Hillyard – Vektr CQI™
Continuous Quality Improvement

- Hillyard Inc. has partnered with Nuvek LLC, to gain hosting capabilities for a new and innovative – Quality Assurance System:

  ## Hillyard – Vektr CQI™

  - **Continuous Quality Improvement**

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- Hillyard is offering this new and innovative system as an integral part of the *"**Cleaning Cost Analysis Program" - CCAP**™*, as well as a stand alone Quality Assurance System.

- *Hillyard CCAP™ 5 Steps for Success!*

  1. Gain Organizational Support
  2. Assess Current Cleaning Program
  3. Set Targets for Improvement
  4. Implement, Train and Certify
  5. Continuous Assessment and Ongoing Quality Improvement

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"Hillyard understands keeping a facility clean is so much more than buying quality cleaning supplies and equipment. It's about improving processes; making it easier for you and your staff to get the job done right with better results than ever before."
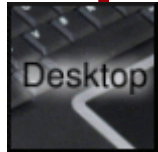
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Inspections **Reports**

- ## Hillyard – Vektr CQI
  - Is a web-based application that
    helps you measure quality, and improve communications at all levels within your organization by providing real-time feedback on facility condition and program progress.

Desktop

Pocket PC

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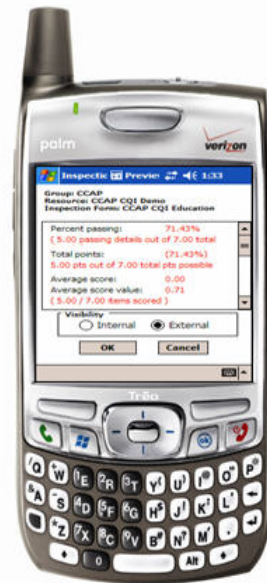# Hillyard – Vektr CQI
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- ● Multiple Platform Flexibility
  - ● Printable Paper Check List
    - ● Data may be entered manually
  - ● On or Off-Line Laptop/Tablet PC/PDA's
    - ● Uploads when internet is available
      - ● Windows CE - PDA devices
  - ● Smart Cell phones
    - ● Instantly commits inspections in real-time
      - ● HTC 6800, Palm Treo, Samsung i700, the HPh6315

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- **Hillyard – Vektr CQI**
  - Conduct "tap and click" walk-through inspections on a PDA or smart phone
  - Data is collected and measured against established baseline and improvement targets
  - Identify training needs
  - Recognize staff for their accomplishments
  - Flexible completely customizable system which will automate paper based data collection processes and performance reporting

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- Additional Benefits:
  - Saves inspection time in the field
  - Saves Data input time in the office
  - Saves consolidation and report generating costs
  - Avoid or reduce fines by being prepared for inspections, and compliance audits
  - Standard and customized automated reports
  - *A Picture is worth a thousand words!* Use your smart device to document safety compliance issues during inspections
    - Picture up-loads with your inspection report

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- Standardized Inspection Process
  - Most facilities do not inspect due to time limitations
    - Manual process takes time
    - Yields inconsistent results
  - Extensive Hillyard field-testing yielded a standard inspection template that:
    - Saves time in data gathering and processing
    - Easy to understand and to use in the field
    - Quickly processes the data
    - Tracks trend lines over time
    - Consistent inspection and reporting criteria
  - Provides accountability / maintains quality / improves cleanliness

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CQI Inspection   Zone: `Zone 01`   Area: `Office`   Room: `001`

Add an Inspection

Group:	East Alabama Medical Center (Make your choice from Primary Filter)
Account:	
Resource:	`East Alabama Medical Center`
Inspection Form	`CCAP CQI - General Inspection V.2` Get a Printable Copy
Entered By	Roger Hornsby
Visibility	`External`
Inspection Date	`Oct` `30` `2007`

Ceiling   ⊙0 ○1 ○2 ○3 ○4 ○5

Walls   ⊙0 ○1 ○2 ○3 ○4 ○5

Glass   ⊙0 ○1 ○2 ○3 ○4 ○5

Fixtures   ⊙0 ○1 ○2 ○3 ○4 ○5

Furniture   ⊙0 ○1 ○2 ○3 ○4 ○5

Floor   ⊙0 ○1 ○2 ○3 ○4 ○5

Trash   ⊙0 ○1 ○2 ○3 ○4 ○5

Other   ⊙0 ○1 ○2 ○3 ○4 ○5

[Signature] [Submit] [Reset] [Cancel]
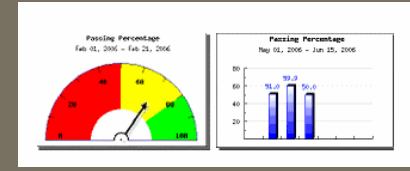
Signature Inspection   ⊙ Inspector ○ Customer

General Use Inspections

- Capture
  - Zone or Employee
    - Specific to account
  - Area Type
  - Room Number or Name
    - Specific to account
  - Line Item
  - Action Item

- Multiple Score Values
  - SAT/UN/NA
  - 0-1-2-3-4-5
  - A-B-C-D-E

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- ***Reports Module***

- Commit completed inspections and receive an instant e-mail notification
  - Including score values and inspection details
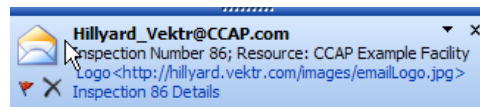
- Inspections are stored in your main database
  - Run customized reports & trends against inspection history

Example Reports:

| Inspections | Reports |

- Passing Percentage
- Failing Score Percentage
- Failing Percentage
- Totals
- Source
- Comparison
- Activity
- Performance Review by Month
- Performance Review by Function
- Performance Review Top 10 Issues
- History
- Recap
- Failed
- Score Value Recap
- Compliance

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● *Example e-mail inspection report*
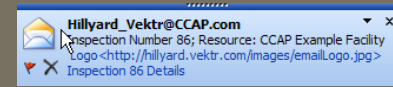
Account: N/A
Resource: East Alabama Medical Center
Inspection Form: CCAP CQI - General Inspection V.2
Entered By: Roger Hornsby
Visibility: External
Status: Commited
Inspection Date: November 15th, 2007
Source: Pocket PC
Created Date: November 15th, 2007
Main Comment:
Total Points: 80.00 points out of 100.00 total points possible (80.00%)

Detail		Score	Points / Possible	Required Points		Comment
CQI Inspection				**Zone: Zone 01**	**Area: Patient Room**	**Room: 7119**

Score:
Heading Total Points - 80 points out of 100 total points possible (80.00%)

Detail		Score	Points / Possible	Required Points	Comment
Ceiling		0	12.50 Out of 12.50	12.50	
Walls		1	10.00 Out of 12.50	12.50	
Component: Walls	Task: Clean		Due Date: November 15th, 2007	Priority: Low	Comment: various wall spots esp. around room sink
Glass		1	10.00 Out of 12.50	12.50	
Component: Window	Task: Clean		Due Date: November 15th, 2007	Priority: Low	Comment: smudges
Fixtures		3	5.00 Out of 12.50	12.50	
Component: Dressers	Task: Orderly		Due Date: November 15th, 2007	Priority: Medium	Comment: medical equipment left in bottom
Component: Disp, Paper Towel	Task: Orderly		Due Date: November 15th, 2007	Priority: Medium	Comment: both paper towel disp. need paper towels
Component: Overbed Tables	Task: Clean		Due Date: November 15th, 2007	Priority: Medium	Comment: tras left in vanity drawer
Furniture		2	7.50 Out of 12.50	12.50	
Component: Dressers	Task: Clean		Due Date: November 15th, 2007	Priority: Medium	Comment: salt packets left in drawer
Component: Bed	Task: Clean		Due Date: November 15th, 2007	Priority: Low	Comment: dust on frame / spotted
Floor		1	10.00 Out of 12.50	12.50	
Component: Floor	Task: Clean		Due Date: November 15th, 2007	Priority: Medium	Comment: lot's of bad spots

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- **In addition, Hillyard-Vektr CQI** provides a wide range of inspection and compliance templates:

- General Use – Building inspections
  - Regulatory Compliance
  - OSHA
  - MSDS – Right to Know
  - HAZMAT
  - Work Safety
  - Hazardous Waste Deposal
  - HACCP Compliance

Inspections	Reports

➤ Lockout/Tag out Procedures - OSHA
➤ Machine Guarding - OSHA
➤ Material Handling – OSHA
➤ Material Safety Data Sheet Checklist - OSHA
➤ Means of Egress - OSHA
➤ Medical Services/First-Aid - OSHA
➤ Motor Vehicles, Mechanized Equipment - OSHA
➤ Noise - OSHA
➤ Occupational Health - OSHA
➤ Office Safety - OSHA
➤ OSHA Recordkeeping – OSHA

- Currently over 105 templates available, (and growing)

- Customized Inspection Templates Available!

  - Consult your Hillyard Distributor Representative for details.

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- **Initial Setup:**

- Provider (Hillyard), agrees to set up and maintain Hillyard-VEKTR CQI™ at a fee schedule designed to accommodate small to large installations, initial implementation of your site. – **Varies from: $400.00 to $2000.00**
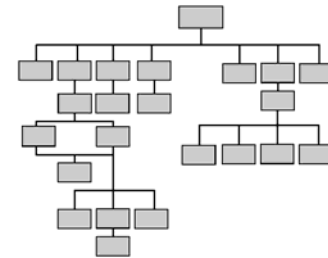
Consult your Hillyard Distributor Representative for details.

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- **Initial Setup Includes:**
  - Analyze how your business is organized to implement the system most effectively
    - Establish internal group structure
      - (intradepartmental)
    - Establish external group structure
      - (interdepartmental)
  - Establish user accounts with user name and passwords

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- **Initial Setup Includes cont:**
  - Create, license and host the http://www.hillyard.vektr.com website with client's login page.
  - Execute a site hosting and customized work service agreement between client and provider, (Hillyard-Distributor)
  - Train your personnel on the use of the system via training material, web-based sessions and phone consultations

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- Hillyard-Vektr CQI™
  - The system benefits as many people in the organization at no charge that you allow to:
    - Monitor inspections
    - Generate or receive reports
  - There is an ongoing monthly system maintenance and user fee for those individuals who are:
    - Actively utilizing the system by committing inspections into the system

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- **Active User Fee Schedule:**
- **There is an ongoing monthly system maintenance and user fee for those individuals actively utilizing the Hillyard-Vektr CQI™ system**

  - 1 User $50.00 per user per month or $600.00 annually
  - 2 Users $45.00 per user per month or $1080.00 annually
  - 3 Users $40.00 per user per month or $1440.00 annually
  - 4 Users $35.00 per user per month or $1680.00 annually
  - 5 Users $30.00 per user per month or $1800.00 annually

  *Five or more users will be an additional fee of $30.00 per user.

- *These fees pay for site maintenance, future upgrades (you will receive future upgrades to existing programming at no additional cost), as well as, ongoing customer service and training.*
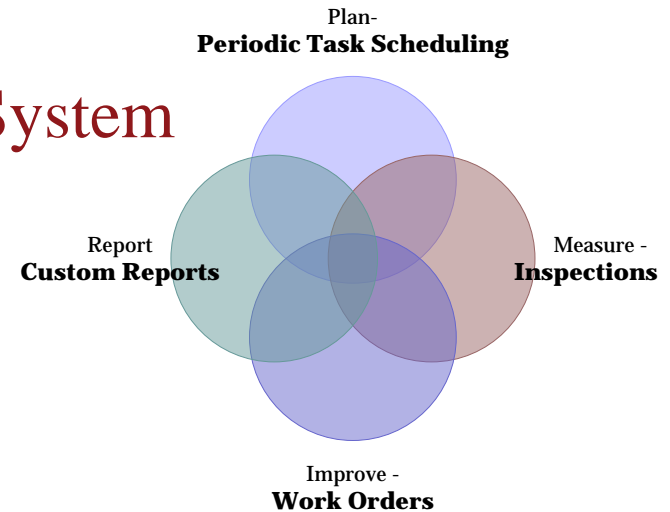
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Work Orders	Periodics	Inspections	Calendar	Reports	Admin

- Additional Hillyard-Vektr modules
  - Periodic Task Scheduling
  - Comprehensive Work-Order System
  - Calendar

Plan-
Periodic Task Scheduling

Report
Custom Reports

Measure -
Inspections

Improve -
Work Orders

Consult your Hillyard Distributor Representative for details.

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- Increase customer satisfaction through quality work and effective communication

- Document problems and your solutions in real time as issues arise

- Reduce exposure from safety risks

- Integrate key operational information in a central data base – **Hillyard-Vektr CQI**™
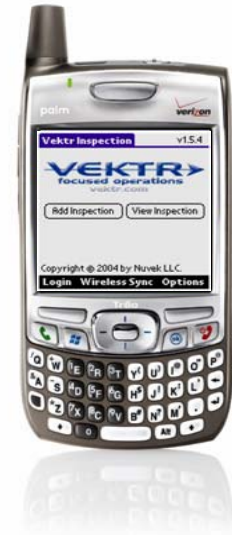
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For additional information, or to get started with Hillyard-Vektr CQI™ today please visit:

- **http//www.hillyard.vektr.com**

Thank you