

AHE and Kimberly-Clark Professional Announce 2017 Heart of Healthcare Award Winner

ROSWELL, Ga., Sept. 28, 2017 /PRNewswire/ -- In recognition of her exemplary efforts to provide patients with a hygienic, healing atmosphere, Valerie Macey, an environmental services technician at The Medical Center at Franklin in Franklin, Ky., has been selected as the 2017 Heart of Healthcare Award winner.



"Valerie Macey understands the relationship between a clean, healthy environment, providing a consistent standard of care and the role of environmental services, and she readily shares this knowledge with her co-workers," said Sheron Harper, administrative services manager for The Medical Center at Franklin. "She consistently has the highest scores within the department for both visual inspections and ATP testing. And when patients return to us for care they frequently ask for her by name."

The Heart of Healthcare Award is presented annually by the Association for the Healthcare Environment (AHE), a personal membership group of the American Hospital Association (AHA), and Kimberly-Clark Professional. Now in its sixth year, the award honors outstanding environmental services technicians for the vital role they play in supporting safety initiatives and reducing and preventing the spread of Healthcare-Associated Infections (HAIs).

This year, an Honorable Mention was awarded to Barbara Nall, an environmental services technician at Ireland Army Health Clinic, Fort Knox, Ky.

"Through a commitment to maintaining the highest standards for both the healthcare environment and patients, environmental services technicians like Valerie Macey and Barbara Nall help deliver the highest levels of patient care, as well as patient safety and satisfaction," said Patti Costello, AHE executive director.

The awards are an integral part of the Heart of Healthcare program, developed by AHE and Kimberly-Clark Professional to provide training and recognition for environmental services technicians. The program focuses on continuing education and is aimed at enhancing the patient experience. Tools include: education and training guides, employee recognition certificates, and patient discharge and room calling cards.

All Heart of Healthcare program tools and educational materials can be customized to include a healthcare facility's logo. The materials are available through the AHE website, www.ahe.org.

The program has improved the patient experience, according to 83 percent of environmental services managers who have implemented it. More than 800 healthcare facilities now participate.

The Heart of Healthcare program is part of a new initiative from Kimberly-Clark Professional called Make a Healing Home, which involves partnering with EVS directors to create a more patient-centered care environment. The program enhances the role of environmental services technicians as empathetic caregivers and demonstrates how familiar brands and small changes can help improve patient satisfaction.

Nominations for the Heart of Healthcare Award are submitted each year by managers, supervisors, co-workers and members of departments in hospitals and senior care facilities. The AHE Recognition Committee reviews all submissions and selects the winning applicant.

"We are proud to be part of a program that recognizes the crucial contributions of healthcare environmental services technicians," said Sarah Happel, healthcare segment leader, Kimberly-Clark Professional. "Studies have shown that hospitals that focus on the patient experience have shorter average lengths of stay and a decreased need for follow-up care. People like Valerie Macey and Barbara Nall play a key role in achieving these kinds of results."

About AHE

The Association for the Healthcare Environment (AHE) is a personal membership group of the American Hospital Association. AHE is the professional organization of choice for professionals responsible for caring for the patient and resident care environment across all care settings; including hospitals, long term care, continuing care retirement communities and ambulatory care. AHE shapes professional practice, advances and promotes the profession and promotes awareness for over 2,300 professionals working to ensure a clean and safe healthcare environment and equality outcomes. www.ahe.org.

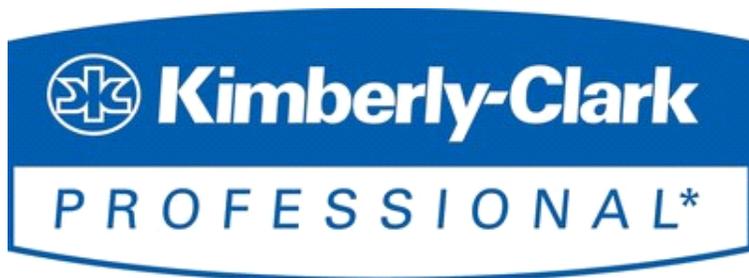
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About Kimberly-Clark

Kimberly-Clark (NYSE: KMB) and its well-known global brands are an indispensable part of life for people in more than 175 countries. Every day, nearly a quarter of the world's population trust Kimberly-Clark's brands and the solutions they provide to enhance their health, hygiene and well-being. With brands such as Kleenex, Scott, Huggies, Pull-Ups, Kotex and Depend, Kimberly-Clark holds No. 1 or No. 2 share positions in 80 countries. To keep up with the latest news and to learn more about the Company's 145-year history of innovation, visit www.kimberly-clark.com or follow us on [Facebook](#) or [Twitter](#).

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