

Cultivating a People-First, Value-Driven Healthcare Culture

Aramark Healthcare+ empowers healthcare teams to transform culture and redefine excellence in patient support services.

People are at the heart of incredible healthcare that changes patients' lives. Seemingly small details can make all the difference — like how an employee engages with patients and caregivers, the made-from-scratch meals served, the efficiency of bed turnover and patient transportation, and employee retention and job satisfaction rates.

The details tremendously impact everything from patient outcomes to an organization's operational efficiency. And it all starts with culture. Gone are the days of creating key performance indicators and placing fees at risk to improve patient experiences. In fact, 96% of patient complaints are related to the overall experience, not just medical care. Driving patient, caregiver and employee satisfaction requires transforming the culture of patient support services.

Aramark Healthcare+ empowers healthcare teams to cultivate a more people-first, value-driven culture through a combination of integrated solutions, services and strategy. We proudly partner with 700+ healthcare facilities nationwide, fostering a culture of excellence in patient care through industry-leading expertise and data-driven transformations.



The '+' in Aramark Healthcare+

The plus sign in Aramark Healthcare+ is more than just a symbol. It represents the heart and soul of our mission: People. Our people and your people, whose shared dedication and compassion build world-class patient experiences every day.

Aramark Healthcare+ is so much more than just a services provider. We are an extension of your caregiving team at every level — from improving everyday moments to planning for future-forward innovations.

Recruit, Train and Retain **Top Talent**

Exceptional healthcare starts with extraordinary people. Aramark Healthcare+ creates a culture that attracts and retains top talent while supporting every stage of the staffing journey from hiring to training.

- + Recruiting Incentives:** Our collaborative, flexible incentive programs are tailored to meet the needs of all employees, enhancing recruitment and job satisfaction.
- + AI-Enhanced Recruiting:** Allie, our AI recruiting software, streamlines the hiring process, ensuring quick and effective candidate engagement while reducing the time to fill positions.
- + Comprehensive Professional Development:** Team members receive ongoing training and professional support that empowers high-quality service and compassionate interactions while improving employee engagement, labor efficiencies and job satisfaction.
- + Hospitality Training:** The culture of hospitality that permeates all our support services is by design. Managers and employees receive hospitality training on how and when to best engage with patients and caregivers, ensuring every interaction is genuinely valuable.
- + A Proven Retention System:** Our robust employee retention programs and people-first culture reduce turnover — in many of the hospital systems we serve, numerous employees have enjoyed satisfying careers with Aramark Healthcare+ for decades.

Elevate the Patient Experience at Every Stage

From admission to post-discharge, Aramark Healthcare+ enhances the patient journey at every stage with integrated, tech-enabled engagement services that address social determinants of health. Integrated, expanded engagement services also free up nurses, case workers and social workers to focus on other priorities while improving patient outcomes and satisfaction.

- + **Seamless Care Across Service Lines:** As a single source for all support needs across the system deliver compassionate, consistent care at every turn—from environmental services, food and nutrition, operations, maintenance, central transportation, engineering, energy management and more.
- + **Insight into Social Determinants of Health:** Comprehensive care with integrated patient engagement services includes identifying and addressing social determinants of health to more effectively assist with tasks like scheduling follow-up appointments and connecting patients with local community resources, leading to fewer readmissions.
- + **Patient Transport:** By managing the complete patient transport process, we enhance safety and efficiency while reducing costs and freeing up nursing staff to focus on other priorities.
- + **Nutrition Tailored to Needs and Preferences:** Our Food and Nutrition Services teams create and deliver nutrition-focused, satisfying meal options based on individual needs and preferences that delight patients and aid in their recovery.
- + **Safe, Clean Environments:** Our Environmental Services (EVS) teams maintain rigorous cleanliness standards with innovative cleaning technologies and standardized staff training, improving the patient and employee experience through the physical environment while reducing the risk of healthcare-associated infections.

Optimize Total Wellbeing With a Data-Driven Approach

A complete picture of each patient and their needs results in better patient satisfaction, outcomes, and total wellbeing. Aramark Healthcare+’s proprietary systems and technology provide unparalleled insights into patient care and resource management.

- + **Patient Engagement and Satisfaction:** The CBORD app and Tray Monitor® offer patients interactive meal ordering, nutrition education, and reliable insight into meal tray delivery for timely service.
- + **Workforce Efficiencies:** KRONOS, a workforce management tool and employee scheduling platform, provides vital analytics to improve labor allocation and employee engagement.
- + **Enhanced Safety Measures:** Our multidimensional safety platform EverSafe improves safety controls and management, boosting confidence in environmental safety for both staff and patients.
- + **Advanced Food Management:** PRIMA, our advanced food production and forecasting system, and Enable, our on-demand food productivity and compliance tracking tool, streamline meal production while ensuring nutritional accuracy and safety.
- + **Operational Excellence:** FacilityFit Pro, our proprietary web-hosted computerized maintenance management system (CMMS), and AIWX Connect®, a leading-edge technology that delivers IoT business intelligence, help drive efficiencies by optimizing facility operations and resource allocation.

A Culture of Caring and Hospitality That Improves Your Bottom Line

Nurturing a culture of caring and hospitality within your healthcare organization doesn’t only enhance patient and caregiver experiences. It impacts every aspect, driving operational efficiencies and cost savings while reducing staff turnover and improving patient outcomes. **Connect with us today** to learn more about building a value-driven healthcare culture together.

