

Raising the Bar on Hospital Cleanliness and Patient Satisfaction

ACCOUNT SPOTLIGHT

Since 2010, Parkland Hospital has trusted Crothall Healthcare to support its mission to deliver exceptional care. This partnership goes beyond providing environmental services—it represents a shared commitment to quality, innovation, and the empowerment of associates.

Crothall EVS has delivered with unwavering consistency, providing a program that blends operational excellence with a deep investment in people. Together, we've built a culture that prioritizes development, **fostering leadership growth while ensuring the hospital's standards remain unmatched.** This commitment to excellence has positioned Parkland as a showcase site for Crothall's EVS solutions, where innovative practices and a high-performance culture set a benchmark for healthcare support services.



COLLABORATION FUELS ENVIRONMENTAL SERVICES SUCCESS

- **#1 in Patient Experience** for Six Consecutive Months
- Culture of Growth and Development 13% turnover rate, with **70+ team members promoted** to managerial roles
- Setting the standard as **Signature Site of Excellence**

ENVIRONMENTAL SERVICES OVERVIEW



6M Sq Ft
Cleaned Daily



800+
Beds



650+
EVS Employees



40
Clinics



Compliance auditors have spoken highly of Crothall's EVS program at Parkland Health to Parkland's leadership, **recognizing it as a model for innovation, quality, and safety.** This acknowledgment underscores our collaborative commitment to excellence, **leveraging data-driven strategies and continuous learning** to achieve exceptional outcomes.

— Alan Williams, Resident Regional Manager, Crothall Healthcare



#1 FOR PATIENT EXPERIENCE SIX MONTHS IN A ROW.

Parkland's recognition as the **#1 hospital for Patient Experience in the 500+ bed category for six consecutive months underscores the impact of its collaboration** with Crothall's EVS team.

Patient satisfaction scores consistently exceed 80%, driven by Crothall's signature programs—**High Profile Cleaning (HPC) and Positive Impressions**. These initiatives embody Crothall's Power of Clean approach, **integrating standardized cleaning protocols to ensure a clinically safe environment with meaningful patient engagement**—addressing both the reality and perception of cleanliness.

A HUB FOR TALENT DEVELOPMENT, RETENTION AND LEADERSHIP

With a 13% turnover rate—far below the industry average of 40%, Parkland and Crothall have built a workplace that **attracts, retains, and develops** top talent.

This commitment to staff development and operational excellence reflects Crothall's mission to advance healthcare through collaboration and innovation. At the heart of this success is **EVS University, where 650+ EVS associates complete 80 hours of new hire training and 40 hours of Continuing Education annually** in a cutting-edge Sim-Lab, strengthening individual skills and team expertise.

INNOVATIVE TOOLS DRIVING RESULTS

Crothall leverages technology and skilled associates to elevate Parkland's EVS program. By integrating cutting-edge tools with EVS expertise, the program **consistently delivers results** that set Parkland apart.

Advanced analytics further enable the team to identify improvements, optimize resources, and uphold Parkland's reputation for excellence.

As part of this technology-driven approach, **barcoding and QR codes enhance efficiency, track compliance with cleaning protocols**, and support staff training by identifying teachable moments that reinforce best practices.

- A survey of **7,871 discharge cleans confirmed a 95% compliance rate with established protocols**, demonstrating consistent quality and reliability.
- **Barcodes on badges and patient rooms help monitor workflow efficiency and confirm compliance with cleaning protocols, supporting transparency and ongoing improvement.**
- **QR codes on equipment provide instant access to instructional videos**, guiding staff on proper use and minimize user errors.

Parkland serves as a prime example of what's possible when two organizations align their expertise and visions. As a center of excellence for Crothall's EVS solutions, **the hospital hosts site tours, showcasing innovations like the Sim-Lab, High Profile Cleaning, technology, and advanced analytics**. These tours serve to demonstrate how Crothall's best practices can deliver consistent results and drive measurable outcomes, inspiring confidence in healthcare leaders and potential partners alike.

Crothall's alignment with Parkland's mission to deliver innovative and patient-centered support has transformed its EVS program. This collaboration doesn't just drive results, it sets the standard for healthcare support services.