

Question?	Reason for asking
<p>How are supply chain decisions being made in your organization?</p> <p>Locally, Regionally, Nationally?</p>	<p>If decisions are not made nationally, then your facilities are at risk as there are dispersed teams with limited standardization, no benchmarking, and zero visibility into whether your portfolio of healthcare sites across all regions comply with national, state, and local regulations.</p>
<p>Are you in-sourcing, using multiple commercial cleaning providers, or using a national provider?</p>	<p>If you are in-sourcing or using multiple providers, you have limited visibility into your facilities' performance and limited oversight over facility compliance. Healthcare-associated infections caused by the physical environment are on the rise.</p>
<p>Is your provider(s) taking a blanket approach to facility management?</p>	<p>Most cleaners only tailor services to a company – and not different sites. Many regulatory requirements for various types of spaces control the healthcare industry. The uniqueness of varied types of physical spaces in a healthcare system creates challenging complexities for vendors.</p>
<p>What does patient churn look like?</p>	<p>Patients have the right to expect that their healthcare clinic (urgent care center, dialysis clinic, radiology center, chemotherapy clinic) provides a safe, clean, and professional environment. Those seeking wellness, including the immunocompromised, require peace while getting necessary treatments. Patients have the right to expect:</p> <ul style="list-style-type: none"> <li>» <i>Peace and calm while getting necessary treatments</i></li> <li>» <i>Being treated on time and on a schedule that meets their needs</i></li> <li>» <i>The facilities, treatment, and equipment adhere to The Joint Commission Accreditation (TJC), Det Norske Veritas, Inc (DNV), and Occupational Safety and Health Administration (OSHA) compliance standards.</i></li> </ul> <p>Are your patients getting all their needs met with support from facilities management professionals?</p>
<p>How are the facilities performing on surprise and scheduled audits?</p>	<p>You need a consistently clean, safe, and compliant environment. However, many in-house teams (due to labor shortages) and providers cannot deliver total compliant service consistently.</p>
<p>How often is the focus misplaced on facility issues?</p>	<p>Patients suffer when clinic administrators and medical staff are forced to move their attention from patient experience to facility issues. They do not get the adequate and timely care or attention they need. Patients end up feeling unsafe in an environment that can lead to cross-exposure.</p>
<p>Is your team and/or service providers cleaning for appearance, or are they cleaning for healthier environments and an improved patient experience?</p>	<p>Many teams and providers lack the education, processes, and tools to create a healthy environment and prevent next-patient-room cross contamination They use:</p> <ul style="list-style-type: none"> <li>» <i>Spray bottles when they should use a bucket</i></li> <li>» <i>A mop and bucket when they should use a microfiber mop</i></li> <li>» <i>Cotton rags when they should use microfiber cloths</i></li> <li>» <i>No formal program for testing cleaning efficiency</i></li> <li>» <i>Flawed cleaning protocols that don't align their approaches to state, local, and national regulations</i></li> </ul> <p>Is your facility management team on the same page as your healthcare providers striving to meet the mission of healing and providing wellness and care to everyone who walks in the door?</p>