



MEDICAL CLEANING OUTSOURCING MANAGEMENT MECHANISM TO IMPROVE EFFECTIVENESS- EXAMPLE OF MEDICAL CENTER IN SOUTHERN TAIWAN

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ABSTRACT

The hospital provides medical services to outsource management of non-core medical operations and labor-related operations in order to maintain operating costs. Therefore, the outsourcing evaluation management system is very important. Through the assessment mechanism and the contractual requirements, the appropriate outsourcing vendors are selected, and the usual management audits are used to leave records. In the annual assessment, the manufacturers with poor system or improper management are eliminated. The research statistics are 2000-2018. Through continuous revision of the system, select excellent outsourcing vendors to provide a better medical environment.

KEYWORDS : outsourcing management

Objective:

To ensure the quality of the medical environment, hospital cleaning operations are outsourced. This study is based on a medical center (2,500 beds in total). Statistics 2000-2018.09 outsourcing contract management abnormalities a total of 1,625, including 953 environmental anomalies (58.6%), personnel abnormalities of 672 (41.3%), analysis of the reasons for the original contracting operations only to negotiate procedures, manufacturers for contracting price competition, After confirming that the contract was not in accordance with personnel costs, the field operators often lacked people (452, 27%), continued to work for more than 7 days (134 8%) or after daytime work (07-16) continued to work at night (16 -24) Etc. (86, 5%), which seriously affects the environmental quality. Therefore, through the PDCA model, the revised outsourcing contract mechanism is reviewed to select high-quality outsourcing vendors.

Method:

The outsourcing contract mechanism has been revised item by item since 2000 as follows:

The 2000 contract setting and bargaining system: only the contracted contract content and the scope of cleaning work, tools, acceptance criteria and penalty, etc., are determined by the bargaining price of the manufacturer.

In 2007, the management method for outsourcing contracting and leasing was set up: the new management method was set up, and the basic calculations such as manual tools were listed, and the report was filled according to the specifications.

2008 update outsourcing selection system and annual assessment method: the addition of five supervisors from different departments for screening and annual evaluation of B times to replace bad manufacturers early.

2018 Adjusting the environmental cleaning operation outsourcing investment management plan and operation performance evaluation table content: The focus of the evaluation is the vendor management system such as personnel, attendance management, self-audit and education training system, etc.

Enforcement and vendor commitments are included in the contract for the implementation of the requirements.

Results:

After the outsourcing evaluation system, five bad manufacturers were replaced, and the number of abnormal cases was greatly reduced. The number of abnormal night shifts during the day was 0, and the number of abnormalities of people who continued to work for more than 7 days was 4, and the number of undocumented persons was 2. 48 environmental audit anomalies (2018.10-2019.01). Fig.1

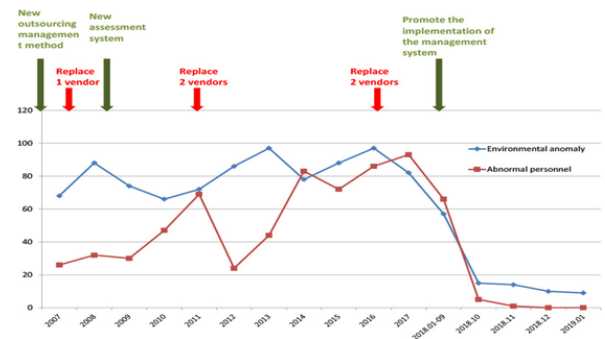


Figure 1. Abnormal improvement statistics

Conclusion:

The establishment of a management system is to allow management personnel to follow the audit management. Coupled with the assessment system, it is possible to replace bad manufacturers early, and to implement the performance appraisal of the manufacturers, enforce the commitments of the manufacturers, avoid violations of laws and regulations, and let the staff work overwork.

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