

CASE STUDY

Improving Inpatient Cleanliness and Patient Experience Across a Leading Health System

TouchPoint Support Services partnered with a leading healthcare system to improve inpatient cleanliness performance, strengthen patient experience scores, and create safer healing environments across multiple hospitals. Through the implementation of the inpatient eVOLVE program, TouchPoint standardized Environmental Services (EVS) practices, enhanced occupied room service, and improved visibility of cleaning and hospitality efforts throughout the patient stay. The initiative delivered measurable gains in cleanliness and facility perception scores while reinforcing operational consistency, patient confidence, and hospitality-driven care delivery across inpatient facilities.



Improving Healthcare EVS Performance and Patient Experience

The healthcare system sought a more consistent approach to inpatient EVS management across multiple markets. Variability in patient room presentation, discharge cleaning execution, occupied room service, and communication practices created opportunities to improve both operational performance and patient perception.

Healthcare leaders recognized that inpatient cleanliness directly impacts patient satisfaction, HCAHPS performance, perceptions of safety, and overall care experience. Patients increasingly expect more than a visibly clean room. They want reassurance that their environment is actively maintained and cared for throughout their stay.

To address these challenges, TouchPoint implemented the inpatient eVOLVE program, a comprehensive EVS performance initiative designed to strengthen cleaning standardization, improve patient communication, increase service visibility, and align EVS operations more closely with patient experience goals. The program combined operational discipline with hospitality-centered service practices to create a more consistent and measurable inpatient experience across facilities.

+7.5 pts YoY inpatient net cleanliness improvement

+7.3 pts YOY inpatient net facility improvement

+2.8 pts YoY overall net cleanliness improvement



Standardizing Inpatient EVS Performance

TouchPoint strengthened foundational EVS practices to improve consistency in inpatient cleanliness and patient room readiness. The eVOLVE program refreshed High Profile Cleaning procedures, discharge cleaning standards, quality assessments, patient rounding, and Picture-Perfect room setup expectations.

Rather than introducing unnecessary complexity, the initiative focused on improving the execution of existing EVS systems while providing leaders with stronger coaching tools and clearer accountability measures.

Key initiatives included:

- Refreshing High Profile Cleaning and discharge cleaning standards
- Using quality assessments as coaching tools
- Expanding patient rounding efforts
- Standardizing patient-ready room expectations
- Conducting observations focused on safety and service consistency

The approach created a more reliable and repeatable inpatient cleanliness experience across facilities.

Enhancing Hospitality-Driven Patient Service

TouchPoint enhanced occupied patient room service by combining technical cleaning excellence with patient-centered communication. EVS associates were trained to explain cleaning actions, engage patients through hospitality scripting, and reinforce how EVS supports patient safety, infection prevention efforts, comfort, and healing.

The program also refreshed visible “cues of clean” to improve awareness of completed services and reinforce confidence in the care environment.

Key initiatives included:

- Daily 10-Step High Profile Cleaning
- Patient centered “Spoken Hospitality” scripting
- Refreshed patient communication cards
- Enhanced “Cues of Clean”
- Bed Refresh and Reset linen process

These efforts helped strengthen patient confidence and improve overall perceptions of the hospital experience.

Key Metrics

- Multi-market inpatient EVS deployment
- Daily occupied room cleaning and freshening
- Standardized discharge cleaning processes
- Coordinated EVS, nursing, and facilities collaboration
- Statistically significant gains at 90% confidence

Aligning Patient Room Renewal and Operational Coordination

TouchPoint implemented a coordinated Patient Room Renewal Process designed to align EVS, nursing, and facility teams around restorative patient room care. The process established a structured approach for room refresh projects, maintenance coordination, progress tracking, and quality validation before rooms returned to service.

This collaboration improved operational alignment while supporting cleaner, safer, and more welcoming patient environments.

Key initiatives included:

- Coordinating restorative EVS care and maintenance refreshes
- Partnering with nursing and facility leadership
- Establishing structured schedules and project checklists
- Using shared room trackers to improve accountability
- Conducting tandem quality checks before room turnover

The result was a more consistent patient-ready environment that reinforced cleanliness expectations and improved room presentation across facilities.

Improved Inpatient Cleanliness and Facility Scores

The eVOLVE program helped the client achieve measurable gains in inpatient cleanliness and facility perception performance during fiscal year 2026.

	Fiscal Year 2026, Year to Date Score	Year-Over-Year Improvement
Inpatient Net Cleanliness Score	45.2	+7.5pts
Inpatient Net Facility Score	38.5	+7.3pts
Overall Net Cleanliness Improvement	73.8	+2.8pts

Performance improvements were reported across most inpatient markets, with gains identified as statistically significant at the 90% confidence level.

Beyond measurable score improvements, the initiative strengthened EVS consistency, enhanced associate engagement, improved patient communication, and reinforced confidence in the inpatient care environment.



Supporting Cleaner, Safer Healthcare Environments

By partnering with TouchPoint, the healthcare system advanced its EVS strategy to better support patient experience goals, operational consistency, and healthcare facility cleanliness performance.

Enhanced coaching, standardized EVS practices, and hospitality-driven patient engagement helped create more consistent inpatient experiences across facilities. Increased visibility of EVS services also reinforced confidence among patients, families, and caregivers while supporting broader organizational goals related to patient satisfaction and healing environments.

The partnership demonstrated how healthcare EVS programs can drive measurable improvements in both operational performance and patient perception when technical excellence and hospitality-focused service are combined.



Partner With TouchPoint to Elevate Healthcare EVS Performance

TouchPoint Support Services helps hospitals and health systems improve inpatient cleanliness, strengthen patient satisfaction performance, and create safer, more welcoming healing environments through hospitality-driven healthcare support services.

Are you ready to improve HCAHPS cleanliness performance, strengthen patient confidence, and create more consistent inpatient experiences across your health system?

Connect with TouchPoint Support Services to discover how hospitality-driven healthcare EVS strategies can improve patient satisfaction, strengthen operational consistency, and elevate inpatient experience performance across your health system.

www.touchpointsupportservices.com

