



Specialized. Proven. Exceptional. **Guaranteed.**SM



ENVIRONMENTAL SERVICES

Clean Solutions, Healthy Environment



*You depend on
fresh solutions
for a healthy
hospital
environment.*

Increase focus on
patient care

Guarantee service
outcomes

Maximize staff productivity

Improve revenue stream

Ensure consistently high
levels of cleanliness

Raise patient and staff
satisfaction

Employ environmentally
conscious cleaning practices

Prevent hospital-acquired
infections

Raise HCAHPS scores

Embrace innovative
technologies



PATIENT SATISFACTION

Creating an exceptional environment of care for your patients

will improve their safety, comfort, and confidence in their clinical care. Our customer-focused employees deliver consistent levels of performance that yield high patient satisfaction scores. In addition, each manager is trained in our patented techniques to improve HCAHPS performance. Constant solicitation of customer feedback keeps our finger on the pulse of your patients' hospital experience.

CLEANLINESS

Our philosophy of continuous quality management drives our expert managers to develop productive and happy teams that are motivated to follow structured and detailed procedures for all tasks. With TeamCHIMES to fine tune quality control through daily inspections; continuous, real-time reporting; and addressing issues with specific staff training, our managers have a resource to optimize productivity while following carefully crafted cycle cleaning methods.

MANAGEMENT EXPERTISE

All Crothall managers, including onsite, regional, or divisional support, are highly experienced and specialized

in the Environmental Services field. Together, they represent expertise from over 400 healthcare institutions, providing best practices, industry benchmarking, and a network of specialists to our onsite leaders, who blend in and function as key members of your staff. Amply supported by the corporate team, intranet resources, and proprietary software and systems, our expert managers ensure your high standards of quality and service.



COST REDUCTIONS AND GUARANTEES

An expert onsite management team with the tools and support of a specialty company improves staff productivity, purchases supplies at a discount, and plans a guaranteed budget. A Full Service option entrusts staff to Crothall payroll and benefits, reducing costs and avoiding exposure to workmen's comp and general liability claims.

REGULATORY COMPLIANCE

Attaining consistently high levels of cleanliness, eliminating HAIs, and continuously improving quality results in improved regulatory compliance. Our experts are fluent in all regulatory requirements, with intranet and corporate resources to support them. A Joint Commission-readiness team performs mock audits, assuring our managers are in a constant state of preparedness.

INFECTION PREVENTION

We must ensure a safe and healthy environment. Our program goes beyond basic cleaning to disinfect surfaces and protect patients, staff, and visitors. Our 10-step process focuses on disinfecting high-touch points; introducing innovative technologies such as UV, HEPA filtration, and new chemicals; ATP measurement to ensure effectiveness; and proper training, coaching, and empowerment of staff.

GREEN SOLUTIONS

We must steward our natural resources in responsible ways. Our GreenChoices corporate philosophy partners with your hospital's Green efforts to incorporate the safest and most environmentally conscious processes available.

Crothall enhances your Environmental Services program with these key features.

TeamCHIMES quality management & communications

TeamThroughput bed tracking, patient flow, and EVS facilitation tool

Nationwide network of expert resources

Impressive client-to-support ratio

Management Development Program

HCAHPS strategic initiative for improving scores

3M Clean-Trace ATP measurement for infection prevention quality assurance



Your hospital's appearance is your first opportunity to make an impression on patients and visitors. Creating a clean and safe facility builds confidence in patient care and translates into improved patient satisfaction, critical to reimbursement. We help our clients and their patients by providing a healthy environment in which to heal.



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OUR MISSION

In the markets we serve, we will be recognized as the premier provider of the best quality, customer-focused support services.

OUR VALUES

INTEGRITY.

A commitment to forthright, honest communication in all of our encounters.

COLLABORATION.

An unyielding commitment to consistent teamwork in order to achieve collective goals.

ACCOUNTABILITY.

As a company and as individuals, we accept full responsibility for our actions and the associated outcomes.

PROFESSIONAL DEVELOPMENT.

Providing the right tools, training, and support for professional growth.

LEADERSHIP.

Displaying the passion to exceed expectations in all that we do.

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