

One Standard of **Excellence**

crothall
healthcare 
ENVIRONMENTAL SERVICES



A photograph of four healthcare professionals walking in a modern hospital corridor with large windows. From left to right: a woman in a white lab coat and grey trousers, a man in blue scrubs, an older man in a white lab coat and khaki pants, and a woman in blue scrubs holding a clipboard. They are all smiling and engaged in conversation.

Today's Agenda

01 People

02 Patient and Staff Experience

03 Power of Clean

04 Purposeful Innovation

Meet The Team

PEOPLE



Brian Dunn

Vice President, Sales



Mike Villani

CEO



Kate Hart

Vice President, Human Resources



Angie Jamison

Unit Director, Carilion Medical Center

PATIENT EXPERIENCE



Gabrielle Almonte

Sr. Regional Experience Director



Molly Bailey

National Director of Clinical Engagement

POWER OF CLEAN



Dan Hogan

Regional Vice President



Lucas Paxton

Regional Director of Operations

PURPOSEFUL INNOVATION



Sophia McCrae

VP, Operational Strategy



Karen Anderson

National Director of Workforce Optimization



People

People Journey



Attract

Candidate
Experience



Retain

Create a Sense of
Belonging



Develop

Our Promise to
Our Caregivers



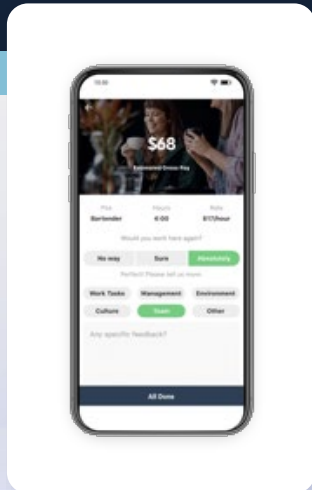
Engage

What's Important
to Them



Perform

The Result



Strategic Transition



**Meet & Greet
Caregivers
Info Session**

**Immediately
Following
Announcement**



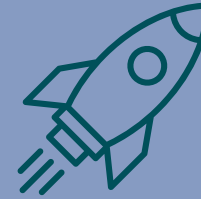
**Onboarding
Meetings**

**6 Weeks
prior to Go Live**

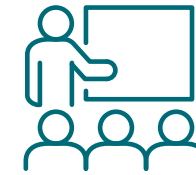


**Benefits
Support**

**4 Weeks
prior to Go Live**



Go-Live!

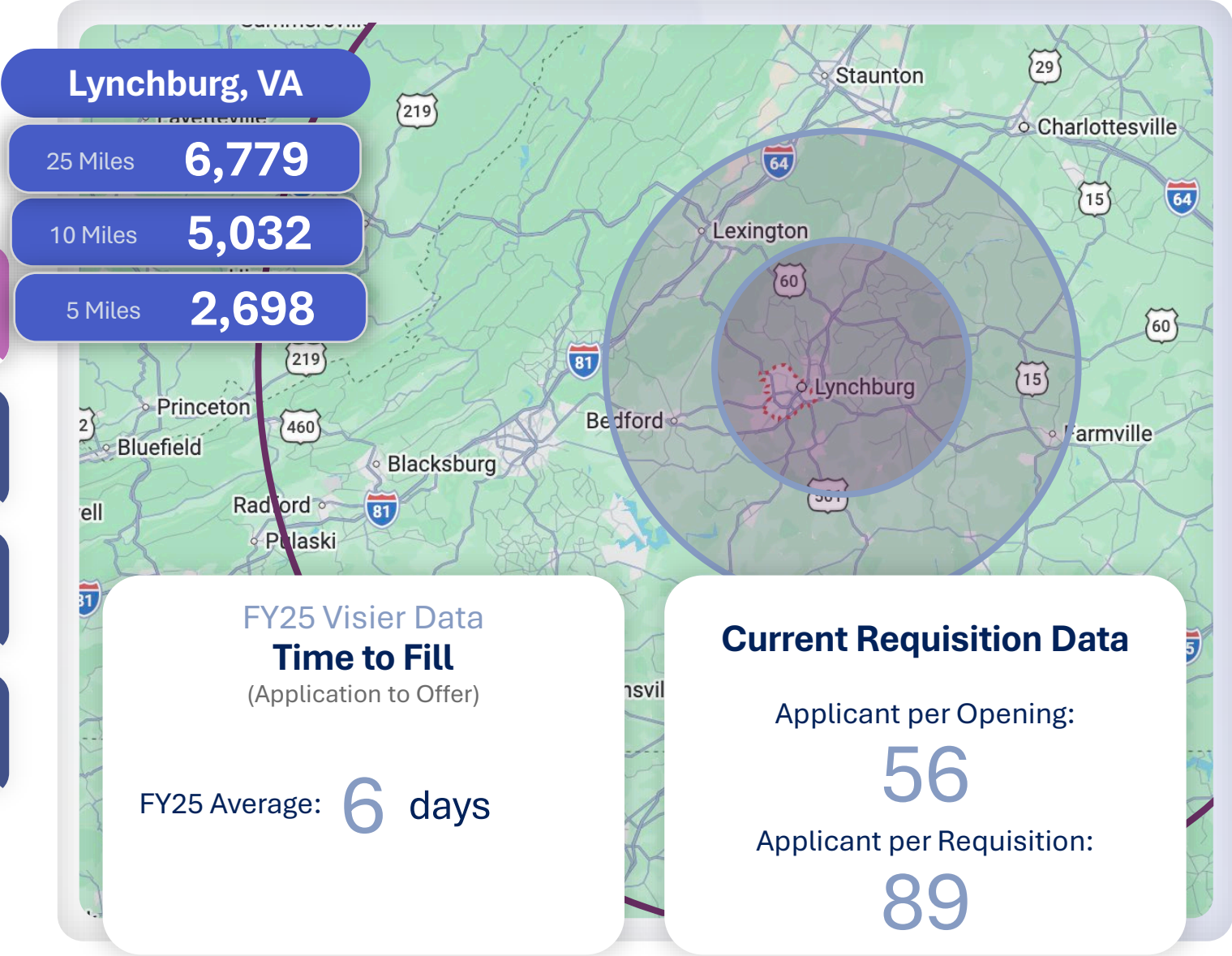


Orientation

**First
30 Days**



Our Approach to Engagement



Our Approach to Engagement

Specialized Hiring Expertise

Whole Person Benefits

Training & Development

Career Advancement



One Pass

Teladoc
HEALTH

PerkSpot

ONE
@WORK



Our Approach to Engagement

Specialized Hiring Expertise

Benefits

Training &
Development

Career Advancement



Dedicated Training
Manager



Foundations

Environmental Services

MY GREAT



Our Approach to Engagement

Specialized Hiring Expertise

Benefits

Training & Development

Career Advancement



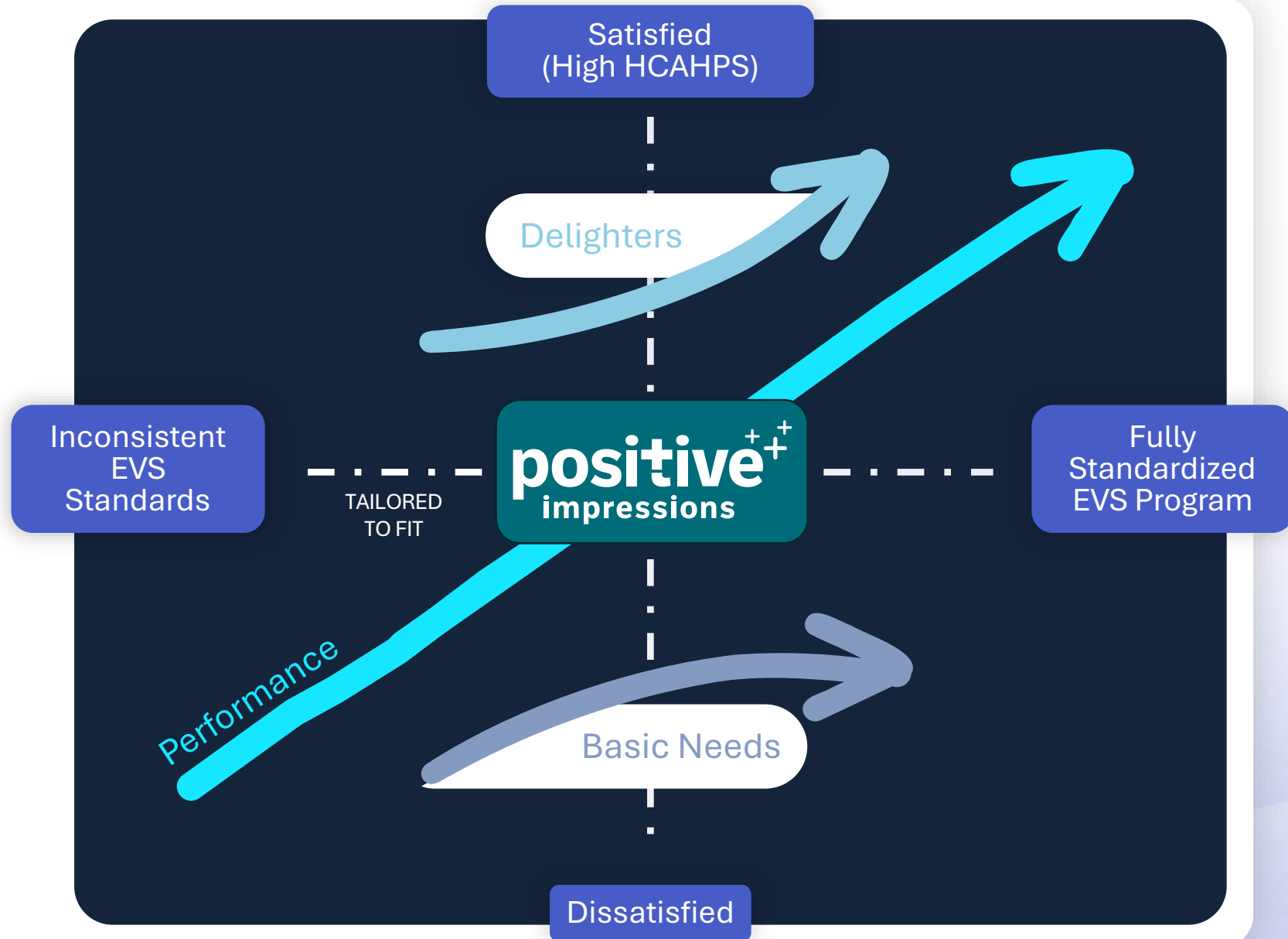
FRONTLINE**Elevate**
Developing our Frontline Leaders





Patient Experience

Experience: Where Service Becomes Strategy



An Experience Company Who Cleans



Over 400 Patient Experience Professionals Nationwide

Dedicated Patient Experience Manager
Dedicated Patient Ambassador

positive⁺⁺
impressions



DEFINING
MOMENTS



ENGAGEMENT



TAILORED
TO FIT



EXPERTISE



Who We Are

Experience Design Team Solutions Portfolio



EXPERIENCE MAPPING

*Comprehensive
End-to-End
Experience
Design*



EMERGENCY DEPARTMENT (ED) ASSESSMENT

*Holistic ED
Experience
Review*



TEAMVOICE360

*Frontline
Insights
Impacting
Culture &
Operational
Excellence*



PROCESS MAPPING & OPTIMIZATION

*Turn Process
Pain Points into
Performance
Wins!*



DAY IN THE LIFE – OPERATIONAL WORKFLOW ANALYSIS

*Operational
Insights to
Strengthen
Retention &
Performance*



INTRO TO LEAN SIX SIGMA WORKSHOP

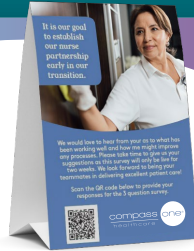
*Immersive
hands-on
learning
experience*

Operationalize the Experience

Listening to Nurses



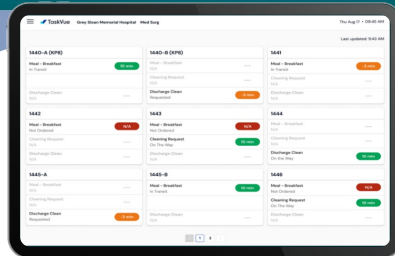
Participation in New
and Traveling
Nurse Orientation



Integrated Rounding and
Escalation Protocols



Nursing Surveys
and Focus Groups



Task Management
("Who Cleans What?")

positive⁺⁺
impressions



IMPROVING THE RELATIONSHIPS AND OUTCOMES
COMMITMENT TO COMMUNICATION

Listening to Nurses

Compass Healthcare
Nurse Partnership
Questionnaire



Nursing Satisfaction -
Cleanliness of the
Department



Nursing Satisfaction -
Responsiveness



Who Cleans What

An EVS and Nursing Cleanliness Collaborative



- Enhanced Patient Satisfaction
- Stronger Cross-Team Collaboration
- Reduced Healthcare Associated Infections
- Improved Regulatory Preparedness



Power of Clean

Standardized Approach



Training and
Certification



High Profile
Clean Reviews



Advanced Cleaning and
Disinfection Technology



Sustainable Cleaning and
Disinfection Practices



Quality Assurance
and Monitoring



Standardization Across Centra Health



Picture Perfect Cues of Clean

Picture Perfect Examples



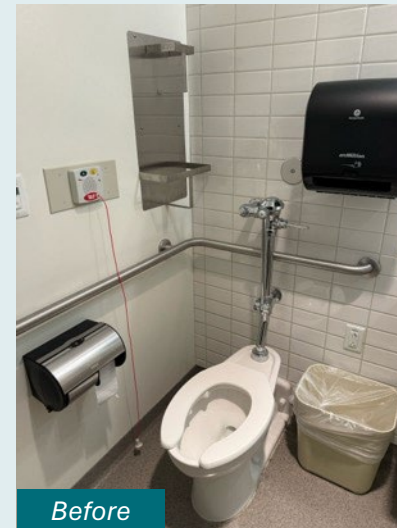
Before



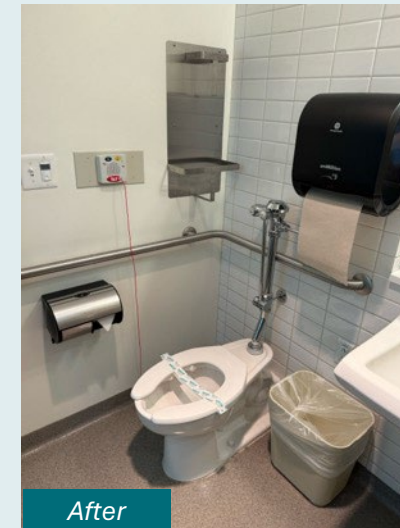
After

- Window shades open
- Bed flat & made correctly
- Overbed table matching bed height
- Clean whiteboard
- Call button & phone on side table
- Chair positioned in corner

Non-Verbal Cues of Clean



Before



After

- Tent Card
- Overbed Table Bag
- Remote/Call Button Band
- V-Tip Toilet Tissue
- Toilet Strips
- Towel Folds/Clean Towels

Standardization Across Centra Health

Day
One

Day
to Day



Daily Rounding



Internal Audits



3rd Party Annual
Audits

**JOINT
COMMISSION™**
Accreditation 360

ALWAYS
Ready

Data, Analytics & Benchmarking

PERFORMANCE MANAGEMENT DASHBOARDS



Partner and Operations Alignment



Contractual Metric Management



One Source for Key Metrics



Transparency/ Self-Analysis



Unburden Operators Through Automated Reporting



Data Accuracy and Consistency



Consumable Format/Client Mapping



Benchmarking and Targets





Last Updated: Mar 2026 YTD

Fiscal Year
2025 2026

Month
Jan Jul Feb Aug Mar Sep Apr Oct May Nov Jun Dec

Region

- Region A
- Region B
- Region C
- Region D
- Region E
- Region F
- Region G
- Region H

Account Name

- Unit 1
- Unit 2
- Unit 3
- Unit 4
- Unit 5
- Unit 6
- Unit 7
- Unit 8
- Unit 9
- Unit 10
- Unit 11

Current Selections

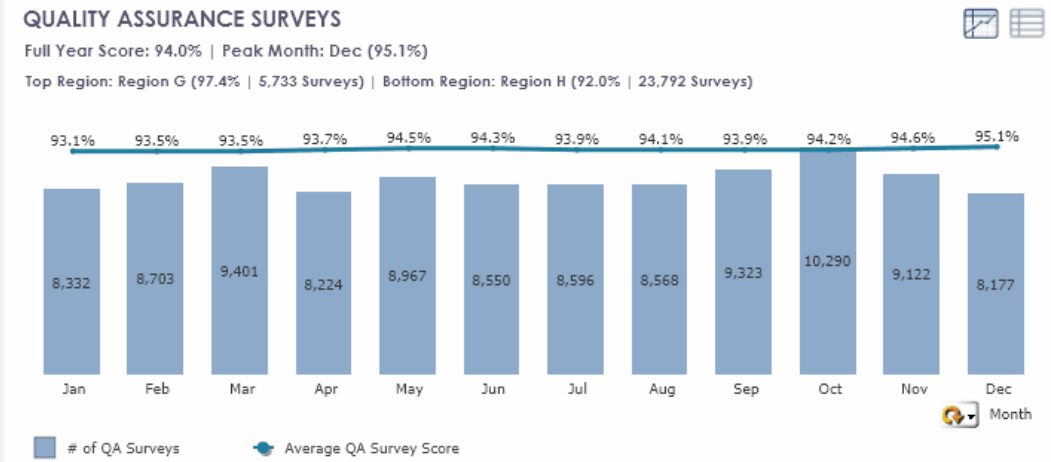
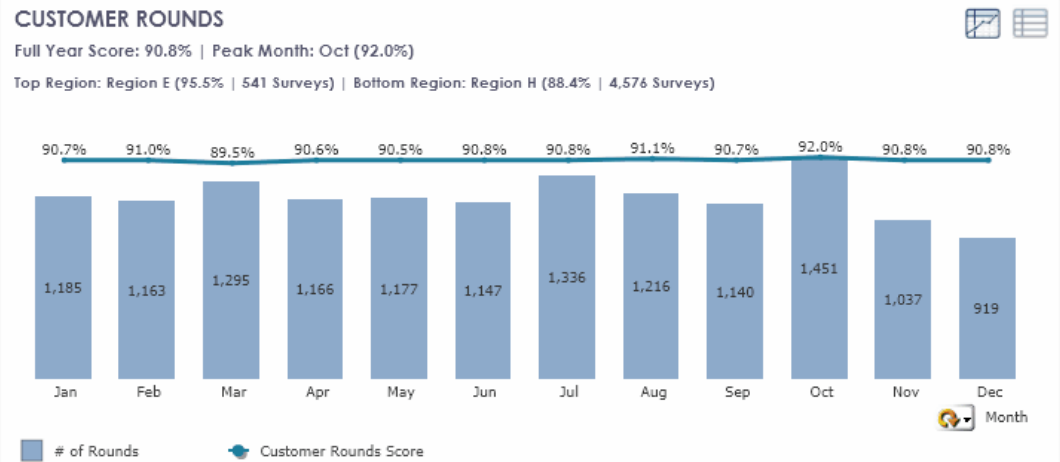
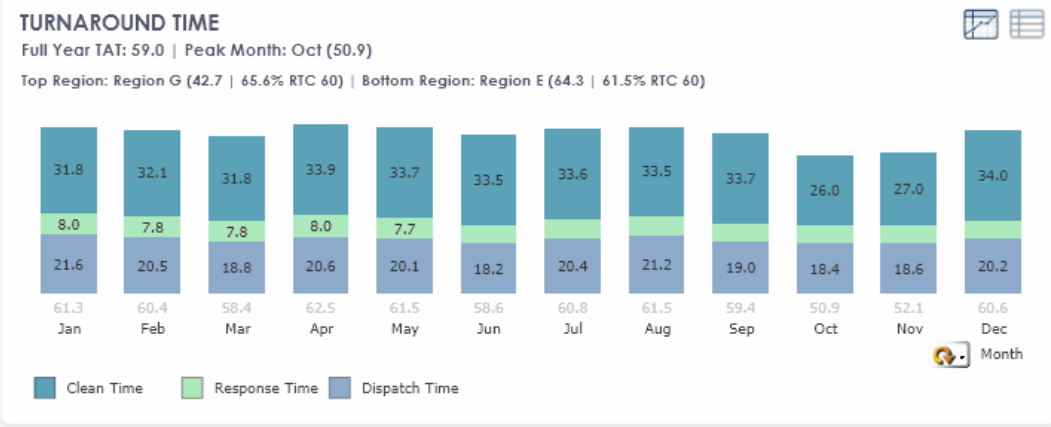
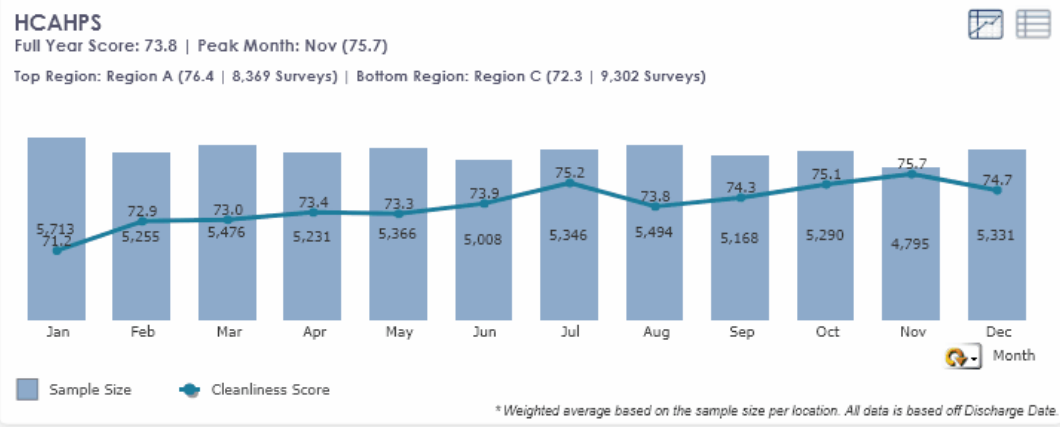
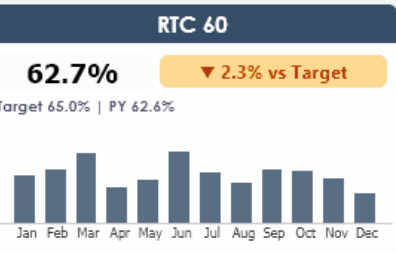
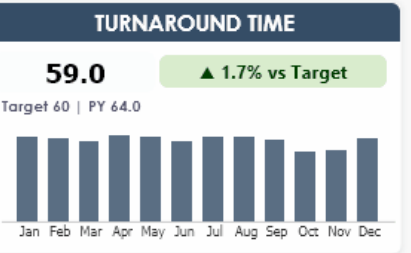
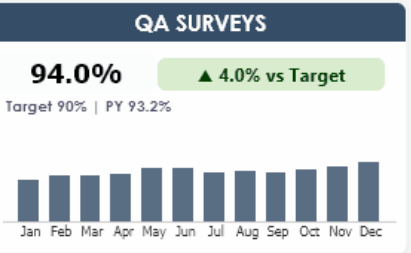
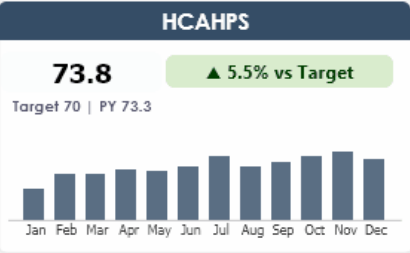
Sector EVS
CalendarYear 2025

Clear All Selections



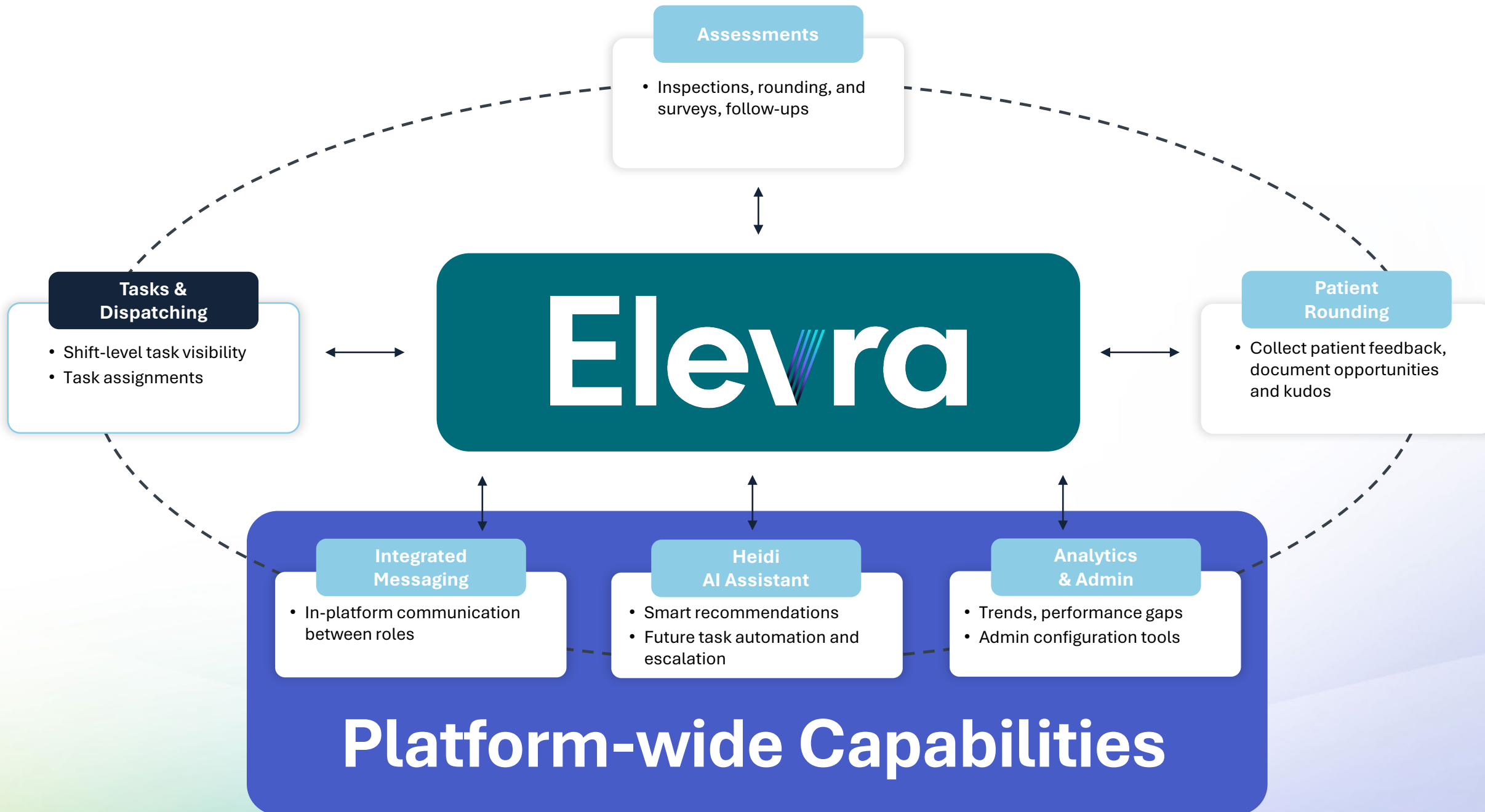
Environmental Services Summary

Details



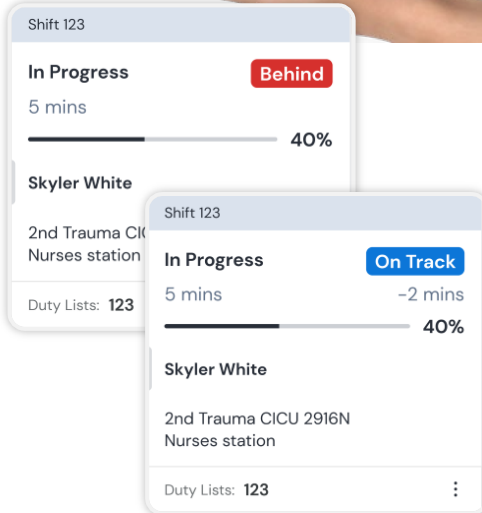
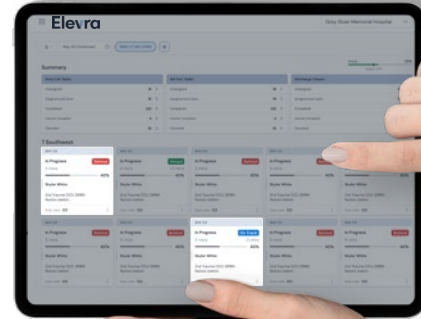


Purposeful
Innovation



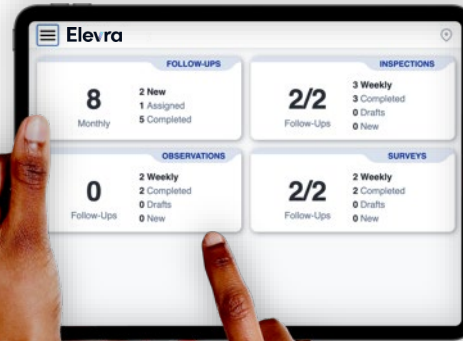
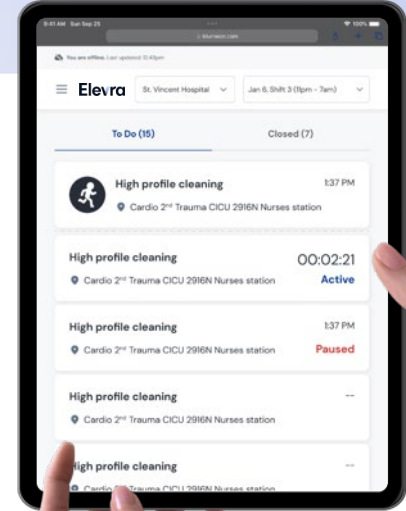
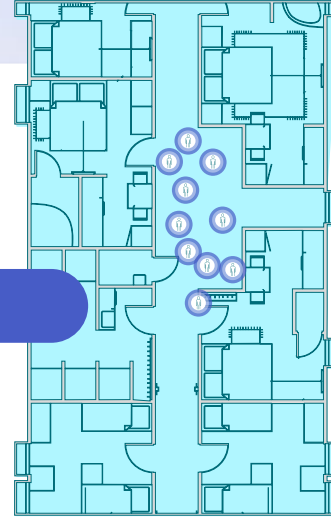
Elevra Workforce Management

- Deliver exceptional patient care
- Establish comprehensive cleaning standards
- Optimize labor and reduce costs

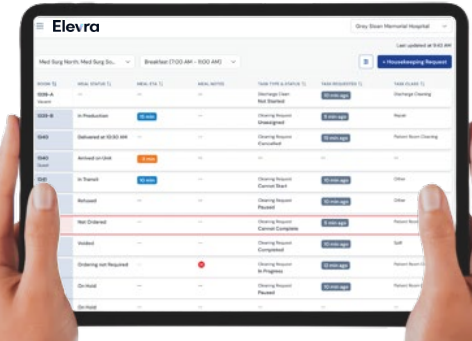


Tasks

Tasks



Assessments



Dashboard

SMART CLEANING & DISINFECTION

Next Generation Solutions for Infection Prevention & Caregiver Productivity



Infection Prevention



Workforce Support



Drive Efficiency



Partnership Value

Partnership Value



Incentive Pool
\$250,000



Capital and Technology
Investment
\$459,778



Transition and
Startup Funding
\$223,665



Management Fee
(Risk/Reward)
\$244,169



Potential Vizient
Reimbursement
\$301,000



Additional Value

Service Contract
savings

Cost avoidance
through program
maturity

Budget control
and Guarantee

Thank You!

Q&A



CENTRA

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healthcare

