



TRANSFORMING THE

Healthcare

EXPERIENCE

OUR *Dedication* TO HEALTHCARE

Aramark is the market-leading Foodservice and integrated Workplace Solutions provider in Ireland.

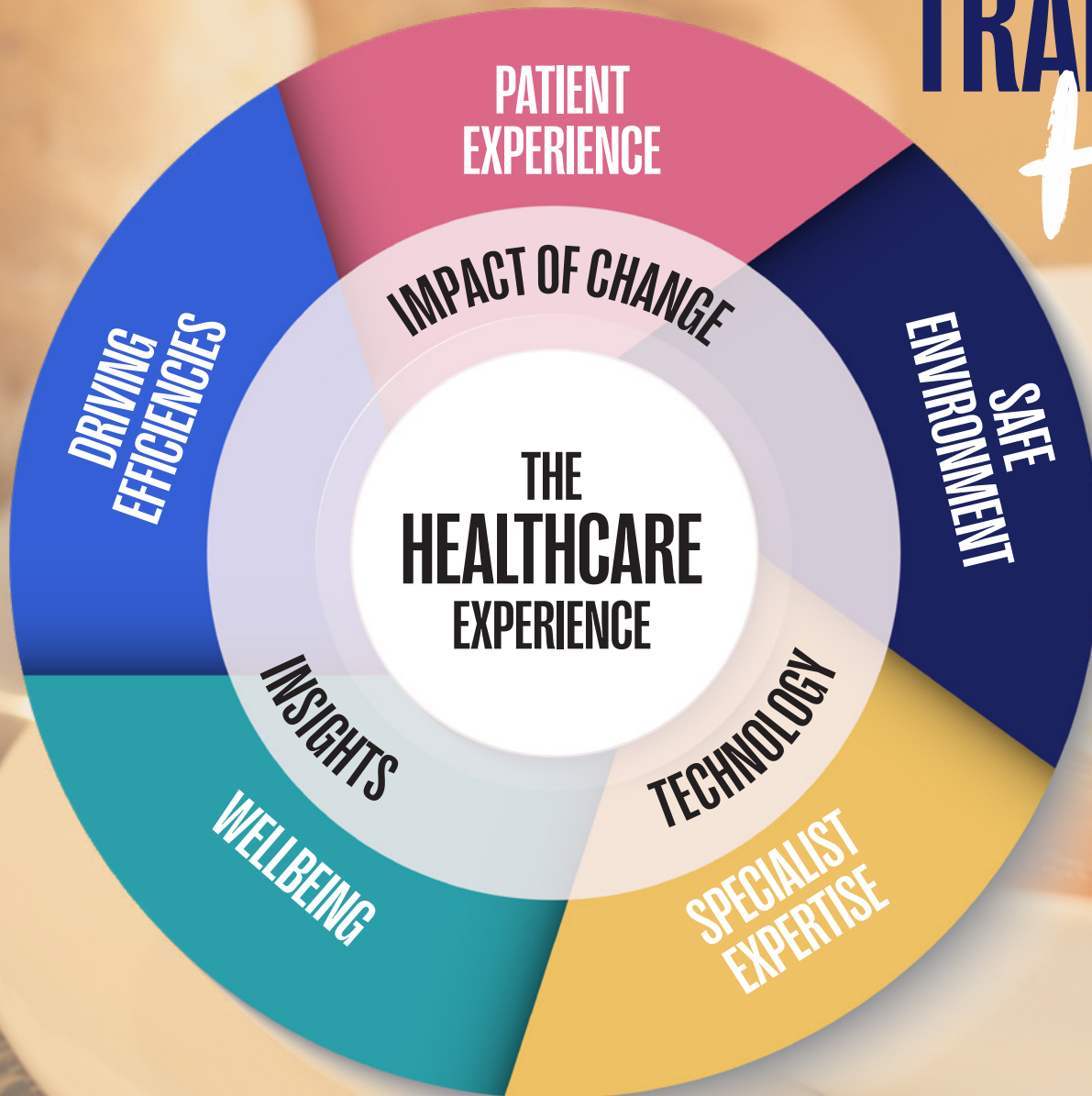
Rooted in service and united by our purpose, we strive to do great things for each other, our partners, our communities, and our planet. Aramark Ireland has served our patients, healthcare staff, partners and families with pride for decades in the healthcare sector.

Through our dedicated and experienced teams **we strive to provide a healthcare solution that will exceed the demands of your patients**, with digital transformation (DISH), whilst offering reliability, support and continued commitment to healthcare professionals.



TRANSFORMING THE

Healthcare Experience





ENHANCING THE

Patient

Experience

HELPING TO COMBAT MALNUTRITION

Approximately 1/3 of adult patients admitted to an acute hospital are at risk of malnutrition.

At Aramark we cater for all patients by:

- Providing seasonal, fresh, and appealing menus
- Offering a Fortified Food Plus programme
- Accommodating choice for all dietary needs
- Ensuring each menu, endorsed by our dietitians, complies with the HSE Nutrition & Hydration Standards 2019
- Driving culinary innovation to help make our meals the “bright spot” in each patient’s stay
- Customising menu options and continuing care on discharge via DISH



Healthcare costs are **3 times higher** in malnourished patients.
(IrSPEN – Irish Society for Clinical Nutrition and Metabolism)

TECHNOLOGY TO TRANSFORM THE Patient Experience



Aramark, in conjunction with Nutritics, have developed a bespoke patient bedside ordering solution, DISH*, which

allows for a more face-to-face, friendly and patient-centered food service.

How DISH transforms the patient experience:

- Improves overall ordering efficiencies
- Allows for real-time ordering and daily menu substitutions
- Provides patient customisation with a key focus on patient safety
- Improves communication between patients and our chefs
- Helps reduce amount of food waste

*DISH = digital innovation solution for healthcare



28%

of patients report hospital food in Ireland as poor or fair.
(The National Inpatient Experience Survey, 2019)

...LET'S CHANGE THAT!



DISH can transform the healthcare experience from the patient perspective and the healthcare provider perspective.

PATIENT

HEALTHCARE PROVIDER

HIGHLY VISUAL IMAGERY
REMOVING ANY COMMUNICATION BARRIERS

ALLERGENS, INGREDIENTS & NUTRITIONAL NEEDS ARE ALL CLEARLY DISPLAYED

THE TEXTURE MODIFIED AND THERAPEUTIC MEAL OPTIONS FOR EACH PATIENT ARE CLEARLY IDENTIFIED

DISH provides continuity of care on discharge via an app which can detail patients' clinical conditions and provide details on how to eat well, along with medication and appointment reminders.

DISH CAN FULLY INTEGRATE WITH EACH HOSPITAL'S ELECTRONIC RECORD SYSTEM

THE DIETETIC TEAM CAN DETERMINE SPECIFIC NUTRITIONAL REQUIREMENTS OF EACH PATIENT

DISH CALCULATES STRESS FACTORS AND ACTIVITY LEVELS OF EACH PATIENT

DISH's discharge programme is designed by clinicians for the patients and is accessible to help review patient's progress.



SPECIALIST

Expertise

IRELAND'S ONLY CATERING COMPANY WITH ITS OWN

In-House Dietetic Team



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh
Regulating Health +
Social Care Professionals

Aramark's Dietitians offer our clients nutritional support and provide the following:

- Endorsement of nutritionally analysed menus
- Biannual onsite dietetic audits
- Collaboration with supply chain to ensure supply of essential products to meet the requirements of various diets and allergens
- Food safety knowledge
- Nutritional education and webinars



ELBHA PURCELL

Director of Dietetics & Wellbeing

Elbha brings with her over 18 years' experience as a registered dietitian. She is a member of the UK Health Professional Council, British Dietetic Association, the Irish Nutrition and Dietetic Institute and CORU.



AMANDA COURTNEY

Senior Dietitian

Amanda is a CORU registered dietitian is also a member of the Irish Nutrition and Dietetic Institute. She has acute and food services expertise, and experience working with Nutritics software for dietary analysis and recipe management.



CULINARY EXPERTISE



National Healthcare Executive Chef, Ronan Fox works alongside our Dietitians to deliver tailored food experiences that reflect the diverse nutritional needs of the modern patient. Ronan delivers;

- Bespoke Healthcare Chef training
- Monthly virtual workshops
- Onsite Mobilisation support
- Fortnightly check-in calls with chefs
- Advocates daily chef ward rounds to meet patients

Aramark brings in industry experts that offer detailed perspectives of options available from recipe choice for a coeliac patient to presentation ideas for a level 4 modified meal. These training sessions encourage menu innovation and enhance plate presentation.

Ronan Fox, Healthcare Executive Chef

SPECIALIST Healthcare Team

ARAMARK HAS A SPECIALIST HEALTHCARE TEAM WHO PROVIDE EXPERTISE FOR VARIOUS DIFFERENT BUSINESS NEEDS.



Kevin McGinley
Operations Director



Joanne Doyle
Director of HR
Operations Ireland



Elbha Purcell
Director of Dietetics
& Wellbeing,
Northern Europe



Ita Monaghan
Safety Specialist



Amanda Courtney
Senior Dietitian



Sheena Staunton
Regional Manager



Aislinn Connaughton
Regional Manager



Ronan Fox
Executive
Healthcare Chef



PRIORITISING
Staff **WELLBEING**

WELLBEING *in Focus*



Wellbeing in Focus is Aramark's holistic health and wellbeing programme, which aims to deliver healthier outcomes to all of our healthcare employees. It is comprised of three key pillars that aim to support our employees' holistic wellness goals- **Eat Well, Think Well, and Perform Well.**



Our goal is to show that wellbeing is so much more than just food, it is reflected in our behaviours, lifestyle choices, and self-care.

Wellbeing in Focus will provide easily accessible health information and choices, that are relatable, digestible, and achievable by bringing together what we eat (and why), with the way we think and the way we move, to deliver energetic, wellness-focused content, awareness campaigns and food choices.



THINK WELL

We know the recent pandemic has had a negative impact on the mental wellbeing of many healthcare workers.

Data from > 2,500 healthcare staff working in 41 countries across the world reveals high levels of emotional distress with 60% reporting feeling down, depressed, or hopeless at least some of the time, and 1 in 6 experiencing these feelings often or all the time.

Healthcare Workers who stated they had received mental wellbeing support during the COVID-19 outbreak were less likely to have experienced feeling down, depressed, or hopeless.

(Khajuria et al, 2021)

As a result, we have placed a key focus on our Think Well pillar of Wellbeing in Focus through the creation of a mental health toolbox which provides a series of simple supports for all, along with our successful TAKE 15 campaign within which we encourage everyone to take booster breaks from their work environment to relax, unwind and de-stress.




TAKE : 15

A chef in a white Aramark uniform and black hat is focused on piping a dollop of white cream onto a yellow plate. The plate also contains a brown fried item and a green garnish. The background is a blurred kitchen setting. The text 'INSPIRING' is overlaid in large white letters, and 'Innovation' is written in a pink, brush-stroke font below it.

INSPIRING

Innovation

At Aramark we are invested in the continuous growth and development of our employees.

We hold elite competitions such as the Chef of the Year and the Barista Championship which is open for all our employees within the Healthcare business.

These competitions allow our chefs and baristas to bring their flair, innovation and creations onto national and international stages. Through these competitions our employees have access to the full network of Aramark chefs and baristas and receive expert training and support throughout.

This in turn allows them to incorporate their learnings and experience into our healthcare menus.



Safe
ENVIRONMENT

SAFER TODAY, SMARTER TOMORROW.



EverSafe is a multidimensional safety platform that combines our latest innovations with our deep operational knowledge to offer every client, small and large, services that exceed industry standards.

Now, more than ever, service providers need to redefine the traditional role of healthcare. We must do more than provide quality food, facilities, uniforms, and experiences. It's critical we leverage our collective expertise to keep our patients, employees and visitors safe, confident, and happy when they need it most.

The EverSafe platform delivers comprehensive food, facilities, and uniforms safety services in a way that can easily adapt to evolving needs and standards.



We are committed to a rigorous level of safety, backed by a track record of success.



Clients are assured their locations will operate safely and efficiently. They also benefit from a portfolio of integrated services, as needs arise.



Patients, employees and visitors are provided with safe, healthy experiences.



87%

of people are “just as” or “more careful” in responding to the risk of COVID-19 since the pandemic began.

(Datassential, 2020)



KELSIUS

FoodCheck



KELSIUS

Patient safety is one of the most critical priorities for hospitals and healthcare systems.

At Aramark we are continually striving to support our clients in this area. Our latest instalment in technology investment is FoodCheck from Kelsius. This is a revolutionary web based paperless HACCP system that provides complete visibility of food safety compliance across your entire operation. FoodCheck can help reduce paperwork, human error and time spent in relation to HACCP task.

Food, hygiene, and safety are critical in healthcare institutions, especially those in which patients are vulnerable against diseases triggered by food prepared under improper conditions.

(Bader & Jagtap, 2020)



DRIVING

Efficiencies

OpX FOOD MANAGEMENT SYSTEMS

OpX is Aramark's Food Management online portal. This system assists our chefs and managers to operate their food business in a cost-efficient manner.

OpX allows users to:

- Reduce time spent costing dishes.
- Check prices online and in real time.
- Access Shared Recipes via the OpX Central Database.
- Update file prices ensuring that recipes stay relevant.
- Create menu cycles.
- Track sales and waste.
- Manage weekly purchases.
- Download guides, manuals, and supplier information.

The complexity of the different food and beverage offerings across our operations is managed smoothly through our centrally controlled live OpX system.



WHAT ELSE CAN

We provide?



FACILITIES
MANAGEMENT



CLEANING
SERVICES



ENERGY
SERVICES



RETAIL
& COFFEE



BUSINESS
EXCELLENCE



SUSTAINABILITY



FRICTIONLESS
TECHNOLOGY



TRAINING



LEARNING
& DEVELOPMENT



PROPERTY
SERVICES



Together

WE SUCCEEDED

WANT TO KNOW MORE?

Please contact: **Terry Woods**
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aramark 