



compass
healthcare



At a Glance A Passion for The Experience

Every service offered by Compass One Healthcare reflects our Passion for The Experience - our foundational belief that safety and engaged moments are equally important. We create better experiences for everyone in the hospital - patients, families/guests, clinical staff, the community, and our own associates by delivering superior food and support services.

Explore our services, each fulfilled by our associates who extend compassion and excellence at every opportunity.

Healthcare Foodservice



We Believe in the Power of Food

Morrison Healthcare is the only foodservice company in the nation dedicated exclusively to providing food, nutrition, and hospitality services to hospitals and healthcare systems. Our recipe for success includes our expertise, experience, and passion to deliver a better foodservice experience. What sets us apart can be described in 4 parts:

The Morrison Difference

- 1 Analytics & Innovation**
We use data driven consumer insights to design creative and diverse menus that meet the needs of your patients, staff, and community.
- 2 Clinical Nutrition**
Take your nutrition and health operations to the next level with our exclusive nutrition services that will provide cost savings, resources, and innovative solutions.
- 3 Power of Food**
Morrison Healthcare's mission is to offer nutritious food that can heal and strengthen patients, staff and café guests.
- 4 Population Health Strategy**
Our purpose is to create positive change in the food system through meaningful food experiences that promote wellbeing for people and the planet.

Environmental Services (EVS)



Experience the Power of Clean

The Power of Clean makes it possible to create a clinically safe environment while also achieving your HCAHPS cleanliness goals. Our stringent standards and attention to detail prevent the spread of hospital-acquired infections. While removing the burden from your healthcare professionals, we are supporting patient and caregiver flow and providing safety and comfort through a better healing environment.

The Crothall EVS Difference

- 1 Prescriptive Protocols**
 - Processes – Our time-tested protocols don't change – we select the correct ones for your unique infrastructure creating a truly customized plan.
 - Analytics – We create a customized dynamic compare group for your hospital to benchmark results.
 - Staffing – We hire based on ideal employee modeling. We know how to find the right people with the right skillset, keep them, and develop them to build a successful program.
- 2 Prescriptive Infection Prevention - 5 Pillar Strategy**

We augment your infection prevention program with our 5 Pillar Strategy:

 1. Hand Hygiene
 2. Process
 3. Measurement
 4. Augmentation
 5. Emerging Solutions
- 3 Prescriptive Experience**

Everything starts and ends with the patient, but everyone who walks into your hospital or off-site location has an experience. We help you create positive, memorable moments for each person who encounters your organization, including:

 - Patients, Family, and Guests
 - Clinical Staff
 - Community
 - Crothall Associates





Environmental Services (EVS) for Ambulatory

Experience Healthcare Grade Clean

As a leader in environmental services, we help ensure your non-acute facilities meet and exceed the highest safety and cleanliness standards.

The Crothall Ambulatory EVS Difference

- 1 Infection Prevention**
We are regulatory compliant, HIPPA aware and infection prevention knowledgeable with bloodborne pathogen handling expertise. Infection and liability risk must be mitigated to protect your reputation and brand.
- 2 Perception of Clean is Critical**
Small things make a big difference in ambulatory sites. We leave “clean cues” to enhance the perception and reality of clean. Even an unemptied waste basket sends the wrong signal to patients and staff.
- 3 Quality Control**
Implementing standardized protocols is our core foundation. Acute care disciplines are applied to cleaning ambulatory sites for efficient, effective outcomes. Scheduling and performing carpet cleaning, waxing, etc. on schedule and within proper protocols.



Healthcare Facilities Management



Transparency. Confidence. Peace of Mind.

We ensure that all your systems operate at peak performance to create a better experience for patients, families, and staff.

The Crothall FM Difference

- 1 Powerful Results**
 - As the #1 provider of facilities management (FM) in healthcare, we bring best practices from multiple locations to drive a higher level of efficiency and effectiveness. We transform data into predictive analytics to extend the life of your assets and guide your capital planning based on our life cycle experience. Crothall FM calculates the cost benefit, so you know when it makes sense to replace vs. repair.
 - Track results and KPIs using our energy management tool, and see how you benchmark against the EPA's Energy Star database with our at-a-glance dashboards.
 - We maintain a 92% ratio favoring preventive maintenance.
- 2 Accessibility to Metrics**

Crothall's FM approach removes the mystery and gives you visibility. Anyone responsible for your system's performance will have access to your healthcare facilities management metrics.
- 3 Engaged Facilities Staff**

We cultivate a workforce that cares, so our associates are committed to enhancing the overall healthcare experience by contributing more than is expected in their role. Our associates ensure your facility is properly maintained and make proactive repairs.

Our Positive Impressions™ program trains every FM associate to engage patients, families, and staff to create positive experiences for everyone throughout your healthcare facility.



Patient Transportation

Experience Positive Patient Flow

We are the #1 provider of Patient Transportation services to hospitals and clinics, serving nearly 100 hospitals with over 10.5 million transports annually. Our expert patient transportation methods provide solutions that prove time and time again that we go beyond software and hardware to get the best results.

The Crothall Patient Transportation Difference

- 1 Leverage Big Data**
We use predictive modeling that aligns staffing with the ever-changing volumes. Patients are moved efficiently and smoothly no matter the peaks and valleys in patient census without wasting money on extra resources.
- 2 Improve Nurse Satisfaction**
We improve nursing effectiveness and reinvest in care by bringing nurses back to the bedside. Every added hour per patient day of nurse bedside care decreases the odds of receiving penalties by 10%. Nurses operating at top of license have higher job satisfaction.
- 3 Improve the Patient Experience**
We improve patient experience through technology. Military-grade smartphones permit us to operate efficiently while never leaving the patient's side during a transport. Every associate is trained in our Positive Impressions™ program. Personable communication and a professional appearance can greatly affect patient perceptions.
- 4 Centralized Dispatch**
We can be in-house in your facility or in our National Performance Center—a one-of-a-kind call center that operates 24/7/365.



Patient Observation and Sitter Services

A Safer Experience

Healthcare providers are serving more high-risk and behavioral health patients than ever, but pulling your nurses to constantly monitor at-risk patients isn't an option amidst current and future staffing challenges. Crothall patient sitters create a safe and stable environment for high-risk patients and provide the long-term support you need to reduce labor costs while protecting your clinical team's bandwidth.

The Crothall Patient Sitter and Observation Difference

- 1 Safety & Documentation**
Our staff is trained to de-escalate, reduce patients' physical stress, and create engaging experiences – all things that minimize patient safety incidents. Plus, our documentation technology requires patient updates every 15 minutes, so staff stays engaged 24 hours a day, and your nurses always know how these patients are doing.
- 2 Standardized Training & Staff Plans**
All Crothall associates are certified in CPR and Basic Life Safety (BLS) with manager validation in quality assurance checks, so they are effectively trained to care for high-risk patients. Crothall patient sitters provide 24-hour staffing support even in periods of unpredictable demand, freeing nurses to perform other duties.
- 3 teamLEAD Technology**
Patient sitting needs are variable and urgent. Crothall's flexible patient sitting program and local on-call staff use our proprietary patient sitting and observation technology teamLEAD to communicate within seconds. It's easy to use, intuitive, and available on web and mobile platforms.



Healthcare Technology Solutions – Clinical Engineering



The Power of Uptime

Every day you rely on medical equipment to diagnose and treat patients. Crothall Healthcare Technology Solutions (HTS) makes sure all your healthcare technology management (HTM) and clinical engineering service needs are covered under one customized solution. Get started maximizing your program with the Power of Uptime.

The Crothall HTS Difference

- 1 Enhanced Satisfaction**
Properly operating equipment enhances safety and healing so patients can avoid delays. Nursing has access to fully operating assets. Mobile equipment can be repaired/maintained and returned to stock to reduce rentals and frustrations.
- 2 Enhanced Medical Equipment Service**
On-site technicians deliver faster problem resolutions. Our field services team provides additional support in periods of high demand and asset repair & maintenance at urgent care and other off-site facilities.

Diagnostic Imaging Services are available 24/7/365. We minimize your downtime and ensure strict compliance with all codes, standards, and regulatory requirements.
- 3 Enhanced Cost Savings**
Intelligent Repair provides unmatched access to parts. Crothall's Technical Research Group provides parts and training with extended service hours.

Life Cycle Management reduces capital impact. We use predictive failure modeling and preventative maintenance to extend equipment life. We provide cost capitation for your assets, which means there are no additional charges for replacement parts.

A man with grey hair, wearing a light blue button-down shirt, is focused on working on a piece of medical equipment. He is using a red and black wire or probe. The background is dark and out of focus, suggesting a clinical or laboratory setting.

Healthcare Technology Solutions – for Ambulatory

Clinical Engineering Services Anywhere

Uptime is critical no matter the location. Today, most of your patients' first experience with your brand will be at an off-site location; some will never visit the acute care facility. Correctly maintained, functional equipment across acute care and ambulatory sites creates positive patient impressions and safe experiences.

The Crothall HTS for Ambulatory Difference

- 1 Up-Time Guarantee
- 2 Cost Savings
- 3 Centralized Maintenance
- 4 Flexible, Streamlined, and Certified Staffing



Sterile Processing Services

Experience Data-Driven Patient Safety

Crothall is the only national service provider offering Sterile Processing. The sterile processing service we bring you combines 30 years of healthcare experience, clinical discipline, plus best practices we've learned from all of our service lines to create the most efficient and effective process.

The Crothall Sterile Processing Difference

- 1 Disciplined Protocols**
We conduct a sterilization audit by analyzing the number of trays processed, tray accuracy, instruments replaced, and unprocessed trays, which allows us to make corrective actions weekly and create predictive analytics. Through our aggressive quality assurance program, we ensure clients are regulatory compliant and have maximum productivity and tray accuracy.
- 2 Centralized Processing**
Sterilizing in a central location eliminates waste and establishes a standardized process. Quality assurance is maximized and employee time is reduced. In addition, utilization is optimized so capital equipment expenses can be mitigated.
- 3 Greater Satisfaction**
We provide greater satisfaction by conducting one-on-one meetings with physicians and perioperative staff to create a service model that meets the client's needs. Monthly Key End User Surveys add to the service quality process. Quarterly Business Reviews formalize performance and level-set with client priorities and objectives. Staff can be confident the proper instruments are ready and available to handle any procedure at any time.