

CASE STUDY:

Custom Printed Post-it® Notes Increase Level of Communication Between Hospital Staff, Patients and Facilities Management, Improving Overall Satisfaction



Situation

A large facilities-management group was responsible for the daily cleaning and maintenance of a 300+ bed hospital. The hospital's nursing staff was searching for a way to reduce maintenance-related requests which took valuable time to pass on to the Service Response Center. The service center staff was looking for a way to get better details about the maintenance request before they responded to ensure they brought the needed tools and supplies to quickly take care of the issue.

Solution

We worked with the customer to develop a bi-lingual Custom Printed Post-it® Notes which was filled out and left on the patient's door each day after the daily cleaning. The solution allowed:

- A way for staff to leave their name, date, and time the room was cleaned.
- A way for service center personnel to leave contact information so families and patients could bypass the nursing staff with requests.

Benefits

Communication between patients, medical staff, and the facility management group drastically improved. The form was a quick visual indicator that the room had been serviced, improving patient satisfaction with the facility. In addition:

- The nurses could spend more time attending to the patients' medical needs.
- The service center was able to manage their time more efficiently by dealing directly with patients.
- Requests were resolved faster by responding with the right tools and supplies to address the issue

Client:
Large facilities
management group



Market:
Hospital/Healthcare

Solution:
Bi-lingual Custom Printed Post-it® Notes
used as daily communication with patients

Services:
Print production and distribution

- Benefits:
- Improved communication between patients and staff.
 - Quick visual of room service
 - Increased time nurses spent with patients
 - Faster resolution of service requests