DACUM Competency Profile for Housekeeper

Produced For

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<table>
<thead>
<tr>
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<th>Position</th>
<th>Hospital/Center</th>
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<tbody>
<tr>
<td>Gilberto Marquez</td>
<td>Environmental Aide</td>
<td>El Centro Regional Med. Center</td>
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<tr>
<td>Jaime Moreno</td>
<td>Housekeeper</td>
<td>Pioneer Memorial Hospital</td>
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<tr>
<td>Esperanza Carrasco</td>
<td>Environmental Services</td>
<td>Pioneer Memorial Hospital</td>
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<tr>
<td>John Chapple</td>
<td>Housekeeping Lead Aide</td>
<td>El Centro Regional Med. Center</td>
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<tr>
<td>Jennie Barra</td>
<td>Housekeeper</td>
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  San Diego/Desert Region

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# DACUM Competency Profile for Housekeeper

Housekeeper is a member of the health care team who maintains the hospital by cleaning, disinfecting and performing routine procedures that provide a safe and aesthetically pleasing environment for the patients, family, guests and employees.

## Duties

### Maintain Supplies & Equipment

- A-1 Inventory/stock housekeeping cart
- A-2 Provide preventative maintenance to equipment
- A-3 Request replenishment of supplies
- A-4 Prepare ready to use solutions
- A-5 Clean housekeeping cart
- A-6 Launder soiled wet mops
- A-7 Deliver supplies

### Routine Cleaning of Hospital

- B-1 High dusting of room environment
- B-2 Spot clean and sanitize walls, window sills and furniture
- B-3 Empty trash
- B-4 Clean and sanitize bathroom
- B-5 Replenish restroom supplies
- B-6 Dust mop/vacuum floor
- B-7 Wet mop floor
- B-8 Organize room furniture
- B-9 Inspect area

### Process Linen

- C-1 Check accuracy on amount of incoming clean linen
- C-2 Check inventory of each departments linen supply
- C-3 Make special linen orders as needed
- C-4 Distribute linen to departments
- C-5 Pick up soiled linen

### Waste Disposal

- D-1 Collect trash to housekeeping cart
- D-2 Place full trash bags from cart in soiled utility room
- D-3 Sort infectious waste bags
- D-4 Take regular waste to compactor
- D-5 Take infectious waste to refrigerator
- D-6 Take pathology waste to incinerator to burn

### Prepare Pt. Room for New Admit

- E-1 Practice universal precautions
- E-2 Prepare room for discharge cleaning
- E-3 Repeat steps for routine cleaning
- E-4 Sanitize walls, flat surface and furniture
- E-5 Dress the bed
- E-6 Sanitize venetian blinds if isolation
- E-7 Sanitize/scrub ceiling and walls of isolation room
- E-8 Sanitize equipment of isolation room
- E-9 Notify unit secretary of clean room
<table>
<thead>
<tr>
<th>F</th>
<th>Refinish Hard Surface Floor</th>
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<tbody>
<tr>
<td></td>
<td>F-1 Remove furniture and clear area</td>
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<tr>
<td></td>
<td>F-2 Remove debris from floor</td>
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<td></td>
<td>F-3 Strip floor</td>
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<td>F-4 Lay wax on floor</td>
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<td>F-5 Polish floor</td>
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<td>F-6 Maintain floors</td>
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<tr>
<td>G</td>
<td>Carpet Care Maintenance</td>
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<tr>
<td></td>
<td>G-1 Prepare area</td>
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<td>G-2 Treat stains</td>
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<td></td>
<td>G-3 Deep shampoo carpet</td>
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<td></td>
<td>G-4 Bonnet buff carpet</td>
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<td></td>
<td>G-5 Vacuum carpet</td>
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<td></td>
<td>G-6 Steam carpet</td>
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<tr>
<td>H</td>
<td>Perform Special Projects</td>
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<tr>
<td></td>
<td>H-1 Clean light fixtures</td>
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<td></td>
<td>H-2 Wash outside windows</td>
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<td></td>
<td>H-3 Scrub patios and entrances</td>
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<td>H-4 Replace cubicle curtains</td>
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<td>H-5 Shampoo upholstery</td>
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<td></td>
<td>H-6 Steam clean wheelchairs and gurneys</td>
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<td>H-7 Wash Venetian blinds</td>
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<td></td>
<td>H-8 Steam clean kitchen trash cans</td>
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<td>H-9 Wash walls, door thresholds and frames</td>
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<td>H-10 Clean interior of vents</td>
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<td>I</td>
<td>Professional Responsibilities</td>
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<tr>
<td></td>
<td>I-1 Report unsafe conditions</td>
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<td>I-2 Attend department staff meetings</td>
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<td>I-3 Attend inservice education</td>
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<td>I-4 Orientation of new housekeeping staff</td>
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<td>I-5 Supervise community service workers</td>
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Future Issues
• Environmental concerns
• Health Care Reform
• Higher skills
• Higher technology of equipment
• Improved chemicals
• Increased risk of infection diseases

General Knowledge and Skills
• Basic English
• Basic household measurements
• Communication skills
• Lift weight, maximum 50 lbs.
• Listening skills
• Literacy
• Organizational skills
• Patient's rights
• Problem solving
• Safety skills
• Verbal skills
• Writing skills

Tools, Equipment, Supplies and Materials
• Automatic scrubber
• Bio hazard bags
• Bleach
• Brushes
• Bucket
• Bucket wringer
• Buffer pads
• Burnisher (high speed)
• Burnishing disk
• Carpet shampoo
• Cleaning Cloths
• Deodorizer
• Dry mop
• Dust mop
• Dust pan
• Extractor
• Face mask
• Floor cleaning solution
• Floor stripper solution
• Germicidal
• Gloves (disposable)
• Goggles or shields
• Hand lotion
• Hand soap
• Housekeeping cart
• Labels
• Long handle duster
• Non-slip shoes
• Oil treatment for dust mops
• Paper towels
• Patient Admit Kits
• Plastic bags
• Protective gowns
• Push brooms
• Red isolation bags
• Roto (low speed)
• Scraper
• Shampoo pads
• Shampooer
• Signage (Wet sign)
• Small bedside Trash bags
• Scurble bags
• Spray bottles
• Squeegee
• Stain remover
• Stainless steel cleaner
• Stripper pads
• Tape remover
• Tile cleaning solution
• Toilet bowl cleaner
• Toilet tissue
• Utility pads
• Vacuum cleaner
• Wall cleaner
• Waterproof apron
• Wax
• Wet mop
• Window cleaning solution
• Yellow bags for contaminated linen

Worker Traits/Behaviors
• Ability to deal with stress
• Ability to make decisions
• Common sense
• Compassionate
• Confidentiality
• Efficient
• Flexible
• Follow directions
• Good person hygiene
• Honesty
• Initiative
• Responsible
• Self confident
• Self Control
• Self directed
• Sense of humor
• Stamina
• Team work
• Willing to learn