

## 2015-2016 LeadingAge Oregon Leadership Academy Project

Participant: Virginia Henton, AAS GRN  
Assistant Activities Director

Community: Holladay Park Plaza, Portland, Oregon

Project Title: Housekeeping Checklist

Project Description: Cleaning check-list to be utilized by housekeeping staff.

1. My project enabled me to support the housekeeping staff by devising a "Checklist" to assist in the daily undertaking of the cleaning of the facility in an organized and efficient manner, and to maintain a clean, healthy environment for the residents to live.
2. The benefit of the project is a cleaner community. The assigned daily checklist enabled the Housekeeping Supervisor to verify the assigned duties are completed as directed, and enabling the supervisor to effectively managed staff assignments by having staff turn in an initialed check-off sheet for their respective job assignments. I was pleased the project was accepted by the housekeeping supervisor from our first conversation.
3. I initially spoke with the resident representative of the community Buildings & Grounds committee to evaluate the need for my project, and was encouraged to proceed with the project, and was directed to read "The Checklist Manifesto: How to Get Things Right" by Atul Gawande. Afterwards, I contacted the Housekeeping Supervisor, and was pleased to have encouragement for the project. At this point, I spoke with my supervisor who gave the project a green light to proceed.
4. I communicated with the Housekeeping Supervisor for suggestions and idea's to help create the checklist with efficiency in mind. My supervisor reviewed the first draft checklist, and suggested the addition of "area classifications". We worked together to create the duty list for the skilled floor and the main level community.
5. First, I obtained and read the book, The Checklist Manifesto. Secondly, getting the initial draft spreadsheet built, and identifying the line items for the checklist. Third just finding the time to work on the project. Lastly, meeting with the housekeeping supervisor to edit and fine tune the spreadsheet periodically.
6. Time management. Creating the time to focus on the project without outside interference was the most difficult.
7. I found there were form type checklist sheets available on the internet through various vendors, but I found they were focused on the housekeeping for the hospitality industry rather than community living, or the long term skilled care environment. I used the available samples located on line, and created a checklist for our community living, and skilled care environments.

8. Number one was "*Challenge the Process*". I was asking our housekeeping supervisor to allow me to develop a tool for her and her direct reports to use as an aide in completing their daily housekeeping tasks.

Secondly, "*Developing Relationships*" allowed me to open a dialog with the housekeeping supervisor which in turn enabled us to discuss the potential benefits of having a daily duty checklist; i.e., keeping the community cleaner, benefits of rotation cleaning, managing staff assignments. Building the relationship with the grounds committee resident liaison, and the housekeeping supervisor led me to "*Inspire a Shared Vision*" by creating and implementing the housekeeping checklist to aid staff in completing their respective daily assignments, and by having the cleaning staff themselves initial their assignment sheets; also brings accountability into the realm.

9. I developed relationships with my peers by opening dialog, and challenging the process which created the possibility of a shared vision by inviting, and opening the lines of communication for a cleaner community.
10. I will continue to take advantage of classes and programs as they present themselves. Currently, I have begun my next undertaking which will take me through the credentialing process with the National Certification Council for Activity Professionals (NCCAP) who offer certification credentialing for Activity Professionals.