



Advantus
Health Partners



HOSPITALITY ELEVATED

Experience the Difference
with AHP & HHS

**Environmental
Services**



**Food & Nutrition
Services**



**Linen Utilization &
Laundry Management**



Patient Transport



**Family of
Services**

PEOPLE

Empowering the Workforce, Nurturing Success

1

RECRUITING TALENT

By strategically recruiting for cultural fit and providing dedicated regional support, we drive employee engagement and retention, ultimately boosting experience levels across hospitality services.

2

ELEVATING SKILLS WITH WORLD- CLASS TRAINING

Providing people at all levels of the operation with effective training from job-specific functional development to advanced hospitality skills through our ServeEQ program.



ServeEQ is our customer service training program rooted in the principles of emotional intelligence (EQ). It equips our associates with the necessary tools to handle any interaction and deliver service that exceeds expectations.

3

UNLOCKING POTENTIAL, DRIVING SUCCESS

Our tailored learning initiatives enable individuals to develop both functional and leadership skills, acquire industry-recognized credentials, and pursue higher education, empowering personal advancement and boosting business effectiveness.

4

RETAINING TALENT

From competitive pay and benefits to performance incentives and financial assistance, we foster a safe, rewarding environment where our team can thrive.





PROCESSES

Ensuring Consistent,
Quality Service

HHS LEVERAGES:

Operational
Excellence

Technology Enabled
Support Services
(TESS)

Dedicated Leadership
and Expertise

WHAT IS TESS?

TESS streamlines our operations through the integration of innovative technology and automation, ensuring consistent, high-quality service.



OPERATION ENABLERS:

Technology tools that support and improve the efficiency and effectiveness of your operations.



QUALITY ASSURANCE:

Built-in safeguard that ensures everything — from the services you receive to the processes behind them — consistently meets and surpasses the highest standards.



REPORTING & ANALYTICS:

Transparent, real-time data showing you the complete picture of our services at all times.



HHS ENVIRONMENTAL SERVICES

Enhancing the Patient Experience

Setting the Tone

Patients' entire perception of the care they receive at a hospital is shaped during their initial moments at the facility. We ensure every area is kept meticulously clean to create that stellar first impression, boosting satisfaction and keeping everyone safe.

PATIENT EXPERIENCE

Improved Room Turnaround Times

Thorough and efficient cleaning ensures rooms are ready for the next patient quickly. Our unique cleaning procedures, proper equipment, and optimized staffing levels help improve the speed and quality of turnaround times.

AIDET Training

All of our associates undergo comprehensive training to increase engagement with patients, staff, and visitors. Industry-standard principles, such as AIDET, are coupled with our advanced hospitality training program, ServEQ, which provides the tools our team needs to positively impact a patient's stay.

Patient Rounding

Our onsite leadership conducts daily patient rounds to ensure our services align with patient expectations, contributing to the overall satisfaction levels.

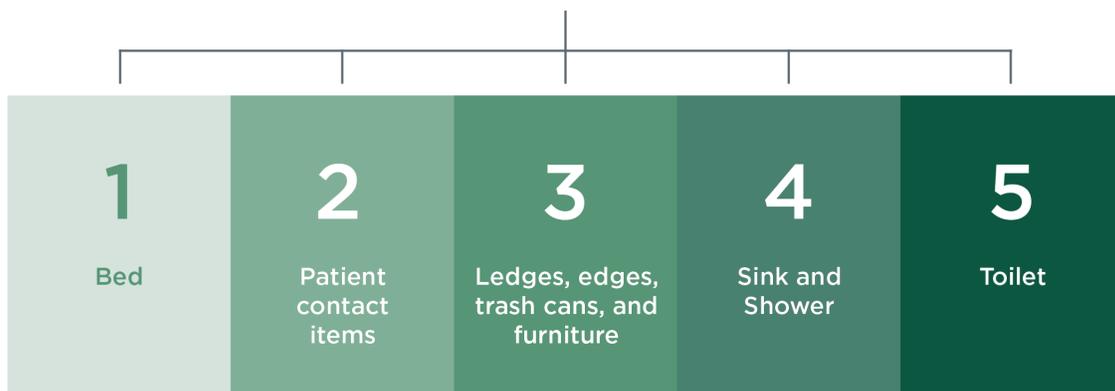
INFECTION PREVENTION

Safety First

We promote a “Safety First” culture through our Safety Recognition Program, adherence to CDC guidelines, and continued training on proper PPE practices and chemical use.

5 Zone/2 Zone

Our 5 Zone/2 Zone cleaning system systematically ensures proper disinfection of all critical areas while preventing potential cross-contamination.



Patient care area

We divide the floors into **two zones**, using a different mop head for each



Bathroom

1

2



Validation and Monitoring

We follow three validation and monitoring practices to ensure our services are up to standard.

- ATP Bioluminescence Testing
- Performance Indicators (PIs)
- Fluorescent Marking Devices

Innovation

We leverage emerging technologies and innovations to enhance services, improve efficiency, and contribute to a better patient experience.

SMART CLEANING TECHNOLOGY

Smart cleaning technologies are revolutionizing hospital hygiene practices and significantly improving healthcare outcomes. Key impacts include reduced risk of infection, improved patient outcomes, enhanced efficiency, and sustainability.

Process Automation

Leveraging tools like our Service Control platform enables us to do more with less. By automating proactive and reactive tasks using this technology, we operate more efficiently and provide better transparency in our programs.

We keep your facility safe and clean while giving every patient the care and attention they deserve.



[Learn More](#)



HHS FOOD & NUTRITION SERVICES

Redefining Healthcare Dining

Food is not just a form of sustenance but also a crucial part of the healing and well-being of your patients. This is why we focus on three key areas:



Elevating the Food Experience



Nourishing Your Community



Improving Patient Care

ELEVATING THE FOOD EXPERIENCE

It Starts with People

We take a unique approach to identifying talent. Instead of searching for candidates only within the healthcare market, we look for individuals with the right skills, character, and hospitality mindset, regardless of their previous industry.

Executive Chef-Led Programs

From fresh retail concepts to new patient menus, our executive chefs drive our programs. We believe in unlocking their passion and creativity, steering away from creating a team of routine production cooks.

Tailored, Rotating Retail Concepts

Our retail space is a vital hub for hospital staff. By consistently introducing new, custom retail concepts, food stations, and menu items, hospital employees stay excited and happy with their options.

IMPROVING PATIENT CARE

Tailored Nutrition

We provide personalized meals along with expert consultations delivered by our team of registered dietitians to fuel recovery, manage conditions, and optimize patient outcomes.

Boosting Satisfaction

We prioritize patient satisfaction by offering diverse, delicious meals and flexible ordering systems that empower patients to take control of their food choices, leading to a positive overall experience and better treatment engagement.

Encouraging Long-term Health

We empower patients by integrating nutrition education into hospital stays, enabling them to make informed dietary choices beyond discharge and fostering long-term health and well-being.

nourished
ENRICHING BODY & MIND



Building Trust and Connection

Our emphasis on high-quality, patient-centered food service showcases our commitment to care and respect, fostering trust and strengthening the patient-provider relationship.

Combating Malnutrition

The HHS Malnutrition Initiative empowers clinical teams to identify and address nutritional deficiencies, resulting in improved patient outcomes, reduced readmission rates, and increased reimbursements.

NOURISHING YOUR COMMUNITY

Community Engagement

We work with you to design a program that reflects your unique needs and integrates with your culture and community. We leverage our expertise and resources to create something just for you.

Catering

Our chefs offer delicious catering menus tailored to your needs and budget. We collaborate with you to ensure fresh, seasonal selections for all types of events.

Malnutrition Stats:

20-50%

percentage of acute care patients who are malnourished

\$157 billion

total burden of cost related to malnutrition in the United States

26-34%

Average readmission costs for malnourished patient versus well-nourished patient



Retail

We craft customized retail spaces and food concepts that resonate with your patients, staff, and guests. From cafes and coffee shops to micro markets, we unlock revenue growth with our culinary solutions.

Featured Concepts:



Interactive cooking station that offers made-to-order entrees



Fresh, authentic flavors from across the globe



FlavorPort

Street food style dining experience



Subconcepts



Chef-driven.

Patient-centered.

Community-minded.



Learn More



HHS LINEN UTILIZATION & LAUNDRY MANAGEMENT

Take Control of Linen Costs

Linen waste can drain your profits and frustrate clinicians. Our linen management program was built from the ground up to solve these basic problems. As a result, you can expect:

15-30% Reduction in
Linen Spend

Improved Clinician
Satisfaction

HOW IT WORKS

Linen Expert

Our linen expert partners with your existing provider to analyze usage, spending, disposal, and quality to expose savings, then empowers your associates with best practices to cultivate a linen-conscious culture.

ThreadCount Technology

We track and monitor usage, costs, and benchmarks in real time, ensuring accurate billing via order and charge reconciliation.

Streamlined Distribution

We manage distribution to guarantee optimal par levels, eliminating linen shortages for your nursing units.

MEASURABLE VALUE

Hospitals and health systems nationwide have achieved unprecedented success with our comprehensive approach to linen utilization and laundry management. We deliver impactful change by:

- Reducing annual linen costs by 26%, guaranteed
- Minimizing environmental impact with lower water and electricity use
- Improving nurse satisfaction with optimized processes



PATIENT TRANSPORT

Maximizing Patient Throughput



Optimize the flow of patients through your hospital and alleviate the strain on your clinical team.

Our patient transport program:



Provides adequate staffing when traffic is highest.



Rapidly responds to all transport requests.



Maximizes your capacity to care for your patients.

HOW IT WORKS

A Centralized Patient Transport Team

Our patient transporters' sole focus is managing throughput in your facility using streamlined processes that reduce emergency department wait times and clinical overtime.

Mobile Capability

We utilize technology to maximize performance. Whether it is our proprietary technology, Service Control, or a third-party application, HHS is well-versed in impacting results with enabling technology.

Efficiency Through Integration

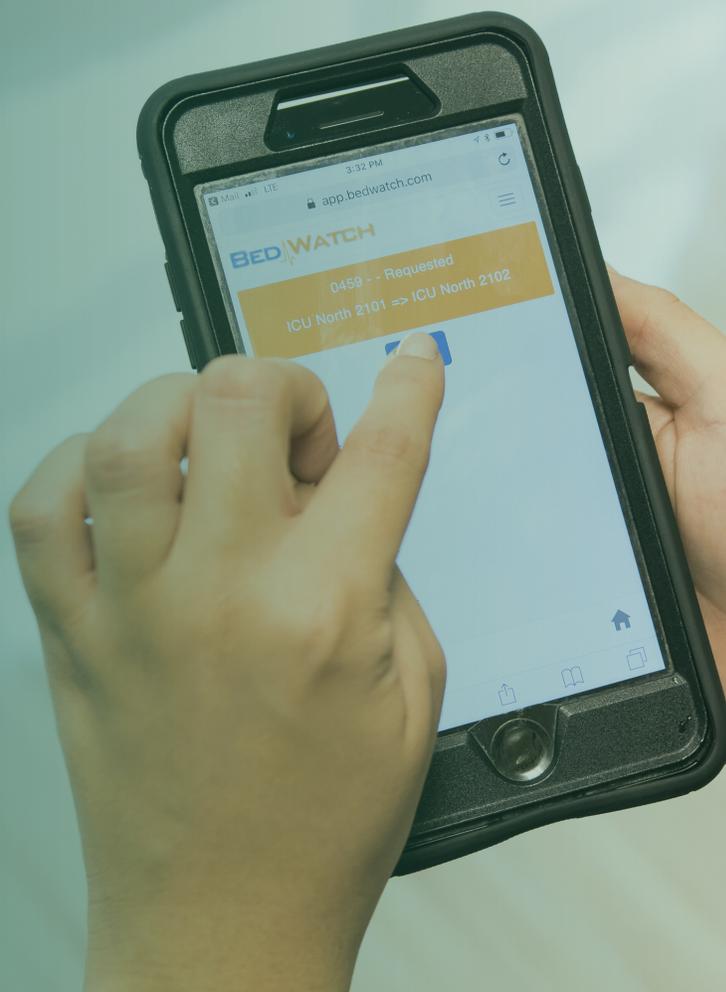
Our approach to integrating internal patient and equipment transportation and valet services drastically eliminates the common “waiting on work” problem. Through technology-enabled systems and processes, our model maximizes quality and efficiency.

Increased Nursing and Patient Satisfaction

By removing the need for clinicians to complete transport requests, we can give them more time with patients, enhancing the quality of care.

Our software and system provide insights into your facility’s requests, enabling us to staff resources on demand.

The results? We reduce wait times, keep clinicians top-of-license, and maximize your ability to increase revenue.



[Learn More](#)

HOSPITALITY SUPPORT SERVICE BENEFITS WITH AHP & HHS

Integrated teams with **dedicated leadership and support**

Improved operational **outcomes**
with consistent **results**

10-20% financial improvement within the
first year of partnership