![iclean Healthcare Cleaning Management logo]

HOSPITALITY SUITE
Cleaning Management App

Scheduling. Validation. Continuous Improvement

i|clean
**Healthcare Cleaning Management**

The iClean Hospitality Suite has been created specifically for Hospitality Managers, responsible for outcomes across a number of sites where on-site supervision is limited.

For the first time ever we have designed a complete digital package that allows cleaning managers to schedule, supervise, communicate and audit cleaning outcomes across their sites. The Hospitality Suite combines the iClean Management tool plus the CI auditing app together for a total solution for managing multiple facilities.
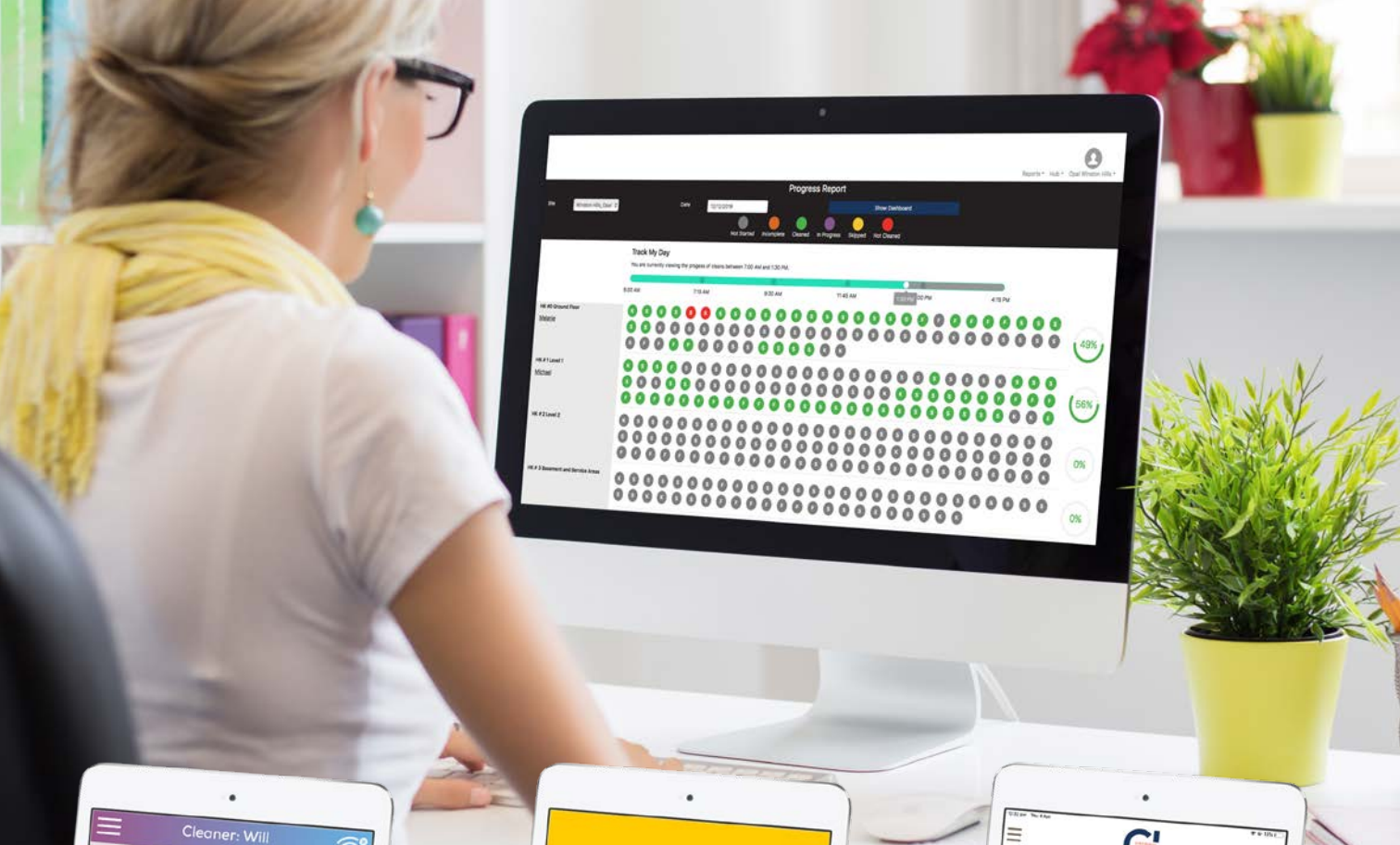
Empower your Supervisors and Staff at the Operational Level
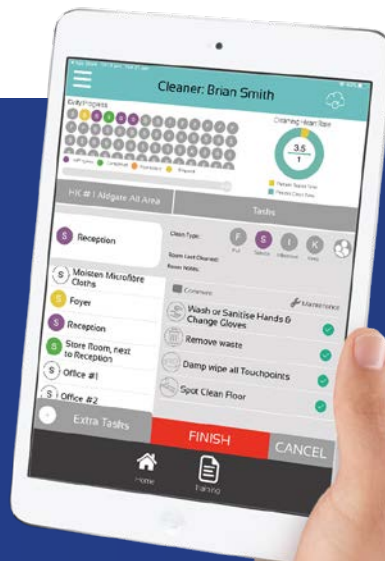
Real-time runsheet showing Areas to clean, Clean Types and Tasks
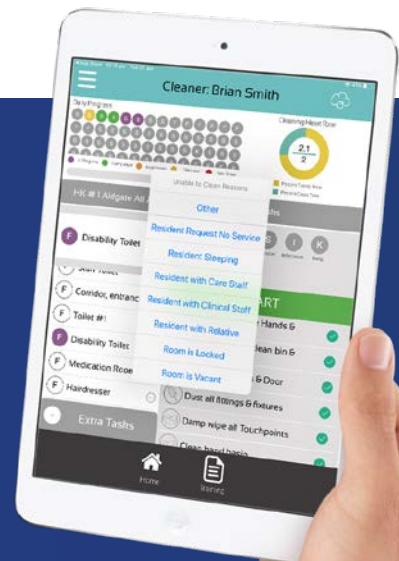
Capture what was cleaned, how long it took and why a room was not cleaned

Visual task instructions to help cleaners understand what tasks are required

Ensure correct guidelines are followed for Infectious cleans

Real-time digital auditing creating a culture of continuous improvement

Daily Restroom Cleaning Checklist

Date:

	8 AM	10 AM	12 PM	2 PM	4 PM	6 PM	Cleaned By:
Stock Supplies:							
Toilet Paper							
Hand Towels							
Hand Soap							
Air Freshener							
Seat Covers							
Empty Trash							
Clean Mirrors							
Clean Sinks, Fixtures and Countertops							
Clean and Polish Dispensers							
Clean Toilets and Urinals							
Clean Partitions and Walls							
Sweep and Mop Floor							

Comments:

Challenges

- Cleaning supervision across all your sites is not always possible
- Paper run sheets do not provide transparency of what was and wasn't done
- Difficult to compare results across all your sites
- Cleaners often don't understand instructions due to language barriers
- No ability to pull accurate reports about when your rooms were cleaned or how long they took

Solutions

- Dynamic cleaning schedules
- Standardized visual training
- Communication channel between cleaners, maintenance and supervisors
- Accountability in reporting
- Efficiency gains through managed schedules
- Integrated Audit Data
- Save time writing up audits in excel
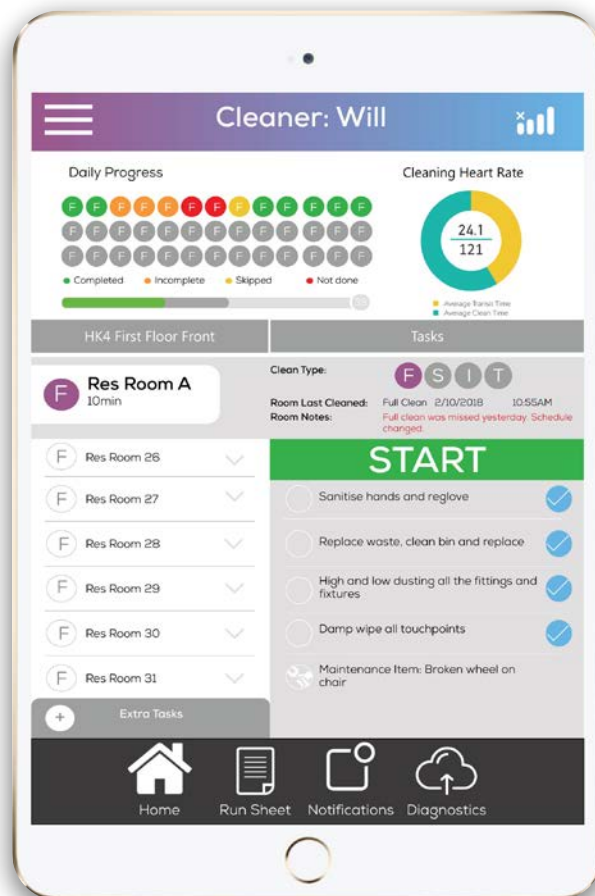- Corrective Actions Management
- Real Time Dashboard Reporting

EMPOWERMENT AT THE OPERATIONAL LEVEL

i clean

Healthcare Cleaning Management

Remarkably simple... iClean is a run sheet and checklist integrated into a real-time digital device in your cleaner's hand

Cleaners have their own dashboard showing how they are progressing

Real Time Run Sheets

Digital cleaning run sheets allow your staff to see what needs to be done today in a simple yet dynamic way. With a list of areas on the left and the tasks in each room clean on the right, your team knows where a full clean is required, or if it's only a service or touchpoint clean that needs to be done.

Cleaner Analytics

Now your cleaners can see where in the day they are up to, if they're ahead or behind schedule and see where their time was spent with our cleaner dashboards. See how many cleans were completed successfully and where cleaners need to go back.

SIMPLE & EASY TO UNDERSTAND

Cleaner: Will

Resident Bedroom

F S I T

0.5 %
1: 200

FULL CLEANING
wipe all high touch points every day
Option mirror: use glass-cleaner
Tables / shelf / when free

1. Wash hands and glove up

2. Dust all high and low surfaces with a Shaggy Duster

3. Wipe touchpoints

4. Clean glass & mirrors

5. Empty & replace bin liner

Home   Run Sheet   Notifications   Diagnostics

Key Features

- Real time daily run sheet

- Clearly shows clean type and tasks

- Simple icons to help cleaners understand what needs to be checked

- Real-time validation of when each area was completed and checked

- Include training info and videos

- Available on iPhone or Android

Validation & Real Time Communication

Supervisor dashboards allow you to see where your cleaning team is up to at a glance, who needs more help and where changes to the schedule are required.

Move clean from one run to another and your cleaners will be notified about changes made to their schedule.

View Room Cleaning History

Knowing when a room was last cleaned and what type of clean was done empowers your staff to focus on cleaning what needs to be cleaned, and not spending their time cleaning rooms that have not been used. You will also be able to see any comments left last time the room was cleaned including if certain tasks were missed or feedback from the resident.
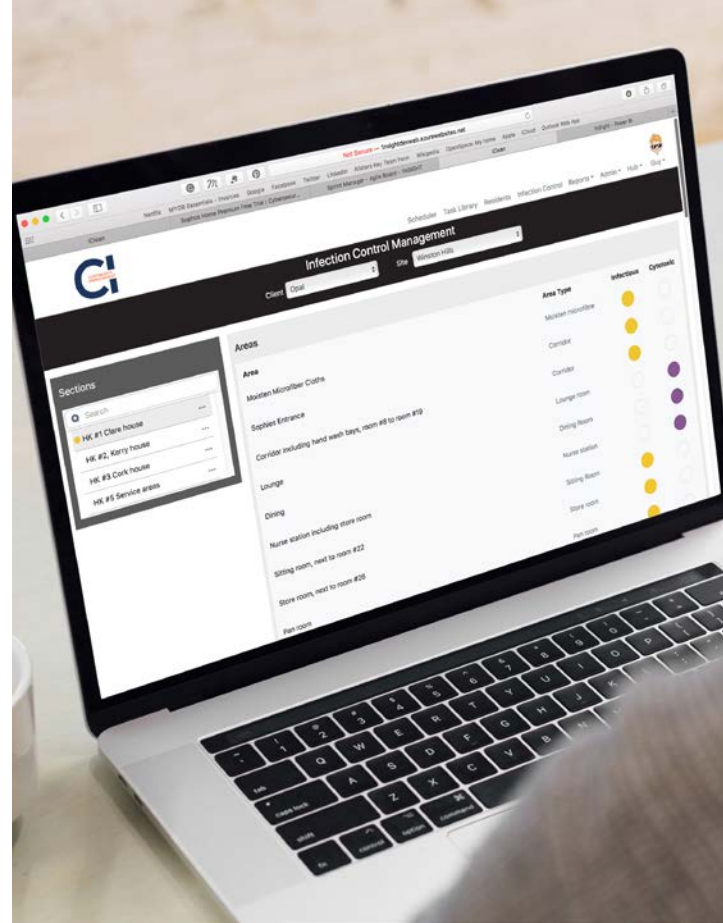
MANAGE INFECTIOUS CLEANS

INFECTIOUS CONTROL MODULE

Do You Have A Digital Validation Program In Place To Ensure Your Staff Are Prepared To Complete Infectious Cleans?

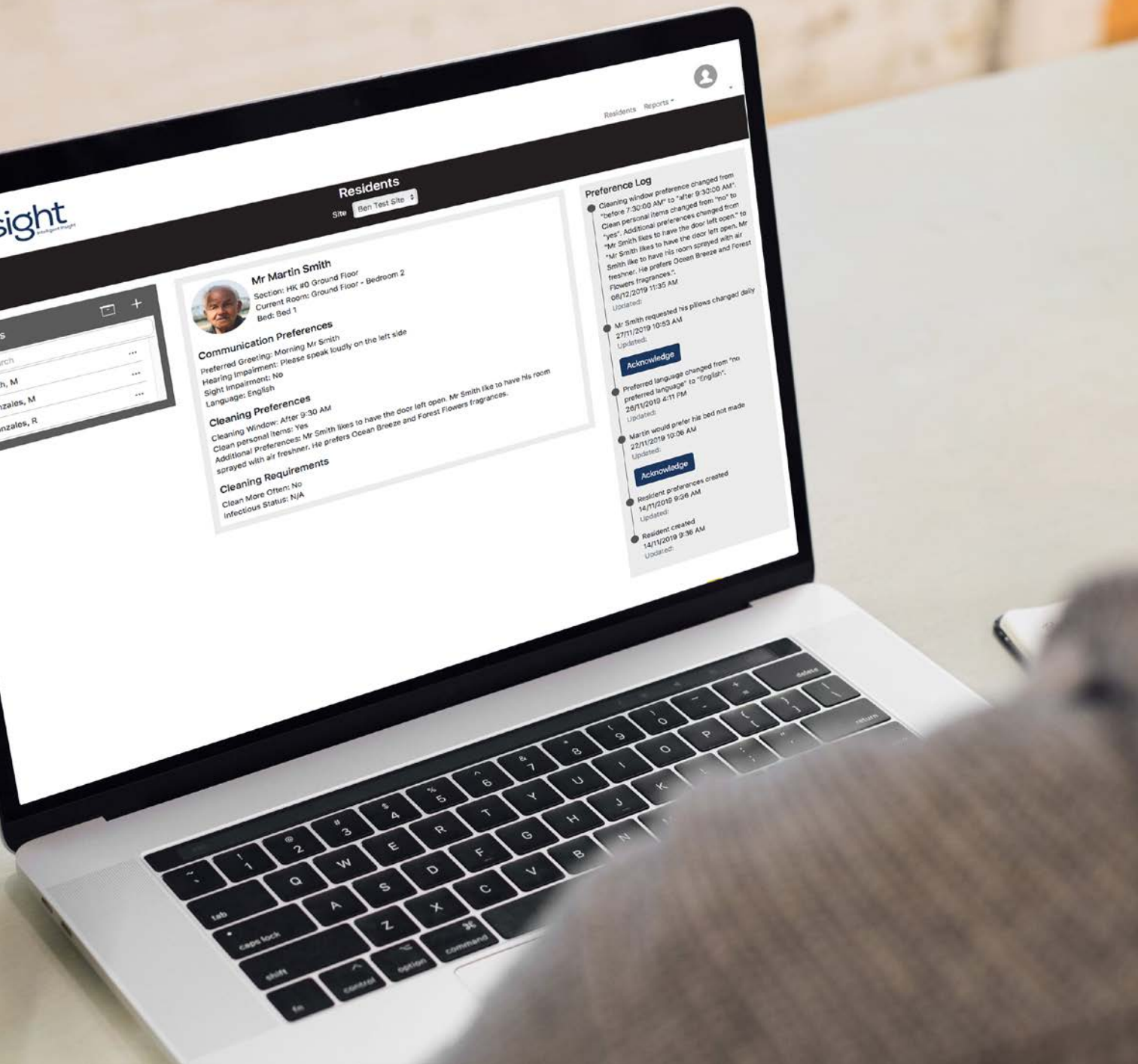## Ensure Your Staff Never Miss An Infectious Clean

Notify your team prior to going into any room when an infectious clean is required of the requirements for the clean and ensure that they understand before starting. The iPad on their trolley will also allow provide additional visual training so that all of your staff are always aware of the correct procedures.

Schedule Infectious Cleans

Schedule an entire section of your facility for infectious cleans should you have an outbreak, or merely apply them to a selection rooms surrounding the outbreak. Then easily revert back to your normal schedule once the infectious cleans are no longer required.

PERSONAL TOUCHES

Residents   Reports

sight

Residents

Site   Ben Test Site

Mr Martin Smith
Section: HK #0 Ground Floor
Current Room: Ground Floor - Bedroom 2
Bed: Bed 1

Communication Preferences
Preferred Greeting: Morning Mr Smith
Hearing Impairment: Please speak loudly on the left side
Sight Impairment: No
Language: English

Cleaning Preferences
Cleaning Window: After 9:30 AM
Clean personal items: Yes
Additional Preferences: Mr Smith likes to have the door left open. Mr Smith like to have his room sprayed with air freshner. He prefers Ocean Breeze and Forest Flowers fragrances.

Cleaning Requirements
Clean More Often: No
Infectious Status: N/A

Preference Log

Cleaning window preference changed from "before 7:30:00 AM" to "after 9:30:00 AM".
Clean personal items preferences changed from "no" to "yes". Additional preferences changed from "Mr Smith likes to have the door left open." to "Mr Smith likes to have his room sprayed with air freshner. He prefers Ocean Breeze and Forest Flowers fragrances.".
06/12/2019 11:35 AM
Updated:

Mr Smith requested his pillows changed daily
27/11/2019 10:53 AM
Updated:

Acknowledge

Preferred language changed from "no preferred language" to "English".
26/11/2019 4:11 PM
Updated:

Martin would prefer his bed not made
22/11/2019 10:06 AM
Updated:

Acknowledge

Resident preferences created
14/11/2019 9:36 AM
Updated:

Resident created
14/11/2019 9:36 AM
Updated:

th, M
nzales, M
nzales, R

Personal Touches is the newest module available within iClean that allows Aged Care providers to give their residents the highest personalised level of care by capturing and communicating their personal preferences to the cleaner's and team they engage with.

Cleaning Windows

Allow residents to select their desired cleaning window to have their room cleaned.
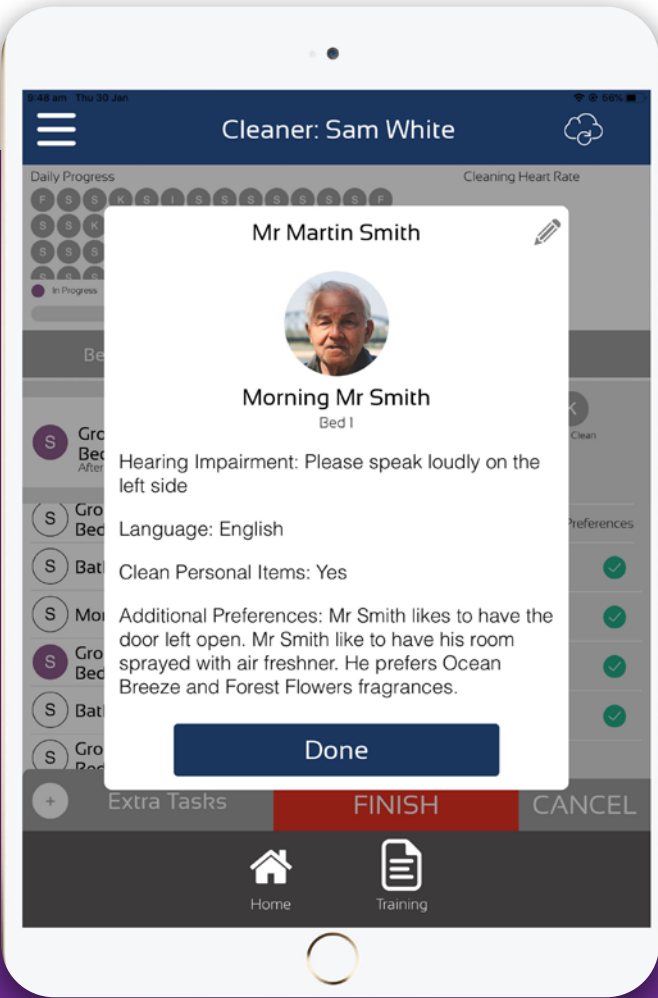
Capture Preferences

Know how residents like to be greeted, specific products they like and how to leave the room.

Clean My Personal Items

Know if a resident has opted to have their person items in the room cleaned.

Consumer Directed Care

Put the resident first, by asking them what they like, then have a 2-way feedback channel to capture changes along the way.

Cleaner: Sam White

Daily Progress   Cleaning Heart Rate

In Progress

Mr Martin Smith

Morning Mr Smith
Bed 1

Hearing Impairment: Please speak loudly on the left side

Language: English

Clean Personal Items: Yes

Additional Preferences: Mr Smith likes to have the door left open. Mr Smith like to have his room sprayed with air freshner. He prefers Ocean Breeze and Forest Flowers fragrances.

Done

Extra Tasks   FINISH   CANCEL

Home   Training

CONTINUOUS
IMPROVEMENT

IMPROVEMENT OPPORTUNITY

OK

CONTINUOUS IMPROVEMENT

RISK

EXCEPTIONAL

Continuous Improvement is a digital auditing application that works alongside iClean to ensure that your rooms aren't just cleaned in the quickest possible time but to the highest possible quality.

Conduct a range of audits to ensure that you know and can prove that your rooms were cleaned correctly and your team is properly trained.

Access and send audit PDF's from your device and manage corrective actions from your CI Dashboard to ensure that what you find in your audits isn't falling through the cracks.

The Healthcare CI Auditing Platform

• **Positive**
• **Rewards exceptional work**
• **Empowers employees**
• **Equips managers to success**

MANAGE CORRECTIVE ACTIONS AND CONTINUOUS IMPROVEMENTS

Hospitality Audits

The iClean Hospitality Suite comes complete with 3 pre-set hospitality audits to help you get started.

1. Daily Walkthrough Audit

2. Cleaning Training Audit

3. Organizations Service Environment Audit

Mobile Auditing

Conduct your hospitality audits on the Continuous Improvement Auditing App to ensure that you can verify that your facility has been cleaned to your expected standards.

• Works across Android & IOS devices for both mobile and tablet

• Access 3 healthcare cleaning templates

• Collect photo evidence & do risk assessment on the spot

• Create & assign corrective actions

• Send audit results straight from your devices

Corrective Actions

Create action items automatically while completing an audit when you identify a task that needs to be followed up. Take or upload an image, give a title and description to the action item then submit and know that your feedback goes straight to the dashboard where the site manager can view and delegate it to the correct team member.

Testimonials
What our clients have to say

Justin Wilshaw
Head of Hospitality at Opal Aged Care

"We chose to roll out a digital cleaning management system because we were serious about improving the quality of service we provide to our residents.

iClean allowed all of our cleaning staff and managers across all of our sites to measure where they were succeeding, where there was room for improvement, and see where they stood in comparison to the other sites. The system really allowed us to transparently look at what was happening on each of our sites and help each particular site with their own specific needs.

Using a digital system allowed us to change the way we rostered our staff, now that we had a better understanding of how long it really takes to clean a site and helped us to achieve some very significant efficiency savings. It also highlights who on our team is doing an outstanding job, and where additional training is required.

It's made my job so much easier and allows me to have confidence that we really are delivery the best possible outcomes."

To enquire about having the iClean Hospitality Suite across your sites visit www.1nsight.com.au/hospitality or email info@1nsight.com.au

Stephanie Hechenberger
Head of Operational Excellence at Opal Aged Care

"In 2018 Opal introduced the Interclean microfiber cleaning system supported by electronic scheduling.

The electronic scheduling system has helped our large organisation better understand cleaning requirements and monitor efficiency trends across the business. This information has enabled us to embed strategies to improve customer satisfaction, resourcing and cleaning outcomes and to ensure cleaning hours schedules support high quality cleaning outcomes.

We are currently working with Interclean to further develop the technology with the aim to further improve our customer experience, efficiency and the correct deployment of resources to meet our customers cleaning needs."

CONTINUOUS IMPROVEMENT
AUDITING
Simple and Effective

AGED CARE
Cleaners Handbook

Launderable Microfibre

AGED CARE CLEANING

Disposable Microfibre

1n sight
Intelligent Insight

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interclean
group