CASE STUDY

Transforming Quality Assurance through a Standardized Operating Platform

At TouchPoint Support Services, operational excellence isn't a theoretical concept – it's engineered, tested, and statistically proven. Through our Standardized Turnkey Operating Platform, TouchPoint has transformed how hospitals execute, measure, and sustain quality. By embedding Elevra Assessments directly into daily workflows, every standard becomes visible, verified, and continuously improved.

What began as a modernization of auditing tools has evolved into a fully integrated, data-driven quality ecosystem. Elevra Assessments, housed within the Elevra platform, enables teams to perform real-time quality checks, trigger corrective actions instantly, and connect those insights to broader operational metrics across Environmental Services, Food and Nutrition, and Facilities. This connected approach results in faster resolutions, stronger accountability, and measurable improvements in patient experience.

Fragmented Quality Systems

Traditional quality assurance (QA) workflows in healthcare operations were often fragmented. Audits relied on a mix of paper and digital methods, resulting in delayed data and feedback loops that frequently stalled before any action could be taken. As a result, leaders struggled to gain real-time visibility and consistency across different units, hindering their ability to proactively improve quality. In many cases, QA systems operated separately from daily workflow tools, leading to bottlenecks and compliance issues. TouchPoint recognized that addressing these inefficiencies required more than just replacing or creating new forms; it demanded the development of a connected system that unified standards, actions, and measurements on a single platform.

+23 pts higher Cleanliness Scores in top QA performers

2X faster issue resolution, accelerating time from finding to verified close.

100% paperless workflows, eliminating manual entry and audit lag.

52K+ assessments collected across the first six months.

Snapshot Metrics

Since implementation, TouchPoint's Elevra Assessments have delivered measurable operational and patient experience improvements:

- Over 1,000 activities logged to date, highlighting rapid adoption.
- 100% paperless workflows, reducing manual entry errors and administrative burden.
- Increased accountability, with seamless follow-up tracking and resolution monitoring.
- Instant insights for directors, with real-time visibility into compliance and performance.
- Fully mobile and offline capable, for uninterrupted operations.
- 52,000+ QA surveys collected in 6 months.
- Strong statistical correlation between Elevra quality scores and patient satisfaction metrics
- 99.9% statistical confidence interval that better QAs lead to better Patient Satisfaction outcomes.

Where Standards Meet Action

Elevra Assessments integrates directly into TouchPoint's Standardized Operating Platform, unifying inspection, accountability, and analytics. Every audit, inspection, and checklist feeds into a closed-loop workflow that ensures findings translate into measurable outcomes.

Key Capabilities

Checklist-Driven Assessments
- Frontline associates complete digital assessments that ensure accuracy and compliance.
- Each form aligns with national standards, ensuring consistency across all hospitals and service lines.
- Supervisors can review and verify assessments in real time, and every completed record supports compliance and audit documentation.

QR Code-Triggered Assessments
- QR codes link physical spaces with digital accountability.
- Scanning a code instantly launches a location-specific assessment.
- This reduces errors and clicks and creates immediate traceability.

Closed-Loop Corrective Actions
- When a finding is identified, Elevra automatically generates a follow-up task routed to the correct department or operator.
- Every issue remains open until verified as resolved, driving cross-service collaboration and accountability.

Supervisor Insights and Verification
- Supervisors have live visibility into quality trends and issue resolution.
- They can track which areas are ahead, on pace, or require intervention, ensuring all required audits are completed and verified on schedule.

Why It Works: A Connected Ecosystem

TouchPoint's platform connects quality data with operational systems. This ensures that assessments aren't isolated events, but part of a living operational cycle.

Simplified Workflows

Associates spend less time documenting and more time caring for patients.

Integrated Data

Eliminates redundant entry across service lines, ensuring consistent metrics and faster insight.

Continuous Improvement Culture

Facilities using Elevra show a steady month-over-month improvement of +11.4 points in cleanliness scores compared with non-adopters.

Operational Agility

Fully mobile and offline-capable, ensuring uninterrupted operations across healthcare environments.

Looking Ahead

TouchPoint continues to enhance the Elevra platform with new assessment types and integrations, including:

- RDO-led audits for regional oversight.
- AM/PM checklists for daily operational rhythm
- Facilities sync through TeamOps for unified service visibility.
- Predictive analytics that surface emerging quality risks before they impact care.

Conclusion

TouchPoint's Standardized Turnkey Operating Platform, validated by Elevra Assessments, sets a new benchmark for healthcare quality assurance. By transforming audits into actionable intelligence, the system ensures every standard is not only met, but measured, verified, and acted upon in real time. This isn't just about compliance or audits; it's about creating safer, more efficient, and more consistent environments of care.

Ready to elevate your QA workflows?

Visit www.touchpointsupportservices.com