

# Eight Hospitals, One Coordinated EVS Transition

## ACCOUNT SPOTLIGHT

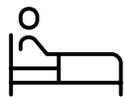
### THE OPPORTUNITY

LCMC Health made a strategic decision to enhance environmental services across its eight hospitals by transitioning from a long-standing vendor. Understanding the complexities and potential disruption such a change could bring, LCMC required an EVS partner capable of navigating the operational differences of each hospital. The ideal partner would ensure a seamless, tailored rollout while maintaining uninterrupted service, upholding compliance, and improving quality scores and patient satisfaction across the system.

With proven expertise, extensive resources, and an unwavering commitment to quality, Crothall EVS embraced the opportunity to transition EVS from a long-standing vendor system-wide, establishing itself as the perfect partner for LCMC Health System.



8 hospitals  
transitioned  
in 90 days



1,862  
inpatient  
beds



500+ EVS team  
members onboarded  
and trained



3M (approx)  
Sq Ft  
cleaned daily



256,000  
ER visits

### THE CHALLENGE

#### 1. Coordinate a Rollout Across Multiple Locations

Each hospital presented unique operational needs and timelines, requiring a customized approach to align seamlessly with LCMC's overall goals while avoiding disruptions.

#### 2. Maintain Operational Excellence During the Transition

LCMC had to ensure that patient care, cleanliness, and compliance standards were upheld throughout the process, with no room for lapses or service interruptions.

#### 3. Onboard and Train Over 500 Team Members

Transitioning more than 500 staff members to a new EVS program required a structured approach to establish consistent protocols and maintain high-quality service across all facilities.





Our ability to seamlessly manage a transition of this scale reflects the strength of our team. The attention to detail, focus on patient outcomes, and real-time adaptability displayed throughout this project truly set us apart.

**Steven Willis, Regional Director of Operations**



## BEST PRACTICES INITIATED

### ✓ **Dedicated Transition Team**

The transition of eight sites and over 500 team members was meticulously planned and executed by Crothall's Strategic Projects Group. A phased timeline guided the process, supported by a detailed plan with clearly outlined tasks, activities, and key milestones. By tracking hundreds of critical tasks with specific due dates, the team ensured the project stayed on schedule. On day one, EVS associates were fully prepared to meet operational demands and implement refined protocols effectively.

### ✓ **Inspired Excellence Through Employee Recognition**

To acknowledge the contributions of both new and transitioning team members, Crothall established a comprehensive employee recognition program during the transition. By celebrating milestones, highlighting top performers, and fostering peer recognition, the program built a sense of pride and unity among staff, driving engagement across all facilities.

### ✓ **Redefined Cleanliness Standards and Experiences**

The High-Profile Cleaning (HPC) program was rolled out system-wide to elevate the standard of cleanliness and enhance the patient experience. This initiative combines standardized processes with a focus on visible, detail-oriented cleaning and patient engagement, ensuring every interaction and environment leaves a lasting positive impression. By prioritizing both hygiene and human connection, HPC delivers impactful results in cleanliness and satisfaction.

### ✓ **Structured Patient Engagement Program & Technology**

Crothall's signature patient experience program, Positive Impressions, was launched supported by MyRounding technology to deliver excellence across all facilities. These initiatives provide structured framework for patient interaction and leverage real-time data and insights to strengthen accountability, improve communication, and ensure continuous improvement.

Increase patient satisfaction and  
improve patient outcomes at your hospital.

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