

# Wyoming Medical Center

## Environmental Services, Laundry, Patient Transportation, Valet Services & Patient/Sitter Companion

Continually seeking to enhance services for its patients, Wyoming Medical Center turned to ABM Healthcare Support Services to assist the hospital with its environmental and laundry services in 2011. The goal was to improve cleaning management processes and improve stability within the staff.



### Wyoming Medical Center

For more than 100 years, 195-bed Wyoming Medical Center (WMC) has offered the state's most

complete healthcare services from more than 150 staff physicians in a wide range of specialties practicing across more than 425,000 square feet – with an additional 100,000 currently being built. Located in Casper, in the heart of Wyoming, the center provides personalized, comprehensive services as a conveniently located, 501(c)(3) not-for-profit acute care hospital.

### CHALLENGE

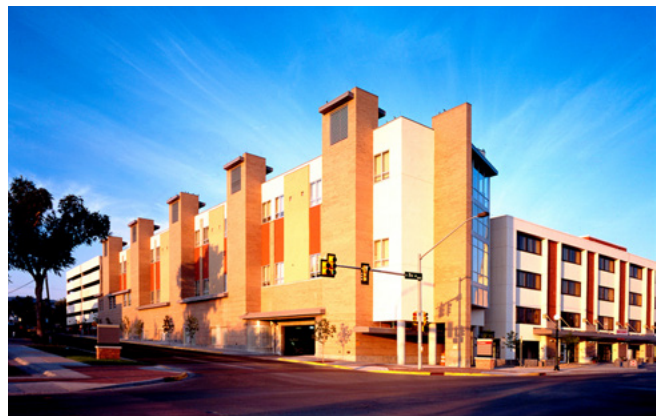
In recent years, Wyoming Medical Center's administration had wanted to continue to elevate the overall patient experience, and ABM was contracted to help improve the patient environment. Their goal was to improve cleaning management processes and improve stability within the staff.

Also, it was determined they wanted a higher-quality patient transportation program. Medical center officials wanted an innovative approach that would improve offerings, efficiency, and cost-effectiveness. With the desire to minimize disruption and maintain staff morale during the transition, management sought a partnership with a multi-service company that valued the hospital's culture and had a solid reputation for providing exceptional leadership, training, and service excellence.

Promising a higher standard of care, demonstrating a proven track record of success, and guaranteeing the results, ABM Healthcare Support Services was chosen to assist Wyoming Medical Center in upgrading its operations.

In 2011, WMC partnered with ABM Healthcare Support Services (ABM) to achieve their goals through implementation of our environmental services, laundry

& linen distribution services, facilities management, and patient transportation. Due to the success of ABM's programs, Wyoming Medical Center expanded its contract with ABM in 2013 to include two additional services lines – Valet Services and Patient Sitter/Companion services.



### SOLUTION

In collaboration with WMC, ABM immediately recruited a strong management team. With an eye on improving surface cleanliness in patient rooms, ABM's team implemented new adenosine triphosphate (ATP) technology, which had only recently become available in the healthcare industry, as part of the Environmental Cleaning Monitoring Program. This new technology would allow ABM to benchmark the effectiveness of cleaning services in patient rooms. A passing ATP score is defined as a surface area that had an ATP reading of less than 500 relative light units (RLUs) on the luminometer when tested. A pass rate of 80% or above is the recommended target based on 2010 CDC data.

During 2014, more than 1400 ATP tests were performed on terminally cleaned patient room surfaces by the environmental services management staff. The overall data

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### Case Study: Wyoming Medical Center

showed a passing rate of 89%, exceeding the threshold target of 80%.

In the linen department, unit staff had previously been hoarding linens due to shortages. ABM replenished the inventory by purchasing new linens and purging worn and stained linens. Green certified chemicals and more efficient cleaning equipment were introduced to improve cleaning efficiencies and lessen environmental impact.

The professional appearance of associates was upgraded as new uniforms were introduced for each department. Operating costs were decreased and the new uniforms improved the morale.



During the transition phase, ABM maintained the associates' positive morale and minimized disruption by coaching, mentoring, and nurturing department associates to understand and appreciate their importance to the center's success, goals, mission, and vision.

#### **"ABM Healthcare Support Services'**

team has helped provide an environment of which our hospital staff can be proud, and one that is providing world-class services for each of our patients," said Julie Cann-Taylor, COO & Sr. Vice President of Patient Care Services. "We couldn't be more pleased with the partnership."

Patient transportation managers worked on their communications with nurses to improve the program's efficiency. Transporters continue to make an impact with their friendliness toward patients and willingness to work with the nursing staff on turnaround, delays, and other concerns.



#### **BENEFITS**

Together, Wyoming Medical Center and ABM have successfully transformed operations to include best practice technology, processes and services. Personnel were trained on the new tools and processes without major turnover or disruption. Wyoming Medical Center can now tout a surface cleanliness passing rate of 89% based on ABM's (ATP) Environmental Cleaning Monitoring Program.

The new ATP technology introduced by ABM gives the hospital a cleanliness 'grade' for the first time, which should help the hospital further reduce the risk of healthcare-associated infections (HAIs) and ultimately increase patient satisfaction.

Standardization of work processes and programs has increased efficiency, productivity and cost-effectiveness. For Wyoming Medical Center, streamlining and consolidating ordering practices, purchasing contracts and product specification compliance has boosted its purchasing power and allowed the institution to realize an increase in annual rebates and manufacturers' incentives.

In addition, surveys proved that the employee and patient satisfaction dramatically increased while reducing operating costs and enhancing revenue.

Wyoming Medical Center's benefits include:

- HCAHPS scores for cleanliness under ABM's management are 74.32, as compared with the previous quarter's scores of 61.11.
- ABM's environmental services department was able to reduce the number of full time employees from 42.19 to 40.19.
- Average response time for patient transportation improved greatly. From 24.7 minutes in 2012 compared to the current time of 15 minutes as of July 2014.
- Delay percentages for patient transportation declined 5 percent since ABM management began in 2012. They are now at 9 percent from the 14 percent prior.

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### Case Study: Wyoming Medical Center

- Patient transportation trips per productive hour has decreased to 3.5 from 3.62 rate in 2012.
- ABM reduced the number the number of FTEs in patient transportation to 10.17 from 12.50 while increasing services, customer satisfaction and productivity since 2011.



#### About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](http://ABM.com).



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