

# Partnership Profile: **PAOLI HOSPITAL**

Paoli, Pennsylvania



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# Partnership Profile: Paoli Hospital

## KEY CHALLENGES

Paoli Hospital challenged ARAMARK Healthcare to impact its clinical support services by creating patient-focused and cost-effective solutions:

- Help fulfill Paoli Hospital's vision to achieve superior patient and employee satisfaction.
- Leverage ARAMARK Healthcare's systems and national network of resources to continuously develop innovative solutions and thought leadership.
- Establish open lines of communication between nursing and clinical support services employees.
- Facilitate Paoli Hospital's development of specialty services through increased operational efficiency.
- Support an environment focused on patient safety and care quality.

**PARTNER WEB SITE:**  
[www.mainlinehealth.org/ph](http://www.mainlinehealth.org/ph)

## Overview

Based in Paoli, Pennsylvania, Paoli Hospital is one of five hospitals that form Main Line Health, which offers a full range of medical, surgical, obstetric, orthopedic, cardiac, trauma, and emergency services to Philadelphia's suburban regions. Main Line Health has been recognized by *Philadelphia Magazine* as a Center of Excellence in sleep medicine, wound healing, and hyperbaric medicine.

Paoli Hospital has received national awards of recognition for its quality of care, including achieving American Nurses Credentialing Center's Magnet™ Designation—the nation's top nursing honor—as well as 2009 and 2010 Premier Awards for Quality Patient Care.

Paoli Hospital is recognized regionally and nationally for outstanding medical and surgical services, sophisticated technology, and a personalized approach to medical and nursing care. Paoli Hospital's commitment to its community—in Philadelphia's Chester County—is to keep every member of its family in optimum health.

## Results Achieved

Today, through the partnership with ARAMARK Healthcare, Paoli Hospital has achieved several key results in patient and visitor satisfaction; employee, nurse, and physician satisfaction; service excellence; and operational efficiency.

## Patient and Visitor Satisfaction

- Improved patient satisfaction scores related to patient meals reaching the 99th percentile following implementation of ARAMARK Healthcare's Room Service model, which offers increased flexibility in meal options and timing for patients and their visitors
- Enhanced visitor satisfaction by offering family members a more active role in their loved one's patient dining experience; designated family members are permitted to make meal selections on behalf of patients, often dialing in from their home or office; visitors also can request a guest meal to be delivered alongside the Room Service meal, so that the family can share in the dining experience



**NUMBER OF BEDS:**

**226**

**SERVICES:**

Environmental Services  
Mail Room Services

Patient Food Services  
Retail Food Services

- Improved Press Ganey patient satisfaction for cleanliness and courtesy scores, which climbed during construction and opening of a new Pavilion and reached top decile performance through increased collaboration with nursing units, use of prescriptive language during patient interactions, and application of ARAMARK Healthcare’s unit analysis process for targeted patient satisfaction initiatives

### Employee, Nurse, and Physician Satisfaction

- Achieved industry-low service employee turnover rates of 6 percent for environmental services and food services by instilling ARAMARK Healthcare’s I Impact employee engagement and connecting purposeful work with outcomes
- Outpaced the organization overall in Gallup employee engagement scores for overall in environmental services and food services
- Enhanced customer loyalty in retail cafés through application of ARAMARK Healthcare’s annual Customer Close-Up survey, which combines feedback from retail café consumers with industry research to provide on-trend retail strategies that drive participation and satisfaction

### Service Excellence

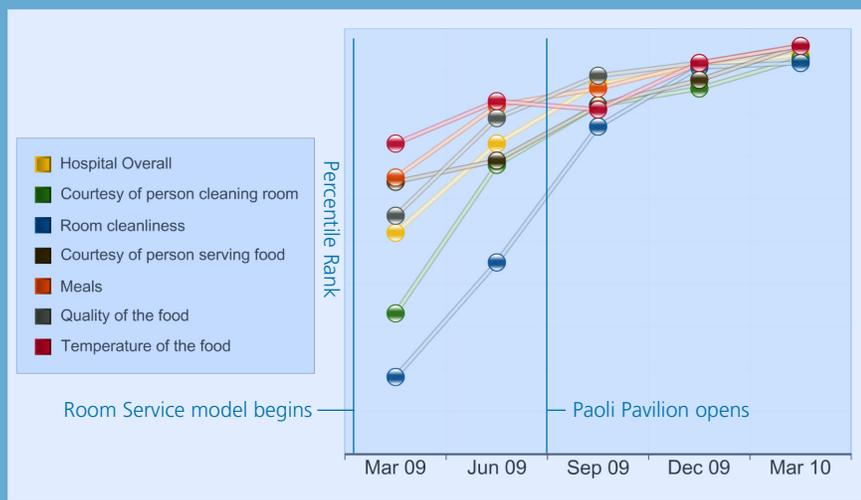
- Advanced Paoli Hospital’s commitment to sustainability through support of the oversight of the hospital’s recycling program and implementation of advanced environmentally responsible cleaning practices including microfiber mops, low water usage processes, and Green Seal cleaning products
- Facilitated innovation in infection prevention through the targeted testing of new nanotechnology product in the environmental services industry and measuring cleaning effectiveness through luminometers
- Participated in the opening of the new Paoli Pavilion—the first evidence-based designed facility in Pennsylvania—by providing post-construction cleaning support and support for all opening events and surveys
- Established a “gluten-friendly” kitchen operation offering enhanced menu options for patients with gluten intolerance in alignment with the opening of Paoli Hospital’s new Celiac Center

“

ARAMARK Healthcare’s on-site team has been integral to Paoli in our goal of achieving superior patient and employee satisfaction. Whether implementing a room service program in food services or managing environmental rounds efforts, the team can be relied upon to go the extra mile in supporting our goals.”

—Christine Winn,  
Vice President of  
Administration

### Patient Satisfaction Percentile Improvement



MANAGED EMPLOYEES:

96

SALARIED EMPLOYEES:

7

START DATE:

July 2000

## Operational Efficiency

- Improved environmental services operating efficiency by implementing ARAMARK Healthcare's Integrated Service Information System (ISISpro), which matches facility and service parameters with time-studied cleaning processes to develop cleaning schedules and balanced workloads
- Used ARAMARK Healthcare's bed turnaround management technology, which enables the communication and tracking of bed cleaning and provides transparency of bed status to key departments (This module provides EVS with data for ongoing analysis of staff scheduling against hourly bed request volumes.)
- Enhanced operational efficiency in food services by performing ARAMARK Healthcare's monthly PI reports, which include measuring timeliness of patient screening and assessment, performing regular test trays, and monitoring nurse screening on admissions

Read additional Partnership Profiles at:  
[www.aramarkhealthcare.com](http://www.aramarkhealthcare.com)



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