



SMARTER CLEANING CASE STUDIES

Regional Medical Center Exceeds Patient Expectations with Cutting Edge Cleaning Technology.



“The partnership of Rubbermaid Commercial Products Team provided a seamless system, making it easy to do business.”

*—Christopher Spratley
Operations Manager,
Environmental Services,
John Randolph
Medical Center*



Executive Summary: John Randolph Medical Center, an acute care facility serving South Central Virginia, is succeeding with their efforts to reduce cross-transmission and Hospital Acquired Infections (HAI) while at the same time improving patient satisfaction, employee well-being, and cleaning productivity. Rubbermaid Commercial Products, in partnership with W.W. Grainger, was able to deliver an integrated Cleaning Solution System (including the High Security Cleaning Cart and state-of-the-industry Microfiber) in support of their goals for healthcare excellence.

Facility: John Randolph Medical Center, part of the Greater Richmond Virginia HCA healthcare service network, is an acute care facility serving Hopewell, Petersburg and the surrounding communities in the South Central Virginia region. John Randolph Medical Center offers a broad range of high quality services to include Cardiac Care, Oncology Treatments, Orthopedics and Surgical Specialties, as well as inpatient behavioral health therapy and outpatient diagnostic services.

Project: John Randolph Medical Center partnered with W.W. Grainger and Rubbermaid Commercial Products as part of an educational and cost-saving initiative that would lower cleaning chemical exposure to both patients and employees yet provide an efficient cleaning system that would help to reduce cross-transmission.

Factors: The John Randolph Medical Center initiative focused on:

- Controlling and reducing cross-transmission by implementing a cleaning solutions system and hygiene process designed to prevent Healthcare Associated Infections (HAI).
- Improved cleaning efficiency with reduced re-supply time, lower chemical usage, and less applied labor resources.
- Heighten patient satisfaction with better room cleanliness, faster in-room servicing, and quieter equipment.
- Enhance worker well-being with easy to use, technologically superior ergonomic tool applications.

Choices: John Randolph Medical Center leadership, after months of evaluating new cleaning products from major suppliers to the health care segment, chose Rubbermaid Commercial Product’s microfiber cleaning platform. The state-of-the-art technology evident in the products design was cited as the single strongest appeal prompting the “common sense” purchase decision. The cohesive product technical support and training provided by Rubbermaid’s Healthcare Product Specialist team also played a strategic part in the decision process. The following cleaning items were chosen to support the initiative goals.

- **High Security Healthcare Cleaning Cart** – Joint Commission compliant, adjustable...combined with a wide range of accessories and products to create a complete cleaning system solution for healthcare facilities.

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“You can tell the difference... cleaning with Rubbermaid® microfiber products produces noticeably better cleaning results, especially on glass surfaces, than traditional methods.”

–Andy Foret
Director of Nutrition
and Environmental
Services, John Randolph
Medical Center



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- **Wet and Dry Pads** – patent pending color coding reduces cross-transmission by differentiating areas of use, and durable construction withstands hundreds of commercial launderings.
- **Quick-Connect Handles and Frames** – handle shapes and grips make these tools comfortable to use, and speeds mop assembly and changeover.
- **Charging Buckets** – requires less chemical usage resulting in less environmental impact with no touch features for safer worker well being.
- **Microfiber Cloths and Dusting Tools** – best-in-class microfiber removes more dust, dirt, and bacteria than conventional cleaning products, delivering superior cleaning performance.

Rationale: The product solutions from Rubbermaid were chosen because they exhibited the most compelling features supporting the initiative's goals. The product features included:

1. Microfiber products from Rubbermaid, showed a visible difference from its competitors—incorporating consumer needs research in their design and facilitating a rapid employee acceptance after introduction.
2. Multi-functionality of the products reduced the physical demands of cleaning and disinfecting, a strong benefit for a mature hospital cleaning staff.
3. The High Security Healthcare Cleaning Cart provides a highly desirable security level and peace of mind for the nursing staff and assisted achievement of a pending Joint Commission accreditation.
4. Best-in-class microfiber pads with color-coding that delivered high absorbency performance (for both floor and wall cleaning applications with no splashing), and reduced solution usages. Highly effective for reducing cross-transmission and HAI incidents.
5. Microfiber cloths provided multiple superior cleaning options for surfaces in rooms and on equipment, promoting recommended MRSA incident prevention hygiene practices, and minimizing the need for chemical sprays.
6. Microfiber High Dusting Tools worked like “magnets”, enabling more effective cleaning in hard to reach areas, without a pre-treatment regimen.
7. Equipment handles and frames ergonomically designed for specific usage and tasks, contributing no low back injury reports since installation of their usage.
8. Improvement in worker productivity and satisfaction, allowing the workers to complete their tasks in a timely fashion, with less return trips for supplies, while projecting a professional health care facility image.
9. The Charging Bucket enabled workers, after set up at the start of their shift, to save steps through elimination of return trips, by using one pad per room, and no dirty water bucket to manage.
10. Pre and post support from the Rubbermaid Commercial Products' Healthcare Specialist Team through customer service, facility needs analysis and training, coupled with Rubbermaid branded product quality assurances.

Customer Service: 1-800-347-9800
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