



Custom  
Printed  
Products



## CASE STUDY

# Facilities Management Company

Custom Post-it® Notes increase the level of communication between hospital staff, patients and facilities management, improving overall satisfaction.

### Situation

A large facilities-management group was responsible for the daily cleaning and maintenance of a 300+ bed hospital. The hospital's nursing staff was searching for a way to reduce maintenance-related requests which took valuable time to pass on to the Service Response Center. The service center staff was looking for a way to get better details about the maintenance request before they responded to ensure they brought the needed tools and supplies to quickly take care of the issue.

### Solution

We worked with the customer to develop a bi-lingual Custom Post-it® Note which was filled out and left on the patient's door each day after the daily cleaning.

#### The solution allowed:

- A way for staff to leave their name, date, and time the room was cleaned.
- A way for service center personnel to leave contact information so families and patients could bypass the nursing staff with requests.

### Outcome

Communication between patients, medical staff, and the facility management group drastically improved. The form was a quick visual indicator that the room had been serviced, improving patient satisfaction with the facility.

#### In addition:

- The nurses could spend more time attending to the patients' medical needs.
- The service center was able to manage their time more efficiently by dealing directly with patients.
- Requests were resolved faster by responding with the right tools and supplies to address the issue.