

Partnership Profile:

NorthShore University HealthSystem

Evanston, Illinois

Skokie, Illinois

Highland Park, Illinois



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Partnership Profile:

NORTHSHORE UNIVERSITY HEALTHSYSTEM

Overview

NorthShore University HealthSystem, headquartered in Evanston, Illinois, is a comprehensive, fully integrated healthcare delivery system. A nationally recognized, award-winning healthcare provider, NorthShore operates four hospitals in the North Shore and northern suburb communities of Chicago: Evanston Hospital, Glenbrook Hospital, Highland Park Hospital, and Skokie Hospital.

Results Achieved

NorthShore University HealthSystem's successful 27-year partnership with ARAMARK Healthcare has yielded breakthrough results and growth. At the core of these outcomes is the implementation of ARAMARK Healthcare's Impact in Action strategy, which empowers support services employees at all levels and across all service lines to understand the critical nature of the services they provide and appreciate the contribution they make each day to the healthcare environment.

Today, the NorthShore University HealthSystem has achieved several results in patient and visitor satisfaction; employee, nurse, and physician satisfaction; and operational efficiency and service excellence.

Patient and Visitor Satisfaction

- A fully staffed, Web- and telephone-based Customer Service Center was implemented to improve access to all support services. The Call Center responds to 162,000 inbound telephone calls annually.
- A high-touch Room Service meal delivery program was introduced to empower patients to select and order meals from a nutritionally balanced menu.
- We delivered an estimated 550,000 meals annually throughout the NorthShore University HealthSystem, with a food service patient satisfaction score increase of 59 percent from 2007 to 2009.

KEY CHALLENGES

NorthShore University HealthSystem challenges ARAMARK Healthcare to continue to improve patient and employee satisfaction levels throughout NorthShore's network of hospitals by providing cost-effective and results-oriented solutions, including:

- Improve patient and clinical employee satisfaction and reduce turnover for support clinical staff.
- Increase efficiency of patient transportation and reduce the response times for in-house housekeeping and maintenance requests.
- Improve overall patient experience by identifying ways to enhance quality of services delivered.
- Increase accessibility and efficiency of clinical support services throughout the entire network of hospitals.
- Reduce operational costs throughout NorthShore University HealthSystem by leveraging services to minimize unnecessary expenses.

PARTNER WEB SITE:
www.northshore.org



START DATE:

1983

SERVICES:

Clinical Equipment
Customer Service Center
Environmental Services
Energy Management

Facility Maintenance
and Operations
Grounds Management
Patient Food Services
Patient Transportation
Retail Food Services

NUMBER OF BEDS:

916

Employee, Nurse, and Physician Satisfaction

- A robust employee rounding program to build engagement within the support services functions was implemented. Each year, ARAMARK Healthcare managers conduct more than 3,000 rounds to gather employee and client feedback and identify what's working well.
- Year-over-year turnover for hourly employees was dramatically decreased by 36 percent, and by 61 percent for salaried employees.
- An all-time high increase in overall employee satisfaction of 82 percent was achieved at Evanston Hospital, Glenbrook Hospital, and Highland Park Hospital. On a 2009 employee satisfaction survey, support services employees rated their job satisfaction levels as 4.08 on a five-point scale.
- Service staff were provided "Key Words at Key Times" training and interpersonal skills guidance to help support services team members communicate more effectively with patients and build ongoing relationships.
- We demonstrated service excellence and fostered collaborative relationships with System employees, clinicians, and physicians. An annual customer satisfaction survey process and customer rounding programs were implemented to ensure alignment and continued improvement in the areas of service excellence and employee, physician, and nurse satisfaction with support services.

“ARAMARK has been a great partner for the past 28 years. I know I can count on them to strive for excellence while managing to our organizational needs. This is critical for a fast-paced, results-oriented environment such as ours.”

—Gabrielle Cummings, FACHE
Vice President - Evanston Hospital
NorthShore University HealthSystem

Operational Efficiency and Service Excellence

- We delivered effective facility operations solutions, with cleaning and maintenance of approximately 4 million square feet of NorthShore's public and patient-occupied space.
- More than 21,000 pieces of biomedical equipment were sustained and maintained annually.
- We provided customer-focused, detail-oriented facility support, with more than 100,000 maintenance and work order requests completed for NorthShore University HealthSystem.
- High service levels were maintained throughout NorthShore with efficient delivery of clinical equipment and consistent and seamless on-time patient transport.
- We delivered 91 percent of all clinical patient transport services within time expectations—completing more than 189,000 patient moves per year from a centralized Web and telephone Call Center.



IMPACT IN ACTION HIGHLIGHTS:

ARAMARK Healthcare delivers 550,000 Room Service patient meals annually throughout the NorthShore University HealthSystem.

KEY BENEFITS:

- Inpatient satisfaction for food service increased 59 percent between 2007 and 2009.
- Between 2007 and 2009, the inpatient Room Service food delivery excellence ranking increased by 7 percent.

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www.aramarkhealthcare.com



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