

Hospital environmental services team improves communication, compliance and cleanliness with Lexmark color laser printers.

UK Medical Center makes a clean sweep with Lexmark color laser printers

The Organization

Established in 1957, the University of Kentucky Medical Center is consistently ranked among the top 20 critical care medical facilities in the United States by *U.S. News & World Report*. Named a Primary Stroke Center in 2005, the hospital is about to embark on its biggest growth campaign ever. The \$375 million expansion will feature all private rooms and support the complex medical services that it delivers while providing a more appealing environment for patients and their families.

The Challenge

Like any hospital, the delivery of top-quality medical care is one critical aspect of its overall operation. But, without cleanliness, no hospital can survive. At UK Medical Center, the mission of maintaining a healthful medical atmosphere falls to the environmental services department, which employs a small army of 130 professionals. These employees make sure each patient room is cleaned properly and thoroughly and ensure that the facility itself meets rigorous cleaning standards.

For Griff Thomas, the hospital's Environmental Services Director, scheduling the diverse staff, keeping accurate records, standardizing performance, training new and existing employees, and communicating with other departments all require significant amounts of documentation.

Safety is at the heart of just about all of Thomas' communication and printed materials. And, because of that, information retention is imperative. Unfortunately, some of his important messages were not getting through.

Employee retention was challenging in this fast-paced environment. Some procedures weren't being followed properly. Nurses were having a hard time using the computer discharge notification system

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—Griff Thomas
Environmental Services Director
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when patients were discharged. Employees were misinterpreting work schedules and not arriving at the right times.

Thomas knew he needed to change his communications approach to make improvements in these metrics. For a solution, he turned to Lexmark.

The Solution

Lexmark's healthcare-industry consultants worked with the UK Medical Center to understand the unique requirements of the environmental



services group and recommend an appropriate solution. Ultimately, the hospital selected the Lexmark C920 color laser printer - a fast printer that can print up to 32 11x17-inch pages per minute.

Employee schedules are now printed in color, with larger fonts, on larger paper and posted for all employees to easily see.

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—Griff Thomas

Training materials are more colorful and entertaining, helping employees actively retain important information more readily.

Checklists help employees more easily follow a standard set of instructions for each area to be cleaned to ensure consistency, safety and regulation compliance.

Communications materials to nurses now clearly outline the proper procedure for patient discharges so that rooms can be cleaned more quickly and patient wait times for a room can be shortened. And, with all of these improvements, Thomas can produce colorful, impactful reports to senior hospital management to take credit for and highlight the team's progress.

According to Thomas, the Lexmark C920 is ideal for his team because of its print quality, speed and ease of maintenance. “Sometimes, we don't plan as much ahead as we should for our training sessions, for example,” said Thomas. “The C920 can handle printing a large volume of materials very quickly without any problems,” he said.

Thomas also appreciates the intuitive display that makes clearing the occasional paper jam a snap. “The C920 actually shows you a picture of exactly what to do to fix the issue,” he said. “Overall, we've been very impressed with the speed, print quality and ease of maintenance of the C920.”

The Results

Through its use of wide-format color laser printing, UK Medical Center's environmental services department has improved the efficiency of its cleaning crew, simplified training, reduced staff turn-over, communicated more effectively to other departments and heightened hospital cleanliness.

By working with Lexmark, UK Medical Center is assuring its patients the clean, hygienic environment necessary to speed patient recovery.