

CASE STUDY

STABILIZING HOSPITALS DURING CRITICAL TRANSITIONS

Compass Healthcare supported three hospitals through vendor and ownership transitions, delivering measurable improvements in patient experience, throughput, and regulatory readiness.

THE CHALLENGE

Hospitals nationwide are navigating a period of unprecedented disruption. Workforce shortages, rising labor and supply costs, regulatory scrutiny, and increased patient expectations are placing operational performance under intense pressure. Ownership changes, vendor transitions, and system-wide standardization efforts further elevate risk, particularly in environmental services (EVS) and food and nutrition services (FNS), where performance directly impacts HCAHPS scores, throughput, and survey outcomes.

For healthcare leaders, transitions must occur without service interruption, workforce instability, or declines in patient experience. Maintaining morale while implementing new standards, technologies, and accountability structures requires disciplined change management and on-site leadership support.

Three hospitals – a large academic medical center, a regional health system flagship, and a community hospital undergoing ownership transition – each required rapid stabilization, measurable performance improvement, and regulatory confidence within compressed timelines.

RESULTS

82.2

HCAHPS Cleanliness Score

Within 90 days of transition, UMC outperformed state and national benchmarks on “Room Kept Clean During Stay.”

33%

Faster ED Turnaround

Within 90 days, emergency department turnaround time decreased, improving throughput and patient flow.

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EVS Survey Findings

Within 90 days, Joint Commission survey completed with zero environmental services findings.



COMPASS HEALTHCARE APPROACH

Compass Healthcare deployed a people-first transition framework designed to stabilize operations while accelerating measurable performance gains. Across Crothall Healthcare, Morrison Healthcare, and TouchPoint Support Services, Compass aligned frontline engagement, standardized workflows, and enabling technologies within the first 90 days.

The approach prioritized associate retention and structured onboarding to preserve institutional knowledge while elevating accountability. On-site leadership teams reinforced rounding, service recovery, and compliance disciplines from day one. Standardized cleaning protocols, digital auditing platforms, real-time task management systems, and patient dining technologies were deployed to create operational visibility and consistency.

Rather than disrupting care environments, Compass Healthcare embedded structured transition playbooks that balanced cultural integration with rapid implementation. The result was improved throughput, stronger HCAHPS performance, survey readiness, and system-wide standardization without compromising patient care continuity.



Accelerating Throughput Performance

At University Medical Center New Orleans (UMC), a 446-bed academic medical center and Level I Trauma Center, Compass Healthcare led a full EVS transition across all shifts. Staffing stabilization was prioritized at go-live, supported by structured onboarding and standardized cleaning protocols aligned to system expectations.

Leadership rounding and patient engagement initiatives reinforced service accountability, while digital task management tools improved response visibility. Within 90 days, room turnaround time decreased by 22%, and emergency department turnaround time dropped by 33%. HCAHPS “Room Kept Clean During Stay” reached 82.2, outperforming state and national benchmarks.

The structured transition not only preserved workforce stability but translated operational discipline into measurable patient experience and throughput gains.

“[The resources] brought to our hospital are unmatched. I have never experienced this level of support. When you hear the word outsourcing, it can have a negative connotation. This is so far from the truth when it comes to our experience... When they say, ‘call me if you need anything,’ I know they mean it.”

— **Amber Gard, MS, RD, LD**
Regional Director of Operations
Northern Light Health

Standardizing Patient Dining Systems

At Northern Light Health’s 411-bed regional hospital, leadership sought a strategic partner to modernize and standardize FNS. Compass Healthcare transitioned 259 associates into a unified operating model while implementing system-wide patient dining enhancements.

Within 90 days, a comprehensive Patient Meal Ordering System was deployed, supported by structured training and leadership integration. Standardized menus improved consistency across the system, and targeted patient rounding initiatives strengthened engagement and responsiveness.

The transition preserved frontline morale while elevating dining quality and operational alignment. By embedding structured onboarding and technology-enabled ordering tools, Morrison Healthcare helped position the organization for sustained improvements in patient satisfaction and service delivery performance.

Strengthening Regulatory Readiness

During an ownership transition at a 126-bed Central Texas community hospital, Compass Healthcare simultaneously stabilized EVS and FNS operations under an accelerated timeline. Fifty-five associates were transitioned without service disruption, and additional EVS FTEs were added to reinforce long-term coverage.

On-site leadership presence during the first 90 days established accountability, compliance routines, and standardized workflows ahead of a pending Joint Commission survey. Digital auditing tools and structured training reinforced regulatory discipline across departments.

The hospital successfully completed its Joint Commission survey with zero EVS findings within 90 days of transition. Operational systems were 90% implemented within that same timeframe, ensuring both immediate stabilization and a scalable foundation for future performance.

Across diverse hospital environments, Compass Healthcare demonstrated that high-stakes transitions can become catalysts for measurable improvement. By aligning workforce stability, standardized processes, enabling technologies, and on-site leadership support, hospitals achieved faster throughput, stronger HCAHPS performance, and continuous regulatory readiness within 90 days. The framework is scalable across academic medical centers, regional systems, and community hospitals, providing healthcare leaders with a disciplined, repeatable approach to outsourcing transitions that protects patient care while accelerating operational performance.



Compass Healthcare is a leading provider of support services to the healthcare industry, unifying the specialized expertise of Crothall Healthcare, Intelas, Morrison Healthcare, TouchPoint Support Services, and Unidine Healthcare. With its collective 100 years of experience, Compass Healthcare is at home in healthcare, partnering with healthcare organizations nationwide to deliver safer, more seamless care through innovative, integrated, and transformational support services.

Discover how Compass Healthcare can stabilize transitions, elevate patient experience, and strengthen operational performance. Connect with our healthcare experts today. www.compass-healthcare.com

