Choosing a “professional” consulting and performance coaching organization provides you with the benefit of diverse expertise informed from experience in many healthcare organizations and project engagements. Your project team can be assured that our analysis is the result of team critical thinking and that our deliverables are peer reviewed for comprehensiveness, accuracy and professionalism.

**HPS** provides Consulting and Performance Coaching Services, that support in-house operated environmental services.

**In-source Sustainable Improvement™** in Patient-Safety, Clinical Outcomes and Service Satisfaction through Environmental Services excellence.

Without ever losing sight of the patient or the balance sheet, we enable your patient safety and service quality initiatives to be completed faster, safer, and more effectively. Our team of environmental hygiene and infection prevention specialists will support your improvement initiatives through all phases, from investigation and root-cause analysis, to solutions implementation. HPS allows your healthcare team to remain focused on their core competency, supporting the day-to-day clinical needs of the organization.
Opportunities

4C Engagement

Consult
In medicine, we understand the importance of symptom review and testing before diagnosing the condition and prescribing a treatment. The same approach holds true for operational performance. We specialize in objective assessments, without bias towards preconceived solutions. Success means conclusions and recommendations that are peer-tested, for greater assurance.

Create
Effective operations are guided by tools and resources (aka: “The Big Rocks”). We provide customized tools, written to the level of the user. A preview by your clinical and operational leaders ensures an exact fit with your requirements. Success means resources that look like they were created in-house, and are accepted by staff.

Coach
At HPS, we believe in the old saying “culture eats strategy for breakfast”. Making sure our team “fits” with the values and management style of your organization is important. Our team members come with real-world healthcare organization experience. Our team members come with real-world healthcare experience. Success means that your team is self-achieving the desired operational performance.

Confirm
As the saying “you can’t manage what you don’t measure” is particularly important when it comes to patient safety. Establishing a baseline of operational and clinical indicators is vital for comparative measurement. Success means indicators that communicate a clear path of performance improvement. Services that support performance confirmation include:
- Visual Cleaning Assessments (VCA)
- Microbial Monitoring Assessments (MMA)
- Adhesion Tests (MTF)
- Patient Satisfaction Surveys (PSS)
- Clinical Compliance Audit (CCA)

Service Applications

Hospitals • Long Term Care Facilities • Clinics • Ambulatory Care Centers

Strategy & Analysis • Performance Measurement • Operations Review • Competency & Development

Our Approach

5P Performance Framework™
The HPS guiding framework for patient-safety through environmental hygiene is our proprietary “5P” performance model. We believe that effective operations are a matrix of five critical components (aka: “The Big Rocks”), each one is a variable that interplays on the other.

- Protocol: (the science of cleaning and disinfection) integrated clinical, professional and technical, evidence-based, practice guidance
- People: (motivated and independent thinking workforce) competent and engaged human resources, organized and aligned to patient-safety
- Process: (compliance and replicable output) consistent execution of standard work, effectively integrated with clinical practice
- Product: (products, equipment, systems) strategic and effective utilization of hygiene technology enablers
- Performance: (what “good” looks like) continuous improvement informed by measurable key performance indicators

Liberate Excellence from Within™
Perceptions of overall healthcare quality are driven by facility cleanliness. Aside from measurable results, Environmental Services staff can shape a hospital’s reputation deeply by interacting pleasantly with the patient. In a recent national survey, facility cleanliness was identified as a top leading indicator of overall patient perceptions of quality. We specialize in working with your management and staff to drive sustainable patient-centered solutions.

Smart Change®
From a gentle guiding hand, to a more structured change management approach, HPS brings scalable focus to your quality improvement initiatives. That means the right amount and skill set of support focused on your project, when it is needed. From a quick phone call or email inquiry, to on-the-ground oversight and inspection, we do not stand back and consult—we roll up our sleeves and work alongside your staff.

Our Capabilities

Hygiene Performance Solutions (HPS) is the leading provider of environmental hygiene and infection prevention & control performance improvement services, in the industry.

- We specialize in performance improvement coaching to the healthcare community
- We support in-house operated, environmental hygiene, infection prevention & control, and support services teams
- We enable your team to achieve a higher level of performance, faster

The HPS network of environmental hygiene operations and infection prevention experts bring years of proven capabilities and experience to your project. Our “boots-on-the-ground” coaching service provides healthcare executives with an independent assessment, industry proven tools and self-created solutions. Our team becomes a support and performance enabler for your team. We align our coaching team and tailor our approach to your culture and organizational priorities. Our team of experts cover the full range of patient-safety, clinical, infection prevention and control, workplace safety, operations, performance analysis and strategic planning specialties.

We are incorporated, fully insured, and can provide a resume of successful quality improvement engagements.

Mark Heller, MBA
President and Subject Matter Expert, Environmental Hygiene & Healthcare Support Services

- Over 25 years’ experience leading environmental hygiene operations throughout Canada and the USA
- Unprecedented practice-insight in environmental hygiene, workforce training and healthcare operations at over 570 healthcare facilities (acute, long term care, ambulatory care) from coast to coast
- Formative executive leader of North America’s largest publicly operated environmental services organization
- National chair of the Environmental Hygiene Interest Group – Infection Prevention and Control - Canada
- Member: Association for Professionals in Infection Control and Epidemiology (APIC), Society for Healthcare Epidemiology of America (SHEA); Association for Healthcare Engineering (AHE); Healthcare Financial Management Association (HFMA); Association for Professionals in Infection Control and Epidemiology (APIC), Society for Healthcare Epidemiology of America (SHEA); Association for Healthcare Engineering (AHE); Healthcare Financial Management Association (HFMA); Infection Prevention and Control (IPAC) – Canada; Canadian Healthcare Engineering Society (CHES)

Healthcare leaders and physicists are increasingly mindful about the importance of infection prevention and control, through facility design and hygiene, as a critical component of patient-resident safety. Patient-resident focused care is at the very heart of mission and mandate of the healthcare organization and a well-designed and hygienic healthcare facility enables a safe environment for patients, residents, visitors and staff. Facility development is set in the care continuity of most infection control professionals and environmental hygiene leaders, who must keep their vigil on daily operations.”
Our Approach

4C Engagement

Our specialized team works with your management and staff to drive sustainable patient confidence.

Survey, facility cleanliness was identified as a top leading indicator of overall reputation simply by interacting pleasantly with the patient. In a recent national survey, facility cleanliness was identified as a top leading indicator of overall reputation simply by interacting pleasantly with the patient. In a recent national survey, facility cleanliness was identified as a top leading indicator of overall reputation simply by interacting pleasantly with the patient.

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Services that support consultation include:
- Key Stakeholder Interviews (KSI)
- Reference Case Outcomes (RCA)
- Disinfection Practice Observation (DPO)
- Audit of Practice Guidance Resources (PPG)
- Equipment and Supply Review (SSR)

Create

Effective operations are guided by tools and resources (aka "The Big Rocks"). We provide customized tools, written to the level of the user. A preview by your clinical and operational leaders, ensures an exact fit with your requirements. Success means resources that look like they were created in-house, and are accepted by staff.

Services that support resource creation include:
- Environmental Hygiene Policy (EHP)
- Environmental Hygiene Training (EHT)
- Standard Operating Procedure (SOP)
- Quality Assessment Program (QAP)

Coach

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Services that support implementation coaching include:
- Technical Competency Assessments (TCA)
- Workforce Deployment and Job Design (WDS)
- Frontline Employee Training (FET)
- Faculty Work Study (FWS) Orientation

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Services that support performance confirmation include:
- Visual Cleaning Assessments (VCA)
- Adenosine Triphosphate (ATP)
- Fluorescent Marking Assessments (FMA)
- Infection Prevention and Control (IPAC)
- Environmental Hygiene & Healthcare Support Services

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www.hygieneperformancesolutions.com

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