



University of New Mexico Cancer Center

THE OFFICIAL CANCER CENTER OF THE STATE OF NEW MEXICO
A NATIONAL CANCER INSTITUTE DESIGNATED CENTER

April 6, 2011

To Whom It May Concern:

It is my pleasure to again recommend Hospital Housekeeping Services. In my 30+ years in the healthcare business, HHS stands out as one of the few services that consistently and accurately manage a quality program. As we approach two (2) years occupancy and service, the facility looks better than when we first moved in. Housekeeping is an integral part of our operations and viewed as "one of us" and not an outside contract. The program in place meets all our needs and when issues arise, there is immediate response and action.

I first engaged HHS at a major hospital in Albuquerque to replace an in-house program that totally failed. Not only were the problems addressed, but the overall service was raised to a professional level. When I became responsible for UNM Cancer Center and planned occupying a new facility, I turned to HHS to help me make the move and transition successful. In my way of thinking, I had only one chance to do it right the first time and I knew HHS would not fail in that challenge. Press-Ganey patient satisfaction scores are reviewed on a monthly basis. Facility cleanliness is consistently scored the highest rating, 95+ every month, and routinely receives positive comments from our patients and staff.

Again, I highly recommend Hospital Housekeeping Services to anyone in the healthcare community. I also invite anyone to tour our showcase facility and see for themselves the total quality of our facility and the total service we provide to our community. Feel free to contact me if any other information is needed.

Sincerely,

A handwritten signature in black ink, appearing to read "Donald P. Whitehead", is written over a horizontal line.

Donald P. Whitehead
Chief Operating Officer

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