



# Management of Maintenance, Environmental, and Laundry/Linen Services

## Benefits to Your Organization

- Increased Productivity  
Ranging from 10% to 15%
- Improved Quality Resulting in Improved Staff and Resident Satisfaction
- Reduced Risk of Nosocomial Infections
- Reduced Cost – Ranging from 5% to 10%  
\*5% when compared to competition and 10% when compared to in-house



**EMS is a privately held company serving the management needs of healthcare facilities since 1976. Currently providing multiple services to nearly 30 healthcare facilities, we are focused on strong partnerships resulting in excellent customer retention and references.**

### We are committed to providing quality at a fair cost through:

#### **An experienced team of senior level and support management**

- We attract and retain high caliber personnel; manager's tenure exceed our competition
- Our middle management-to-client ratio provides the highest level of support in the industry

#### **Management Programs and Systems**

- System for estimating the most efficient labor needs while providing the highest quality
- Standard operating procedures for every task focused on reducing infections
- Measurement of the quality of work and service provided

#### **Employee Recruitment, Development, and Training**

- Employees must pass a thorough background check and physical prior to joining our team
- We pay competitive wage rates and benefits resulting in low employee turnover
- Our employees receive initial and ongoing training to improve quality

#### **Environmental Services:**

- Work is completed by task thus improving effectiveness and efficiency
- Waste removal, cleaning, and policing is performed throughout the day, increasing the visibility of service providers to improve resident satisfaction
- Rooms are H.E.P.A. filter vacuumed daily – floors, ledges, and vents
- Single use microfiber cloths and microfiber floor pads to clean and sanitize

## Laundry and Linen Services

- We establish controls to reduce linen usage, waste, and linen replacement costs
- Inventories are conducted quarterly determining specific linen replacement needs to meet required PAR levels
- Implement customized operating procedures to ensure proper processing of linen
- An efficient linen collection and distribution process compatible with regulating standards
- Resident Laundry Program available and customized

## Facility Maintenance & Engineering Service

EMS provides a comprehensive maintenance services program utilizing our Computer Maintenance Management System. EMS monitors and responds to changes, ensuring continual regulatory compliance.

Our program includes:

1. Preventive Maintenance
2. Work Order Management
3. Equipment Management
4. Building Management
5. Scheduling
6. Failure Analysis
7. Inventory Control
8. Job Analysis
9. Charge-back and Cost Accounting
10. Personnel and Training Reports
11. Charting and Graphing

## Computerized Maintenance Management System (CMMS) Benefits to YOU!

EMS' preferred Internet-based facility management CMMS software is capable of managing multiple departments or facilities. Driving efficiencies, CMMS will organize, monitor, analyze, and document maintenance operations providing the following benefits:

1. Improves efficiency while reducing costs
2. Creates, tracks, and archives maintenance requests, work orders, staff productivity, and costs continually documenting operations as required by regulatory agencies
3. Provides efficient scheduling and work load balancing of maintenance tasks
4. Reduces the cost of inventory by managing tools, supplies, service contracts, and warranties
5. Predictive maintenance module provides automatic performance trending and analysis thus reducing down time
6. Extends the life of assets while providing data for equipment investment decisions
7. On-line maintenance requests and work order tracking

