



June 12, 2018

Ochsner Selects ABM to Provide Environmental Services and Deliver on Patient Experience

NEW YORK, June 12, 2018 (GLOBE NEWSWIRE) -- [ABM](#) (NYSE:ABM), a leading provider of facility solutions, has been contracted to provide facility services including environmental services for Ochsner Medical Center, Ochsner Elmwood Hospital, and Ochsner's post-acute care facility on their West Campus in southeast Louisiana. Under this agreement, which covers acute and post-acute care facilities comprising approximately 850 beds in total, ABM will also identify Key Performance Indicators (KPIs) and track performance against them via a customized and mutually agreeable dashboard, to quantify the impact of environmental services on the Patient Experience at the facilities.

Infection prevention practices are paramount in today's healthcare environment. ABM's environmental services experts undergo rigorous training in chemicals handling, safety, equipment, systems, and processes along with customer service training. They offer industry-leading quality and safety performance, and help clients meet the stringent infection prevention standards set forth by regulatory oversight organizations such as the Department of Health, CDC, Joint Commission, and OSHA.

Ochsner is the largest private not-for-profit healthcare system in southeast Louisiana and the surrounding region, encompassing 30 owned, managed and affiliated hospitals and over 85 health centers. Ochsner is recognized among the Top Hospitals in the nation by US News & World Report, Truven Health Analytics and cares for patients from all 50 states and more than 60 countries worldwide each year.

ABM's Healthcare group partners with hospitals, healthcare systems, senior living communities, and medical facilities to improve the patient, resident, and guest experiences through environmental services, housekeeping, facilities management, food & nutrition, dining, healthcare technology management, laundry & linen, patient transportation, patient sitter/companion, and parking & guest services. Named among the "Best Places to Work" by *Modern Healthcare* and "Great Places to Work" by *Becker's Healthcare Review*, ABM Healthcare's specialists focus on delivering the highest standard of care, while reducing operational costs, improving HCAHPS scores, and maximizing resources.

"Patient Experience is more important than ever in Healthcare, which is why it is such a focus for us, as we partner with clients like Ochsner," said Dan Bowen, SVP and President of Healthcare at ABM. "In addition to providing excellence in service in our day-to-day, our ability to benchmark and track our progress against predetermined KPIs that are important to our clients ensures a level of transparency and accountability many haven't experienced before."

ABM's Healthcare group comprises hundreds of dedicated individuals including a number of Certified Patient Experience experts (CPXP), credentialed through a leading provider of certification and programs for Healthcare Patient Experience. ABM's on-site account team at Ochsner Medical Center includes two dedicated Patient Experience Managers.

"We were seeking an environmental services partner who could quickly integrate themselves into our operations," said John J. Herman, Chief Operating Officer, Ochsner Medical Center. "We have a tremendous commitment to excellent patient care and the thoroughness of our environmental services provider is a critical piece of that. With ABM, we know we're in extremely capable hands."

As of 2018, the Patient Experience Dashboard is offered as a standard component of all ABM environmental services agreements offered.

For more information on ABM's offerings for the Healthcare industry, visit www.abm.com/Healthcare.

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ABOUT ABM

[ABM](#) (NYSE:ABM) is a leading provider of facility solutions with revenues of approximately \$5.5 billion and more than 130,000 employees in 350+ offices throughout 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 www.abm.com.

CONTACT

Media:

Alex Varjan

(212) 297-9737

alex.varjan@abm.com

Investor & Media Relations:

Susie A. Choi

(212) 297-9721

susie.choi@abm.com

 [Primary Logo](#)

Source: ABM Industries Incorporated

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