



A Comprehensive Solution for Automating Environmental Services

INSTANTLY IMPROVE SERVICE QUALITY AND CLINICAL SUPPORT

By combining rounding, a virtual service center, and self-directed feedback. Sentact solutions instantly improve service quality & clinical support by automating environmental services logistics on one platform.

SOLUTIONS TO SUPPORT EVS

1 ROUNDING

Sentact**Rounding** empowers you to take control of quality, safety, and patient experience with a single, comprehensive rounding tool. Whether it be Discharge or Picture Perfect Rounds, Patient Interview: Occupied Room Surveys, or Performance Observations Surveys. We offer best practice prebuilt templates, plus the ability to customize surveys to meet your unique needs.

2 VIRTUAL SERVICE CENTER

Sentact**OnDemand** facilitates a single point of contact for all service support needs, delivering a virtual service center for staff to instantly request tasks, materials, or services 24/7/365 for immediate resolution.

3 SELF-DIRECTED FEEDBACK

Sentact**Feedback** augments Rounding and OnDemand solutions by enabling self-directed feedback any time, anywhere, from patients, visitors and staff in locations such as patient rooms, public areas, waiting rooms, nursing stations and break rooms. With three unique modalities, feedback can be collected throughout the facility to create touchpoints and capture information that may otherwise go unreported.

EVS OUTCOMES BY THE NUMBERS

NEW YORK HOSPITAL TURNAROUND TIMES AND CLEANLINESS SCORES

8,400+
annual surveys performed

Established action item reporting for low performing questions

13,000+
annual tickets resolved

Standardized notifications and formatted consistent routing of tickets

RESULTS

↓ **58%**
Decreased TAT

↑ **+4%**
improved cleanliness scores

CHICAGO HOSPITAL TURNAROUND TIMES

13,000+
annual tickets resolved

Standardized notifications and formatted consistent routing of tickets

49%
compliance goals met

RESULTS

↑ **82%**
improved TAT within 120 days

↓ **120%**
reduced TAT from previous year

THREE MODULES DESIGNED FOR THE UNIQUE NEEDS OF EVS

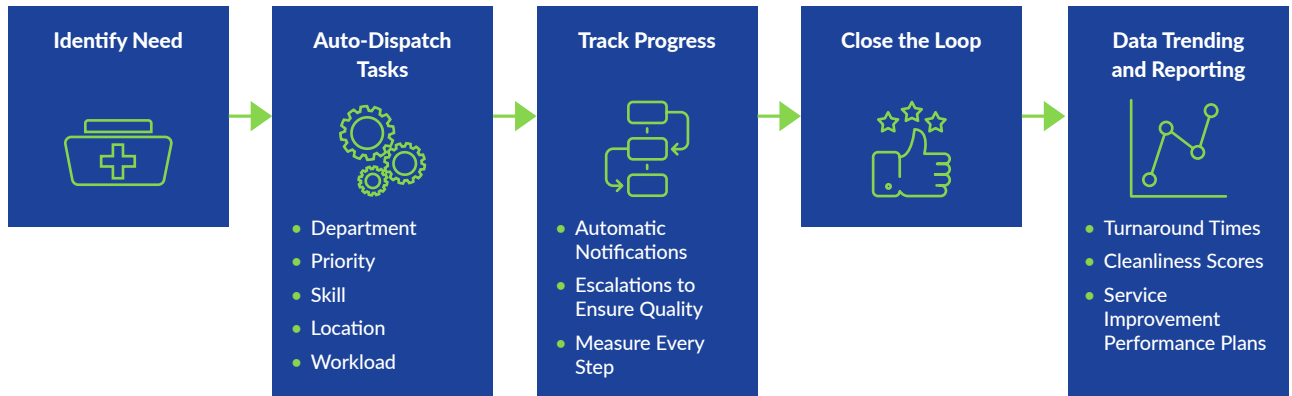
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SenactRounding delivers an all-in-one insight hub to identify EVS needs in real-time and take action to improve the overall patient experience, enable quality assurance and accountability, and aid in continuous regulatory readiness.



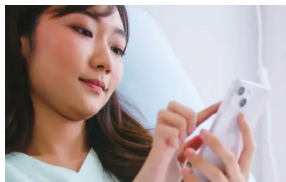
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SenactOnDemand facilitates a single point of contact for all service support needs, whether identified inside or outside a round.



3

SenactFeedback enables self-directed identification of issues via QR code, text or email.



Patient Experience — Housekeeping text or email — How can we improve your stay? Does your room need to be cleaned? Do you need supplies?

Public Bathroom QR code — location needs supplies, cleaning, etc.

WORK WITH US

Senact solutions help improve EVS cleanliness scores and reduce turnaround times. Let us do the same for you.

With 20+ years of experience and over 800 facilities contracted across the country, Sentact is helping healthcare leaders deliver high reliability for every aspect of care.

For more information or to schedule a product demo, contact us:
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