

SG360 CASE STUDY



MIDWEST HEALTH CARE SYSTEM



SITUATION

For more than a century, one large health system has served as a health care destination for families in a large portion of the Midwest. The health system includes the flagship hospital as well as more than 100 clinics, care centers and off-site facilities—some many miles away from the main hospital campus.

With only in-house janitorial, the health system considered outsourcing as an opportunity to better allocate their internal resources and provide a stronger focus on the main hospital.

SOLUTION

At the end of 2013, the health system engaged SG360 to take over janitorial duties for some of their clinics and office spaces. This allowed the internal staff to eliminate the extra travel time to each of the off-site locations. In addition to following the company's proprietary Complete Cleaning System process, SG360 also participated in a computer-based training model used at the hospital. This ensured that the SG360 staff received the same initial education that's used at the main campus. The training included information about contact times and dilution rates as well as processes for cleaning a public room, a patient room, a restroom, etc.

RESULTS

The partnership has been successful and has removed a scheduling burden from hospital staff, according to the director of environmental services, laundry and central transportation. Previously, a hospital manager was splitting time between the medical center and the outside clinics.

"Obviously, it's a burden we don't have to do anymore on a routine basis," he said. "We don't have to have a manager go out to those areas and do quality rounds and quality inspections on those off-site areas, so that person can focus their time more on the medical center. From the managerial side of things, it's been a help to us and took a workload off of us."

After starting with only a few locations, SG360 now services 42 separate facilities, and is responsible for quality rounds in each area. The team works with the health system staff for joint periodic inspections to ensure total satisfaction.

"Overall, they do a good job," the hospital director said. "They're very responsive when we have a need."

“From the managerial side of things, it's been a help to us and took a workload off of us.”

- Director of environmental services



KEEPING IT CLEAN!

Kansas City Metro
Tampa, FL

Melbourne, FL
Richmond, VA

Jonesboro, AR
Springdale, AR

www.SG360clean.com