



EVS Case Studies

DM&A

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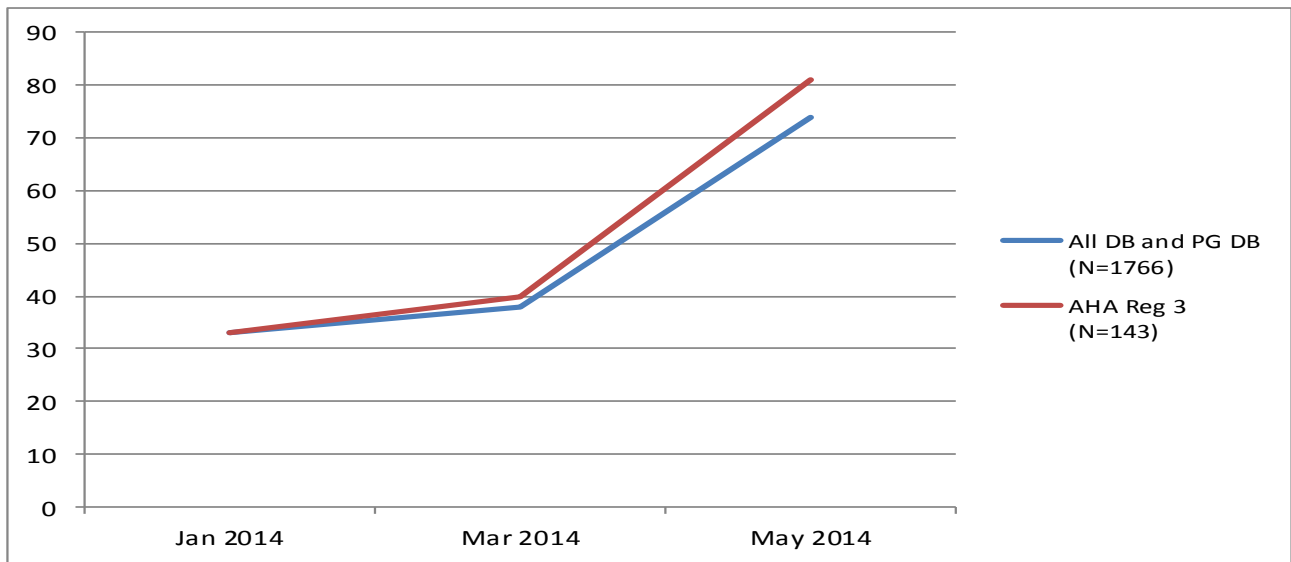
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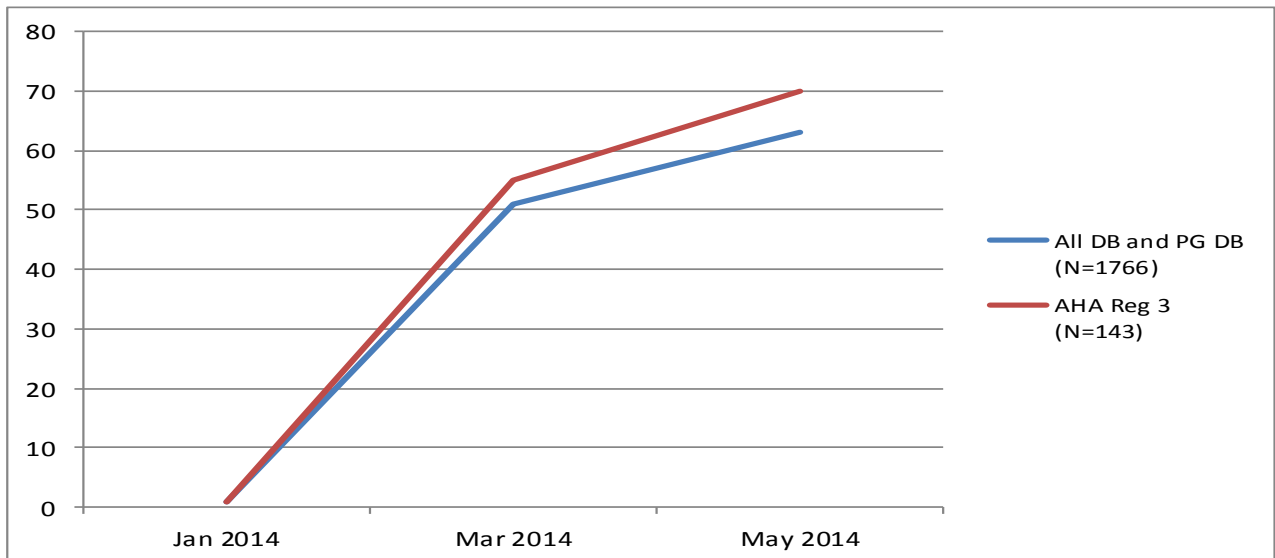
CENTRA

2 Hospital EVS Contract Start Date: January 5, 2014

HOSPITAL 1 – HCAHPS Results



HOSPITAL 2 – HCAHPS Results





Destination 10 for EVS Client



JACKSON COUNTY

Memorial Hospital

Altus, Oklahoma



With the success that our food and nutrition department had with Destination 10, it was decided that the Environmental Service will go through the training as well. We now focus on Customer Service as well as referring everything back to the "This is our Culture" poster. We start off the shifts with our huddles that all the staff is involved with.

It has been a wonderful experience getting to know our coaches and helping us improve in many areas throughout our hospital. When our coaches visit you can feel the motivation of all the staff.....very uplifting experience. Thank you very much!

Jim King
Executive Vice President / Chief Operations Officer
Jackson County Memorial Hospital
1200 East Pecan
Altus, Oklahoma 73521

Congratulations JCMH!



Destination 10 for EVS Client



Greenwood, South Carolina



On the path to Success!!!

We recently engaged DM&A to assist us with taking our Environmental Service and Food & Nutrition functions to the next level. Partnering with DM&A has made a positive impact on the way we conduct business and provide customer service. The value of the “outside perspective” from experienced professionals like Steve McKenna and Kathy Stephens has been both refreshing and a good investment for our organization. If you are looking for a true partner that will help your organization achieve a variety of desired business outcomes...Self Regional Healthcare recommends you give DM&A a call today.

Very Respectfully,

Mike Dixon
Vice President, Human Resources
Self Regional Healthcare
(864)725-4118

From: Dixon, Mike
Date: Mon, 25 Jun 2012 12:10:48 +0000
To: Steve McKenna
Subject: FW: Keep Up the Good Work! Our Score Continues to Increase!

See below...Our scores for overall cleanliness continue to improve.

Very Respectfully,
Mike Dixon

From: Dixon, Mike
Sent: Monday, June 25, 2012 7:55 AM
To: Tomashitis, William; McBride, Dorothy; Hentz, Gale
Cc: Patterson, Camie
Subject: Keep Up the Good Work! Our Score Continues to Increase!

Good morning! I see this morning that our HCAHPS score for Cleanliness of Environment continues to climb. Keep up the good work! I am confident that when we finish the year we are going to have a big celebration. 90th percentile here we come!!

June 18th

HCAHPS FYTD	June Top Box=% rating Always	FYTD Top Box=% rating Always
Cleanliness of Environment	83%	76%

June 25th

HCAHPS FYTD	June Top Box=% rating Always	FYTD Top Box=% rating Always
Cleanliness of Environment	85%	77%

Very Respectfully,
Mike Dixon
Vice President, Human Resources
Self Regional Healthcare

Congratulations Self Regional Healthcare!