

CLEAN
ENVIRONMENTS
HEALTHIER
PEOPLE



Strengthening Cleaning Contractor Accountability

Real-Time Quality Assurance in a Healthcare Setting



CASE STUDY



Overview

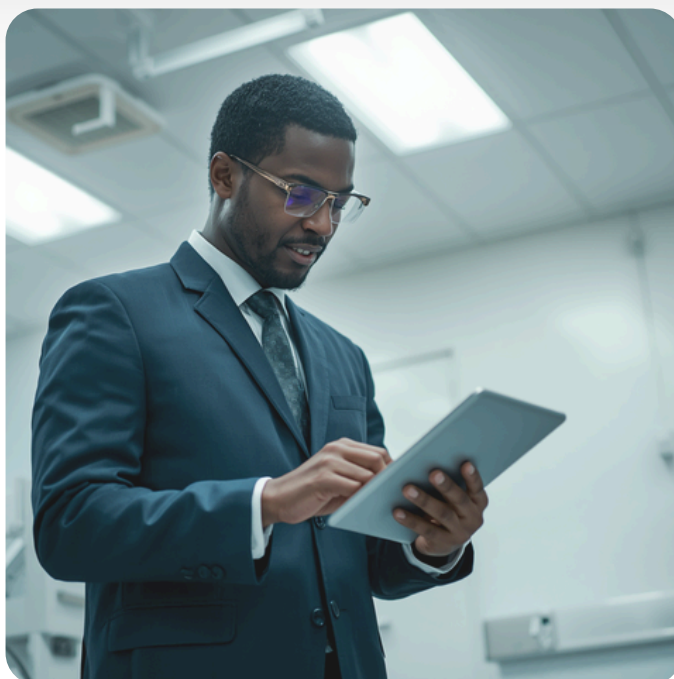
The Environmental Services team at an acute care hospital is responsible for maintaining a clean, safe environment while overseeing a contracted cleaning partner.

Ensuring Top Performance

To ensure that their patients and staff enjoy a clean, safe environment, EVS leadership conducts daily inspections to monitor cleaning quality and ensure deficiencies are identified and corrected quickly.

In 2022, EVS leadership realized that their manual inspection process could no longer meet their needs. That is where Walsh came in. By implementing Walsh QA Inspector, the Health Clinic moved from a slow, manual process to a responsive, real-time inspection and reporting system. Instead of waiting for deficiencies and reports to be compiled, leaders now receive and communicate detailed deficiency notifications instantly, with automated follow-up.

"I get a report every morning... I know who did what, where my problems were, and if everything has been followed up on."





The Challenge

For EVS Leadership, quality assurance is not about checking boxes; it means finding issues early, communicating clearly, and making sure contractors correct problems immediately. At this facility, less time is needed to document findings, freeing up time and attention to act on them.

"I'd spend all morning inspecting and another couple of hours writing everything up. Now it's instant."

The Walsh QA Approach

With Walsh QA Inspector, the goal is not to digitize a paper process; it is to create a new approach to management, leveraging automation and technology. Walsh QA is a highly automated quality solution that delivers actionable data to management with instant notifications, photographic support, and detailed reporting.

Walsh QA Inspector identifies deficiencies by facility, department, room, and even the item or surface, giving the entire chain of responsibility a precise understanding of where issues exist and what to do about them. Daily reporting and follow-up visibility made it easy to monitor unresolved discrepancies and focus on the areas that need correction.

A Better Way to Hold Contractors Accountable

When cleaning is performed by an external contractor, EVS leadership needs more than inspection results; they need clear documentation of what was found, where it occurred, and whether it was corrected within the required delay.

That changed the conversation. Contractors now see exactly where performance is falling short, while leadership has the documentation needed to support follow-through, corrective action, and contractual deductions. Open issues are no longer easy to overlook because they **remain** visible until resolved.

"I can show my contractor exactly where performance is falling short... and fix it, or in some cases, they don't get paid."



Time Recovered for Higher-Value Work

The impact was not limited to visibility alone. Walsh QA Inspector gave leadership more time for oversight. Before Walsh, inspections were followed by hours of manual reporting and emails. With Walsh, inspections and reporting happen together and instantaneously, resulting in more than two hours saved each day for each inspector.

Operational Impact

Walsh helped the facility achieve:

- ✓ Instant communication of inspection results
- ✓ Faster resolution of cleaning deficiencies
- ✓ Daily visibility into open and unresolved deficiencies
- ✓ Stronger contractor accountability
- ✓ Photographic documentation to support follow-up
- ✓ More than 2 hours per day, per inspector were regained

"With Walsh's documented chargebacks, I more than cover the cost of the system"

Why This Story Matters

When cleaning services are contracted, EVS leadership needs a reliable way to verify performance, communicate deficiencies, and track corrective action.

Walsh QA Inspector gives healthcare leaders real-time visibility into inspection results, photo documentation, and unresolved deficiencies, creating a clear accountability loop between the healthcare organization and its cleaning partner.

