

Vanessa Sanchez

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Summary of Qualifications

- ◆ 14+ continuous years of extensive experience in providing high-quality environmental services (EVS), from EVS floor tech to EVS lead, in a 250-bed medical center in Los Angeles with 1,500+ total staff, including 500 RNs, for an industry-leading provider of hospital housekeeping services.
- ◆ Outstanding management and leadership skills, including supervision of 25 EVS personnel, hospital interdepartmental coordination of EVS activities, routine inspections of all hospital areas to ensure cleanliness and high patient satisfaction, monitoring of EVS supplies, and problem solving.
- ◆ Excellent abilities in human resources, including EVS staff training and orientation, staff motivation and productivity, team and morale building, and regular monitoring of staff performance.
- ◆ Experienced in strict compliance with EVS cleaning and disinfection procedures, infection prevention and control procedures, safety precautions, hospital waste management practices, and Joint Commission performance standards.
- ◆ Dedicated, dependable, and loyal EVS professional selected by upper management from among approximately 25 candidates to be the EVS lead during the day shift.
- ◆ Energetic, diligent, and passionate team player who thrives and produces in fast-paced, challenging, multitasking hospital environments.
- ◆ Excellent communication, interpersonal, and relationship-building skills, with the ability to interact well with EVS upper management, EVS personnel, and interdepartmental staff.
- ◆ Bilingual: Spanish and English.

Professional Experience

MANAGEMENT/LEADERSHIP

- ◆ As the EVS lead during the day shift at the 250-bed Saint Mary Medical Center (SMMC), effectively supervise 25 EVS techs (i.e., housekeepers and floor care techs) on six floors in the main medical center and two additional floors in the separate Saint Mary Women's Center.
- ◆ Monitor work performance, inspect all areas of SMMC, and continually communicate with EVS personnel and interdepartmental staff to ensure efficient performance of duties, hospital cleanliness, excellent customer service, and compliance with all safety precautions and infection control procedures.
- ◆ Coordinate all environmental services activities with those of the different SMMC departments, including nursing, physicians, engineering, central supply, hospital administration, and security, through effective oral and written communication and teamwork.
- ◆ Assign EVS techs to clean, disinfect, and help prepare empty patient rooms for new admissions at SMMC while monitoring the TeleTracking BedTracking® patient flow system for changes in bed status.
- ◆ Schedule and contact off-duty EVS techs early in the shift to cover for scheduled techs who call in sick.
- ◆ Effectively manage and organize all housekeeping activities at SMMC during temporary, reduced staffing on the weekend, when substitute staff may be unavailable to cover, ensuring continued, high-quality environmental services.
- ◆ Increased and maintained Press Ganey™ overall patient satisfaction scores at SMMC by directly communicating with patients and family members, relaying customer service and performance data to senior management, motivating EVS personnel, and continually providing in-service staff training.
- ◆ Monitor EVS cleaning supplies and surgical gowns at SMMC to ensure continual, timely reordering and restocking of necessary supplies.
- ◆ Help SMMC maintain Joint Commission certification and accreditation by coordinating EVS compliance activities with those of the different SMMC departments and by training EVS personnel to meet or exceed Joint Commission performance standards.

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MANAGEMENT/LEADERSHIP, CONTINUED

- ◆ Selected by two EVS directors at SMMC from among approximately 25 candidates to be the EVS lead during the day shift because of outstanding leadership abilities, zero complaints or warnings, and excellent performance and customer service as an EVS tech (i.e., Press Ganey™ patient satisfaction scores that were consistently 95 to 100 for cleanliness and courtesy).
- ◆ Consistently received glowing evaluations from supervisors and management for EVS leadership performance at SMMC.

HUMAN RESOURCES

- ◆ Train and orient new EVS techs at SMMC to ensure compliance with established work performance standards, high patient and hospital staff satisfaction, and a cohesive environmental services team.
- ◆ Significantly reduce EVS staff turnover at SMMC through excellent staff orientation, regular in-service staff training, incentives, positive reinforcement, and excellent communication and rapport with staff.
- ◆ Increase staff motivation, productivity, and work performance at SMMC through effective team- and morale-building skills, staff meetings on weekends, leadership by example, respect, fairness, and empathy.
- ◆ Monitor EVS staff at SMMC and relay work performance data to senior management.
- ◆ Mediate staff disputes at SMMC to quickly resolve personality and other conflicts, to prevent workplace disruptions and distractions, and to maintain high staff morale, productivity, and work performance.

Employment History

- ◆ CRAWFORD HEALTHCARE, INC. – San Diego, CA
EVS Lead (day shift, weekdays), Saint Mary Medical Center, Los Angeles, CA, 2010 to present
EVS Lead (day shift, weekends), Saint Mary Medical Center, Los Angeles, CA, 2007 to 2010
EVS Tech (day shift, weekdays), Saint Mary Medical Center, Los Angeles, CA, 1998 to 2009

Education and Professional Development

- ◆ LOS ANGELES VALLEY COLLEGE – Valley Glen, CA
ESL (English as a second language)
- ◆ WEST VALLEY OCCUPATIONAL CENTER – Woodland Hills, CA
ESL (English as a second language)

Languages and Skills

- ◆ Native Spanish
- ◆ Conversational English
- ◆ TeleTracking Technologies BedTracking® patient flow automation
- ◆ Rapid hygiene monitoring systems based on adenosine triphosphate (ATP) bioluminescence
- ◆ Microsoft Word
- ◆ Microsoft Excel
- ◆ Microsoft Internet Explorer
- ◆ Mozilla Firefox