



THE HEART OF HEALTHCARE

AHE and Kimberly-Clark Professional: Recognizing, Educating and Elevating EVS Professionals

In 2012, the Heart of Healthcare Awards was developed as a partnership between AHE and Kimberly-Clark Professional to elevate and celebrate the critical role EVS professionals play in the healthcare environment. Heart of Healthcare was launched as an educational campaign designed to recognize environmental services (EVS) departments and professionals, and how they contribute to safety initiatives, further the goals of their institutions, and make a difference in the lives of their hospital patients and long-term care facility residents.

AHE and Kimberly-Clark Professional are continuing their partnership to provide EVS professionals and technicians with recognition and outward appreciation, while providing the necessary tools for continued education and training. This is essential in helping their facilities support overall goals of reducing healthcare-associated infections (HAIs) and increasing patient satisfaction.

EVS professionals' responsibilities are broad and constantly increase. In addition to improving patient safety, service, and efficiency, EVS professionals are being asked to contribute to improved patient satisfaction ratings and lead sustainable programs. In order to meet these challenges, EVS managers are looking to improve staff

training and clinical collaboration, control costs, establish and standardize best practices, and share knowledge throughout the continuum of care.

The impact that EVS departments have on patient safety and the quality of healthcare is often under recognized by healthcare organizations and the general public. The Heart of Healthcare Campaign serves as a catalyst for increased recognition for the professional as a key partner in patient and resident care.

Heart of Healthcare Campaign Tools

The Heart of Healthcare Campaign education and recognition tools were created with input from EVS professionals and provide vital support for best practices in cleaning and disinfecting the health care environment, as well as recognizing frontline staff for maintaining a safe environment. These tools are available FREE through the AHE website, compliments of Kimberly-Clark Professional. Most materials can be customized with your organization's logo during the online order process.

The following materials are included as a part of the toolkit:

- An employee recognition certificate
- Checklist with handy references to cleaning and disinfecting patient rooms
- Posters for public display
- Room cards indicating a patient room has been cleaned

Order your Heart of Healthcare campaign tools at aheheartofhealthcare.sunbeltpro.com.

2012 Heart of Healthcare Awards Winner

During EXCHANGE 2012, AHE and Kimberly-Clark Professional announced the inaugural awardee, Elsa Enriquez from Hunterdon Medical Center in Flemington, N.J. Elsa, a true role model for EVS technicians, has been with the Hunterdon Medical Center environmental services department

for 15 years. Elsa views her role in helping to prevent HAIs as truly important. During her tenure, she has often been recognized by the medical center for her commitment to patient safety, and Elsa's attention to detail and exceptional level of commitment are an inspiration to her co-workers throughout the medical center.

2013 Award Winner Announced at EXCHANGE 2013

This year's winner will be announced at EXCHANGE 2013 during the opening ceremony. A panel of AHE members selected one first-place winner and three outstanding honorable mentions from many deserving applicants. The first-place winner will receive a one-year complimentary AHE membership, a framed certificate of recognition, a monetary award, a feature in *EXPLORE* (published quarterly by AHE), and the opportunity to be featured in a Heart of Healthcare advertisement.

More information about the campaign and details regarding nominating an EVS professional for 2014 can be found at www.ahe.org. ●

By the NUMBERS

As a result of the Heart of Healthcare Campaign...

- 395** healthcare facilities are participating
- 31,494** staff members have been recognized
- 3,015** best practices guidelines have been distributed
- 36%** of EVS managers have improved their patient satisfaction scores
- 44%** have improved their process performance
- 52%** improved staff productivity
- 16%** believe there was a reduction in the incidence of HAIs

Source: 2012 Heart of Healthcare EVS Manager Survey



The inaugural Heart of Healthcare awardee, Elsa Enriquez from Hunterdon Medical Center in Flemington, N.J., is a true role model for EVS technicians.