



University of Mississippi  
Health Care

3-5-10

University Hospitals and Health System

To Whom It May Concern,

Please accept this letter of support for HHS. Prior to selecting this company for housekeeping services, we performed an extensive search and evaluation for a successful contractor for our housekeeping services. We pre-qualified four national vendors and went through an exhaustive RFP process. HHS scored the highest on our objective evaluation tool and also scored very well on our subjective evaluation tool.

HHS took over our account on the heels of a very poor performing company. There was an overwhelming consensus that our hospital cleaning left much to be desired. Our patient survey data confirmed this and complaints from our staff were at an all time high. I am happy to report that hospital is now very clean. Our patient survey data (HCAHP) reflect higher satisfaction scores and complaints from our staff are down as well. HCAHP scores are above the national average and well above expectations. The onsite and Regional Support help provide exceptional results that our hospital is proud of. As noted above, the Medical Center was pleased to re-sign a new 3 year contract with HHS because of their performance in quality indicators both financial and cleaning.

HHS continues to work to improve the overall cleanliness of the facility. I believe that we are achieving success because of the response of the HHS management team. Both the in-house management team and the corporate support are excellent. When issues arise, the response from HHS is both immediate and positive.

Please do not hesitate to contact me directly should you need additional information regarding HHS.

Sincerely,  
Dr. Michael Todaro  
Assoc. Admin. UMC  
Direct Report

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