Cleanliness feedback

Improve HCAHPS cleanliness scores.

Give environmental services (EVS) time to improve the room and bathroom experience before discharge.

FROM CONCERN TO RESOLUTION

Ask during the stay

Text patients at a point in the stay chosen by the hospital.

Alert EVS leadership

PatientEXP emails the concern to EVS leadership for follow-up.

Confirm or escalate

EVS responds in person and confirms resolution. Open concerns go to leadership.

WHY IT MATTERS

Resolve concerns during the stay to improve HCAHPS cleanliness scores.

WHAT IS REAL-TIME CLEANLINESS FEEDBACK?

PatientEXP texts patients during their stay and emails reported concerns to EVS leadership. Teams can respond, record the outcome and close the loop.

For patients

Raise a cleanliness concern while the team can still address it.

For organizations

See how quickly EVS responds, which concerns are resolved and which need follow-up.

A PRACTICAL IN-STAY CHECK-IN

“Does anything in your room or bathroom need cleaning today?”

HOW TO TELL IF IT IS WORKING

Compare HCAHPS room and bathroom cleanliness scores before and after launch. Track EVS response time and the share of concerns resolved before discharge.

Three ways to address cleanliness during the stay

Room and bathroom concerns

Give patients an easy way to report a dirty bathroom, overflowing trash or another room concern.

Timely EVS response

Send concerns to EVS leadership so the team can visit the room and address the issue.

Close the loop

Confirm the patient’s concern was addressed, document the result and escalate anything still open.

Before launch, set outreach timing, EVS ownership, response expectations and the escalation path.

ACT ON CLEANLINESS FEEDBACK DURING THE STAY

Design your EVS response workflow.

Connect with PatientEXP to plan how your team will receive and resolve concerns.

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