4-1-9

University of Mississippi Health Care

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 five 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 was in dire need of change. 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 expectation. Our cleaning is exceptional. The on-site and regional support supply exceptional results that our hospital is proud of. We just completed our unannounced Joint Commission Survey with great success. The HHS team performed exceptionally well with no RFIs.

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 no 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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