

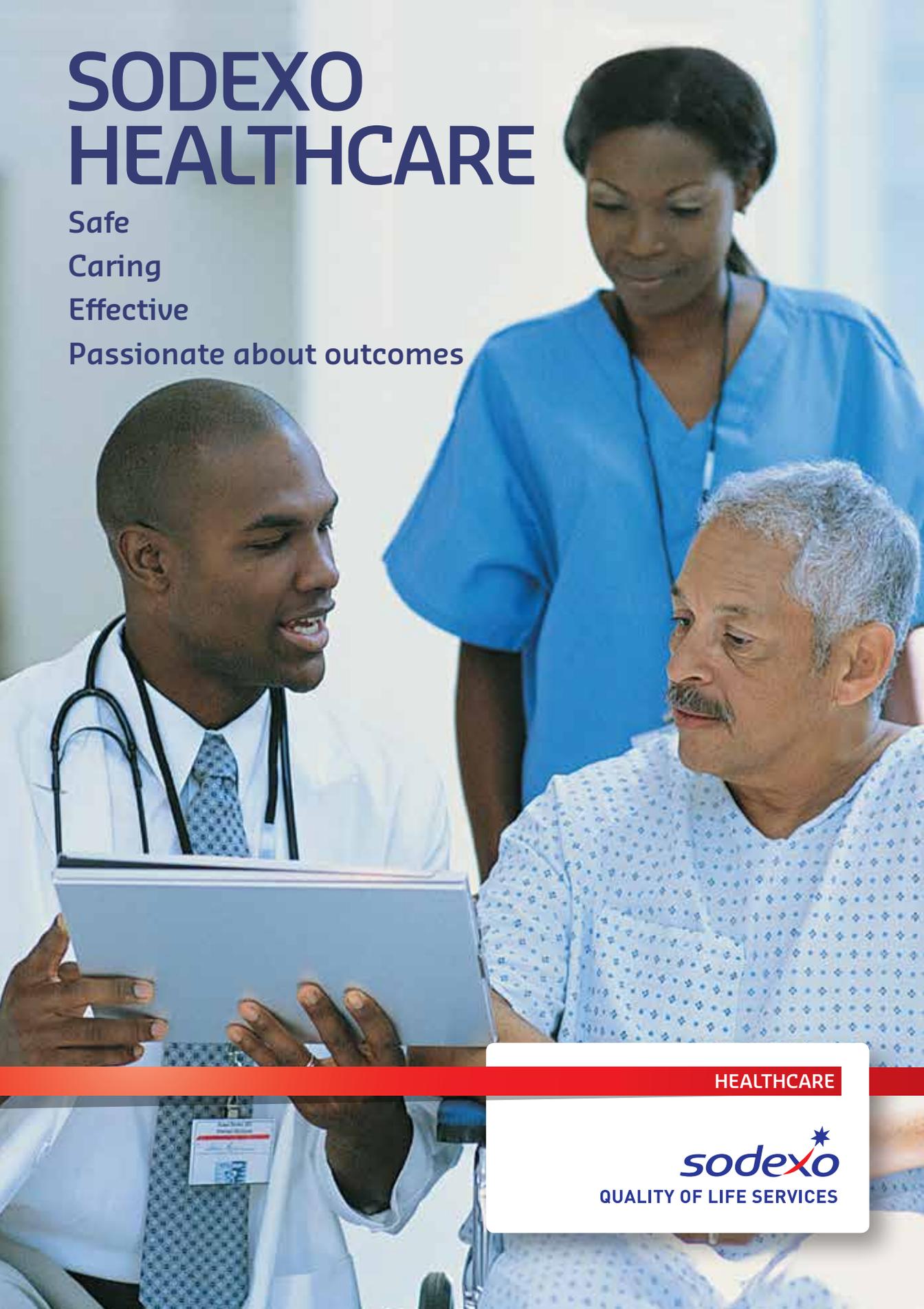
SODEXO HEALTHCARE

Safe

Caring

Effective

Passionate about outcomes



HEALTHCARE

sodexo
QUALITY OF LIFE SERVICES

Wherever you are in the world, healthcare organizations have to deliver better outcomes, for more patients, with less money.



ABOUT SODEXO

Since it was founded in 1966, Sodexo Healthcare has served our clients by:

- Creating safe, productive environments
- Helping people live healthy lifestyles
- Contributing to the economic, social and environmental development of the communities in which we work.

We are the world's leading provider of quality of life services: our breadth of experience and geographic reach help millions of people every day.

Our global scale and experience gives us unparalleled access to international best practices.

460,000 employees

the world's **19th** largest employer

operating in **72** countries

Delivering services each day to

100 million people

€19.8 billion annual global revenues

CONTENTS

- > About Sodexo 3
- > Sodexo in healthcare 4
- > Our core beliefs 10
- > Where we are 14
- > What we do 15
- > Select global clients and awards 17

SODEXO IN HEALTHCARE

➤ GLOBAL REACH WITH LOCAL INSIGHT

No two patients are quite the same; no two healthcare economies are quite the same. Our unrivalled global reach enables us to adopt, adapt and deploy a vast array of services and solutions that suit patients, providers and payors wherever we work (and that's in nearly 40 countries). So whether the focus is on patient experience in the US, equitable access in the UK, community services in Brazil and the Netherlands, or information and technology solutions in Singapore, Sodexo Healthcare's services can offer a seamless fit.

However different patients and health economies are, the challenges facing healthcare providers are the same: developed economies are dealing with an increasingly ageing population and the inevitable chronic conditions that come with this. And emerging economies are coping with managing access, reducing communicable diseases and improving nutrition. Wherever you are in the world, healthcare organizations have to deliver better outcomes, for more patients, for less money. We're here to help you.

Sodexo is as sensitive to global trends as it is to local needs. We use the skills we've developed working with nearly 3,000 healthcare providers to deliver effective care to all our clients' patients – whether our solution is standardized or customized, public or private, in primary care or acute care, it's always evidence based – and always focused on better outcomes.

➤ OUTCOMES ARE EVERYTHING

We adapt ourselves to the outcomes, measures, and economics of the healthcare providers we work with. Only by focusing on outcomes can we really demonstrate our effectiveness – not only those that are important to patients but those that are important to providers too. So whether we are measuring and improving patient satisfaction, reducing hospital-acquired infections, or extending the operational up-time and life of medical equipment and infrastructure, we work hard to make sure we're aligned.

At a five hospital system in central Florida our Infection Prevention protocols helped our client reduce the number of healthcare acquired infections by

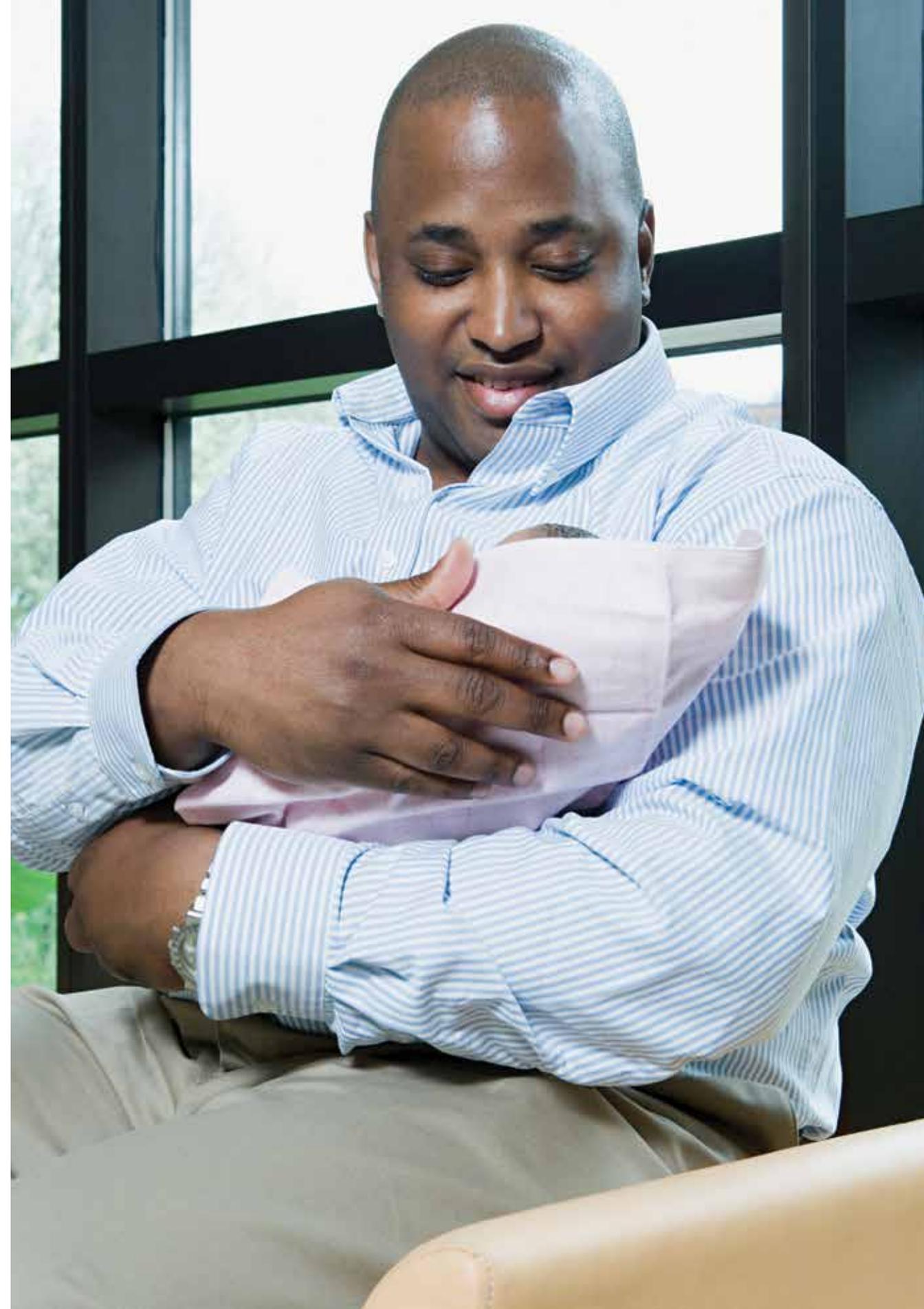
29%

in just three months. Better for patients, better for our client too – they avoided costs of nearly

\$3m

in the process.

We have a deep understanding of the health economies in which we work.



➤ **PARTNERSHIPS**

Sodexo Healthcare is a trusted long-term partner in the delivery of services that support both public and private healthcare. As examples, we invest in Public Private Partnership projects that deliver acute and tertiary infrastructure over 40-year periods; we enter into relationships with hospitals where we take risk on patient satisfaction scores in relation to the services we deliver; and we form long term relationships with primary care providers to assist people living at home with disabilities.



Marc Plumart
CEO Healthcare
Sodexo Worldwide

“Our clients look to us now more than ever before to help them achieve sustainable health outcomes through services that impact quality of life for their patients.”

62,000 healthcare employees

€4 billion euros in revenue (FY17)

more than 2,750 client sites

39 countries

At a London Teaching Hospital we improved the nutritional wellness of elderly patients by introducing our Nutritional Care Model, and at the same time improved patient satisfaction for this cohort by

50%

At a public hospital in Bangkok, Thailand, we improved availability of medical equipment by

25%

and reduced servicing and maintenance costs by

15%



➤ PRIMARY CARE

Sodexo Healthcare works with primary care providers, clinics, and disability care providers to:

- Help organizations ensure their facilities are up to date and efficient, providing everything from reception services to facilities management to clinical technology management.
- Support people with disabilities in the care setting of their choice by delivering personalized care, aids and equipment to help them live their lives better. We help with transport and mobility solutions too.
- Provide mobile clinical technology solutions to enable physicians to use the best equipment available outside of traditional acute settings.
- Develop population health management (public health) initiatives – primarily focussed on the management of obesity - by integrating the activities of a wide variety of health and third sector providers, we provide an end-to-end solution to address the needs of often challenging populations.

➤ SECONDARY/ACUTE CARE

We offer solutions aligned to the payor outcomes and performance indicators that our clients must deliver against in a range of secondary care facilities. These range from highly specialized hospitals focused on specific patient cohorts, to large, complex teaching hospitals. Our services include:

- **Providing** nutritional management for all patient cohorts – from the simplest to the most vulnerable and demanding. We often also provide clinical dietetic services, which can include screening and post-discharge support.
- **Operating** room cleaning, infection prevention and instrument sterilization solutions. We help our clients manage risk in an area where new MDRO's are emerging all the time.
- **Running** logistics services from the receipt and distribution of pharmaceuticals and consumables, to the movement of patients and the tracking of beds. We understand the time and cost-critical nature of what we do.
- **Providing** infrastructure management systems and processes to organizations where the enormous fixed cost of running buildings in a highly regulated market can be very challenging. From maintenance to engineering management to project management, our clients trust us to help them manage the lifecycle of their most expensive assets.

Hospitals are the heart of any healthcare system.



- **Managing** clinical technology from the simplest blood pressure monitor to the most complex CT or MRI machines, we deliver regulatory compliance, lifecycle management, asset life extension, and capital replacement programs running over multiple years in order to ensure maximum up-time, at minimal cost.
- **Delivering** a wide range of retail solutions, including coffee shops, restaurants and convenience stores, all of which provides hospitals with a further source of revenue. Our processes ensure we design retail services in a way appropriate to both the hospital and the consumer.
- **Providing** a wide range of secondary services to hospitals such as car-parking and traffic management, grounds and gardens maintenance, security, linen and laundry, and reception. Even in quite challenging environments we are happy to provide services that ensure patient and staff safety.

➤ TERTIARY/LONG TERM CARE

We deliver a wide range of programs to support clients who care for patient cohorts with challenging health problems including patients in rehabilitation, psychiatry, or end of life settings. In addition to all of the services we provide for acute care, we deliver the following:

- Nursing, physical therapy, and occupational therapy services in some countries – typically in step-down or rehab settings.
- Highly tailored nutritional solutions for individual patients – supporting recovery.
- Designing programs to motivate patients to live healthier lives.

From ward to board, we aim for alignment, transparency, and accountability.



OUR CORE BELIEFS

Everything we do should be safe, caring and effective.

> SAFE

Patient safety is everybody's primary concern. But safety should extend beyond patients to staff and the wider community. That's why we have a range of programs that reduce hospital-acquired infections, reduce accidents, and help manage untoward incidents. We've designed everything from IT solutions to track what we do, to work instructions for every individual task a cleaner has to undertake – and everything in between. Underpinning all of it is a quality, audit and compliance function that ensures we get safety right, all day, every day.

> CARING

Anxiety and discomfort are common patient experiences and are associated with loss of control, and depersonalization. Communication, respect, courtesy, and empathy are key issues in the delivery of high-quality health services.

We've spent years designing and deploying training programs aimed at bridging the gap between clinical interaction and non-clinical engagement. Staff awareness and social engagement are essential for developing a care environment that improves the overall patient experience. Our non-clinical staff can have as much patient contact as clinical teams, so we've designed a program we call **CARES**.

CARES behavioral training is designed to reinforce our CARES Behaviors (**C**ompassion, **A**ccountability, **R**espect, **E**nthusiasm and **S**ervice) in support of our promise to take a patient-centered approach to everything we do. All our staff go through CARES training – and not just once. There are regular programs of 'bite-sized' interactions.

Why do we care so much about instilling CARES behaviors into every team member everywhere? Because it's simply the right thing to do.

Patient safety is everybody's primary concern.



> EFFECTIVE

Outcomes are everything. This might be cost. This might be patient experience. This might be staff retention. This might be equipment availability. This might be facility usage. 24 hours a day, 365 days a year we use people, we use process, and we use technology to ensure we design for outcomes.

Here's just a few examples of the sorts of outcomes we can focus on – the details of how and what we measure depends on the hospital, the system, and the country:

- **Patient experience.** Aligned with health economy requirements, we capture, analyse and report the experience patients tell us they have. From simple quantitative measures around food, cleanliness and patient transport to more complex, more subjective qualitative data: we help providers understand what patients think and how they feel. This can be generic, for all patients, but can be very granular – so tracking experience by patient cohort can help both us and our clients ensure services are aligned with patient need.
- **Availability.** From medical devices to critical environments, we track and report availability and readiness. So do you have enough infusion pumps, and are they in the right places? Are your operating rooms and catheter labs available and fully functioning at the times you need them to be? Is there a queue in the car-park every morning, and what can we do about it?
- **Timeliness.** Timeliness is crucial – for patients frustrated by long wait times, to surgeons ready to operate on the next patient. Are patients being delivered to procedure rooms on time? Are patient rooms or beds being turned around on discharge quickly enough? Is CT utilisation where it needs to be to ensure optimal cost recovery? Is the switchboard answering calls within 30 seconds?
- **Regulatory compliance.** From equipment to infrastructure we ensure and report the status of the assets we're responsible for, in line with local regulatory requirements. Are pressure vessels being maintained and certified correctly? Are fire prevention and safety systems being tested at the right frequency? Are equipment maintenance schedules in line with usage? Have the generators been tested to ensure they'll work if the mains supply fails?

Effectiveness is about balancing cost and quality. Value is about the balance between outcomes and cost.

Communication, respect, courtesy, and empathy are key issues that hospitals must address.



Our services fall into four broad categories

> PATIENT COMFORT AND SAFETY

- Reception and wayfinding
- Patient catering
- Cleaning and infection prevention
- Retail
- Security
- Concierge
- Patient hotels

> BUILDINGS AND INFRASTRUCTURE

- Property maintenance
- Project management
- Asset management
- Grounds and gardens
- Car parking and traffic management
- Telephony and switchboard

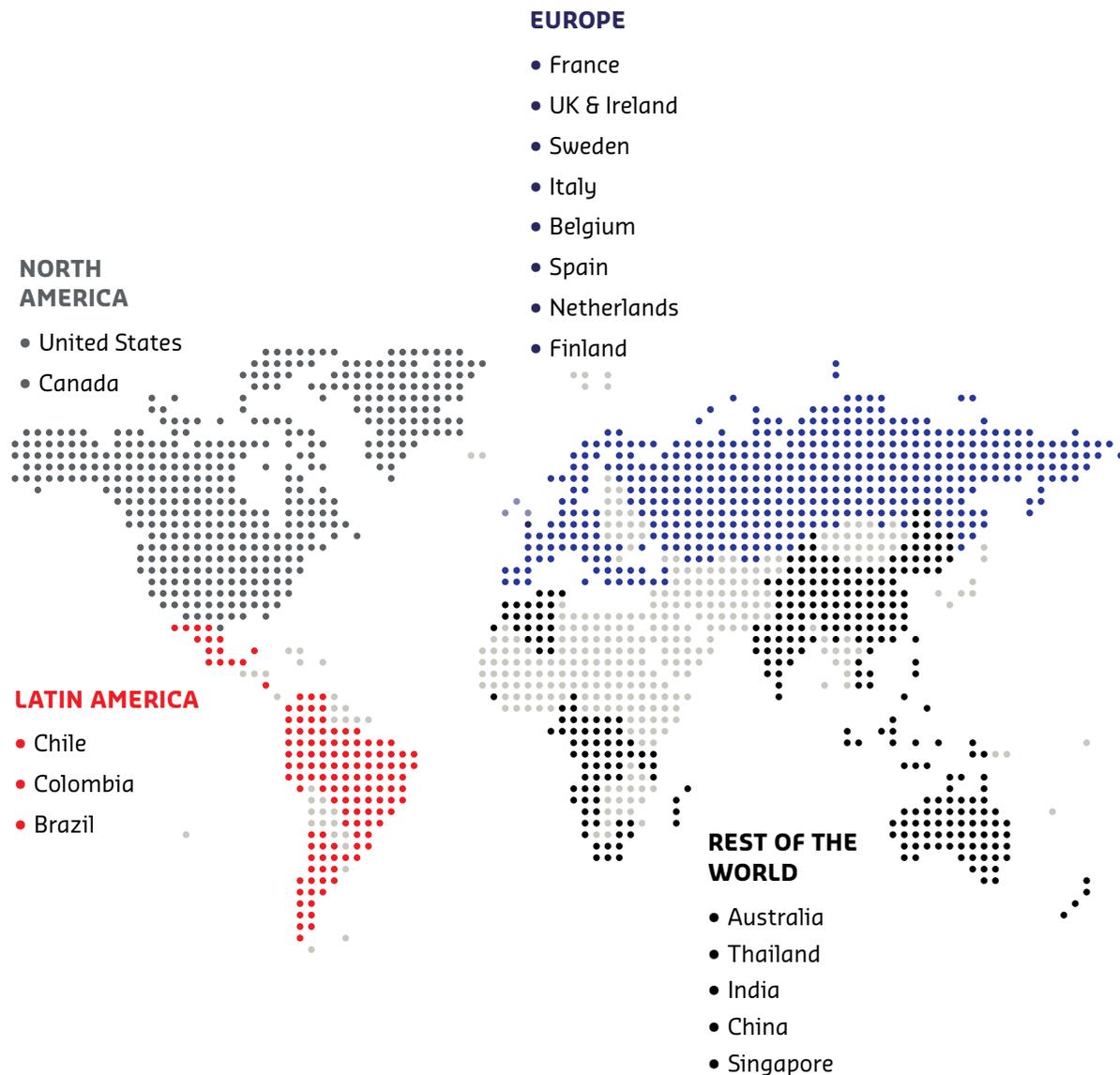
> EFFICIENT AND SMOOTH OPERATIONS

- Logistics services – patient transport, health records, pharmaceuticals, equipment, beds
- Laundry management
- Energy management
- Procurement and supply chain
- Helpdesk

> CLINICAL SUPPORT

- Central sterilisation
- Clinical technology management
- Clinical dietetics
- Doctors accommodation and lounges
- Nursing accommodation
- Step down provision
- Home care post discharge

WHERE WE ARE



WHAT WE DO

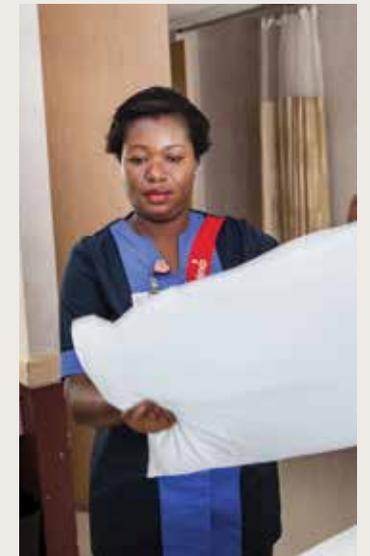
Here's a few examples of things we do:

CASESTUDY LOWELL GENERAL HOSPITAL, USA

Lowell General Hospital is an independent, not-for-profit community hospital serving a population of over 300,000 to the northwest of Boston. The hospital's administrators saw that reforms to the US healthcare system were changing reimbursement structures - shifting more risk to hospitals in the process. The hospital sought out a strategic partnership for all non-clinical services.

Sodexo's model at Lowell integrates and manages services in seven major areas to find ways to improve performance, reduce complexity and find efficiencies.

Outcomes - the cost of clinical technology management was reduced by more than \$500,000 annually, surgical site infections were reduced by 46%, the facility was managed with 18% fewer employees, retail revenues grew, and patient food costs were 5% below a comparable group of hospitals.



CASESTUDY QUEEN'S HOSPITAL, ROMFORD, UK

Queen's Hospital, Romford is one of the largest acute hospital trusts in England and provides a range of acute and specialist services. As part of our five-year contract extension with Queen's Hospital, Sodexo initiated a series of improvements and innovations in cleaning, patient dining and retail aimed at further enhancing the patient experience.

To provide increased protection against the spread of pathogen-caused infections, Sodexo deployed an automated room disinfection service using innovative ultraviolet disinfection technology. In the U.S., hospitals using these robots have reported 50-100% decreases in their infection rates. Foodservices innovations include introduction of Vive! steam-cooked meals to offer optimum freshness and faster delivery of patient-ordered meals. Sodexo also introduced more gluten-free and vegan menus and uses flexi-style menus to ensure availability of patient meal preferences. For younger consumers, a new children's menu has been created, with colorful menus and service trolleys. Sodexo also is extensively refurbishing the hospital's retail operations to feature contemporary new outlets and services.

The contract extension reinforces our 10-year partnership throughout which we have provided a wide array of technical and soft services.



CASESTUDY SUPPORTING PEOPLE WITH DISABILITIES IN SWEDEN

For over 50 clients in the City of Stockholm, Sodexo provides a service to provide people with disabilities with equipment to make their lives easier. Covering a population of over one million people, we are responsible for the provision, fitting, testing and repair of aid equipment. We help train referring physicians and therapists on the range of options available to patients, handle the prescription, work with the patient to decide on the best solution for them, and then fit the equipment to the patient. We continue to support patients as their needs change and evolve over time.



To do this we employ 150 people, 30 of whom are physical or occupational therapists; stock a large warehouse with a wide range of aid equipment, deliver equipment to patients homes, and work with patients carers or relatives to help them with day to day issues

CASESTUDY GROUPE CONFLUENT - NANTES, FRANCE



This is a unique independent hospital with 500 beds, offering more than 30 medical specialities, emergency services, and intensive care. In 2016, les Nouvelles Cliniques Nantaises and the Centre Catherine de Sienne merged to create Groupe Confluent. The objective of this merger was to set up the first regional healthcare group focussed on the delivery of high quality, personalised, accessible care.

When choosing Sodexo, Groupe Confluent's objective was threefold: re-focus the hospital staff on their core business - patient care; to have seamless day to day logistics; and most importantly, to have a partner who would contribute to driving efficiency while improving the quality of support services.

Sodexo design, manage and deliver a full array of support services: cleaning and disinfection, supply and procurement management, logistics (pharmaceutical products, linen, waste), patient and staff feeding, housekeeping and meal ordering, nutritional support and management of a conference centre. Our on site manager is the single point of contact and runs all these services seamlessly for the hospital, delivering outcomes that support the hospitals objectives: increasing patient satisfaction, improving productivity and efficiency, reducing hospital acquired infections, simplifying processes, and most importantly freeing up healthcare professionals to focus on the clinical care of patients.

SELECT GLOBAL CLIENTS



Ospedale deli' Angelo

AWARDS





www.sodexo.com



©2018 Sodexo Holdings Limited
Registered in England under number 2987170

Printed on 100% recycled paper
3812