

NETWORK® CASE STUDY

ARIZONA MEDICAL CENTER RECEIVES A CHECK UP THE DIAGNOSIS

Through its membership in the group purchasing organization, HealthTrust, a prominent Arizona medical center has been a Network Services Company customer for almost a decade. The strong alliance between a national GPO and a flexible distribution partner like NETWORK offers this large acute care facility a broad portfolio of products at industry-leading pricing with the additional benefits of local accountability and extensive industry expertise.

For decades, the devoted staff of the medical center has provided patients the finest care, frequently ranking among the nation's "100 Top Hospitals." At the same time, the facility has been impacted by the farthest-reaching healthcare reform in more than 50 years, pressuring facility leadership to provide high quality care within a shrinking budget. Every department had been expected to tighten the proverbial belt.

Already running lean, identifying further opportunities to reduce expenses in the Environmental Services department would require a fresh perspective.

THE TREATMENT PLAN

The medical center enlisted the support of their local NETWORK specialist to participate in Healthy Measures®. Offered exclusively by NETWORK, the program is designed to improve patient and business outcomes through implementing best practices in environmental hygiene. In a collaborative three-step process, key hospital staff work with a certified representative to evaluate current procedures in the facility. From a critical look at the cleaning process to the products being used, the potential improvements can lead to a significant reduction in operational expenses, as well as contribute to improved patient satisfaction and a lower incidence of healthcare acquired infections.

- **Industry**
HEALTHCARE—ACUTE CARE
- **Products**
JANITORIAL SUPPLIES

ABOUT THIS FACILITY:

Location — Southwest U.S.

Admissions ≈ 20,000 per year

Employees ≈ 1,800

Physicians — 500+

Clinical Services —
Cancer Care
Cardiac
Cardiopulmonary
Emergency Department
GI/Endoscopy Lab
Imaging
Labor & Delivery
Laboratory
Medical/Surgical Units
Nutritional Counseling
Orthopedic Unit
Pain Management Center
Rehabilitation
Surgery
Wellness Center
Wound Care Center





To begin the process, representatives from infection prevention, environmental services and materials management at the medical center participated in an interview session which identified critical, top-of-mind issues in creating a healthier environment for their patients, visitors and staff. The conversation uncovered common goals among the group while also capturing priorities of the individual departments. Step two of the program evaluated the process of cleaning and overall effectiveness of product and application methods throughout the facility. A proprietary scoring system of current practices established a performance baseline from which the team could demonstrate a process of continuous improvement. The information gathered in these phases allowed the NETWORK specialist to craft recommendations for improvement, labor reduction, and cost controls. Findings and recommendations were presented to the group and as a team, they selected the activities that would serve as the map to attain their performance goals.



A HEALTHY PROGNOSIS

The facility identified five action items in their plan, among them process training and improved communication. Within six months patient satisfaction scores increased 11% and operating costs related to janitorial services began to decline, eventually leveling at a double digit savings. The positive results were reported to executive staff and received enthusiastic endorsement.

Nine months into the program the team had implemented 75% of their action items and requested a second assessment. The second evaluation reflected a 16% improvement in the facility's Healthy Measures score and helped the team identify four new action items to add to the plan.

The staff has been pleased with the progress they've made utilizing Healthy Measures and with NETWORK's support, they're eager to continue on their path to improved patient and business outcomes.



“Once we started executing our Healthy Measures joint action plan in addition to realizing a significant cost savings, our patient satisfaction scores improved.”

NETWORK's proprietary program helped us understand that the advantages of instituting best practices in surface cleaning and hand hygiene go beyond reducing costs. ”

Director of Materials Management

ABOUT NETWORK SERVICES COMPANY:

Network Services Company (NETWORK®) is an over \$10 billion company providing customized distribution services through a diverse team of more than 70 best-in-class distributor members.

NETWORK has applied its deep experience and knowledge to help national companies in industries that include commercial real estate, healthcare, food service, industrial, printing and the public sector. By offering a streamlined system with centralized control and focused spend management, we improve supply chain efficiencies while tailoring product programs to the specific needs of your business.

NETWORK's collaborative service model unites top locally based, independently owned distributors from North America and beyond to create a powerful organization with the efficiency and reach required by key industries in the nations we serve. Different by design, the NETWORK model provides a superior level of commitment that enables customers to support business growth and address unique market needs through customized solutions.

For more information, visit www.networkdistribution.com or call 800.683.0334.