

HHS

*Environmental
Services*



HEALTHCARE

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MOVING FORWARD. TOGETHER.





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Why HHS?

When patients walk into your facility, they trust you to provide excellent clinical care and a positive overall experience. But that trust extends to more than the clinical team. Patients expect to recover and heal in a safe environment. If they feel that your facility isn't clean and sanitary, it brings into question the quality of care and service in other areas.

Your environmental services (EVS) department should consistently exceed that expectation. HHS moves beyond the standard requirements of cleanliness through a program built on transparency, results, and culture.



Transparency

We believe every successful partnership starts with transparent insight into financial and operational performance. We won't hide our results from you or surprise you with hidden fees and change orders. HHS takes pride in building long-term, mutually beneficial partnerships rather than short-term, transactional relationships for financial gain.

Results

We engineer our programs to achieve the results that matter most to you and your patients. We train our on-site leadership to be vigilant financial stewards and uphold the standards of all our programs, while our quality management procedures ensure we deliver on our promises.

Culture

Driving operational and financial results requires alignment between all parties. Rather than operate as a siloed department withdrawn from your hospital's mission and strategic objectives, our EVS team will integrate with your hospital's culture and focus on your unique needs.

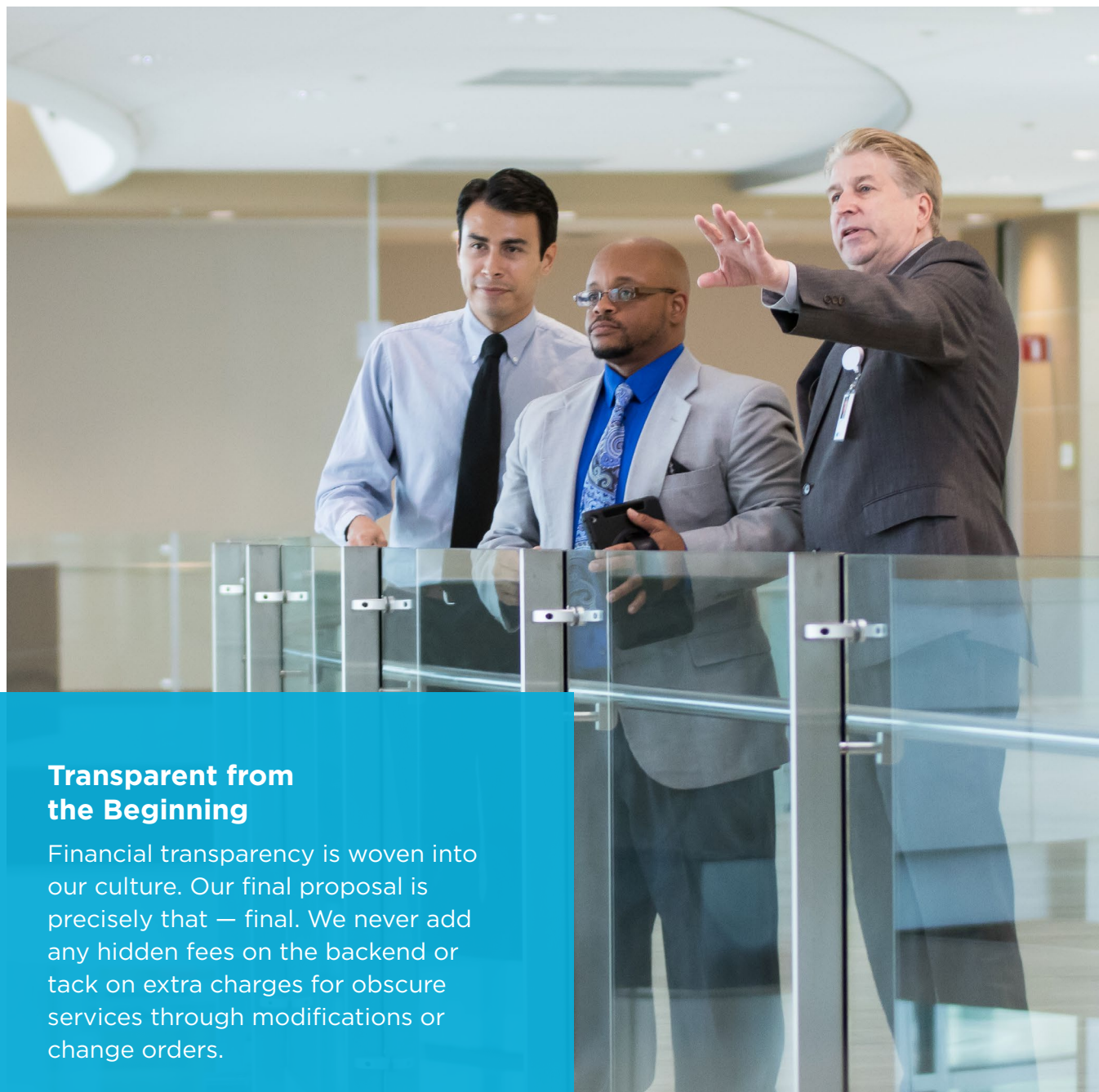
As a privately owned, U.S.-based company, our autonomous leadership structure keeps us nimble enough to adjust to your needs yet large enough to provide the appropriate resources and perform at a high level.





FINANCIAL TRANSPARENCY AND STEWARDSHIP

We believe in building trust and gaining your confidence. This starts with transparency that begins in the sales process and carries on throughout our operational partnership.



Transparent from the Beginning

Financial transparency is woven into our culture. Our final proposal is precisely that — final. We never add any hidden fees on the backend or tack on extra charges for obscure services through modifications or change orders.

Accountable for Outcomes

Every health system and individual hospital has unique needs. During our discovery and sales process, we identify what matters most to you. We work in collaboration with your leadership to identify the key performance indicators (KPIs) that are important to your outcomes and objectives, and we frequently put a portion of our fee at risk based on our performance.

This risk-based approach begins by establishing the current baseline performance. Based on our operational output, HHS will receive either a bonus or a penalty as mutually agreed upon in the risk share program.

This program holds us accountable for delivering quality outcomes and ensures you get the results you're paying for.



Stewarding Your Resources

We take seriously the fact that you're trusting us to successfully manage the EVS department's budget. We train our managers and team members on financial stewardship to ensure you feel confident in the investment you're making in our partnership.

A healthcare worker, likely a nurse or technician, is shown in profile, smiling as she works on a piece of medical equipment. She is wearing blue scrubs and blue nitrile gloves. The background is a brightly lit hospital hallway with several doors and recessed ceiling lights. The overall tone is professional and positive.

ENGINEERED OPERATIONAL PROGRAMS

We scientifically engineer our programs to improve the patient experience, increase departmental satisfaction, and enhance operational efficiency.

Infection Prevention

Your patients should be confident they're receiving care in an environment that's clean and safe. This starts with a thorough infection prevention program.



Reducing HAIs

We take a collaborative approach to reduce HAIs, which focuses on uniting all hospital departments to work as one team in our infection prevention efforts.

Our process includes:

Double cleaning and disinfecting C. diff rooms

Training on the difference between cleaning and disinfecting

Choosing the right disinfectant for the job

Ensuring hand hygiene compliance

Understanding and abiding by dilutions and dwell times



Implementing PPE best practices

Providing infection prevention audits

Teaching disinfection principles

Executing daily, terminal, and specialized isolation cleans

Providing bloodborne pathogen training

Validating and Monitoring Cleanliness

HHS offers three levels of infection prevention inspections.



A daily visual inspection performed through our performance indicator (PI) tool (see Quality Assurance section for details). Directors perform PIs using a pass/fail methodology to measure cleaning quality.



A daily inspection using fluorescent-marking tools and black lights. Directors use a marking tool prior to cleaning then use a black light afterward to inspect the marked areas. If the area has been properly cleaned, no fluorescent markings appear when the black light is applied.



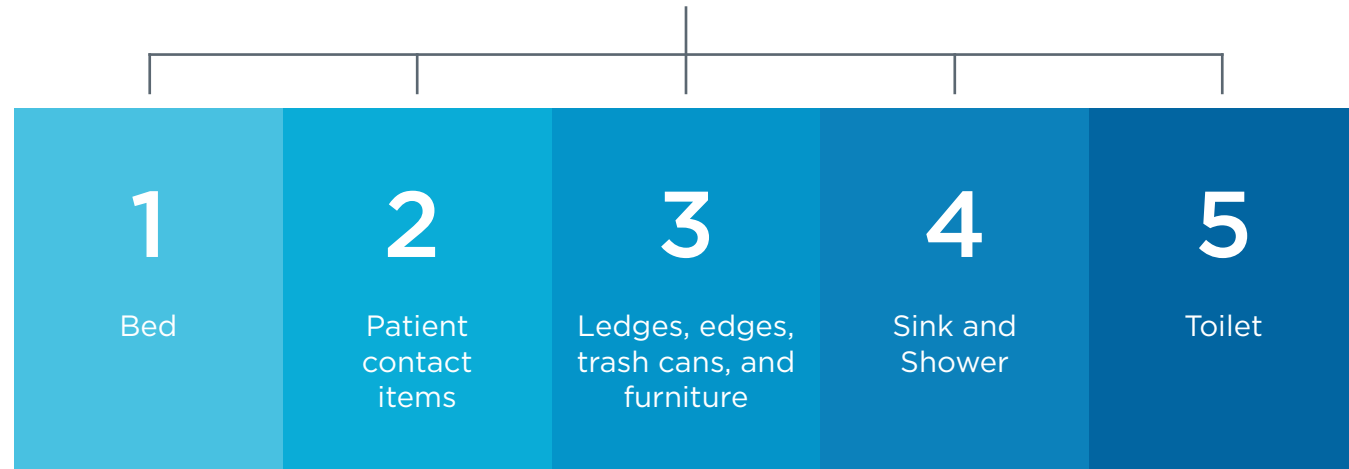
ATP testing uses bioluminescence technology to measure the presence of ATP (Adenosine Triphosphate), an organic compound. A high level of ATP indicates the potential presence of harmful bacteria, viruses, or pathogens. We perform daily ATP testing at hospitals that opt into the program.



Five-Zone / Two-Zone Cleaning Process

This process ensures we clean every room in a strategic order to reduce any risk of cross-contamination.

We divide each room into five zones, using a different microfiber cloth for each:

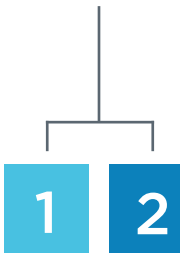


Patient care area

We divide the floors into **two zones**, using a different mop head for each



Bathroom



Innovative Programs

HHS' has innovative programs available to achieve greater efficiency with cutting-edge technology.



Proprietary Floor Care Program

HHS uses proprietary floor care chemicals to achieve the highest standard of cleanliness and appearance while reducing the frequency of waxing and stripping floors. This means less disruption caused by unwanted noise in hallways, public areas, and nursing spaces.

Robotics

Implementing floor-cleaning robots solves several issues for hospitals. For facilities looking to run leaner without sacrificing quality, robotics is an effective solution. We use floor-scrubbing robots that employ artificial intelligence (AI), mapping algorithms, and vision sensors to provide a quality cleaning solution with minimal human intervention.

The use of robotics also enables users to view cleaning metrics such as productivity, coverage maps, water usage, and other KPIs.





Service Control

BedWatch® Service Control is a request and dispatch management system that uses a crowd-sourcing approach and smart devices (iPads, iPhones, Androids, etc.) to manage and monitor patient and non-patient-facing operations.

Service Control provides operational efficiency within the EVS department and improves communication with other departments such as nursing and patient placement.

The software provides critical visibility into our EVS operational performance, eliminates the need for phone calls, and provides robust reporting capabilities.

Clorox 360

Clorox® Total 360® is an EPA-approved electrostatic sprayer that provides greater surface coverage and disinfection.

We use this system to complete terminal cleans and disinfect all patient rooms and public spaces at night when traffic is low at the hospital. The sprayers can reduce turnaround times and provide greater satisfaction for both the nursing and infection prevention departments.

The user-friendly machines help staff feel confident that they're working in a clean and safe environment.



The Clorox® Total 360® system has provided our hospital with a simple, and effective way to disinfect some of our high traffic areas. It has definitely played a role in keeping our patients and their loved ones safe during the pandemic.

- Ashley Heller, Infection Prevention Manager, UCHealth



Linen Utilization Management (LUM)

Our linen utilization management (LUM) program eliminates lost linen bills and ensures you never have to worry about running out of linen again. All at no financial risk to you.

What you get:

- A dedicated linen expert who oversees all linen usage at your facility
- You only pay for the program if we save you money — we put 100% of our profitability on the line
- A 26% to 30% reduction in linen overuse, on average
- Up to six figures in potential savings

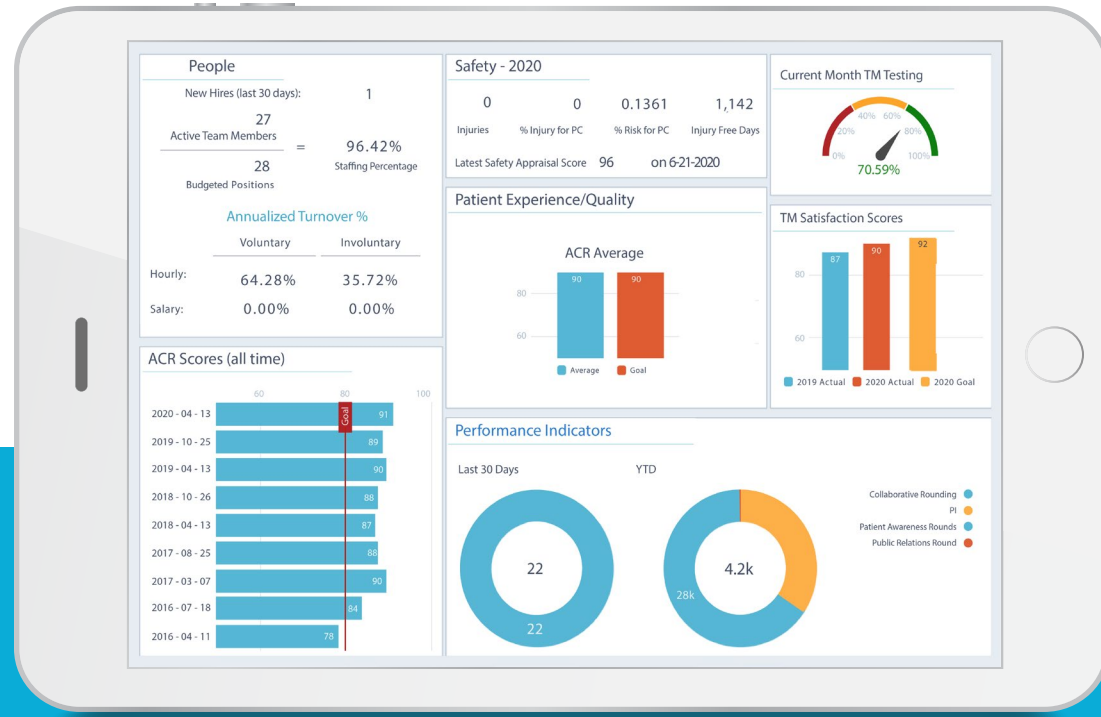
How it works:

- Your dedicated linen expert analyzes your current linen usage and finds opportunities for savings
- We use our ThreadCount software to track linen usage and ensure billing accuracy
- We take ownership of the distribution process to deliver accurate par levels to the nursing units
- You only reimburse us based on what we save you

A photograph of two men in a hospital hallway. The man on the left is wearing a light blue button-down shirt, a dark tie, and dark trousers. He is holding a black folder and looking at it. The man on the right is wearing a grey suit jacket, a blue shirt, a patterned tie, and glasses. He is holding a tablet and looking at it. Both men have ID badges. The hallway has a white wall, a door, and a hand sanitizer dispenser.

QUALITY ASSURANCE

Having engineered systems and processes for your EVS department is important, but we still want to ensure we're successfully executing every day. That's why we've established the most thorough quality assurance programs in the industry.



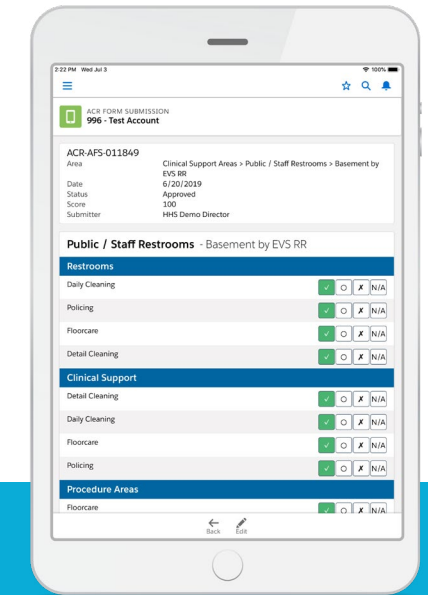
Performance Indicators

Performance Indicators (PIs) measure a team member’s performance in a specific area they’re responsible for. PIs serve as an inspection that our on-site directors conduct weekly for KPIs such as a daily room clean, C. diff disinfection, and even AIDET competency to ensure our team members deliver a quality patient experience.

Each PI has a unique set of questions based on what is being measured. On average, our company performs 80,000 PIs every month. This gives you unmatched and specific insight into how our EVS team is performing.

Account Condition Reports

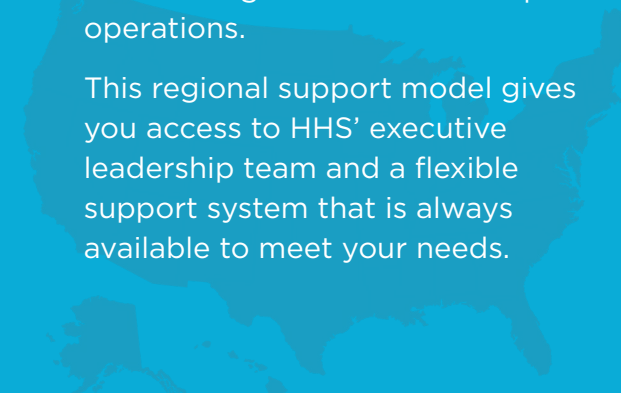
Account Condition Reports (ACRs) provide insight into the overall performance of our EVS team at your facility. We require our regional and executive leadership to conduct ACRs throughout the year when they visit your facility and to share the raw results with you.



Regional Support

With HHS, you receive a support team led by a regional vice president who regularly visits your facility to provide reporting and insights into our performance while acting as a feedback loop for operations.

This regional support model gives you access to HHS’ executive leadership team and a flexible support system that is always available to meet your needs.



A photograph showing two women in a hospital room. On the left, a woman in blue scrubs is leaning over a hospital bed. On the right, a woman in a grey blazer and blue gloves is also leaning over the bed, holding a blue card with a person icon. The background shows a hospital room with a bed, a wall-mounted device, and a wooden door.

HIRING, RECRUITING, AND RETENTION

To achieve true success, you need exceptional people. High turnover rates and a competitive wage market can make it difficult to find, hire, and retain talented people for your EVS department. We take this challenge head-on.

Hiring the Right People

It can be tempting to fill positions as quickly as possible, but we believe that hiring the right people will lead to sustainable success. We equip our on-site directors with interview training and talent acquisition resources — backed by corporate support — to help them identify quality talent.



An Active Approach to Recruiting

Our active recruiting model leverages job fairs, community outreach, online job boards, digital marketing, and referral programs to meet the staffing requirements of your facility. Our corporate recruiting department is available to support hospitals that need extra assistance filling positions.

Retaining Quality Talent

Finding and hiring the right people is step one. Step two is retention, and we believe that's done by making significant investments into improving our team members' lives. Our retention program consists of four main pillars:



Incentive Programs

We provide our team members with opportunities for achievement and financial gain in areas such as patient satisfaction, safety practices, injury-free days, performance goals, and facility goals.



Benefits Package

Our team members can enroll in a competitive benefits package that makes sense for them and their families. We believe the more we invest in our team members, the more willing they'll be to commit to HHS.



Recognition Program

Our internal rewards programs recognize individual team members for their success in teamwork, service, excellence, tenure, and safety.

CareFUND

Our CareFUND is an employee-funded program that offers financial assistance to HHS team members who may be experiencing hardship due to natural disasters, health issues, or other unexpected circumstances. Each team member can contribute as much as they want (or nothing at all), and if they need financial assistance, they can speak to their manager to request CareFUND support.



2021 Total Paid Out: **\$566,958.27**



We believe that investing in the learning and development of our people is not just the right thing to do, but that it leads to more career opportunities for our team members and better outcomes for you and your patients.

LEARNING AND DEVELOPMENT



The monthly training packs and in-service trainings keep us fresh and ready... Knowledge is gold! HHS makes it possible to be successful with this training. I don't know of any other company that does monthly training like this.

- HHS EVS Director

Our Learning Management System (LMS)

HHS provides every team member access to our learning management system (LMS). Team members can use the LMS app on a phone, tablet, or computer where they receive monthly training assignments covering HR topics, compliance-based topics, and company support. These assignments include videos, articles, and tests that ensure the team member adequately understands the topic being covered.

To better integrate into your culture, we can deliver your facility-specific content directly to our team members through their monthly training packs.

Monthly In-Service Training

Every month, our EVS teams perform hands-on in-service training. These sessions are meant to refresh team members on anything from a specific infection prevention technique — such as our five-zone cleaning process — to soft-skills like AIDET. These monthly in-services provide continuing education and equip our teams with the resources they need to consistently execute according to our standards.



New Manager Orientation

Every new manager at HHS undergoes an intensive two-week training program. The curriculum focuses on leadership development to ensure we equip every leader with the tools they need to be effective.

The program consists of:



New manager groups that have two face-to-face video call discussions every day, led by our dedicated Learning & Development team



Hands-on tasks to learn and apply HHS' systems and processes on-site



A management orientation handbook to guide managers through the training process and provide an introduction to our company's culture and values

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My orientation experience has been a very good one. In fact, I was just telling my Assistant Director I kind of wish it didn't end. Just being able to meet new HHS members from all walks of life and at different stages of their careers was a good thing to see... The biggest takeaways for me circled around team building and being a better active listener. I haven't been through a similar experience with the leading competitors. You can tell HHS puts a lot into these types of programs, and they're good.

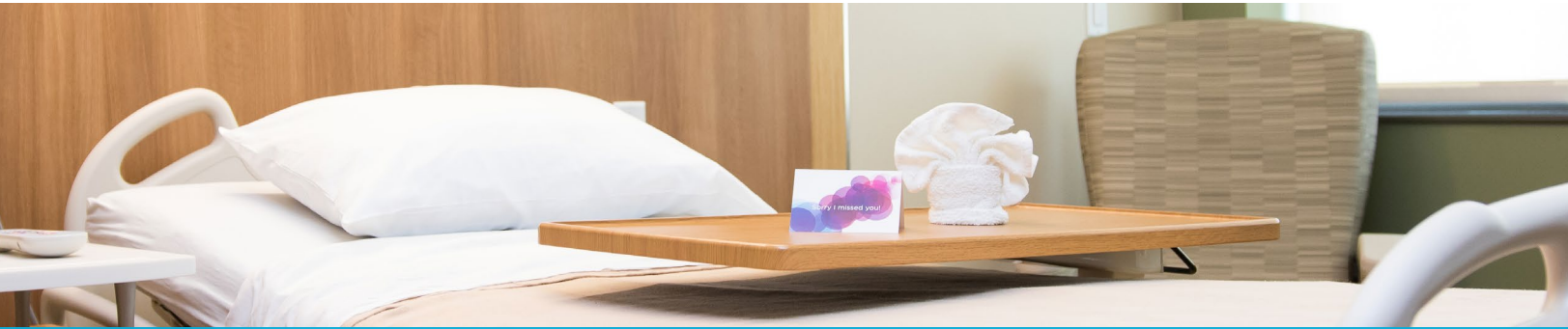
- HHS EVS Director





PATIENT EXPERIENCE

EVS operations impact the experience at nearly every point in a patient's journey. That's why we design programs that positively impact the environment of care and train our team members to take a patient-centered approach to everything we do.



First Impressions

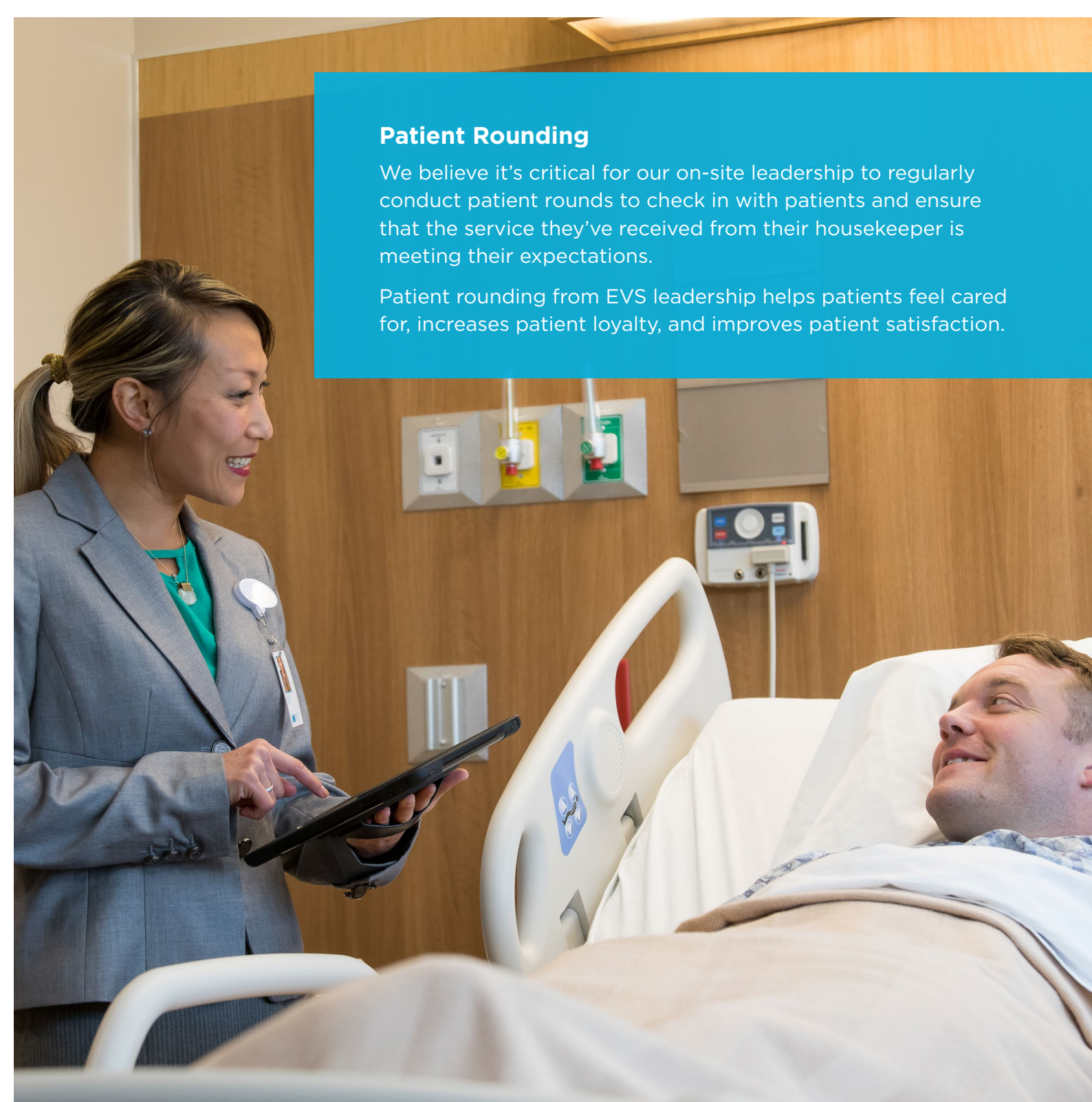
The experience begins the moment a patient, family member, or visitor walks into your facility. Lobbies, waiting rooms, and hallways must be kept clean not only to reduce the risk of infection but also to boost the patient's perception of cleanliness. By creating a stellar first impression, we can have a positive impact on the patient experience at your hospital.



AIDET Training

To ensure a quality patient experience, we provide all our team members with AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You) training.

Instead of operating as a siloed department, we want to ensure we're integrated with your hospital's care team and contributing to the overall experience for every patient.



Patient Rounding

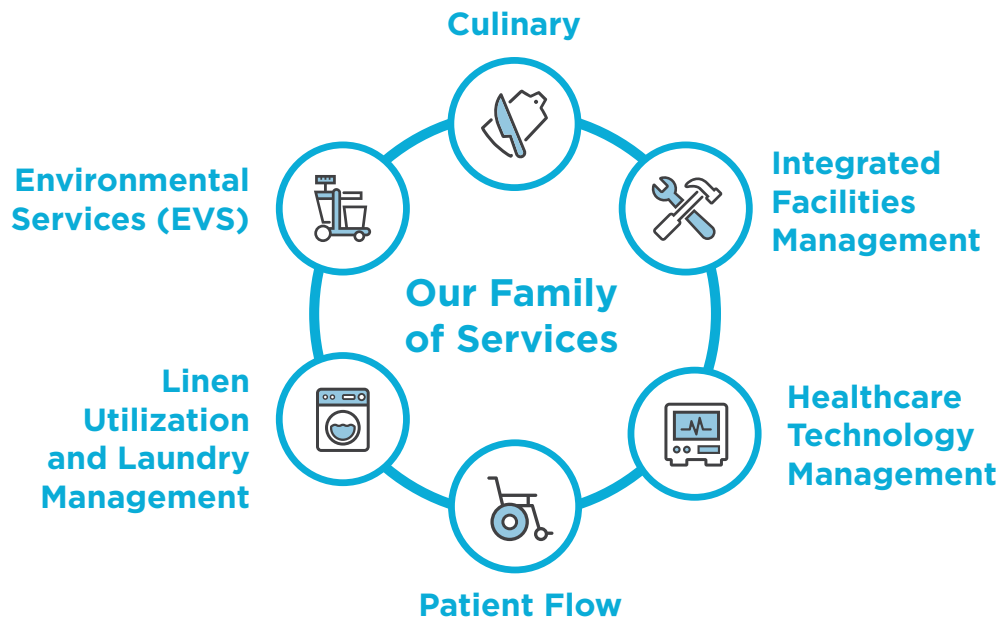
We believe it's critical for our on-site leadership to regularly conduct patient rounds to check in with patients and ensure that the service they've received from their housekeeper is meeting their expectations.

Patient rounding from EVS leadership helps patients feel cared for, increases patient loyalty, and improves patient satisfaction.

WE BELIEVE that investing in our people leads to better outcomes for our partners. No matter what industry we're serving, that core belief never changes. It's led to a leadership group that strives to consistently deliver measurable results and cares deeply about serving both customers and team members.

About HHS

HHS was founded in 1975, providing environmental services to a single hospital. Decades later, we now serve over 700 partner organizations across the United States and around the world.



Visit [hhs1.com](https://www.hhs1.com) to learn more about HHS