

handwashingforlife®

Overcoming Underwashing

Resource-Ready Support Services

Complex operational issues are common in the fast-changing, heavily regulated healthcare industry. Specialization and innovation are critical in keeping pace. The focus on patient or resident needs can quickly and quite unintentionally be eclipsed by the rush of competing priorities and constant cost cutting.

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Leadership Services:

Environmental Services
Patient Transportation
Laundry & Linen Services
Healthcare Technology Solutions
Facilities Management

Best Practice Endorsements:

Crothall Healthcare has carved out a strategic niche of support service leadership by mapping a path of superior performance for every individual client. Each provider plan includes a goal of continuous improvement in care and cost ratios. This pattern of enduring patient and resident protection distinguishes the provider brand and builds share-of-mind for those making future care decisions. Best-In-Class staff is a direct result of a specialization approach and leads the way to better hand hygiene, improved HCAHPS scores and lower HAI rates.



- ▲ ENVIRONMENTAL SERVICES
- ▲ FACILITIES MANAGEMENT
- ▲ HEALTHCARE TECHNOLOGY SOLUTIONS
- ▲ LAUNDRY & LINEN SERVICES
- ▲ PATIENT TRANSPORTATION

Fact vs Fiction

Myths can live well beyond documented case studies.

Myth:

Consider these facts when assessing service options.

Support service companies are all the same, driven by temporary savings.

1] No, but it is a common profile and a reminder to do your due diligence in making your choice. Jumping from one service company to another builds a stack of unresolved issues and endangers patients. A strategic budget is needed to align resources for sustainability.

Specialized support service companies are too costly.

2] Not true. Specialized services avoid costs by creating efficiencies from a large but well-managed resource bank working within core competencies.

Support service companies use generic low cost products, methods and equipment.

3] False. The better choices use the better alternatives based on documented efficacy and labor savings. They see their work as critical in maintaining, improving and differentiating the brand of the individual facility.

Support service companies are close-minded to new ideas and innovation.

4] Untrue. They are masters of change within their scope of operation. Their breadth of experience can translate to synergies and savings via innovation.

HCAHPS scores drop when contracting services.

5] No. Improving scores on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys is an important priority for all providers. The best support services companies use their experience base and proprietary survey techniques to improve patient and family perceptions.

Specialization creates duplication and waste.

6] Not true. Specialization avoids waste but does require a good “orchestra leader” to keep all resources integrated and focused on patient and resident well-being. Agreed standards and reporting are critical.