

“There’s a greater partnership now between the housekeeping staff and the patient care staff. I’m so grateful they are here for us.”

Kathleen Van Wagoner, RN

Chief Nursing Officer, Crittenton Hospital Medical Center

with that special gene that makes them want to serve other people,” says Monte Oberlee, Administrator-Environment of Care at Crittenton. Sodexo managers question job applicants about CARES-type behaviors exhibited in the past and weigh those responses heavily in the hiring process.

The hospital is currently undergoing a major hospital-wide patient-focused initiative called Relationship-Based Care, and all Sodexo-managed employees are participating with their respective units. “We’re very familiar with Sodexo’s CARES approach,” says Dave Moe, Strategic Marketing Director for Creative Health Care Management, the company responsible for the Relationship-Based Care program. “In fact, many of the principles are the same.”

“The type of transformation we are seeking doesn’t happen overnight,” says COO Partamian. “We still have a lot of work to do. But we’re making real progress. And Sodexo is playing a valuable supporting role.”



CRITTENTON HOSPITAL MEDICAL CENTER
Rochester, MI

- 290-bed acute care facility serving communities in Oakland, Macomb and Lapeer Counties of Southeastern Michigan
- Extensively renovated in 2002–2006
- Partner of University of Michigan Health System
- 521,434 square feet of cleanable space
- Teaching hospital for Wayne State University’s School of Medicine and Oakland University’s School of Nursing
- Current location opened in 1967

OUTCOMES FOR HOSPITAL

Encouraging housekeepers to be more engaged with patients has paid off big for Crittenton. “Our scores for courtesy and cleanliness started going up right away,” recalls Oberlee. “The irony is that we aren’t cleaning the rooms any differently. Our housekeepers are just much more visible.”

“We regularly hear from patients and visitors, ‘Wow, what a clean hospital!’” says COO Partamian. “It’s a source of pride for everyone at Crittenton. There’s no question it’s had an impact on our overall satisfaction scores.”

Patients are not the only ones more satisfied with their hospital experience at Crittenton. Thanks to all the training and support, the hospital’s 60-person Environmental Services staff are more confident and enthusiastic about their jobs. According to the latest employee survey, 82% feel they are ALWAYS able to provide top quality services.

“There is a greater partnership now between the housekeeping staff and the patient care staff,” says CNO Van Wagoner. “I’m so grateful they are here for us. It’s a beautiful example of how every person can be important to the patient’s healing.”

“It’s hard to keep a hospital really clean, especially a 46-year old facility like ours,” notes COO Partamian, “It’s really impressive what our housekeepers are able to do!”

“I think that’s true for all the Sodexo-managed services here,” continues Partamian. “Sodexo may pay their salaries, but these people work for Crittenton Hospital Medical Center. They are a vital part of our hospital team.”



86 Hopmeadow Street
Simsbury, CT 06089-9693

800 432 6663
www.sodexousa.com

CRITTENTON HOSPITAL MEDICAL CENTER TRANSFORMING HOSPITAL EXPERIENCE FOR PATIENTS AND STAFF

Sodexo’s Environmental Services Programs Play Key Role in Reshaping Patient Perceptions of Hospital.

By any clinical measure, Crittenton Hospital Medical Center in Rochester, Michigan, is one of the leading hospitals in the region. But in 2005, when Greg Partamian arrived as Chief Operating Officer, patient perceptions of the hospital were often at odds with the clinical care they had received.

“Most patients don’t understand the technical details of what we do,” notes Partamian. “What they understand is how they’re treated. And from what we were hearing back from our patient satisfaction surveys, we weren’t always treating people in the most courteous way.”

The hospital ranked in the 24th percentile for overall patient satisfaction according to Press Ganey. To Partamian and hospital CEO Lynn Orfgen, the challenge was clear: transform the way clinical and non-clinical staffs relate to patients—and do it as quickly as possible.

One of the first places Partamian turned to was the

hospital’s Sodexo-run Environmental Services Department. “Housekeepers are in patient rooms almost as much as nurses,” says Partamian. “Our question to Sodexo was how can we leverage all those potential interactions to create a more personal, positive patient experience?”



HOSPITAL CHALLENGE

Improve patients’ perceptions of their hospital stay.

SODEXO SOLUTION

Create a more positive patient experience with housekeeping.

OUTCOME

Dramatically higher satisfaction scores for housekeeping and hospital overall.

