaritan Hospital is one of the first five hospitals in the United States certified by The Joint Commission as a Primary Stroke Center.

Project: Good Samaritan Hospital partnered with W.W. Grainger and Rubbermaid Commercial Products in a facility wide initiative to reduce Hospital Acquired Infections (HAI), especially in the surgery area; to improve patient satisfaction scores; to improve employee well being; to realize supply cost savings and labor/productivity benefits.

Factors: The Good Samaritan Hospital initiative focused on:

- Controlling and reducing cross-contamination and Hospital Acquired Infections.
- Keeping high risk areas cleaner including; surgery area floors and walls, patient recovery rooms and key areas such as halls, rest rooms and patient rooms.
- Improved cleaning efficiency with reduced time, less labor resources applied and lower chemical usage.
- Improving patient satisfaction with better room cleanliness, faster in-room servicing, and quieter equipment.
- Reducing Worker Compensation claims through ergonomic tool applications.

Choices: Good Samaritan Hospital leadership, after evaluation of new cleaning products available from major suppliers to the health care segment, chose Rubbermaid® microfiber products purchased through W.W. Grainger as the most effective and innovative tools for addressing their targeted goals. The following microfiber items were chosen to support the program goals. *(continued)*



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“In addition to superior cleaning results, the Rubbermaid® products promote a professional image for my staff and the hospital.”

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(continued)

- **Wet and Dry Pads**—color coding reduces cross-contamination by differentiating areas of use. Pads optimize cleaning results by trapping more dust, dirt and bacteria than conventional cleaning products.
- **Quick Connect Handles and Frames**—handle shapes and grips make these tools comfortable to use, and speed mop assembly and changeover.
- **Charging Buckets**—supports reduced chemical usage, resulting in better environmental impact, with no-touch features for worker well-being.
- **WaveBrake® Mopping System**—reduces splashing for a safer environment, cleaner floors and improved productivity.

Rationale: The product solutions from Rubbermaid supplied by W.W. Grainger were chosen because they provided the most compelling features supporting the program goals. Some of the compelling product features included:

1. Microfiber products from Rubbermaid, through a positive cleanliness impression, significantly impacted the patient satisfaction rate, a closely tracked facility measurement (+ 90% score overall tracked by The Gallup Organization).
2. Best-in-Class microfiber pads that delivered exceptional cleaning performance, along with durability, helping to reduce cross-transmission and Hospital Acquired Infection incidents.
3. Equipment handles and frames ergonomically designed for specific usage and tasks, contributing to a reduction in Worker Compensation claims and safety related accidents.
4. Multi-functionality of the products reduces the physical demands of cleaning and disinfecting.
5. Improvement in worker productivity and satisfaction, while projecting a professional health care facility image.
6. Substantial savings were realized in chemical supplies purchases, mop replacement costs, and product longevity throughout repeat laundering.
7. Pre and post purchase support from W.W. Grainger through customer service, facility needs analysis and training, coupled with Rubbermaid® branded product quality assurances.

Customer Service: 1-800-347-9800
www.rubbermaidcommercial.com

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3124 Valley Avenue, Winchester, VA 22601

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