



Baton Rouge General

A Community of Caring

February 21, 2011

Ryan Williams, CEO
Hospital Housekeeping Systems
322 Congress Ave.
Austin, Texas 78701

Dear Mr. Williams:

I would like to take this opportunity to express our high level of satisfaction with the services provided by Hospital Housekeeping Systems. HHS has managed the housekeeping services at Baton Rouge General since October 2002.

Throughout our partnership with HHS, your team has consistently demonstrated professionalism, industry knowledge, and the ability to adapt and grow with our facilities. The systems HHS has implemented at our hospitals have helped to maximize quality, minimize costs, maintain a focus on patient experience, and provide incentives to keep staff engaged while performing daily tasks. A perfect example of this is the recent implementation of your bed tracking system. It has become an excellent tool in expediting our bed turnover.

In addition, I would like to make a specific mention of Director Randy Manno's abilities. He has provided excellent leadership to our EVS departments, and we are glad to have him on our team.

We have been very pleased with HHS's consistent efforts to improve the overall cleanliness of our facilities, and we look forward to continuing our business relationship with Hospital Housekeeping Systems in the years to come.

Please feel free to contact me for any other questions or comments on this matter. I can be reached at (225) 381-6287.

Sincerely,

Alan Jochim
Director, Facility Management

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