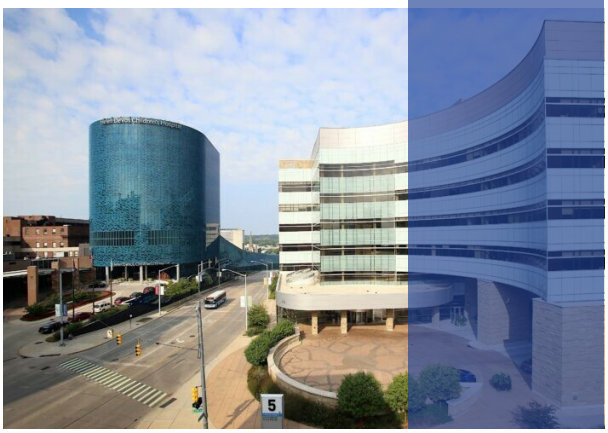
CASE STUDY

COREWELL HEALTH

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.
3. 12 sites served; includes urgent care, physical therapy, medical offices, treatment rooms.

PAIN POINTS VS IMPROVEMENTS:

UNRESPONSIVE VENDOR MANAGEMENT	RESPONSIVE 24/7 CUSTOMER SERVICE
INADEQUATE STAFFING	CONSISTENT STAFFING LEVELS
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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NEW IMAGE Building Services

"Our mantra is... If it's not safe, don't do it."