

# HILLYARD CCAP® - Case Study

## East Alabama Medical Center

### CCAP Delivers Real Added Value

"Our department was in the market for an environmental services software program. The one we were considering would have cost thousands of dollars to implement. Hillyard provided CCAP as a value-added service. This made our decision a 'no brainer.'"

Roger Hornsby  
Environmental Services Manager  
East Alabama Medical Center



### Vital Statistics

- 352 Beds
- Cleanable Square Footage: 707,954
- Environmental Services Employees: 78

### CCAP Helps Us Take Control Of Our Cleaning Business

- Provides detailed analysis of cleaning costs and frequencies for budgetary purposes.
- Makes it easy to run and share reports.
- Offers several levels of cleaning service, making it easy to communicate service level choices to administration.
- Built-in flexibility makes it a snap to make changes in room types, and surfaces when changes are made to our physical plant.

### CCAP Delivers Superior Training Support For Our Associates

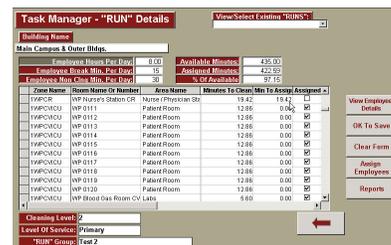
- Custom job cards communicate cleaning tasks in step-by-step methodology.
- Product cards help communicate proper product usage.
- Color and number coded product labels coordinate with job cards and product cards to insure proper usage.
- The extensive CCAP Training Library includes environmental services job training for a multitude of cleaning tasks.
- Highly trained professional staff provides hands on training, product recommendations and problem solving.

### CCAP CQI Is The Quality Improvement Tool That Ties It Together

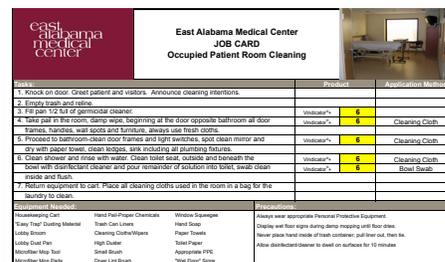
- CQI is an easy-to-use web-based quality assurance tool that is customized for our facility.
- Front line supervisors use "hand held" technology to easily monitor, assess and report cleaning quality.
- Inspection results are easy to communicate to service areas via e-mail.
- Helps promote a sense of "cross accountability" between our department and our customers.

### CCAP Technical Support Is There When We Need It

- The Hillyard CCAP Center is staffed with professionals who understand the the CCAP program and understand the unique needs of an Environmental Service Department. Hillyard understands cleaning and is not just another software company.



The CCAP Task Manager enables you to assign and balance workloads at the touch of a button.



Job cards are printed with step-by-step tasks required to get the job done. Products are color-coded, equipment needed is listed, and safety tips are provided.

"CCAP helped us improve our accountability level by offering a simple-to-use tool that communicates cleaning quality and frequency. It is an indispensable engagement tool."

Roger Hornsby  
Environmental Services Manager  
East Alabama Medical Center