



## Holy Cross Cleaning | Case Study

Lighthouse by TEAM Software and Holy Cross transform how cleaning services are delivered in a hospital environment using software, mobile forms and BLE beacons.

### BACKGROUND

Holy Cross has been providing high quality laundry and linen services for 130 years. To enhance their mission to provide employment services to people with a disability and those disadvantaged in the community, Holy Cross Cleaning was launched in 2018.

Holy Cross Cleaning followed the founding principles of innovation, collaboration and professionalism by partnering with Lighthouse, an innovative workforce management platform, as they launched their cleaning services business.

### OBJECTIVES

According to Ian Martin, Operations Manager at Holy Cross, the primary driver for implementing Lighthouse was to support the 24/7 Cleaning Help Desk and improve cleaning response times.

The Help Desk receives inbound cleaning requests from the clinical team at Mater Hospital and needs to respond to these requests within a specified time frame, determined by factors such as location and the risk rating attached to the request. Examples of cleaning requests include patient room turnover, bodily fluid spills and infectious room cleans.

A timely response to these requests is critical as delays create bottlenecks in the patient journey and increase patient risk. These bottlenecks result in clinical resources being underused and slower patient outcomes.

Lighthouse was implemented to allow Holy Cross to more effectively manage the cleaning request process in real-time, improve response times, enhance quality and increase compliance with contractual requirements.

### OTHER DRIVERS FOR IMPLEMENTING LIGHTHOUSE:

1. Provide verifiable reporting that supports the hospital accreditation requirements.
2. Assist the infection control and clinical safety teams by providing reports and trends on the number of related cleans across the hospital.
3. Reduce labor costs by capturing real-time information on consumables replenished in public bathrooms.
4. Identify surges in consumable usage which may indicate theft.
5. Monitor cleaning quality and identify quality issues promptly.
6. Improve communication with the workforce through real-time messaging.

## THE SOLUTION



### COMMAND CENTER

The Command Center is accessible from any web browser and gives the Cleaning Help Desk a complete view of cleaning operations. They can see where team members are on a map, assign cleaning requests to a team member, and get a real-time feed of all cleaning activity.



### MOBILE APP & FORMS

The Lighthouse mobile app allows team members at Mater Hospital to record shifts, manage cleaning requests and communicate with the Help Desk and supervisors in real-time.



### AUDITS

Mobile audit forms ensure cleaning quality standards are being met across the Mater Hospital. Forms allow attachment of photos, notes and a digital signature.



### DASHBOARD AND REPORTS

Robust web-based dashboards and reports measure compliance, efficiency and quality of cleaning across Mater Hospital.

## HOW IT WORKS

### HELP DESK

1. Receives a call from the clinical team with a cleaning request.
2. Help Desk uses Lighthouse Live Maps to identify where the closest team member with the right training is located.
3. Help Desk uses Lighthouse to assign the cleaning job to that team member.
4. Team member accepts the job using the Lighthouse mobile app and updates the job to “in progress” giving the Help Desk clear visibility of work in progress.
5. When complete, the team member marks the job as “closed” using the Lighthouse mobile app.
6. A report is instantly generated in Lighthouse including resolution time and the Help Desk is notified.
7. Dashboard reports and trends enable the leadership team to identify operational efficiencies.

### SUPERVISORS

1. Use the Lighthouse mobile app to complete customized cleaning audits across the hospital, uploading images and comments on any areas needing improvement.
2. Use the app to assign any issues identified through the audit to the service team for resolution.
3. Access reports on audit results and problem areas that need to be addressed.

### SERVICE STAFF

1. Use the Lighthouse mobile app to record timesheets that populate shift reports in real-time.
2. Use the app to complete checklists when conducting cleaning in public amenities. Checklists capture completed tasks, time of service, number of consumables replaced and any maintenance issues
3. Use the app to receive and respond to messages from the Help Desk in real-time.

## HOW DO WE KNOW WHERE SERVICE STAFF ARE?

Holy Cross uses more than 300 Bluetooth Beacons installed across every hospital building on campus to identify where service staff are located. Beacons are small, low-cost battery powered devices that broadcast signals using Bluetooth Low Energy (BLE). The Lighthouse mobile app listens for these signals and then updates the team members' location in real-time.

## RESULTS



Faster response times to all inbound cleaning requests.



Labor cost reduction by allowing cleaners to record consumables and eliminating existing stock control procedures.



Removal of all paper-based cleaning record cards from public bathrooms, improving efficiency and aesthetics.



Better and more accessible reporting on all cleaning activity across the hospital.



Better workforce planning and scheduling through analyzing cleaning demand over time.



Improved workplace health and safety outcomes through auditing of cleaning facilities and safety compliance procedures.

“Lighthouse.io has provided our team with the tools they need to effectively manage a large workforce and give our clients peace of mind that cleaning standards are at the level they need to be to support the provision of exceptional patient care, and provide a safe and pleasant environment for patients, staff and visitors.”

- Ian Martin, Operations Manager Holy Cross Cleaning



TEAM Software by WorkWave develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in the North American, Asia-Pacific and EMEA regions. TEAM provides cleaning and security contractors in North America with the only award-winning fully integrated ERP that reduces risk and costs and drives efficiency, profitability and growth. More than 750 companies and nearly 1 million end users rely on TEAM's solutions globally, with well over 450 companies and half a million end users in North America alone. Founded in 1989, TEAM is headquartered in Omaha, Nebraska. For more information, visit [teamsoftware.com](https://teamsoftware.com).