

Good Shepherd Medical Center: *Going Above and Beyond*

In June of 2009, **Good Shepherd Medical Center** in Longview, Texas, selected HHS as its provider of housekeeping and laundry services. The arrangement extends to Good Shepherd's 425-bed acute-care regional hospital, a wellness center, professional office building, and several other facilities.



Good Shepherd was recognized with a 2009/2010 Consumer Choice Award, presented by the National Research Corporation to hospitals identified by consumers as having the highest quality and image. This award, along with many other honors received, reflects the medical center's intense focus on quality, patient care, and safety. Good Shepherd CEO Ed Banos says HHS is a valued partner that significantly contributes to the hospital's outstanding reputation.

"We evaluated a number of bids, and HHS was the frontrunner from both a quality and a pricing standpoint," Banos says.

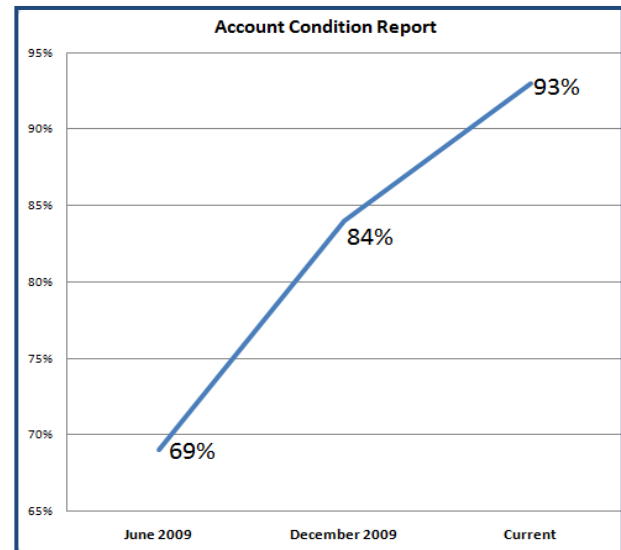
"After they started, we saw immediate improvements and it was evident very quickly that patients and employees were much happier than they had been previously," Banos continues. "Complaints about housekeeping immediately started to decrease. We see more housekeepers on the floors, patient rooms are thoroughly cleaned, and common areas are spotless."

"The entire place is cleaner, and patient satisfaction has improved," Banos explains.

"HHS really goes above and beyond to serve the customer."

Kendra Johnson, director of housekeeping at Good Shepherd, has been an HHS employee since 2003. She says there were issues with quality, customer service, and follow up that existed when HHS took over the medical center's EVS duties. "We hired many of the employees who had worked for the previous housekeeping service, and discovered that they had received little or no training," Johnson explains.

"There are 137 housekeeping employees dedicated to keeping the Good Shepherd facilities clean, safe, and sanitary. Like all HHS employees, these employees went through an extensive training process and learned our procedures and systems for doing every job."



This chart represents Good Shepherd's ACR Scores between June 2009 and June 2010.

Partnership Highlights

- ◆ HHS replaced Crothall as both EVS and Linen Services Provider in June of 2009
- ◆ HCAHPS scores have increased from approx. 53% to 67% in less than 12 months
- ◆ HHS raised cleaning outcomes to "Tour Quality" in less than 12 months

The cleanliness report card

All HHS partner hospitals receive a visit each quarter from an HHS regional vice president, who conducts a

thorough inspection called the Account Condition Report (ACR). The work of on-site HHS employees is put to the proverbial white-glove test during a two- or three- day evaluation that examines every aspect of cleanliness. An on-site HHS employee accompanies the vice president during the inspection, so any issue that is identified can be reported, documented, and immediately addressed.

Johnson explains, "During the ACR, patient room cleanliness is inspected from top to bottom, including the quality of dusting, wall washing, floors—everything from a cleaning standpoint."

First impression areas receive a thorough review as well, and a great deal of time is spent examining floor care. Every aspect involved in keeping the hospital clean is listed separately on the ACR, and points are assigned. A report is generated showing how the EVS team has scored in each category, and what areas can be improved.

"Our partners have high expectations of our performance, but our expectations of ourselves are just as high—if not higher!" says Johnson.

A laundry list of cost savings

David Kreager, who joined HHS in 2004, is the director of laundry services at Good Shepherd. Kreager and his staff of 22 wash and process 8,000 to 10,000 pounds of laundry every day. It adds up to more than three million pounds a year of sheets, spreads, pads, gowns, blankets, operating room linens, and scrubs.

"It is my responsibility to ensure that an adequate supply of clean, fresh linens is always available," Kreager says. "Equally as important, it is my job to identify cost saving measures in the laundry department that will not compromise quality."

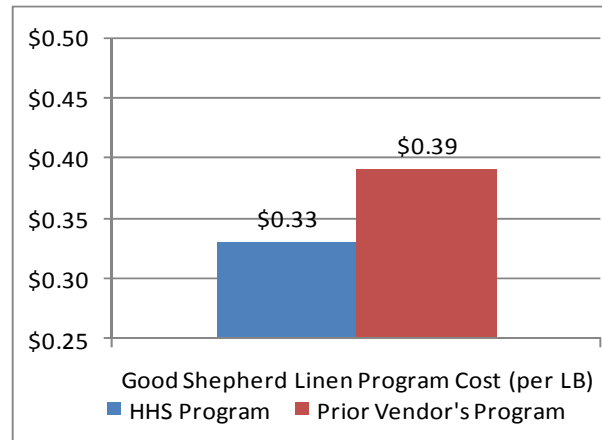
"The relationship between HHS and Good Shepherd is a partnership," Kreager explains, "and increasing efficiency and reducing costs are absolute priorities."

"For example, there are more than 100 bed changes a day. We've established a system to ensure that the correct linens are used every time, decreasing the poundage of linens washed and the number of linens that must be replaced," Kreager explains.

That system is part of an inventory process HHS recently implemented that takes the guesswork out of stocking carts. Using hand-held devices, the laundry staff enters the inventory remaining on linen carts each evening. A ticket is printed listing the quantity and type

of linens needed to restock each cart. The information is also uploaded to a computer system that tracks linen usage by patient days. Significant cost savings have also been realized by changes HHS has made to the laundering process itself.

"We've installed new dispensers that ensure the proper amounts of detergent and chemicals are used," Kreager explains. "We are also reprogramming washing machines to use less water. And since there's less water to heat, there are energy savings as well."



This chart represents the per-pound cost-savings HHS has achieved since taking over management of Good Shepherd's Linen Program, amounting to an annual savings of \$150,000.

The HHS difference

HHS focuses exclusively on Good Shepherd's housekeeping and laundry, and has the systems and training programs that ensure the highest standards are met and exceeded.

Vigilant attention to detail sets HHS apart. "We have housekeepers dedicated to policing the lobbies, restrooms, and other first impression areas, using detailed checklists," Johnson says, "and we always keep floors properly waxed and shiny, because everyone notices the floors in a hospital!"

Good Shepherd appreciates the advantages of having HHS oversee both the EVS and laundry operations. "The two areas go hand in hand," according to Banos.

"The unified approach leads to higher quality, more efficiency, and greater cost savings," says Banos. "The service provided by HHS is great."

"If there's something they need to address, they take care of it immediately and they let me know the outcome," Banos continues.

"They do what they need to do, and do it extremely well."