

"I'm thrilled with Medi-Dyn..."

Juanita Romans - CEO, Memorial Hermann Hospital, Houston



Hospital Environmental
Services Management



Memorial Hermann was recently named a 2006 Top 100 Performance Improvement Leader by Thomson Healthcare.

Juanita Romans, CEO, heads Memorial Hermann Hospital in Houston, where the hospital's 1.4 million square feet need to be kept clean all day, every day. "The cleanliness of the hospital is outstanding, thanks to Medi-Dyn," she says.

"...Medi-Dyn delivers consistency of cleanliness, consistency of values, consistency of leadership."

At Memorial Hermann Hospital in the prestigious Texas Medical Center, providing quality housekeeping services is as challenging as it is critical. Memorial Hermann is a Level 1 Trauma Center, with 45 percent of its 800 beds intensive care and 1.4 million square feet of space to keep clean all day, every day.

Since 1999, Medi-Dyn has met the challenge consistently:

- **Outstanding cleanliness:** "Cleanliness" and "courtesy of housekeepers," the two Press Ganey questions directly related to Environmental Services, consistently exceed average patient satisfaction rankings in the hospital – and have led them five of the past six years.

- **Extraordinary employee satisfaction:** The Environmental Services Department consistently records one of the hospital's highest employee satisfaction scores.
- **Consistency of leadership:** Medi-Dyn ensures excellent front-line management by assigning only directors and managers "grown from within." Leaders are trained to perform up to the company's high standards, to build relationships based on caring, respect and service and to align with the culture and goals of the hospital.

You, too, can be thrilled with Environmental Services. Ask how. Call Medi-Dyn at 1-800-776-6441.