The Best Support for the Best Care
Hahnemann University Hospital is a busy urban teaching hospital situated in the heart of the city of Philadelphia. With 541 licensed beds and 1.5 million square feet, this Level I Regional Resource Trauma Center treats over 36,000 visitors to its ER annually, including serious cases flown in via MedEvac support. Hahnemann is currently ranked in the Top 50 for Heart Health by U.S. News & World Report. It has also been recognized by the Hospital Association of Pennsylvania for Excellence in Evidence-Based Medicine.

In 1999, hospital administration was unhappy with the quality of its Environmental Services and sought a new service provider. As part of the decision-making process, tours were conducted at several facilities, and the tour group was highly impressed by the cleanliness at one nearby hospital, calling it “the cleanest in Philadelphia.” At that time, this hospital was the only one of the tour facilities being serviced by Crothall Services Group. In the end, Hahnemann chose Crothall to manage its Environmental Services department.

A Record of Success
Since then, Crothall’s solutions for Hahnemann have been successful, with productivity now at over 1900 square feet per productive hour, well above the industry benchmark. The difference has been excellent management coupled with Crothall’s proprietary tools, including TeamCare for managing cleaning tasks and monitoring efficiency and TeamCoach for monitoring cleaning quality and satisfaction in real time.

Crothall has implemented a revamped hospitality training program to substantially improve patient satisfaction. In early 2005, Hahnemann proactively restructured its internal satisfaction survey to match the HCAHPS format. Since that time, results have increased from 65% to 81% of patients responding the room is “Always” kept clean.

With Trust Comes Responsibility
Crothall has invested more than just managerial expertise...
into improving the operations of the department. For example, the company has provided $80,000 in new capital, including housekeeping and floor care equipment. These upgrades have improved the efficiency of the cleaning staff. Crothall also introduced a cardboard recycling program that will reduce waste, protect the environment, and save the hospital $75,000 per year.

In January 2006, Hahnemann transitioned all EVS personnel to Crothall payroll. This would allow the hospital to focus on the clinical components of patient care, while Crothall’s experts handled support services. Because of Crothall’s measurable outcomes at the hospital, the team was viewed increasingly as an expert partner, and with increased trust comes additional responsibility.

Smooth Transition
Transiting a staff of 145 employees can be a complicated and delicate matter. It is important that the people are treated with care, and union representatives were concerned about the employees’ paid time off and maintaining union seniority after the transition. Crothall successfully negotiated an agreement with the hospital and the union. Vacation and sick time policies were carried over and employees received hospital compensation for the transition.

Through the conversion process, four new positions were created and 98% of the employees were retained.

EVS Director John LeSage comments, “Because of our years of service and our great corporate and regional support, the transition from management fee to full service was seamless, with no disruption to the client or end users.” Transitioned employees have found that they are happy working for Crothall, primarily citing the company’s culture of employee support and development when asked (see employee testimonials on the right).

The success of the transition has reassured Hahnemann that Crothall is a solid long-term partner. In fact, when Crothall was recently selected to manage the hospital’s centralized Patient Transportation department, Hahnemann decided to transition employees to Crothall payroll immediately.

Crothall values the relationship it shares with Hahnemann. The eight years of partnership have produced numerous successes, from financial savings to consistent Joint Commission accreditation to improved patient satisfaction. By allowing both partners to focus on their core businesses, the transition of EVS staff to Crothall’s payroll will allow both partners to build on this success in the years to come.

After the conversion to Crothall’s payroll, Hahnemann EVS team members were asked to comment on their job satisfaction.

“Working in the EVS department has been very rewarding and satisfying. I have met a lot of interesting people. Under the new administration with Crothall, changes have been made for the better.”
- Egbenta Alleyne, 30-year employee

“I love working at Hahnemann. The environment is very caring, courteous, and friendly. I hope to be here another 24.5 years.”
- Vendetta Miner, 24.5-year employee

“My employment in the EVS department has been a great experience...My Supervisor has been very informative...She always makes sure I have what I need to perform the job correctly. EVS is more than a job; it can be whatever you make of it, and that’s what makes it so great.”
- Mia Hinnant, 5-year employee