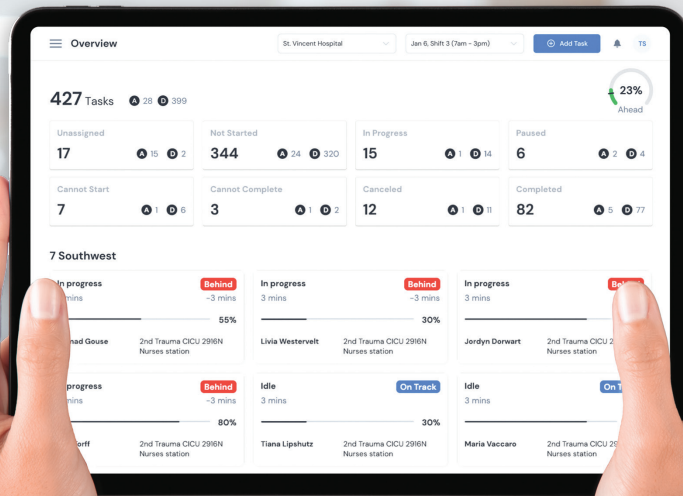




# TaskUp



*We can meet our  
frontline teams where  
they are with TaskUp,  
in their language and  
on their terms.*

**Reda Hanna**  
DIRECTOR, EVS  
TOUCHPOINT SUPPORT SERVICES



## AT A GLANCE

# a testament to innovation

In the rapidly evolving field of healthcare support services, efficient and data-driven decision-making is imperative. TaskUp, TouchPoint's proprietary task management system, stands as a testament to innovation, addressing the industry's most pressing challenges and delivering transformative results. A task management system built to ensure that managers assign the *right tasks* to the *right people* at the *right time*, TaskUp generates data about each task, each operator, and each interaction within the system.

## THE SOLUTION

# setting the stage for success

TouchPoint understood that before it could introduce new innovations to its markets, it had to first standardize its operations nationally. Through a multi-month initiative that established a tiered menu of services, re-unitized all operations, and implemented a Service Level Staffing solution to dynamically adjust staffing needs to service levels and volume levels of each site. TouchPoint first standardized work processes nationally and lay a foundation for efficient, scalable solutions enabled by technology.

**"Going from pen and paper process to dynamic active tech-driven management with iPads on**

**every housekeeping cart was long overdue," said Brandon Sanchez, Director of EVS, TouchPoint.** By standardizing work processes, TouchPoint laid the foundation for implementing efficient, scalable solutions within its units.

In collaboration with key client stakeholders, transparent Statements of Work for all rendered services were created, thus ensuring the organization is aligned at all levels regarding expectation of services and remains focused on delivering the appropriate outcomes for patients.

## implementation

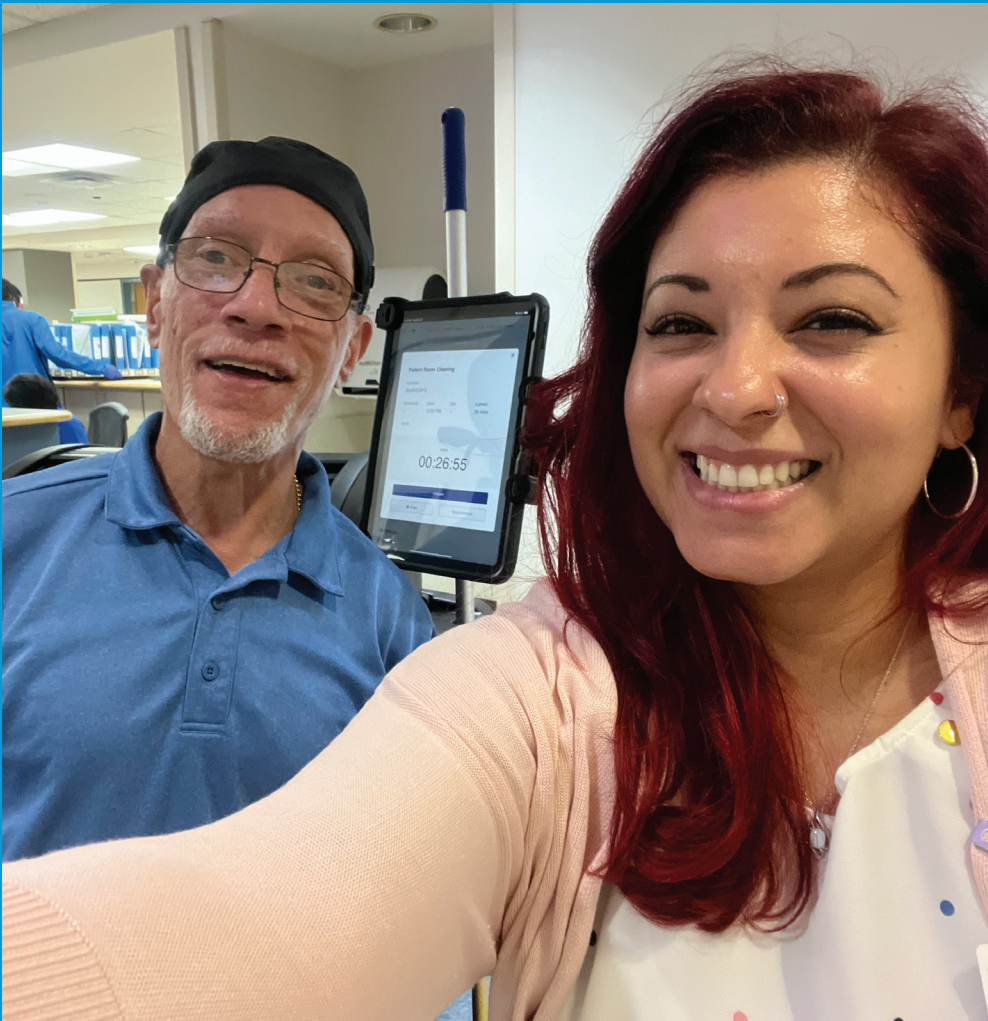
The implementation of TaskUp was much more than a simple software installation. It was a meticulously planned and heavily supported initiative with collaboration from Compass Group Strategic Projects, TouchPoint-aligned corporate support, operations support, technology support, and learning and development. This required a robust eight-week deployment timeline for each site, with three full weeks of support from project engineers and EVS leaders to facilitate change management. The outcome included the configuration of digital duty lists to align with

Statements of Work, procurement and setup of technology at each location, and a combination of remote, on-site, and e-learning trainings.

From training to ongoing support, every aspect was carefully considered to ensure seamless integration and user adoption. Within the Tennessee market, the product was fully rolled out in less than two weeks across all three of TouchPoint's Nashville facilities, with the bulk of users fully onboarded by the end of week one.

*"The response we've had from our frontline associates has been overwhelmingly positive. I've had multiple associates thank me for deploying this technology, which streamlines their job and gives them great feedback."*

**Michael Madigan**  
DIVISION VICE PRESIDENT, EVS  
TOUCHPOINT SUPPORT SERVICES



## designed for environmental services

TaskUp wasn't an off-the-shelf solution; it was built in-house by Healthcare Digital specifically for Environmental Services (EVS). Through a meticulous and in-depth process, TouchPoint's technology team and operations team collaborated intensely over the better part of a year to weigh and finalize each decision about the product and its interface. This bespoke approach ensured that TaskUp fully addressed the unique challenges faced by our EVS teams and provided them with tailored solutions for more efficient operations.

*"We knew this would be a major overhaul so we made sure we were thoughtful in our process so change would be embraced- it's been applauded."*

**Max Mosky**

**VICE PRESIDENT, STRATEGY & ANALYTICS  
TOUCHPOINT SUPPORT SERVICES**



# a peek at taskup

TaskUp's dispatcher app allows managers to quickly distribute and auto-assign duty lists and real-time task requests by monitoring shift metrics, thereby allowing them to better optimize their workforce. A dashboard visualizes real-time monitoring of task KPIs, shift progress and metrics, and displays the status of each operator for task distribution. Any unassigned tasks can be viewed, marked as complete, or reported for issues or concerns.

*"TaskUp provides us in-the-moment management in a decentralized setting, allowing us to properly support our teams and match the needs of the facility with the services we provide."*

**Justin Cucci**

VICE PRESIDENT, OPERATIONS  
TOUCHPOINT SUPPORT SERVICES

## DISPATCHER APP

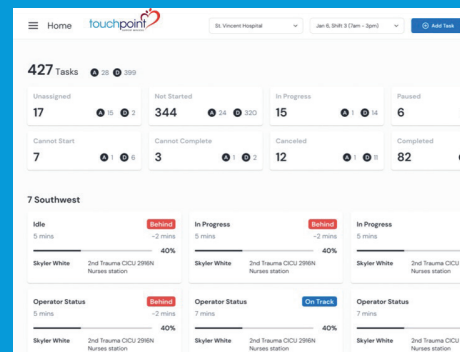
Additional management tools include the Admin app and the Operator app.

## ADMIN APP

- Managers create daily, reoccurring, and as-needed duty lists;
- Setup task standards, including expected duration and location;
- Maintain and manage site geography, users, and user roles.

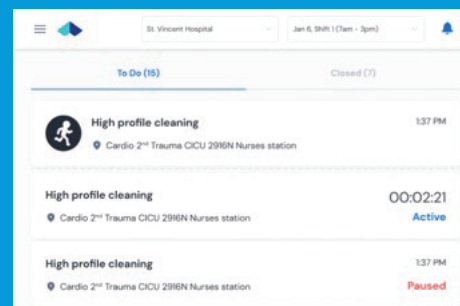
## OPERATOR APP

- Users can view and record the execution of tasks;
- Report and self-assign ad-hoc tasks;
- Log breaks and meal breaks;
- Receive notifications for different tasks types.



The screenshot shows the Touchpoint Admin App 'Duty Lists' section. It displays a table with columns: Name, Zone, Shift, Frequency, Number of Tasks, Est. Time, and Status. The table lists various duty lists for '208 OTCenter EP 2' with different frequencies and statuses.

Name	Zone	Shift	Frequency	Number of Tasks	Est. Time	Status
Duty List 10343	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	1	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	2	Daily	12	6.5 Hrs	On
208 OTCenter EP 2	4 West	3	Quarterly	12	6.5 Hrs	Off
208 OTCenter EP 2	4 West	3	Quarterly	12	6.5 Hrs	Off
208 OTCenter EP 2	4 West	2	Quarterly	12	6.5 Hrs	Off
208 OTCenter EP 2	4 West	2	Quarterly	12	6.5 Hrs	Off
208 OTCenter EP 2	4 West	2	Quarterly	12	6.5 Hrs	Off



# outcomes



With overwhelmingly positive feedback, from frontline associates to operations, TouchPoint has seen TaskUp drive results. TaskUp has brought numerous benefits to the Tennessee market, including more efficient operations, quicker associate response rates, and actionable insights and analytics for leadership.

**Turnaround time (TAT) for the Tennessee market has dropped from over 80 minutes to under 60 minutes in the past five months. In addition, discharges have gone up 37%, 52% and 226%, depending upon the site.**

TaskUp's oversight of workforce management has ensured that tasks are assigned to the appropriate associate at the appropriate time, thereby optimizing labor and reducing costs. By guaranteeing that tasks are completed on time and to the highest level, TaskUp helps deliver exceptional patient care and satisfaction while maintaining a clean and safe patient environment. **Since the implementation of TaskUp, cleanliness scores in Tennessee have risen from a NPS of 37 pre-launch to 45 post-launch.**

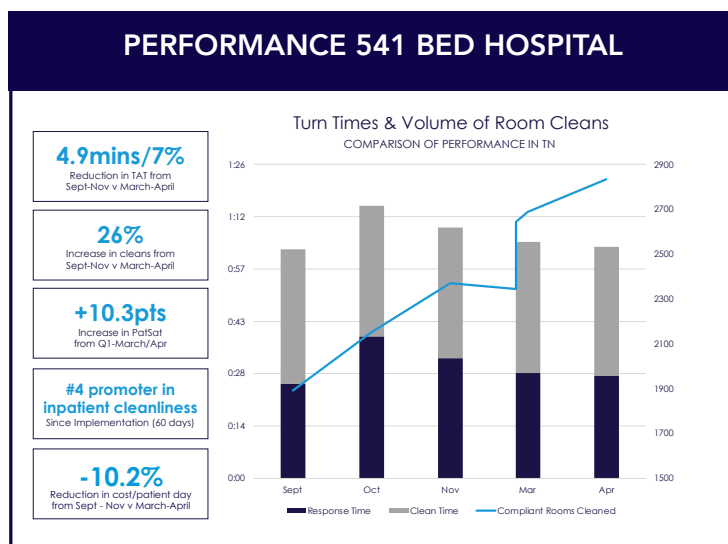
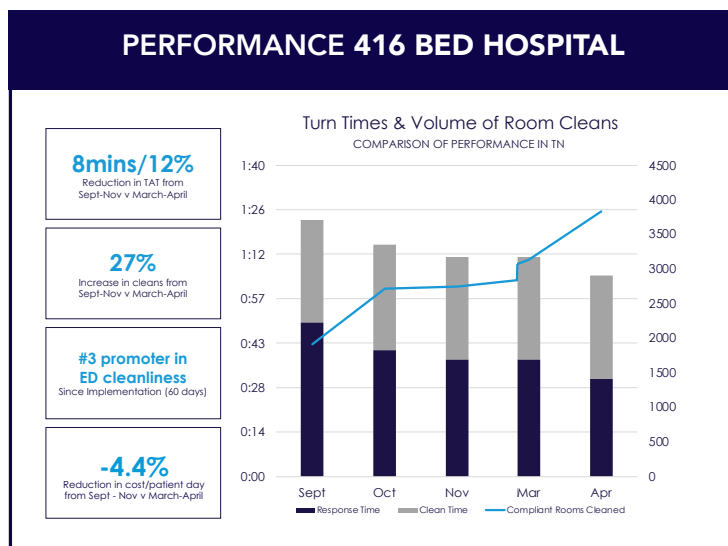
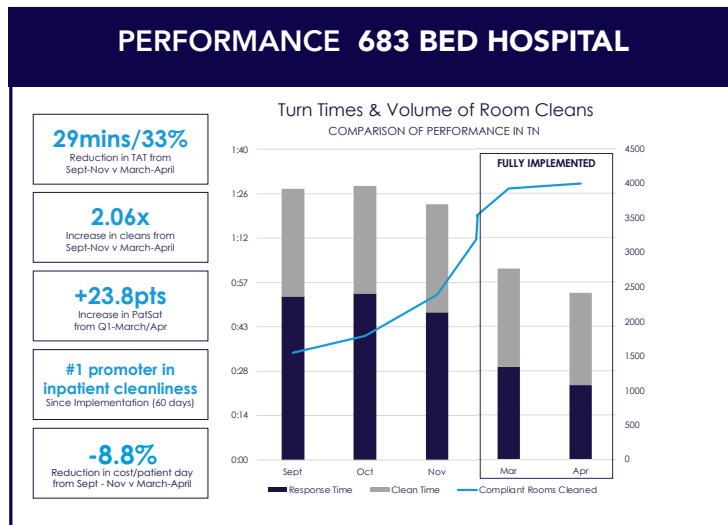
*"TaskUp gives me the right tools to be professional - it brings EVS into the future. It's what we use every day."*

**Jackie Nelson**  
HOUSEKEEPER  
TOUCHPOINT SUPPORT SERVICES

"The data we generate out of the system gives us a road map to continuously improve our operations – meaning we get better over time at understanding our operations and better at supporting our associates, clients and patients."

### Max Mosky

VICE PRESIDENT, STRATEGY & ANALYTICS  
TOUCHPOINT SUPPORT SERVICES



Because of TaskUp's implementation, these figures are not merely one-time upswings. The goal of the program is to maintain continuous improvements in our operations – something reinforced by TaskUp's locally managed performance dashboard. Reviewed on a weekly basis by leadership, the dashboard provides data focused on app utilization and adoption rates, KPI impacts (turn-time and patient satisfaction). Through collaboration between leaders in-market and above, TaskUp's performance and best practices, as well as team learning and development, ensures targeted outcomes always remain top of mind.

With TaskUp, TouchPoint is cleaning a larger footprint of the hospital more frequently while utilizing less labor. In a short span of time, the system has proven to be a strategic asset that is changing how we operate. By combining standardized operations with this innovative technology,

TouchPoint has established a new standard for efficiency and excellence in healthcare support services. TaskUp is a smarter way to manage support services.

**18%**  
**REDUCTION**

**TURNAROUND TIME**

TaskUp optimized workflows, reducing TAT significantly, enhancing operational efficiency, and improving patient flow.

**56.7%**  
**INCREASE**

**DISCHARGE/TRANSFERS**

By ensuring tasks were assigned to the right people at the right time, TaskUp facilitated quicker patient discharges and transfer cleans, freeing up valuable beds and reducing bottlenecks for clinicians.

**8.1PT**  
**INCREASE**

**PATIENT SATISFACTION**

Streamlined workflows and improved efficiency directly translated into higher patient satisfaction scores, reflecting positively on the quality of care provided.

**-8.0%**  
**REDUCTION**

**OPERATING COST**

TaskUp's data-driven approach not only optimized operations but also led to significant cost savings, ensuring that TouchPoint could deliver high-quality services while remaining cost-effective.

*"With TaskUp, we've brought our teams the tools they need to succeed. It's been instrumental in helping us achieve our goals of operational excellence and delivering high-quality patient care."*

**Kevin McCoy**

**REGIONAL VICE PRESIDENT, OPERATIONS  
TOUCHPOINT SUPPORT SERVICES**

## Healthcare Digital



Healthcare Digital is a division of Compass Digital. Focused on the future of healthcare technology and innovation, Healthcare Digital works directly with our associates and customers to accelerate technology innovation and digital transformation across the rapidly expanding Compass Group healthcare sectors. Healthcare Digital is committed to transforming healthcare services with patient-centric experiences.

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## TouchPoint Support Services

TouchPoint Support Services, a sector of Compass Group, provides integrated food, nutrition, environmental, and support services to acute care hospitals and senior living communities across the country. TouchPoint is committed to providing 'compassion at every point of human contact' and giving patients, residents and customers a hospitality experience that is second to none. Our rich history and strong culture is demonstrated through innovative culinary and patient programs, sustainable and green cleaning initiatives, and award winning associate training and development programs.

For more information about  
TouchPoint, please visit our website:  
[www.IamTouchPoint.com](http://www.IamTouchPoint.com).

For information on joining the  
TouchPoint family of associates, please  
visit our career site:  
[iamtouchpoint.com/careers](http://iamtouchpoint.com/careers)

