# **CASE STUDY**

**COREWELL HEALTH** 





## **LASTING PARTNERSHIPS:**

Three of our medical clients eventually became a part of Corewell Health, and New Image has been a trusted partner to the group. Corewell continues to invite us to participate in medical housekeeping opportunities.

## SITE FACTS:

- 1 Customer since 2008.
- 2 Multiple medical facilities from Detroit to Grand Rapids.
- 12 sites served; includes urgent care, physical therapy, medical offices, treatment rooms.

# **PAIN POINTS VS IMPROVEMENTS:**

UNRESPONSIVE VENDOR MANAGEMENT

REPEAT COMPLAINTS PROACTIVE QUALITY CONTROL INSPECTIONS

COMPLACENCY FORMAL QUARTERLY BUSINESS REVIEWS

PERIODICAL FLOOR CARE NOT PERFORMED ..... PERIODICAL FLOOR CARE PERFORMED ON TIME



# **SERVICES:**



TILE FLOOR CARE



SURGERY SUITE
TERMINAL CLEANING



DAY PORTER SERVICES



MEDICAL HOUSEKEEPING SERVICES & DISINFECTION



CARPET CLEANING

#### THE NIBS EFFECT:

Medical housekeeping work is more difficult than office cleaning and inherently riskier. Even with the labor market challenges, New Image has been able to deliver adequate staffing to keep the facilities safe, disinfected and aesthetically pleasing to patients and medical staff.



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