



U of L Hospital

Executive Summary



Fueling Healing, Advancing Cleanliness



Dear UofL Health,

Attn: Denise LeBlanc and Jarett Johnson, Vizient



Thank you for the opportunity to present Compass Healthcare's vision for expanding our partnership with UofL Health. Your vision to achieve "5 Stars in 5 Years" is both ambitious and inspiring, and requires a shared commitment to exceptional patient experiences, strong clinical partnerships and operational excellence. Compass Healthcare is uniquely positioned to support that vision.

For years, Crothall Healthcare has been privileged to partner with UofL Hospital. Together, we have built strong relationships with nursing leaders, delivered measurable operational results and become a trusted extension of the care team.

Through our partnership, UofL Hospital has achieved a 16% improvement in HCAHPS cleanliness scores while sustaining approximately 60-minute discharge turnaround times for six consecutive years, demonstrating the impact operational excellence can have on both patient experience and care delivery.

Our proposal builds on a proven partnership and extends those results across the broader health system. By bringing together the Power of Clean through Crothall Healthcare and the Power of Food through Morrison Healthcare, we can support UofL Health's Power of U across the entire system. Together, as the Power of Us, we can help advance the goals that matter most to UofL Health: elevating patient experience, strengthening clinical partnerships and advancing operational excellence.

We have provided a pool \$7.55 million of discretionary capital to support our vision, which can be used for innovative technology or as an annual service discount at the discretion of UofL Health. Additionally, Compass Healthcare as part of Compass Group is uniquely positioned to provide a best-in-class quantitative and qualitative offering to UofL Health and UofL University if such interest exists.

Most importantly, we understand your culture, your people and your aspirations, enabling us to move faster and support your vision from Day 1.

We are honored to be considered and look forward to helping build upon UofL Health's 203-year legacy while shaping the future of care across Kentuckiana.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Dunn".

Brian Dunn

Director of Business Development
Compass Healthcare

A handwritten signature in black ink, appearing to read "Nikki Tench".

Nikki Tench

Division President
Morrison Healthcare

A handwritten signature in black ink, appearing to read "Larry Stebelsky".

Larry Stebelsky

Division President
Crothall Healthcare



Executive Summary

Backed by a legacy of more than 200 years, University of Louisville Health is known for improving patient lives, supporting caregivers and strengthening the health of communities across Kentuckiana. As you work to balance compassionate and innovative care with ambitious goals around financial stewardship, patient experience and reaching “5 Stars in 5 Years,” having a trusted partner by your side will be critical to achieving the results you expect and the future you envision.

Luckily, you already know us through your partnership with Crothall Healthcare. As part of Compass Healthcare, Crothall serves as a reliable environmental services (EVS) partner at UofL Hospital, where strong nursing relationships and engaged leadership have contributed to industry-leading outcomes. Now, building on UofL Health’s “Power of U” and the combined strengths of Crothall Healthcare for EVS and Morrison Healthcare for food and nutrition services (FNS), Compass Healthcare is ready to extend that success across the broader health system through the Power of Us.

The Power of Us: *Working Together to Transform Care Across Kentuckiana*

Based on the RFP and our conversations with UofL Health leaders, Compass Healthcare proposes expanding our partnership through a connected EVS and FNS strategy focused on the six priorities we understand matter most to you:



Patient Experience: *Elevating Every Touchpoint*

For patients and families, confidence in care is often shaped through the moments they can see and feel most clearly: the cleanliness of a room, the warmth of an interaction, the quality of a meal or the attentiveness of frontline teams. As UofL Health aims to improve patient experience scores and earn “5 Stars in 5 Years,” those moments matter even more, and we’re here to help.

- Bring the patient-centered practices already established at UofL Hospital – including HCAHPS performance among the highest nationwide – across the broader UofL Health system
- Foster a hospitality-focused culture grounded in attentiveness and thoughtful service recovery, utilizing patient experience mapping and Feedback Now for data-driven insight
- Implement patient ambassador rounding and ED concierge resources that help ease uncertainty and reduce stress for patients and families throughout their stay
- Introduce Morrison’s Power of Food philosophy through restaurant-style dining, elevated tray presentation, bedside engagement, Food Is Medicine principles and specialized menus that make meals feel personal and connected to healing

Clinical Partnership: *Building Confidence with Nursing and Care Teams*

The strongest support services programs are the ones caregivers believe in. At UofL Hospital, Crothall has earned credibility with nursing leadership by being accountable and present – not simply because spaces are cleaned well, but because our teams operate like part of the care environment.

- Strengthen coordination between nursing, EVS and FNS teams to reinforce follow-through, reduce friction and build trust in daily operations
- Advance infection prevention, patient safety and quality priorities through aligned EVS practices
- Embed a dedicated nursing liaison to strengthen collaboration, advocate for unit needs, increase tray accuracy and reduce escalation points within daily clinical and dining workflows
- Deploy Elevra and TaskVue to provide greater operational transparency and accountability



**[Click here to view the
nursing case study](#)**

Consistency: *Operational Excellence Across the System*

As UofL Health grows across Kentuckiana, consistency becomes increasingly important. Patients should feel the same sense of care and professionalism whether they are visiting the academic center, a rehab facility, a community hospital or the emergency room. Just as importantly, they should be able to rely on uninterrupted support services during periods of operational stress, unexpected disruptions or emergency situations.

- Scale the Power of Clean operational approach already producing strong results at UofL Hospital to reinforce consistency and patient trust across the system
- Standardize service expectations and reporting structures across EVS and FNS to reinforce reliability and follow-through
- Adapt staffing models and workflows to the needs of your diverse care environments
- Implement site-specific transition plans, dedicated resources and system-level governance to minimize disruption during expansion
- Leverage Compass Healthcare's enterprisewide contingency planning, standardized operating procedures, technology platforms and regional support network to maintain service continuity during staffing shortages, system outages, surges in patient volume and other operational disruptions.

[Click here](#) to
see the Power
of Clean video
at UofL Hospital

Workforce Engagement: *Supporting the People Behind the Experience*

Every patient interaction is shaped by the people delivering it. Compass Healthcare believes strong cultures are created when people feel valued, empowered and connected to a larger purpose.

- Establish growth pathways through internal promotions, leadership development and career advancement opportunities
- Continue investing in associate engagement initiatives, recognition programs and workplace celebrations that strengthen team culture and retention
- Reduce turnover and strengthen day-to-day consistency through structured onboarding, healthcare-specific education and long-term retention strategies
- Maintain active leadership involvement that reinforces accountability, recognition and operational discipline across the system



Operational Performance: *Delivering Measurable Value*

UofL Health's strategic goals require a partner who understands both operational complexity and financial stewardship. Compass Healthcare approaches performance improvement through disciplined execution, transparent reporting and sustainable practices that advance long-term success.

- Maintain high-performing discharge and bed turnover operations that consistently meet or exceed goals, helping accelerate admissions from the ED and maximize patient access capacity
- Leverage systemwide dashboards and analytics that connect key metrics like patient experience, labor performance, retail operations and cost to enable faster, better-informed decision-making
- Optimize dining and retail operations to strengthen both the consumer experience and financial performance
- Apply best practices in food waste reduction, local sourcing, nutrition and wellness programming in ways that support UofL Health's operational and community goals

**Click here to view the
UofL Health case study**



Innovation: *Using Advanced Technology to Simplify Care*

Innovation should make life easier, not add unnecessary complexity. For UofL Health, we'll combine practical healthcare technologies with proven best practices that simplify workflows and create a better experience for patients, staff and families.

- Introduce Elevra, app-based ordering and Nutrition AI to streamline tray and meal coordination while improving efficiency and accuracy through data-informed insight
- Deploy technologies such as Feedback Now and real-time service recovery tracking to accelerate issue resolution across patient and public-facing spaces
- Modernize retail and patient dining through upgraded POS systems, self-checkout capabilities, digital merchandising, AI-enabled monitoring to reduce theft and advanced reporting tools
- Combine technology and analytics to improve workflow efficiency, address patient concerns, manage site and system tasks, and ensure everyone's safety

Together, Let's Shape the Future of Care

Compass Healthcare is excited for the opportunity to deepen our partnership with University of Louisville Health and extend the success already achieved at UofL Hospital across your broader system. By combining the strengths of Crothall Healthcare and Morrison Healthcare, we are prepared to help drive UofL Health's long-term vision for patient experience, operational excellence and community impact. Through cleaner environments, elevated dining, engaged teams, smart innovation and consistent execution, we help create experiences worthy of a 5-star health system across Kentuckiana.

*When the Power of Clean and the Power of Food come together in support of UofL Health's Power of U, it becomes . . . **the Power of Us.***

