



UPMC SUSQUEHANNA

WILLIAMSPORT, PENNSYLVANIA

QUICK STATS

PARTNER SINCE: 2007

HOSPITALS: 4

LICENSED ACUTE BEDS: 332

LONG-TERM CARE BEDS: 259

SERVES: 12-COUNTY AREA

FOUNDED: 1994

- 130 promotions since 2013
- 52 unit leader promotions since 2013
- 51 employees transitioned to the health system since 2013
- 15-point increase for work climate scores for inpatient nursing
- 11-point increase for work climate support services

ARAMARK HELPS UPMC SUSQUEHANNA RECRUIT AND EMPOWER THE BEST EMPLOYEES

Employees are a major ingredient to the success of any company. This is especially true in healthcare, where the customer experience is affected by every person on the floor. To create better relationships with patients and empower employees, UPMC Susquehanna partnered with Aramark.

The first priority was hiring front-line associates for open positions who had the “service gene.” The Aramark interview process begins with an informational group screening that included management and other candidates for open positions. The conversation revolves around cultural alignment, where behaviors rather than answers are emphasized. From these conversations, the hospital could pick out candidates who had the service gene they sought.

Once hired, all of the new associates go through onboarding together. This creates a sense of teamwork from the start, helping these individuals learn how to work together toward common goals.

With the vision of these new associates becoming multi-skilled associates (MSAs), there are opportunities to cross-train at every corner. No matter where their journey begins, Aramark associates promptly receive training in other areas, from transport to security. This empowers employees to be confident and skilled in various areas. It also creates less stress for patients who would otherwise have to be introduced to unfamiliar faces throughout their stay.

An incident from July 2017 showcases such employee empowerment. When an MSA smelled smoke in a patient room, the unit leader made a call that immediately brought more than 20 Aramark team members on-site to move patients on that floor to an alternate unit for safety. The move itself was smooth, with no services interrupted and all of the necessary supplies sent to the new unit. The team meanwhile cleaned the entire unit in just six hours so patient rooms were like new when they returned the next day.

Creating this environment of trust and interdependency has led to a happier workforce. **Tenures are growing longer, turnover rates are on the decline, and human resources costs are decreasing.** In fact, since 2013, there have been 130 promotions, 52 unit leader promotions and 51 employees transitioned to the health system.

The enthusiastic work climate doesn't stop there, though. Such motivation and teamwork has also shown itself in other ways. Take the day in March 2017 when an unusually heavy snowfall hit the community. A call went out to the team of 700, and associates from all over showed up to help shovel snow. With this cultural focus on optimizing the customer experience, there is no task that Aramark team members consider “not my job.”

"Everyone at Aramark is so proactive, and truly focused on relieving us of the things we "have to" do that we get to focus on the things we need and want to do. The leadership is forward thinking, but the staff is even better."

— VICE PRESIDENT, CHIEF ADMINISTRATIVE OFFICER

CHALLENGES

RECRUITING THE RIGHT EMPLOYEES

Every associate impacts the customer experience in health care.

SILOED EMPLOYEE TRAINING

When trained in only one area, employees can lack the confidence and skills to help out elsewhere.

SOLUTIONS & RESULTS

ORGANIZING AN INFORMATIONAL GROUP SCREENING

During the hiring process, Aramark met with management and other candidates for open associate positions. The conversation is designed to pinpoint those candidates who have the "service gene" — a valuable resource in building for the future.

ASSOCIATES RECEIVE AMPLE OPPORTUNITIES FOR CROSS-TRAINING

Once hired, Aramark associates were trained quickly in other areas, such as transport, security and linens. Such cross-training has created a more confident and skilled workforce. Since 2013, there have been 130 promotions and 52 unit leader promotions.



Ready to see how Aramark can advance your healthcare facilities?

CONTACT US TODAY



www.aramark.com