

University of Mississippi Medical Center: *Proven Systems Provide Measurable Results*

The University of Mississippi Medical Center, located in Jackson, is a four million-square-foot medical complex consisting of five hospitals and three support buildings. Combined, the complex treats thousands of patients each day.



In need of a Change

In 2004, HHS was selected via RFP process as the new EVS provider for UMMC. According to Dr. Michael Todaro, UMMC's associate administrator, the switch was a result of the existing EVS provider under-performing.

*"Our hospital was in dire need of change,"
Todaro says.*

"Our patient survey data confirmed this and complaints from our staff about housekeeping issues were at an all time high. We went through an exhaustive RFP process and HHS scored the highest on our objective evaluation tool and also scored very well on our subjective evaluation tool."

Consistently Exceeding Expectations

Prior to bringing on HHS as UMMC's EVS provider, the hospital complex consistently ranked in the 60th percentile in city, state, and national patient satisfaction standards. Since the change, UMMC has seen a significant increase in patient satisfaction rankings.

*"Our surveys show that the HHS approach to patient satisfaction has made a significant difference, to say the least," explains Todaro.
"Our patient satisfaction scores are now in the 95th percentile."*

HHS employee Larry Yeager, executive director of housekeeping at UMMC, says he and his staff always strive to exceed the high standards of quality and cleanliness established by HHS.

"HHS's systems and processes are designed to address everything the Joint Commission examines—and much more—thereby ensuring constant preparedness at each partner hospital," Yeager explains.

"We always try to get to the next level in every aspect of cleaning, patient satisfaction, and overall quality."

Dr. Todaro concurs; "I've set the bar very, very high when it comes to cleanliness, but the attention to detail by Larry and his staff goes above and beyond—it's wonderful working with a housekeeping director whose expectations of cleanliness are even higher than mine!"

Partnership Highlights

- ◆ Patient Satisfaction scores have increased from the 60th percentile to the 95th percentile
- ◆ Administration Satisfaction scores have increased from 60% to 100%
- ◆ Employee Satisfaction scores now consistently rank above 90%

Proven Systems, Measurable Results

HHS Division President Karl Herschbach attributes the company's success to the systems and processes that make up their program.

“During our 35+ years in business, HHS has consistently worked to refine our unique systems and services for maximum effectiveness and efficiency,” Herschbach explains.

“From our extensive start-up processes and management training programs to patient satisfaction indicators and hospitality training for all EVS staff members, we have a comprehensive network of systems and processes in place to ensure our programs consistently meet, and exceed, our partners’ expectations.”

HHS has developed an extensive patient awareness program, designed to provide patients with a range of “service indicators” that let them know the EVS department is actively involved in their hospital stay. Examples include toilet sani-strips in each patient’s bathroom and the use of “Sorry We Missed You” cards, which are left in patient rooms that are cleaned while the patient is out of the room, or asleep.

The cornerstone of this program is a focus on one-on-one management interaction with each individual patient. When a patient arrives at one of HHS’s partner facilities, the EVS director introduces him or herself to the patient as soon as possible, providing a business card and contact information, should they require any assistance from EVS.

“We’ve found that patient awareness plays a significant role in patient satisfaction,” Herschbach explains.

“By increasing the number of ‘patient touches,’ per day (whether in-person or via one of HHS’s many standard service indicators,) we are able to increase each patient’s understanding of—and often, appreciation for—the EVS team’s work.”

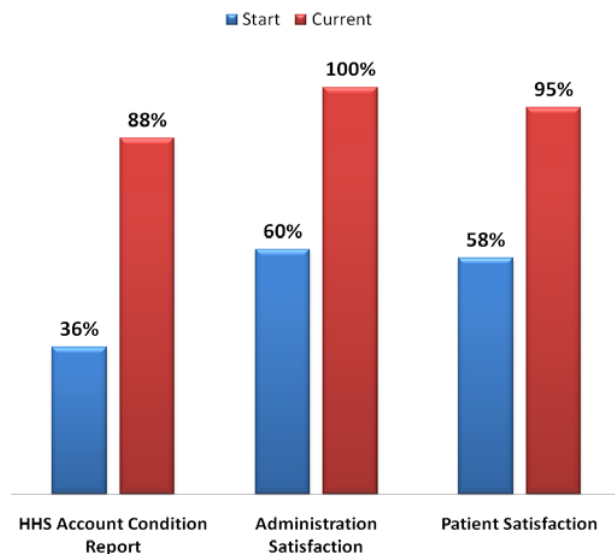
In all, HHS’s standards require at least three ‘patient touches’ by the EVS team each day.

Another key component in HHS’s success, according to Herschbach, is the customized approach the company takes to each new partnership.

“We understand that every single organization we work with is unique,” Herschbach says, “and we place an

enormous emphasis on tailoring our systems and services to best suit the needs of each individual partnership.”

University of Mississippi Medical Center



A Focus on Patient Satisfaction

HHS’s CEO, Ryan Williams, states that one of the cornerstones of the company’s philosophy is the belief that each member of the housekeeping staff can have a positive impact on the healing of patients.

“We believe that each individual at the hospital has the potential to positively impact a patient’s experience, and we strive to ensure that every HHS employee is empowered to do so,” Williams explains.

As a result, each HHS employee receives extensive patient awareness training, specifically designed to improve HCAHPS and other patient satisfaction scores. The program focuses on promoting positive, effective communication between housekeeping team members and patients, as well as their loved ones.

“HHS employees learn the best ways to interact with patients and their family members, and what it means to respect their privacy,” Yeager explains. “The housekeeping staff is focused on excellent cleaning, of course, but also on forming relationships with patients and helping to make their time at the medical center as positive and comfortable as possible.

Employees Make All the Difference

HHS attributes their high rates of employee satisfaction and low rates of employee turnover to the extensive onboarding process each HHS employment candidate undergoes, including meticulous screening and background checks, prior to hire.

Once on board, employees are thoroughly trained on every aspect of their jobs. Managers learn to inspire employees and promote motivation, loyalty, and productivity, and are held accountable for employee satisfaction scores—expected to consistently achieve scores in the 90th percentile, or higher.

“The employees hired by HHS are excellent and they are all part of our hospital family,” says Todaro. “They excel in their ability to be proactive and to make certain that everything is done correctly. They are extremely responsive and always address concerns immediately.”

Todaro continues, “I’m especially impressed with the way that the managers get involved and take a very active role to ensure that things are being done correctly and that expectations are being met. They don’t just sit at their desks—they frequently are out working and cleaning right along with the members of their staff.”

A Commitment to Service

From every standpoint, HHS is a partner to UMMC,

according to Todaro. “Their expectations exceed that of other companies, and they know how to put the plans and people in place to meet those goals.”

“With HHS, our hospital has the best of both worlds: A proven system of housekeeping that is second-to-none, and flexibility and responsiveness that meet and exceed our needs and expectations.”

“HHS believes each facility we serve is not just a client, but a partner,” explains Williams. “We consider it our duty to ensure our day-to-day operations serve the best interest of our partners, from cleanliness and communication to supply management and financial stewardship.”

This commitment is evident in the extensive network of regional and national support HHS provides each of its partners, Todaro explains.

“HHS provides outstanding on-site and regional support, and we are very proud of the exceptional cleanliness of the medical center,” says Todaro.

“HHS does more than clean our facility—they help us achieve success.”

Meet UMMC Assistant EVS Director Candice Henson

Candice Henson joined HHS in 2005, as a housekeeper at UMMC. After six months she was promoted to patient advocate, and soon after was promoted again, to the role of supervisor.

“Larry [Yeager] saw my potential and really encouraged me,” she says.

When Candice was promoted to assistant director, she transferred to a medical center about an hour away from Jackson. And with a promotion to the position of director, she relocated again.

“I loved the job,” Henson explains, “but I was a single mom with young children and wanted to live near my family.”

Unfortunately, the director role at UMMC was not available, so in December of 2009, Yeager offered Henson an opportunity to return to UMMC in an assistant director role.

“I was so happy when Larry offered me the opportunity to return to UMMC as an assistant director,” Henson says. “I was able to come back to my family, and [HHS] kept my pay the same even though I took a position at a lower level.

“HHS really cares about its employees,” Henson continues, “and the company has inspired me to do more with my life than I ever imagined. I am so grateful to [Larry and HHS] for believing in me.”

