

THE Importance of Caring

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my journey into health care



Courtney Smith

LEAD HOUSEKEEPER

Courtney Smith has always enjoyed taking care of people and that's what led her to her career as lead housekeeper at Columbus Community Hospital.

"I think the housekeepers are the hidden caregivers in a health care facility," she said. **"We provide a clean, healthy, safe and comfortable recovery room, labor room, OR suite or even C-section suite to patients, but also a welcoming waiting room while the family waits for their loved one to get out of surgery, a friendly 'hello' in the hallway or even help with directions to a room or clinic in the medical office building."**

Though Smith has only held her position as lead housekeeper for about two years, this isn't her first experience in health care or at CCH. Smith started working at CCH in 2014 as a kitchen aide. She would eventually leave that position for a job outside the hospital, before she returned to CCH in 2016 and started working as a float housekeeper on the night shift.

"Honestly, I was happy just being a housekeeper and did not know I wanted the lead housekeeper position until it was offered to me and now, I can't imagine myself doing anything else but this," she said. **"I truly enjoy the staff that I work with and coming up with new ways to get the job done better and more efficiently."**

In her position as lead housekeeper, Smith supports the housekeeping staff by doing inventory, making schedules, delivering supplies to housekeepers, researching new products and vendors, and assisting with the hiring for the department. She also does tests on the hospital rooms to ensure that the rooms are cleaned and disinfected to the hospital's standard.

With this variety of duties, Smith said no two days on the job are the same.

"I think working in the hospital there is no 'typical' day," she said. **"Things can change so quickly but the staff is so great at adapting to the change at a moment's notice that I am always impressed."**

Adapting to challenges is also one of Smith's favorite parts of her job.

"One of my favorite things to do is help come up with solutions to new problems and to help clean when we are either short staffed or it's just really busy," she said.

Smith has been helped in these areas by the housekeeping staff which she said trained her and supported her so she could become successful in the department.

"CCH has supported me by letting me learn on the job and that is amazing to me because I am a hands-on learner and it's

the best way that I retain knowledge is by experience," she said. **"But they have also supported me by offering classes that I can take to help me do my job the best that I can."**

Smith didn't have formal education or training that led her to housekeeping, but once she moved into the lead housekeeper position, she took a leadership development course at Central Community College, which has proved useful. Smith uses material she learned from the course every day as she handles any challenges that arise in her work.

Though Smith acknowledged that the health care presents plenty of challenges, she doesn't regret working in the field.

"Working in the health care setting has its ups and downs, but the reward of seeing a patient get better because of the collective effort of the entire hospital staff makes it all worth it," she said.

For more information on Smith or the variety of job opportunities available at CCH, visit www.columbushosp.org.