

PARTNERING IN A NEW HEALTHCARE ERA:



10 WAYS YOUR HOSPITAL CAN BENEFIT FROM DINING AND FACILITIES EXPERTISE



HEALTHCARE HAS ENTERED INTO A NEW ERA TO ACHIEVE THE SAME OUTCOMES.

Throughout the COVID-19 pandemic, healthcare has risen to the occasion to provide an unprecedented level of care. Although hospitals and health systems never shut-down, their ability to respond quickly and nimbly to these changes overnight could have been supported with strategic partner relationships. The priorities of elevating care, improving population health, and reducing costs remain regardless of other external challenges. Partnering with dining and facilities providers allows for increased focus on patient and healing, and the ability to swiftly navigate market disruption.

Here are 10 outcomes achievable through a dining and facilities partnership.

1 | IMPROVE THE PATIENT EXPERIENCE AND LOYALTY THROUGH THE PHYSICAL ENVIRONMENT

Negative first impressions are costly. Patients routinely make inferences about the quality of care based on the aesthetics of the healthcare facility. Is the paint peeling? Are the floors dull or damaged? Do the buildings look unkempt? With a heightened awareness for infection control, patients are reliant on the environment directly reflecting the level of care. An outside partner can bring fresh perspective and accountability to first impressions. They understand how to create an engaging environment for patients and employees alike. Increased cleaning frequencies, inviting entryways, comfortable family gathering areas, and well-maintained patient rooms do make a difference.

2 | BOOST PATIENT SATISFACTION SCORES

Support service departments can often do more to impact patient engagement and satisfaction. Proactively driving HCAHPS and third-party scores requires a systematic approach to food and nutrition services, high-touch patient engagement, and technology-driven quality assurance processes. Partnering with an expert can provide focused training programs to engage support services team members on winning the patient experience while supporting nurse engagement and enablement.

3 | INCREASE EMPLOYEE ENGAGEMENT SCORES

Hospital staff have unconventional schedules and stressful days all while their workloads seem to continue to increase. Implementing technology-driven programs and listening to hospital staff allow a support services partner to take non-clinical tasks away from hospital staff, allowing them to focus on patient satisfaction.





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REDUCE HEALTHCARE-ASSOCIATED INFECTIONS (HAI) RATES

HAIs pose a significant risk to patients as well as your operation’s financial health and reputation. Although Healthcare has always been on the forefront of cleanliness and infection control, the pandemic has brought a deeper understanding and recognition among the public about its importance. Cleaner, safer environments are an imperative. Yet, required research and implementation frequencies necessary to ensure clean and safe facilities can be overwhelming. New technologies and systems claiming to reduce the spread of infection are introduced constantly. Remaining abreast of the latest innovations can be timely and daunting task.

Additionally, expertise is required to pilot technologies and assure proof of concept to stay ahead of the pandemic. A strategic partner will have a team of experts dedicated to researching, testing, and deploying best in class technologies and products to keep operation in the forefront of performance. Additionally, they bring deep working and co-value creation relationships with industry manufacturers and suppliers. Together, they provide healthcare organizations with a pipeline of continuous innovation and best practices in infection control.

5

CREATIVE AND TIMELY RESPONSES TO COVID-19 ARE NEEDED

Dining and facilities partners can help healthcare organizations improve both their response time and service levels as they manage through the pandemic. Partners have quickly adapted to the needs of essential workers by providing creative dining and retail solutions, such as pop-up groceries, that minimize exposure while providing convenience to critical care staff. Deep supply chains provide assurance that necessary PPE are available. Dedicated research and development teams, and partnerships with manufacturers represent a continuous pipeline of innovations. New approaches to cleaning surfaces and air filtration were quickly brought to the forefront due to COVID-19. Because they continually monitoring consumer trends and industry best practices, partners bring swift and proven solutions, allowing healthcare organizations to focus on healing.

6

MANAGE THE CHANGE IN CONSUMER EXPECTATIONS POST COVID-19

With the onset of the coronavirus crisis, consumers began to rethink their everyday habits, from what and how they eat their meals, to their now heightened perception of environment cleanliness. Strategic partners bring leading insights, technologies, and solutions to that are ready for deployment to satisfy staff and visitors.

7

CONFIDENCE THAT YOUR ORGANIZATION REMAINS ABREAST OF NEW INNOVATIONS AND BEST PRACTICES IN THE POST-PANDEMIC ERA

Staying ahead of innovation and industry best practices is a costly and time-consuming activity that few healthcare organizations can afford. The pressure to change and innovate grows across healthcare with the additional focus to provide clean and safe environments in a pandemic. Outsourcing facilities management and dining means working with a partner that has made innovation a top priority and invested in dedicated resources. A partner brings assurance that your operation remains current with best practices, innovates continuously, and can scale implementation for success.

8

CONFIDENCE AND COMPETENCE IN YOUR DEPARTMENT'S SUCCESSION PLAN

The healthcare industry faces an aging workforce, and as the shortage is well documented and it is expected to worsen. Your department's leadership may soon be retiring or recruited away to another employer. The void created by a lack of leadership or clearly defined succession plan for support teams could interrupt continued operation, creating disruption, impacting satisfaction of multiple stakeholder groups and creating risk throughout your organization. A support services partner has access to a larger pool of top talent and defined succession planning tools to plan and prepare for leadership transition. A partnership with an outsourced organization allows your health system to rely on its expertise for succession planning, training and development, talent acquisition, and sustained operational levels.

9

MEASURABLE INSIGHTS INTO YOUR OPERATIONS

You are challenged to prove your team's value to your leadership and the board. With limited performance data or insights to show a return on investment, budgets continue to shrink as expectations of teams only increase. An expert partner can implement technology to track, measure, score and show value for every dollar spent for support services. Gain the confidence of data-based decision making when you choose the right service partner.

10

NEW WAYS TO REDUCE EXPENSES AND INCREASE REVENUES

Managing facilities and environmental services is one of a healthcare organization's largest expenses. Cost optimization opportunities exist in labor deployment, expense consolidation, energy management, technology optimization, and employee training to name a few. A partner with specialized expertise can recognize where opportunities exist and how to release their value. Realize best practices for developing new programs, managing people, running operations efficiently, and leveraging purchasing power by aligning with a proven partner.

For example, facility partners have space utilization and density monitoring systems that seamlessly integrate with cleaning schedules. This allows for improved productivity and patient satisfaction by quickly redeploying labor from areas of low need to those with high need.

Ready to learn more about what a dining and facilities partnership would look like? For more best practices on how your healthcare organization could benefit from partnerships, please visit <https://healthcareinsights.aramark.com/>

