



Sheltering Arms Institute

A seamless facility launch and thriving service partnership through customized Food Service and EVS solutions



The Sheltering Arms Institute (SAI), a collaboration with VCU Health, provides cutting-edge medical rehabilitation care to patients from across the country. This 200k square-foot rehabilitation hospital first opened its doors in June 2020. Building a new 114-bed rehabilitation facility from the ground up allowed SAI to expand their patient reach and provide the facilities and services necessary to become the destination rehabilitation facility for the Mid-Atlantic.

CHALLENGE

With existing patients at three separate hospital locations, SAI decided they needed their own facility in order to better serve the needs of the region and continue their positive growth trajectory. Because this new facility would be their first independent operation, the SAI team was looking for a company that could be flexible while providing higher-end services (both in food and environmental services) than what they've experienced in the past. After putting out a bid with six potential providers, ABM eventually won the contract through displayed depth, talent, and expertise, bypassing existing providers within the prior organizations.

In addition to client challenges, the construction team also faced a unique obstacle, the emergence of the COVID-19 pandemic three months prior to opening.

"ABM leadership and their on-site team have demonstrated good management, leadership, and coaching to the staff," said Lombardo. "The team blends in well with the hospital team and has been very engaging toward our goals. The perception of our facility is that it is clean and fresh with many compliments, and the food is excellent and fresh!"



SOLUTION

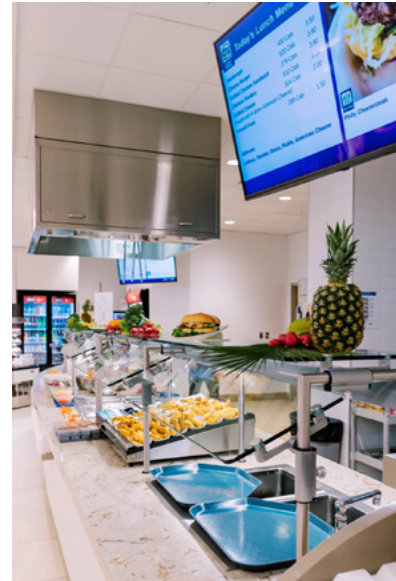
Through close communication with the SAI team, ABM was able to provide the flexibility and customization needed to streamline facility operations and start off with the best possible patient experience.

Customization is Key

When it comes to healthcare, no two patients are the same. In addition to national and local regulatory agencies, a specialized rehab facility must monitor regulated and medical stipulations for all diets. ABM provided tailored menu options that catered to specific restrictions, as well as culinary options that reflected local culture and tastes. Other tailored solutions included designing the cafeteria and kitchen to meet client needs from the ground up. The ABM team also designed a seamless tray line and delivery process for room service.

Turning Delays into Gain

The COVID-19 outbreak gave ABM the opportunity to be nimble and pivot operations when delays occurred. The ABM team used this time to get kitchen equipment situated and work with SAI on all specialties that needed to be completed to streamline ordering, cooking, delivery, and cleanup processes.



Reduced Incidents and Improved Engagement

“In addition to helping us improve our patient experience (PX) scores, [ABM] has reduced reliance on overtime and temporary labor, focused on safety with reduced incidents, reduced turnover, improved staff engagement, and improved room turnover for new admissions.”

- Alan Lombardo
CEO, Sheltering Arms Institute





Creating a Safe Environment

Because the SAI facility was opening in different stages, factors like post-construction clean up, staffing, and design elements had to be phased in separately. EVS adjustments were made throughout the opening process, like modifying cleaning processes for restroom flooring to decrease risk of patient injury. The ABM team also assisted in selecting the right equipment for the housekeeping department, ensuring that employees had the materials necessary to meet the needs of different floor services.

Meeting Health Codes

Operating a healthcare facility means preparing for an extensive list of regulatory approvals. From ensuring quality employee training to process documentation, attention to detail is vital for up-to-code operations.

BENEFITS

Throughout the construction and opening process, ABM provided the expertise and support needed to welcome patients safely and confidently. Today, ABM helps the 114-bed rehabilitation hospital run seamlessly through comprehensive facility services and customized care.

Success Through Hands-On Support and Responsivity

Additional benefits of ABM services include:

- Specialized resources, like qualified clinical dieticians to support patient needs
- Substantial purchasing power due to services spread across multiple industries, not just healthcare
- Development of personal client relationships, with team leaders prepared to visit the site at a moment's notice
- By investing in team members, ABM offers the highest standard in employee professionalism and experience

About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



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