

# Yale New Haven Health

## Environmental Services

To improve productivity for Yale New Haven Health, ABM implemented a three-pronged strategy driven by a careful analysis of the data.

### Yale New Haven Health

Looking for ways to create new synergies across all operations, Yale New Haven Health brought in an outside consulting firm.

The Truven analytics based on net square feet cleaned (NSFC) placed their count of full time employees (FTE) at the 99th percentile.

Looking at adjusted patient days (APD), however, the team showed at the 65th percentile, indicating that Yale New Haven Health was far busier than typical hospitals of that square footage.

ABM used the Truven analytics to improve productivity by 23% and implement a 20% staffing reallocation plan that would safely maintain the high levels of service needed, as indicated by the APD volume metric.

By pairing Yale New Haven Health's 23% productivity improvement with enhanced patient experience and employee engagement programs, the team achieved a targeted 35th percentile for efficiency, decreased bed-turnaround time by 38%, boosted employee engagement across the board, and improved service – HCAHPS increased from 65 to 67.



### CHALLENGE

Implement productivity enhancements while maintaining service levels, improve processes, and patient satisfaction scores.

### SOLUTION

- Implemented ABM's processes and programs
- Accurate staffing to industry benchmarks using comprehensive data analytics including volume metrics (APD)
- ABM's Enhancing the Patient Experience™ program

### BENEFITS

- Increased productivity
- Increased efficiency
- Improved employee engagement
- Improved patient satisfaction scores

By implementing patient experience essentials and employee engagement programs alongside data-driven staffing solutions, ABM ensured cost savings, enhanced service quality and improved HCAHPS.



866.624.1520  
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