Serco in health

Helping deliver great patient care
About Serco

Serco undertakes some of the most difficult, complex services in the most challenging environments across the world.

We deliver those services with consideration and respect for the people in our care and the people we employ.

Serco provides services on behalf of governments globally in the portfolios of defence, health, transport, justice, immigration and citizen services. We provide services throughout Asia Pacific, Europe, North America and the Middle East.

We partner with governments, agencies and public sector organisations seeking operational, management and consulting expertise across a broad range of sectors.

Serco Asia Pacific

Serco Asia Pacific has been operating for 30 years across Australia, New Zealand and China with a proven track record in delivering the most demanding, complex and sensitive solutions for government clients.

Employing around 9,000 people in the Asia Pacific region, we apply world’s best practice, insight and technology to service delivery.

- **7500** Healthcare staff employed
- **2.2m** Patient moves per annum
- **5.1m** Switchboard/Helpdesk calls per annum
Serco in health –
global experience

We have a proven track record of providing quality health support services at major hospitals in the United Kingdom, Australia, Hong Kong and in the Middle East that care for millions of people each year.

Our experience focuses on providing patient centred care in an integrated way that is responsive to cultural, technological and business process changes in the health sector.

In Australia, we provide innovative non-clinical facilities management and support services for Western Australia’s Fiona Stanley Hospital which opened in October 2014.

We deliver non-clinical support to the Australian Defence Force and provide primary healthcare and allied health services in the prisons that we operate across Australia and New Zealand.

We provide hospital cleaning and transportation services in Hong Kong. This includes cleaning services across all indoor and outdoor areas, movement of patients, medical records and other medical supplies, transportation of food trolleys and central sterile supplies.

In the Middle East, we have expanded our capability and reach to build on our longer-term presence in the Kingdom of Saudi Arabia. We provide facilities management services partnering with some of the world’s leading healthcare providers, including the Cleveland Clinic Abu Dhabi.

Our core services

Patient Logistics
- Scheduling
- Patient communication
- Patient transport
- Reception and hosting

Clinical Support
- Electronic medical record
- Managed clinical equipment services
- Sterilisation support services

Estates & Assets
- Estate maintenance
- Energy and safety
- Grounds maintenance
- Asset scheduling and lifecycle management
- Pest control

HR Services
- Operational HR
- Employee information
- Clinical training affiliations
- Recruitment and resource planning
- Occupational health
- Non-clinical training and development
- Childcare

Hotel Services
- Cleaning
- Patient catering
- Linen and laundry
- Waste management
- Portering and supplies logistics
- Bedside technology
- Car parking

Corporate Functions
- ICT integration
- Infrastructure services
- Power and energy systems and audio/visual
- Room booking
- Procurement/supplier management
- Partner in property management/retail
- Billing
Transparency and accountability

One of the key challenges facing public health services across Australia and indeed the world, is the pressure of shrinking budgets contrasted with the rising demands for high quality care and greater accountability and transparency in public services.

These demands are driving a need for whole system reform and creating an opportunity for a range of different models and approaches, including the involvement of the private sector in partnership with Government health services.

At Fiona Stanley Hospital in Perth for example, transparency, accountability and improved quality were key requirements of our contract when it was established by the Western Australian Department of Health.

Whether delivered by the public or private sector, all health services should look towards clear and strong accountability which delivers measurable outcomes.

Rigorous standards, performance measures, a focus on continuous improvement and clear accountability will result in a professional standard of service, helping to drive innovation, value for money, and improved services for patients and the public.

Service innovations

Around the world, we provide services in health that keep improving and incorporate the latest innovations for the benefit of patients and clinical staff.

We are committed to achieving high standards of customer satisfaction and incorporating patient feedback mechanisms across our services through satisfaction surveys, complaints, compliments and feedback management.

Our service innovations include:

- Advanced patient entertainment systems providing touch screen technology to patients and staff and a range of patient entertainment options
- Automated guided vehicles to reduce workplace injuries and improve efficiencies
- Single point of contact through a helpdesk for all non-clinical requests – managing 5000 calls each day
- Automatic stock control for goods and materials
- Leading practice microfibre cleaning methods delivering the highest standard of cleaning
- Managed equipment scheme that ensures up-to-date and well-maintained medical equipment
- State-of-the-art building management system
- Secure, hospital-wide video conferencing (telehealth) via mobile computing devices
- Advanced ICT infrastructure with a secure and reliable single network
- Freshly cooked meals made from scratch using local ingredients
- Real time location systems in place for staff, equipment and patients
- Linen tagged with location tags, ensuring efficient lifecycle management and theft reduction.

The Fiona Stanley Hospital contract incorporates more than 480 key performance indicators, many measured daily and all reported monthly, governing the quality and timeliness of our service delivery.
Health support services in Australia

Fiona Stanley Hospital, Perth

**Fiona Stanley Hospital** is one of Australia’s most advanced public healthcare facilities. Patients within the 783-bed tertiary hospital in Perth, Western Australia, receive the very best care based on global standards and continuous improvement principles.

Our 25 non-clinical support services at Fiona Stanley Hospital provide increased efficiency for the hospital using tools such as real time location systems for equipment and resources to respond to the needs of patients and clinical staff in a timely and effective manner.

**Australian Defence Force**

- **Medical equipment**
  
  We manage the **Australian Defence Force** medical equipment fleet repair, maintenance and calibration, as well as the pharmaceuticals and medical consumables supply chain.
  
  We support all major Australian Defence Force hospitals, larger area health facilities and Royal Australian Navy ships. This involves ensuring the Defence units receive all necessary medical, dental supplies and equipment, often calling for critically short response times.

- **Health services**
  
  Commencing 1 July 2019, Serco is supporting the **Commonwealth of Australia’s Department of Defence** through the provision of National Garrison Health Services to the **Australian Defence Force** (ADF).
  
  Under our sub-contract with Bupa, Serco is responsible for providing essential defence support services across more than 50 bases in Australia. Through a Human Resources Managed Service for primary health, Serco delivers recruitment, on-boarding, training, workforce management and various other employee lifecycle, account management and support functions. Serco’s responsibilities cover more than 1,000 professional staff who support the delivery of an integrated health care system to over 80,000 ADF members and reservists.

  Serco’s solution, developed in close partnership with Bupa, is based around a single workforce and HR management system focused on a patient-centric partnership. An end-to-end supplier system, automated reporting and advanced analytics will both reduce costs and support the improvement of the patient experience for Australian defence personnel.

**Justice**

In Australia and New Zealand, we provide holistic primary healthcare, allied and non-clinical services to prisoners at the prisons that we run. In Western Australia, **Acacia Prison** was the first prison in the State to achieve an Australian General Practitioners’ Accreditation Licence.
Health support services
in the United Kingdom

Serco is a trusted partner of the National Health Service in the United Kingdom.

For example, our Forth Valley Royal Hospital contract epitomises Serco’s technology investment as key to improving the patient experience. Serco equipped the 860-bed hospital with robotic automated guided vehicles (AGVs), which move linen, trolleys, clinical supplies and waste around the hospital via separate lifts and corridors. The robots keep patient areas free from clutter, help reduce infection risks and enable the porters to spend more time helping patients. This is the first time that AGVs have been used for this purpose in the UK providing a blueprint for technology advancement in healthcare.

We deliver leading facilities management services at the Norfolk and Norwich University Hospital, one of the largest single-build hospital projects in England.

The hospital serves a catchment area of more than 1 million people across Norfolk and provides tertiary cancer care for neighbouring counties. Our involvement in the design of the hospital has facilitated the best inpatient care services providing a spacious, clean and built-for-purpose environment.

Our Viapath joint venture is the largest independent provider of pathology services in the UK. Supporting National Health Service trusts across East Anglia and London, the innovative joint venture with Guy’s and St Thomas’ Hospital and King’s College Hospital Trust demonstrates our expertise across the full spectrum of healthcare management, delivery and clinical domains.

“We have been fortunate in having chosen Serco. The feedback from patients is excellent and any issues that arise are dealt with by Serco personnel at once. We are really pleased with their customer focus.”

Ian Mullen, Former Chairman
Forth Valley Royal Hospital NHS Trust

Our services

• Clinical support services, including pathology
• Hotel services, including catering and cleaning
• Estates and asset services
• In-hospital patient administration
• Non-emergency patient transport
• Procurement

Hospitals – UK

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Health support services in the Middle East

In the Middle East, we have partnered with some of the world’s leading health providers to provide facilities management services to hospitals in the Kingdom of Saudi Arabia and the United Arab Emirates.

For example, we deliver enabling services to the Dr. Suleiman Al-Habib Medical Centre Group, one of the largest providers of healthcare in the Middle East, operating 13 world-class facilities.

In Saudi Arabia, Serco provides 12 services including maintenance, patient transport and cleaning to the Dr Suliman Fakeeh Hospital Jeddah with a capacity of 475 beds, 120 clinics and 15 operating theatres.

We are thrilled to have contracted with Serco, we have a shared long-term vision to provide the best hospital services to the patient in our chosen markets underpinned by our excellence in clinical services and Serco’s global experience of delivering high quality enabling services.”

Dr Suleiman Al Habib Medical Group

Our services

- Asset utilisation
- Property management
- Pest control
- Grounds management
- Estate management
- Energy and sustainability
- Housekeeping
- Catering
- Cleaning
- Helpdesk
- Patient transport
- Waste management
- Laundry and linen services
- Facilities management helpdesk and Computer Aided Facilities Management (CAFM) technology
- Procurement
- Transformation consulting
- Transport

Health support services in Hong Kong

We are one of the most successful hospital support service providers to the Hong Kong Hospital Authority.

Since 1996, we have been providing facilities management services to local public hospitals, including our current contract at the 1600-bed tertiary Prince of Wales Hospital.

We provide:

- cleaning, patient and non-patient portering services
- hospital cleaning services for high-risk ward areas
- 24 hours patient movements
- drugs, blood and specimen transportation
- collection and delivery of central sterile supplies, food trolleys, medical records and other medical supplies.
The patient experience really matters to us

The quality of experience a patient receives when they are being treated can significantly enhance their chances of a successful recovery. But how do you achieve this within a constrained budget?

From managing patient contact centres to hospital facilities, we specialise in delivering a better patient experience at a lower cost. Our people’s ability to listen, bring fresh thinking and work in partnership enables hospitals across the globe – from Fiona Stanley Hospital in Australia to Forth Valley Royal Hospital in Scotland – to face the future with confidence and deliver the quality care their patients deserve.

It starts with our people

At Serco, all of our people, no matter what they do, are specialists in service delivery. Our people demonstrate the drive to go the extra mile and do the right thing, working as part of a team to bring innovative ideas into practice wherever they are needed.

Catering

Fresh and varied menu choices built around seasonal produce tailored for diverse patient demographics and health conditions. We know that good food aids patient recovery.

Domestics

Cleaning and domestic service is designed to improve infection control and prevention via our innovative ‘Touchpoint’ cleaning and choice of highly effective cleaning systems.

Portering Services

Serco’s innovative portering processes free up nurses’ time to deliver more patient care. Our choice of staff, high level of training and patient interaction ensures that patient experience is improved with a direct better outcome result.

Helpdesk Service

Offering single point of access for all service request via phone, internet of self-booking touch screens which increases efficiency and customer experience.

Contact Serco

If you would like to find out more about how Serco can help deliver a better patient experience at a lower cost, please contact us.

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30 Years Service to Australia