

KEY MESSAGES

- **Shine – Make it clean, keep it clean.**
- SHINE is the third S in the 5S approach and builds on our earlier 5S work. It will give our workspaces a fresh start and set a standard we can continuously work toward.
- The benefits of the SHINE phase are to:
 - Improve attitudes; you feel better when an area is clean.
 - Create a more efficient, safe work environment.
 - Promote real time awareness of problems or issues in the work area including broken equipment.
 - Remove dust and dirt that causes contamination, which can cause a loss of quality.
- Shining solves a common issue known as “broken windows” syndrome.
 - If there are several broken windows in an old building, people passing by tend to have less respect for the property.
 - Over time, all the windows may become shattered, and it may be difficult to remember how it happened.
 - But, if all the windows are kept in good working condition, people are more likely to treat the property with respect.
 - If a building is cared for properly, any broken window will be obvious - and quickly repaired.
- When our area is clean—and when we continuously keep it clean—it instills pride and can help identify abnormal conditions or broken equipment.

TIPS

- Include your entire team in the SHINE phase. It's everyone's job!
- Use a color-coded layout to assign cleaning duties. This will help team members easily see their responsibilities and track progress.
- Next, develop a cleaning schedule and communicate clearly to your team:
 - What should be cleaned.
 - When it should be cleaned.
 - How it should be cleaned.
- During planning, identify items and activities requiring Environmental Services (EVS) or Facilities assistance and complete the appropriate work orders as soon as possible so that both departments have time to help as needed across the hospital. Some examples where you might need help include high dusting, floor clean-up or polishing, replacing stained ceiling tiles or light bulbs, and painting.
- Ensure team members use cleaning materials appropriate for your work area. If additional supplies are needed, contact Environmental Services.
- Remember, safety is a priority. Remind team members to call on the proper functions to help with hard-to-clean areas.



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or **scan the QR code** to
watch the “5S Shine” video.

ACTION ITEMS FOR MANAGERS

- Share the SHINE phase information and key messages with your team in your daily huddles and department meetings.
- Ensure the 5S Campaign flyer is on your communication board.
- Block time on calendars for SHINE activities.
- **Continue to complete the 5S audit at the end of each month.**

BEFORE SHINE PHASE STARTS

- Communicate expectations and logistics to your team members.
- Hang provided public-facing signage if completing the SHINE phase in a patient or visitor area.
- For more training, an LMS course is available: "5S #1591379".

DURING SHINE PHASE

- Schedule an initial cleaning session. Clean the 5S area from top down, including the walls, bins, counters, shelving, cabinets, floors, and all the equipment that will reside there.
- Create and keep a cleaning schedule. Clearly identify what should be cleaned, when it should be cleaned, and how it should be cleaned.
- Check progress frequently and help the team with issues or obstacles.
- Continue to communicate with your full team in daily huddles.
 - Share updates, wins, and next steps.
 - Seek feedback on ways to improve the process.
 - Discuss what improvements have been realized.



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