

A Culture of Caring: The Intersection of Hospital Housekeeping Staff and Person- Centered Care

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Participants

- 8 semi-structured interviews (30-60 min)
- 6 women, 2 men
- 40-62 years old
- Employed 4 months to 20 years
- Ethnicity (self-identified): African American, White, Ghanaian, Hispanic & Pacific Islander

Themes and Subthemes

1. Caring for Patients

- a. Bonding, connection & trust
- b. “Keeping things positive”
- c. Seeing suffering: “Part of the job”
- d. Making sense & ways of coping

2. Role and Impact Within Healthcare

- a. “Germ busters”: Communicating through cleanliness
- b. “More than just cleaning...we matter”
- d. Not a nurse, not a doctor...but a bridge
- e. A culture of caring

“The greater part of nursing consists in preserving cleanliness.”

- Florence Nightingale



Recommendations (from the participants)

- “Pay a little more attention to everyone on the healthcare team”
- Consistency and a familiar face: a primary housekeeper for each unit
- “Hire people who care”
- Education and Support:
 - Connecting with patients
 - Professional boundaries

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