WALSH
INTEGRATED

A Single Platform for Complete QA Visibility

UC Davis Health

CASE STUDY

Overview

UC Davis Health, a leading academic health center in California, faced challenges with fragmented QA tools, inconsistent reporting, difficulty managing EVS performance across multiple locations, and a growing body of data. The combination of disconnected QA systems created visibility gaps and delays in critical quality metrics.

To solve this problem, UC Davis implemented Walsh's QA platform, a single, unified platform that integrates all of their inspections and surveys (ATP, visual inspections, and patient surveys) into one centralized dashboard.
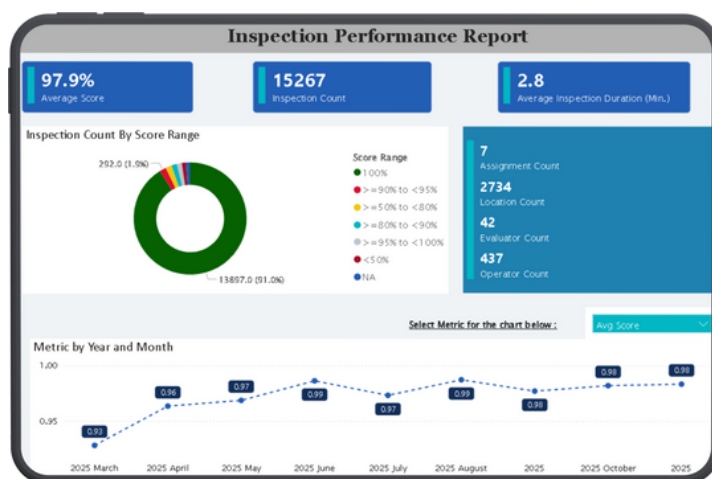
In One Dashboard

Patient Surveys

Visual Inspections

ATP

The Challenge

1. EHR system couldn't support their needs

Like many facilities, UC Davis tried to use their Electronic Health Record system to manage EVS staff and QA workflows in the main hospital. Unfortunately, it was unable to meet their inspection needs.

2. ATP provider wasn't working

After a recent merger, their ATP provider was unable to meet their needs:

- Very poor customer support
- Unable to obtain ATP swabs, impacting compliance and timely testing

3. Incompatible Reporting

With one system for visual inspections, another for ATP, and a variety of homemade spreadsheets, whenever leadership wanted a report, they had to piece together results from multiple sources. This created:

- Difficulty extracting comparable data from unaligned systems
- Inefficiencies in time-sensitive reporting
- Limited visibility into overall EVS performance, and
- Additional work for management

The Results

UC Davis Health upgraded to **Walsh QA Solutions,** gaining a fully integrated QA ecosystem that unified all inspection and reporting workflows across the entire site network.

1. A Fully Connected QA Program Across All Campuses

UC Davis Health consolidated fragmented QA processes into a unified, site-wide system.
As a result:

- They performed **16,000 inspections** in the first year
  - All inspection types now feed into a single, standardized platform
    - ATP Testing, visual Inspections, fluorescent marking inspections, cart inspections, closet inspections
  - Surveys were also integrated
    - Staff engagement surveys, patient experience surveys
- Leadership now compares performance across dozens of locations in hospitals and clinics, ensuring consistent quality across the entire system.
- Managers see patient experience results in the same dashboard as EVS cleaning scores, creating a clear connection between service quality and patient perception.
- Automation provides real-time visibility, saving **10 hours per week** on compiling and reconciling inspection data

2. Reliable, On-Demand ATP Testing That Supports Compliance

With the shift to Walsh's ATP ecosystem, UC Davis gained:

- Stable, uninterrupted ATP testing with dependable fulfillment of supplies.
- Accurate ATP results from Infection Prevention and EVS teams in one place.
- Unified data allows ATP results to be seen with visual and fluorescent inspections, improving correlation and trend accuracy.

3. Standardized Reporting That Drives Better Decision-Making

With a single reporting system, UC Davis now has:

- Real-time dashboards that highlight improvement opportunities.
- Uniform scoring and trending that provides consistent insights across locations.
- Automated reporting that meets regulatory readiness and internal quality goals.

The Outcome

- ✓ Streamlined QA operations across all campuses
- ✓ Reliable ATP testing with fast supply fulfillment
- ✓ Improved management oversight through unified dashboards
- ✓ Consistency in scoring, documentation, and reporting
- ✓ Scalable systems for future growth

Summary

UC Davis Health advanced from disconnected QA processes to a unified, data-driven quality ecosystem. By standardizing inspections and strengthening ATP reliability, the organization gained clearer visibility, higher efficiency, and consistent quality performance across all EVS departments and locations.

Fluorescent Marking

Visual Inspection

ATP Testing

Patient Experience

Walsh QA Platform

Staff Engagement