

CASE STUDY

WORKING BETTER TOGETHER: ELEVATING THE
PATIENT AND WORKFORCE EXPERIENCE AT
SILVER CROSS HOSPITAL

Silver Cross Hospital and Compass Healthcare strengthened their operational partnership throughout FY25, achieving measurable progress across Environmental Services (EVS) and Food & Nutrition Services (FNS). Explore how a shared commitment to quality, technology integration, workforce engagement, and patient-centered innovation drove meaningful results—enhancing safety, satisfaction, efficiency, and overall financial performance.

WORKFORCE EXPERIENCE & RETENTION

Compass Healthcare's team prioritizes engagement, recognition, and career growth. Recognition initiatives—EVS Week events, HCAHPS Excellence awards, and creative team-building—have further reinforced morale, helping our teams support better patient care.

- **FNS turnover decreased to 22%.**
- **EVS Turnover decreased to 33%.**

“All of the staff we interacted with were very kind and they did their jobs well. The food team made sure the food was going to the right person and they set up my table and made it easy for me to enjoy my meal. The transport team made me feel safe and my room felt very clean.”

— **Patient Survey Comment**, *Press Ganey*

ENVIRONMENTAL SERVICES

Driving High Reliability and Consistent Quality

THE STRATEGY: SUSTAINED PERFORMANCE IN CRITICAL AREAS

Reflecting a disciplined approach to standardized cleaning practices, the team reinforced consistency through ongoing coaching, routine auditing, and rapid remediation when gaps were identified. Increased leadership visibility, purposeful rounding, and more intentional patient-centered interactions strengthened the overall patient experience and developed trust between staff and leadership.

The Results:

- **Improved Throughput:** FY 24-25
- **Perception of Cleanliness:** 23 percentile points increase
- **Exceeding Compliance and Regulatory KPIs In:** Patient areas (93%), Operating rooms (100%) ATP testing compliance (97%)

FOOD & NUTRITION SERVICES

Improving Quality, Consistency, and Service Through Innovative Programs

THE STRATEGY: LAUNCHING A SCALABLE MODEL FOR SUCCESS

Innovative technology and a simplified, standardized menu approach have streamlined operations and improved cost efficiency while elevating both the patient and retail dining experience. In close partnership with IT, the team implemented MyDelivery with strong adoption, expanded MyMeal mobile ordering capabilities, and advanced progress toward launching TaskVue to further optimize performance.

The Results:

- **Quality Performance:** 98% test tray score across 143 audits
- **Retail Growth:** 4.5%+ increase in retail sales in 3 months
- **Customer Satisfaction:** 4.8/5 customer service rating

Through targeted quality initiatives, strong workforce engagement, technology adoption, and a shared commitment to patient-centered care, EVS and FNS achieved measurable operational and experiential improvements. The outcomes: **higher quality scores, faster throughput, improved patient satisfaction, top-tier disinfection performance, reduced turnover, elevated dining experiences, and sustainability impact**, underscore a high-value partnership that continues to drive excellence and support hospital operations.

Discover how Compass Healthcare elevates care across every support service.

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