

## OUR COMPANY



## HEALTHCARE ENVIRONMENTAL SERVICES

PCSI is unique among Environmental Services providers. We deliver award-winning service to healthcare facilities across the U.S. while integrating disabled veterans and other people with disabilities into open positions on our teams. Our Environmental Services team at Evans Army Community Hospital in Colorado has twice been recognized among the “Top 5” nationally by *HFM Magazine*. PCSI has the expertise and resources to deliver the excellence your facility expects and deserves.

- Over \$120 million in annual revenue
- Over 1,400 employees
- In business since 1996
- Serving facilities from 300,000 to 3.5 million sq. ft.
- Zero Environmental Services findings in all TJC reviews
- HCAHPS scores significantly above national average in all facilities

### Cleanliness

With PCSI, your facility will always be tour-ready. Our attention to detail will impress all who enter, especially in high impact areas. The appearance of your main lobby, waiting areas, and emergency will set the impression of “Always Clean.” At PCSI, we combine daily cleaning routines with scheduled maintenance cleaning and refinishing to keep the entire facility brilliantly clean. We invest in cleanliness by hiring managers who are industry leaders, training employees in best practices, and using leading-edge equipment and technology.

### Infection Prevention

PCSI is committed to lowering hospital-acquired infection. Using the best in sanitizing products and techniques, we focus on high risk areas such as surgery, intensive care units, and patient rooms, as well as high-traffic and high-touch areas where risk of exposure is greatest. We work with your Infection Control department to educate everyone in order to minimize contamination and its related costs.

### Satisfaction

We focus keenly on satisfying customers—your patients, visitors and staff. Our jobs are performed with HCAHPS always in mind. PCSI employees are trained to impress patients with rooms that are “Always Clean.” We place the right people in the right places to allow those with the brightest personalities to impact patient satisfaction directly through scripted but personalized interactions.

## OUR PEOPLE



### Quality

PCSI provides attentive quality oversight for your facility from both on-site managers and corporate headquarters. The process begins with the on-site Quality Manager who performs scheduled and unscheduled inspections. Inspection results are then reported to the on-site Project Manager and to the Corporate Director of Quality. Together, these professionals identify service breakdowns, determine root causes, implement corrective actions, and verify effective service performance. These efforts ensure continuous quality improvement at your facility.

### Management

PCSI managers expertly integrate people with disabilities into the PCSI workforce. They equip employees (with and without disabilities) to succeed on the job and to exceed customer expectations by:

- Matching the right person with the right job
- Training employees to know their routines and responsibilities
- Supporting employees to feel valued and appreciated
- Motivating employees to reach their personal best

### Physical Demands Analysis

The Physical Demands Analysis is PCSI's unique tool for matching the right person with the right job. It allows us to capitalize on people's strengths while making reasonable accommodations for their needs—including physical, intellectual, hearing, and vision impairments. It is one of PCSI's primary tools for reducing injury and accident rates while improving job performance.

### Low Labor Turnover

PCSI's engaged, loyal, team-oriented workers stay on task and on the job. Our low labor turnover rate—less than 15 percent per year—saves your facility money, while preserving talent, skill, and organizational memory. With the cost of turnover estimated at 100 percent of annual salary, worker continuity is a valuable commodity.

### PCSI Advantage

- "Always clean" facilities
- Infection prevention
- Client and patient satisfaction
- Guarantees based on your desired outcomes
- Costs savings through low rates of hospital infection, worker injury and labor turnover
- Community goodwill generated by employing disabled veterans and other people with disabilities

**CONTACT PCSI TODAY TO LEARN HOW WE CAN HELP YOU!**