BAPTIST
Memorial Hospital
Union City

Derick B. Ziegler, FACHE
Chief Executive Officer

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To Whom It May Concern,

Please accept this letter of support for HHS.

We are a 173-bed not-for-profit hospital in Northwest Tennessee that elected to contract the management of our Environmental Services Department out to a third-party after failing to generate the results we desired by managing the area internally. HHS has provided consistently professional, high-caliber leadership to our Environmental Services Department that has resulted in a remarkably clean facility.

The processes that HHS employs are both efficient and flexible. Our hospital experiences dramatic fluctuations in census, but our Environmental Services Department is skillfully managed to adapt and meet the volume demands of that day without delay. Additionally, given the trend towards the transparent dissemination of hospital data, HHS has programs in place to help improve patient satisfaction and HCAHP scores, which are of critical importance.

Finally, we have been very impressed with the quality of leadership HHS provides. Our on-site director and the corporate support provided by HHS, has exceeded our expectations and been a valuable partner in improving the cleanliness of our facility and the safety of our patients.

Please feel free to contact me if you would like to discuss this matter further or need any additional information regarding HHS.

Sincerely,

Kyle Armstrong, Assistant Administrator

KA/pjh

SERVICE FIRST