

5 HEALTHCARE OUTSOURCING MYTHS BUSTED: TRANSITIONING EMPLOYEES TO AN EXPERT PARTNER

Ensure your loyal staff remain in good hands

There are many reasons to outsource the environmental or facilities management services of your healthcare operation: improve patient experience and satisfaction scores, reduce the spread of infection rates, assure regulatory compliance, or reenergize your system's commitment to innovation.

Regardless of the decision rationale, a discussion about the future of impacted employees will eventually emerge. Your organization likely has a loyal employee base - individuals who have given their careers to your organization. What will happen to these employees?

Throughout your community, concern will emerge for the well-being of these employees when an outside partner is introduced.

Misperceptions abound concerning the disposition of employees and their future. For example it is a common misunderstanding that an outsourced partner will terminate existing staff in favor of hiring all new labor. Rest assured that the decision to outsource offers unique benefits and opportunities for your employees as well as your operation.

Here are 5 truths to help you understand and convey the benefits of outsourcing to your organization.

Everyone is Offered Employment

It is a myth that an outside partner has its own labor force just waiting for placement. In reality, most companies prefer to retain your loyal and dedicated existing workforce. They possess critical knowledge and insight into your operation. They are an invaluable resource to your partner, assuring continuous operation and success. Your newly chosen outsource partner may require all employees to undergo and pass a background check and drug screen; yet, the ultimate goal will be to keep all employees on payroll with no loss of wages.

Employees Will Continue to Receive Full Benefits

During the transition to outsourced services, employees will be offered a competitive benefits package, including healthcare insurance, a retirement savings plan and vacation time. These packages may differ across entities and organizations. However, in many cases, programs for existing employees can be "grandfathered" in, with changes only impacting new hires. A good outsource partner will work with your organization to ensure a solution beneficial to all.

They Will Be Offered Industry-Leading Skills Training

Employees need continuous training and skill development. Staying abreast of the most current processes and technology is essential to career development and morale. Outsource partners bring with them robust, dedicated professional development programs meant to elevate employee skills. They offer access to modern technology and best practices that your organization may not have. Employees will receive specialized training to succeed in their current roles as well future as future ones. This benefit should not be overlooked, especially considering the current and continued skilled labor shortage in facilities management.

Everyone Will Have Access to Career Growth Opportunity

Career development and succession planning are difficult endeavors no matter the organization. Outsource partners bring established career path development and succession planning programs specific both to the job function as well as your organization. Employees gain access to specialized facility career planning that many healthcare organizations do not provide. Employees will also have access to both internal and external career opportunities.

Employee Engagement and Reward and Recognition Programs Will Be a Priority

According to Gallup, 70 percent of American employees are not working to their full potential because they [are disengaged with their employment](#). All employees try harder, perform better and are less likely to leave (retention) when they are engaged. However, engaged employees outperform those who are not engaged by up to 202 percent. The right outsource partner will bring proven programs to help your organization engage, recognize and reward employees.

The Bottom Line

If one of your primary concerns is your people, work with a partner that embraces these same values. Outsourcing should be a shared priority to continuously generate employee success stories, organization success stories and an overall prosperous partnership.

Choosing a proven leader in the space can help your healthcare institution transition to a fruitful outsourced agreement, where your organization—as well as your people—benefit every day. **Discover the Aramark difference.**

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