HEALTHCARE
“Lyell McEwin Hospital recommends ISS as a reliable partner in the provision of Hotel Support Services. ISS’ management and staff have the ability to work efficiently and effectively with all our departments and have gained the trust and respect of hospital staff and executive management.

Over the years, they have proven their capacity to deliver the necessary flexibility and quality services to respond to the ever-changing needs within the Health sector environment”

Brett Thompson | General Manager
Lyell McEwin Hospital | Australia
Lyell McEwin Hospital

Facts

Country: Australia
Market Segment: Healthcare
Customer of ISS since: 1999
Employees at customer: 200
Customer sites: 2
ISS employees on site: 200

Description

Lyell McEwin Hospital (LMH) is a 299-bed acute teaching hospital affiliated with the University of Adelaide and South Australia and is located 45 minutes north of the city. The hospital provides General Medicine, Emergency Medicine, General Surgery, Obstetrics and Gynaecology, Women’s Health, Paediatrics and a 60-bed Mental Health Unit.

Opening as a small country hospital in 1959, LMH is today the premier hospital of the northern metropolitan area.

The LMH has recently completed a major development of the facility, which was given the Ryder Hunt Award by the Property Council of Australia.

Service Mix

ISS Australia provides an integrated service delivery model, which was developed in conjunction with the customer.

Services include:
- Distribution, including removal of all types of waste and dirty linen, medical records, clean linen receipt, collection and transporting of patient blood specimens, warehousing, stores receipt and materials management
- Assist Ward Support staff with restocking
- Orderlies for patient and equipment movement, including Operating Theatres, Attending Emergency Response Codes, providing Plaster Services, Organising Patient Transport and Furniture Installation and Removal
- Security: static guarding, emergency response team and manned patrols
- Grounds Maintenance and Pest Control
- Waste Management
- Hygiene Services
- Domiciled staff allocated to medical imaging and ED

ISS also provides services to Mental Health, Radiation Oncology and Adelaide University facilities located within the hospital, and the GP Plus ‘super clinic’.

Contract History

ISS’ relationship with LMH commenced in 1999 with the delivery of an integrated model.

The strong relationship with the hospital has led to a number of joint initiatives, including a new Ward Support model, implementation of the CARPS task management system and a collaborative approach to the selection of equipment.
What the Customer Says

“Lyell McEwin Hospital recommends ISS as a reliable partner in the provision of Hotel Support Services. ISS’ management and staff have the ability to work efficiently and effectively with all our departments and have gained the trust and respect of hospital staff and executive management.

Over the years, they have proven their capacity to deliver the necessary flexibility and quality services to respond to the ever-changing needs within the Health sector environment.”

Brett Thompson, General Manager

Account Manager

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"Throughout the years of our partnership, we have developed a relationship founded on the quality of service, innovation and acceptance of our clients. This compromise between the Complexo Hospitalar Edmundo Vasconcelos and ISS was a great guideline for the lasting success of this endeavor”

Maria Lúcia Pontes Capelo Vides | Hospital Administration Manager
Complexo Hospitalar Edmundo Vasconcelos | Brazil
Complexo Hospitalar Edmundo Vasconcelos

Facts

Country: Brazil
Market segment: Healthcare
Customer of ISS since: 1991
Employees at customer: 950
Customer sites: 1
ISS employees on site: 155

Description

With an experience that spans half a century, Excellence Complexo Hospitalar Edmundo Vasconcelos is due to the strict concept of Institution Hospital developed throughout its history.

Complexo Hospitalar Edmundo Vasconcelos provides its clients quality comprehensive care and welfare in the preservation and restoration of health through professional expertise, innovative technology, modern hospital infrastructure, scientific research and new solutions in medicine.

The ongoing professional development of its medical staff demonstrates the importance of technical assistance throughout the institution, which is the stimulus for continuous improvement of services and management efficiency.

Service Mix

The ISS Brazil offers Cleaning Services, Facade Cleaning, Maid Service, Linen Service and Reception.

Contract History

2010: A contract was signed for Reception Services
1991: ISS Brazil started delivering Hygiene, Laundry and Housekeeping Services

Certifications:
- ISO 9001 in all sectors of the complex
- ONA level 3

What the Customer Says

“Throughout the years of our partnership, we have developed a relationship founded on the quality of service, innovation and acceptance of our clients. This compromise between the Complexo Hospitalar Edmundo Vasconcelos and ISS was great guideline for the lasting success of this endeavor.”

Maria Lúcia Pontes Capelo Vides, Hospital Administration Manager

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Sanatorio SEMM Mautone

Facts

Country: Uruguay  
Market segment: Healthcare  
Customer of ISS since: 2010  
Employees at customer: 850  
Customer sites: 1  
ISS employees on site: 26

Description

The SEMM - Mautone hospital is a Uruguayan company with more than 35 years of activity, distinguished by giving the best Integral Medical Assistance in Punta del Este.

Service Mix

ISS Uruguay delivers Catering Services.

Contract History

ISS Uruguay won the Catering Services contract in August 2010.

Account Manager

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“ISS is a company that gives certainty to our Public-Private Partnerships and Collaboration in the Mexican Health System for their excellent performance and quality of services they provide”

Jorge Mario López Arango | Md-PhD. General Manager
DOIHIDesarrollo y Operación de Infraestructura
Hospital Regional de Alta Especialidad de Ixtapaluca | Mexico
Hospital Regional de Alta Especialidad de Ixtapaluca

Facts

Country: Mexico
Market segment: Healthcare
Customer of ISS since: 2011
Employees at customer: 30 direct employees and 1,800 endusers between government staff and patients
Customer sites: 1
ISS employees on site: 250

Description

DOIHI is a joint venture between GIA +A / Hispánica and EDUCRATDA, to execute a Service Provision Contract (CPS), approved by the federal government in 2008, to construct the facility and administrate all non-medical services at the Hospital Regional de Alta Especialidad de Ixtapaluca, Mexico.

Service Mix


Contract History

2012: Full service kick-off
2011: End of construction works, ISS started delivering services in a pre-operation scheme
2009: ISS signed collaboration agreement
2008: Grant of Project by Mexican Government to Joint Venture (GIA- Hispánica- EDUCRATDA)

What the Customer Says

“ISS is a company that gives certainty to our Public-Private Partnerships and Collaboration in the Mexican Health System for their excellent performance and quality of services they provide.”

Jorge Mario López Arango, Md-PhD., General Manager DOIHI - Desarrollo y Operación de Infraestructura Hospitalaria de Ixtapaluca

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Singapore General Hospital (SGH)

**Facts**

Country: Singapore  
Market segment: Healthcare  
Customer of ISS since: 1997  
Employees at customer: >9,000  
Customer sites: 1  
ISS employees on site: >800

**Description**

Reputed for its medical excellence, SGH is Singapore’s largest tertiary hospital with a 9,000-strong multi-generation diversified workforce and a rich 190-year history.

Every year, the SGH campus caters to over 1 million patients, providing advanced medical care under its 36 clinical specialties. Specialties such as Haematology, Renal Medicine, Nuclear Medicine, Orthopaedic Surgery, Pathology and Plastic Surgery (Burns) serve as national referral centres. SGH accounts for about one-quarter of the total acute hospital beds in the public sector and about one-fifth of acute beds nationwide.

SGH achieved American Joint Commission International accreditation in 2005 and reaccreditation in 2008 and 2011, an affirmation of the hospital’s commitment to high standards of patient care and safety. SGH is the largest teaching hospital in Asia to be accorded such recognition. SGH is also the first hospital in Asia to achieve Magnet designation for nursing excellence.

As an academic hospital, SGH plays a key role in nurturing doctors, nurses and allied health professionals, and is committed to innovative translational and clinical research in its continual goal to provide the best care and outcomes for its patients.

**Service Mix**

ISS Singapore manages Cleaning and Bed-Making Services, Portering Services, Concierge Services, Non-Emergency Ambulance Services, Indoor Plants Services, Pest Control Services, Visitor Services, Facility Management, Maintenance & Engineering Services, Theatre Sterilized Supplies Unit (TSSU) and Centralized Sterilized Supplies Department (CSSD).

**Contract History**

ISS Singapore started by providing Cleaning a single service to SGH. Building on trust, partnership and commitment to continual improvement, ISS expanded its service delivery from single service to multi-services to integrated facility services.

**Account Manager**

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Sanitas (Bupa Group)

Facts

Country: Spain  
Market segment: Healthcare  
Customer of ISS since: 2005  
Employees at customer: 4,055  
Customer sites: >100 sites in Spain (5 hospitals)  
ISS employees on site: 298

Description

Since 1989, Sanitas has been part of the BUPA (British United Provident Association) Group, an organisation founded in the United Kingdom in 1948 and dedicated to healthcare. It has 11.2 million members in more than 190 countries across the world and around 52,000 employees.

Its activities are mainly health insurance and care for the elderly and disabled youths. All of the profits from Bupa's business are reinvested in improving its services.

The Sanitas Group, specialising in health and healthcare, includes the following companies: Sanitas Seguros, Sanitas Hospitales, Sanitas Residencial and Sanitas Nuevos Negocios. Sanitas Seguros is the leading private medical and health insurance in Spain, with 1.98 million customers. It posted a turnover of nearly €1.5 billion in 2010.

Service Mix

ISS Spain provides Cleaning Services and Property Services (Pest Control, Internal Air Quality and Landscaping).

Contract History

The cooperation between Sanitas and the ISS Group goes back to 2005, when ISS provided Landscaping Services. Through the years, ISS has introduced specialised service solutions such as: Cleaning Services, Pest Control and Internal Air Quality Services. Both companies have stretched their relationship in order to innovate service solutions to improve the service quality for users.

Account Manager

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ISS performing Cleaning Services
University Hospital of Ioannina

Facts

Country  
Greece
Market segment  
Healthcare
Customer of ISS since  
2006
Employees at customer  
2,000
Customer sites  
5
ISS employees on site  
150

Description

University Hospital of Ioannina is one the biggest hospitals in Greece (882 beds) providing health care at third degree level to the citizens of north-west region of Greece. The hospital also provides undergraduate training to students of the Medical Department of the University, as well as specialisation of doctors and continuous education and training of doctors and other health care professionals.

Service Mix

ISS Greece provides Interior and Exterior Cleaning.

Contract History

ISS Greece has held a contract with the Hospital of Ioannina since 2006, starting with Cleaning Services and Waitressing and in early 2012 added Pest Control Services.

Account Manager

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Horizon Healthcare Services, Inc.

**Facts**

Country: USA  
Market segment: Healthcare  
Customer of ISS since: 1995  
Employees at customer: 69  
Customer sites: 6  
ISS employees on site: 26 during the day, 43 at night

**Description**

Horizon Healthcare Services, Inc is a not-for-profit organisation established in 1932. It is the largest health insurer in New Jersey, providing access to quality affordable medical and dental coverage to 3.6 million members.

**Service Mix**

ISS US delivers Integrated Facility Services: Facility Management (Project Management and Food Service Management), Cleaning Services (Janitorial), Security Services (Parking Management), Support Services (Helpdesk, Audio/Visual) and Property Services (Construction Services and Property Management).

**Contract History**

ISS US has been providing Integrated Facility Services for Horizon Healthcare Services Inc. since 1995.

**Account Manager**

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