

# Moffitt Cancer Center and Orkin: Award-Winning Pest Control for one of America's Best Hospitals

Located in Tampa, Fla., Moffitt Cancer Center is one of only 41 National Cancer Institute-designated Comprehensive Cancer Centers, a distinction that recognizes Moffitt's excellence in research and its contributions to clinical trials, prevention and cancer control.

Given the challenges pests can present in the sensitive healthcare environment, it's no surprise that pest management has been a focus for this nationally-ranked facility. That's why since 2011, Moffitt has partnered with Orkin to help keep pests out of their facility.

Through Orkin's proactive and environmentally responsible Healthcare Precision Protection™ program, Moffitt has upheld its focus on quality assurance and patient experience. The facility's commitment to quality and partnership has earned them two IPM Partner Awards, co-presented by Orkin, The IPM Institute of North America and the Association for the Healthcare Environment.

We spoke with Director of Environmental Services LaWanda Courtney to learn more about Moffitt's pest management program success. Here is an edited transcription of that interview.

## What makes your program award-winning?

As a nationally-ranked cancer treatment center, we are committed to giving our patients a superior experience, and minimizing pest pressures has been part of that effort. Our communication with Orkin and throughout our organization stands out as an especially significant aspect of our success. Our documentation system is very important – and very good. Orkin tracks any issues well and that has helped us tremendously in being strategic with where we treat for pests.

**The customer service is phenomenal and they have such a seamless process. They are top-notch and we are fortunate to have Orkin as a partner.**

– LaWanda Courtney, Director of Environmental Services



More than 100 Moffitt Cancer Center employees attended the Awards presentation in Tampa, Fla. Elsa Diaz, management assistant at Moffitt, is pictured with her Tampa Bay Commercial 688 team.

## Why is Integrated Pest Management (IPM) so important to your facility?

Non-chemical treatments are very important in our cancer center and we are always looking for more patient-friendly and environmentally responsible methods of controlling pests. Some of our patients are critically ill and have sensitivities that require us to think outside the box in terms of pest management. Orkin always approaches things from different angles to find a solution that makes sense for us.

## How would you describe your relationship with Orkin?

Our relationship with Orkin is collaborative, participative and built on respect and trust. We have candid conversations about how we can address and resolve issues and Orkin provides us with the tools and resources necessary to maintain our own facility. We've also seen an increase in employee awareness and engagement since partnering with Orkin.

Finally, the customer service is phenomenal and they have such a seamless process. They are top-notch and we are fortunate to have Orkin as a partner.

## What aspects of Orkin's service are the most important to you?

They understand our dedication to quality and safety, and particularly the unique challenges that are present in a healthcare environment; that makes our Orkin team invaluable to us. Our top priority is the experience of our patients, and Orkin helps us deliver a cleaner, safer environment so that our doctors and nurses can focus on delivering top-notch care to our patients.



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