

# BEGINNING YOUR EVS PARTNERSHIP WITH HHS

A timeline from  
signed contract  
through year one

Transitioning your EVS services to a new partner, whether from in-house or a previous vendor, can come with its fair share of obstacles.

It takes good planning, preparation, and collaboration to ensure a smooth transfer of services.

We believe it's our job to make sure we communicate clear expectations upfront so you're aware of what's happening throughout the entire transition.

In this overview, we'll walk you through every step of HHS' transition process from signed contract all the way through the first year.





## Prior to Start

Prior to any transition, it's important that everyone involved is on the same page and ready to collaborate.

This stage includes:

- Meeting with departmental directors and team members to discuss the upcoming change and expectations
- Establishing guidelines for recruitment, record keeping, and other HHS best practices
- Assessing inventory and departmental needs
- Reviewing facility measurements to ensure accuracy, gather data, and draft a plan for operational efficiency
- Conducting interviews and begin new hire onboarding and orientation to ensure a successful start

## Month 1

- All team members successfully switch over to HHS payroll and database and train on HHS best practices and procedures
- Host frequent interdepartmental meetings to further convey expectations and progress updates
- Establish protocols for facility communication
- Begin tracking facility activity, including census, discharges, and transfers
- Implement safety program
- Document and review facility codes, emergency procedures, fire safety, OSHA, PASS, and RACE training
- Cover further on-the-job training based on specific responsibilities and schedules
- Assign oversight areas to management



## Month 2

Full implementation of service is completed by month two and is supported by continual monitoring of program effectiveness.

We incorporate the following:

- Distribute customer surveys to establish a baseline
- Conduct facility inspections to establish specific goals and projects
- Evaluate first impression areas such as halls, lobbies, and restrooms to better understand areas for improvement
- Conduct HCAHPS improvement assessments to develop a specific facility action plan based on results

## Month 3

- Review and assess checklists for effectiveness
- Continue meetings with departmental directors and team members to follow up on previous areas of concern and effectiveness of resolutions
- Develop room tracking module to assess needs specific to patient rooms
- Continue education on floor care and environmental services procedures

## Months 4-8

By month four, a facility typically finds its groove and has settled into a transition.

To ensure the transition continues to operate efficiently, this stage includes:

- Assess high-touch, high-traffic areas such as halls, lobbies, restrooms, and patient areas to ensure they're up to HHS standards and expectations
  - If not up to standard, implementing action plans to ensure they improve and meet these standards
- Audit and evaluating safety programs for effectiveness
- Review the 6 Month Checklist to ensure checklists provide team members with correct information and duties necessary for operational efficiency
- Conduct 6 Month Facility Inspections to review progress and establish new baseline for improvement



## Month 9

In month nine, our services are evaluated through multiple tests and reviews to ensure the success of management, team members, and overall transition.

This stage includes:

- Facility Account Condition Report (ACR) Inspection — our team is expected to score 85 or above to show results of full program implementation
- Review of customer satisfaction surveys to establish progress on initial concerns or areas for improvement
- Audit to assess hospitality training knowledge and needs for continued education and improvement
- HCAHPS Assessment — the scores are tracked to measure improvement and develop action plans

## Year 1

After one year, the HHS transition process is completed and facilities are meeting all HHS operational and quality expectations.

From this point forward, we continue to collect data and run our quality assurance programs to ensure we're consistently meeting the specific needs of your facility.

The one year milestone will include:

- Facility Cleanliness and Quality Inspections — our team is expected to score 90 or above
- Marked HCAHPS improvement from partnership start date
- Improvement on initial concerns and continued issue resolution with completed follow-up plans