



ABM *for* HEALTHCARE

Care, Customized

Tailored Solutions for Hospitals and Healthcare Systems

Patient-first Solutions, Customized to the Needs and Size of Your Facilities

These are times when hospitals and healthcare systems like yours demand a higher level of clinical support services—with flexible services calibrated for the health and safety priorities of your patients, staff and facilities.

ABM healthcare solutions deliver care customized for your patients, staff, guests and facilities. We care for the protocols, details and relationships enabling you to create a safe, healthy, caring environment.

ABM serves the diverse and complex needs of acute and non-acute care locations, clinics and medical office buildings around the country. Our service expertise brings scale and measurable outcomes to healthcare organizations of multiple sizes and complexity.

We share your patient-first mindset, collaborating with you through the next phases of the pandemic and into the future. Our commitment is to deliver above and beyond solutions equal to the care your teams provide to your patients every minute of every day.



40 Years

Hospital experience

160+ Hospitals

Served nationally

700+ Medical Office Buildings & Clinics

Served nationally

AORN

Aligned with
evidence-based guidelines

CDC

Aligned with guidelines
for environmental
infection control

Customized Services, Without Compromise

ABM scales its healthcare services to the unique needs, priorities, patient metrics and business goals of your facility.

It starts with our people who collaborate with you to develop a strategic plan and the right portfolio of customized services to achieve excellence every day. We understand the complexities of your organization and are proactively on-call to provide additional support when needed.

Compliance First

Compliance comes first with ABM. We help reduce liability and remain ahead of safety and environmental regulations. We meticulously service every square foot of your space to ensure compliance and readiness at all times.

Comprehensive Training and Protocols

All ABM healthcare teams are consistently trained for the unique requirements of working in the healthcare environment.

The strategy for the development of ongoing innovation and training is backed by ABM's Expert Advisory Council. The council is comprised of internal members, as well as consultants from leading academic institutions, who have spent their careers focused on Infection Prevention and Control for surface cleaning and disinfection and Industrial Hygiene and Engineering for the healthcare setting.

Our team of experts lead the industry in developing and hard wiring training to maintain the highest level of safety, regulatory compliance, service excellence and quality for your organization in alignment with the CDC, AORN, and ASHE guidelines and recommendations.

As a result, ABM Team members follow trusted protocols to perform their duties with confidence, through promoting the patient experiences, cleaning, transport of patients, food service, clinical engineering and other service-oriented tasks.



ABM IMPACT: Yale New Haven Health

Yale New Haven Health is Connecticut's leading healthcare system with five distinctive hospitals, clinics throughout the state and more than 6,685 physicians and over 26,000 employees.

Working analytics from Truven, ABM helped improve productivity for Yale New Haven Health by 23%. A 20% staffing reallocation plan safely maintained high service levels indicated by the APD volume metric.

The productivity improvement and an enhanced patient experience worked in tandem to:

- Decrease in bed turnaround time of 38%
- Achieve targeted goal of 35th percentile for efficiency
- Increase HCAHPS from 65 to 67

Yale New Haven Health employee engagement also increased across the board.

Hospital Support Services that Flex to Your Needs

ABM works with hospitals and healthcare systems throughout the country. There are common patient and facility needs, but we also identify opportunities and the unique needs of your organization.

With a range of services, we understand that each moment a patient or caregiver spends in your hospital matters. ABM maintains a safe, clean and comfortable experience for your patients and delivers new efficiencies to positively impact both operations and budgets.

Environmental Services

The cleanliness of your hospital is beyond essential. Partnering with ABM enables you to secure a specialized workforce with the knowledge, training and skill sets to provide a consistent and compliant program. ABM's environmental services program protects your patients and employees and gives you an edge in the competitive healthcare landscape. Our prescriptive processes and scale generate savings in your time, effort, efficiencies and resources to redirect to your core business.

Healthcare Facility Management

ABM works to streamline operations and ensure healthy building operations with complete facility services managed to your exact standards. This enables you to keep plant operations and maintenance compliant, protect your accreditation and realize the benefits of our proactive efficiency. Our holistic approach to facility management can lower energy use, reduce risks and control labor costs while ensuring positive impacts to patient experience scores.

Technology Management

ABM technicians protect your capital equipment, sensitive data and earning potential with a comprehensive HTM program. Our end-to-end solution encompasses medical device management and consulting in healthcare technology auditing, management, operations, compliance, and risk and security. Working together, your hospital can increase data security, worker productivity, machine life and overall profitability.

ABM IMPACT:

Care New England Health System

Care New England Health System is reinventing the way healthcare is delivered for individuals and communities across Rhode Island through three hospitals, primary care, surgery, cardiovascular care, oncology, psychiatry, behavioral health, newborn pediatrics and the full spectrum of women's health services. It is one of the largest employers in the state.

Working together, Care New England and ABM developed a customized enterprise business solution to more strategically and efficiently manage healthcare technology across all member hospitals.

ABM guided the formation of an organization-side leadership task force to create:

- **System-wide labor infrastructure**
- **Professional technology leadership and management**
- **Automated, web-based enterprise technology management system**
- **Standardized operations and system delivery**
- **Quality, productivity and cost performance metrics**

The enterprise management system centralized, streamlined and automated clinical engineering operations, allowing CNE to better manage assets and contracts, schedule and track maintenance requests and work orders, access and share data, and automate reporting.

Results:

- **\$740,000 in CE savings**
- **Centralized, streamlined and automated**
- **Association for Advancement of Medical Instrumentation (AAMI) Bright Ideas award, praising the "collaborative, silo-breaking" approach**

Comprehensive Services that Flex to Your Needs

ABM services span from core environmental and facility management to patient care, transportation, engineering and support across your campus.

Patient and Logistics Transport

Our patient-first mindset provides attentive care at every patient touchpoint, including arrival, departures and transfers between departments. Properly trained and caring patient transportation personnel support the healing environment, deliver patients to the appropriate location in the hospital on time, and help ensure critical patient and caregiver satisfaction. ABM designs the patient transportation process to drive maximum efficiency along with superior quality and service. This includes transport time and logistics as well as the ability to transport non-patient items, such as equipment, specimens and other time sensitive materials.

Hospitality & Valet

The ABM Team ensures arriving patients and visitors are warmly greeted and confidently guided. Our program requires stringent employee screening, hiring and training procedures for every role. Our program

provides a comprehensive approach to meet all your parking and transportation needs, contributing towards an exceptional patient and visitor experience.

Shuttle Management

ABM shuttle management services help you maximize your parking and logistic services with reliable, on-time shuttle services to ensure patient, guest and employee satisfaction while maintaining a focus on asset and capital management.

Food & Nutrition Services

ABM's Food & Nutrition Management Program provides appetizing and nutritious food for a memorable impact on the patient experience. Combining purchasing, production and the highest level of nutrition care, we enhance menus and provide retail dining and room service. Our Spoken Menu process personalizes the experience for patients and directly reduces food costs.

Linen Distribution

Optimizing the linen distribution process helps create an optimal healing environment, reduce HAIs and increase patient satisfaction.

“Working with a trusted partner like ABM was critical to our success. Leveraging their experience and expertise, we were able to avoid costly pitfalls, minimize risks and disruptions, and speed implementation.”

*—Steve Silva,
Vice President of Supply Chain,
Care New England Health System*

Comprehensive Services that Flex to Your Needs

Electrical & Lighting

Your hospital operates at peak potential when your electrical distribution and lighting systems perform at theirs. ABM ensures your power systems run reliably, optimally, sustainably, and at NFPA 70E and 70B standards. A proactive maintenance program helps you maintain uptime and demonstrate your commitment to sustainability through reduced energy consumption.

HVAC & Mechanical

ABM takes a proactive approach to HVAC, mechanical, temperature control system management and has the expertise to protect your assets, reduce capital expenditures and realize energy savings. We provide the solutions to keep your systems running efficiently, effectively, safely and sustainably so you can boost the performance of your facility while ensuring the overall health of patients, visitors and staff.

EV Charging Stations

The growing number of electric vehicles (EV) has shifted the refueling paradigm. Hospitals with EV charging stations recognize a host of benefits including competitive differentiation and new revenue streams. A leading installer of EV charging stations, ABM has the experience and capabilities to bring this innovative offering to your facility to serve staff, patients and guests.

Landscape & Grounds

ABM services are available to enhance all aspects of your hospital campus. Your grounds maintenance should project the best image of your healthcare facility for visitors and enhance the environment for your workforce. ABM tailors landscape solutions to provide the best possible environment to make positive first impressions.



Best Practices from the Largest Companies in the Country

ABM is one of the largest facility management companies in the world, working with companies in all industries and sectors, from Fortune 500 leaders to airlines, airports, universities, schools and hospitals of all sizes.

Expanded Expertise

ABM applies best practices across all our clients. In fact, our depth in healthcare was the core of our EnhancedClean™ program that brought hospital grade processes and protocols for enhanced cleaning and disinfection to help facilities respond to the pandemic to help keep people safe. With ABM, you gain both specialized and expanded expertise to incorporate new systems and technologies to optimize building health and overall facility management.

Access to Resources

ABM has more than 100,000 people around the country who are carefully selected and trained to provide the highest level of service to our clients. ABM provides career paths and not just jobs. The professional opportunities, benefits and training ABM provides enable us to attract and retain top people at all levels. When our clients need people, we can provide the skills required.

Dedicated Training

ABM applies a consistent and disciplined approach to all the services we provide with a higher standard for people who work in healthcare. Best practices in process, training, protocols and measurement enable us to deliver higher quality and higher cost efficiencies.

Secure Supply Chain

The size of ABM's client base and its strategic purchasing agreements ensure ready access to material in the complex supply chain for cleaning and disinfection products, equipment and technologies. Despite pandemic supply shortages, we continuously serve client needs without interruption.

R&D for What's Next

As an industry leader, ABM has teams identifying and prototyping new technologies and systems to optimize facility management and health. Instead of seeing facility management as a set of discrete services, we are working with many clients to adopt a more holistic approach to create new efficiencies and values through services that work more closely together.

6B+

Square feet of buildings serviced every day

100K+

People nationwide

50%+

Of Fortune 500 companies rely on ABM

15+

Industries from Healthcare to Education, Manufacturing, Commercial Office Buildings & more

Get a Second Opinion. Get Care, Customized for Your Needs.

While the pandemic may be a moment in time, our clients and teams believe it will have lasting impact that will require more comprehensive approaches to cleaning, disinfection and overall building health to help keep people safe.

ABM believes that our healthcare expertise and scale can drive outsized value to achieve your patient, facility and business goals.

We excel in working with healthcare systems who deliver excellence with ten and often fewer hospitals and clinics in their communities. That's because we deliver the 1:1 partnership that is critical to understanding your priorities along with both the right services and flexibility to gain additional support when needed.

Let us demonstrate how we can bring new thinking and new success to help you care for your patients, staff and facilities.

[ABM.com/healthcare](https://abm.com/healthcare)

