



Yale New Haven Health

Integrating data insights to improve productivity across a 10M+ square foot health portfolio



Yale New Haven Health operates across an expansive network of hospitals, outpatient facilities, physician offices, and other non-acute locations. ABM has helped the health system operate with greater consistency, responsiveness, and control across its 200+ locations in Connecticut, New York, and Rhode Island.

CHALLENGE

Yale New Haven Health needed to improve productivity and operational performance while maintaining the service standards required in demanding healthcare environments.

In acute care spaces, the health system needed to enhance environmental services without compromising patient satisfaction, turnaround times, or quality outcomes. Across its non-acute portfolio, Yale New Haven Health also required responsive maintenance support for hundreds of locations in multiple states.

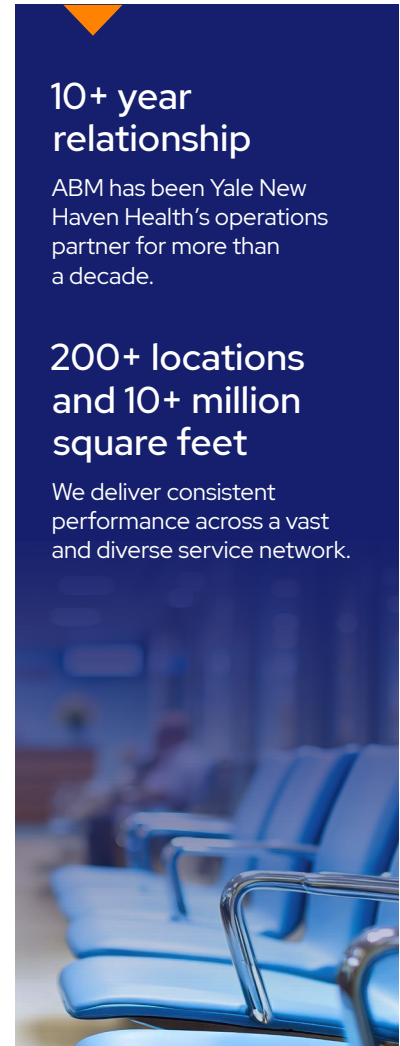
That need intensified after a 2020 acquisition expanded the system's non-acute footprint by more than 4 million square feet.

10+ year relationship

ABM has been Yale New Haven Health's operations partner for more than a decade.

200+ locations and 10+ million square feet

We deliver consistent performance across a vast and diverse service network.





SOLUTION

ABM developed an adaptive strategy to address the challenge of a complex, distributed portfolio:

Strategic Portfolio Integration: Following the 2020 acquisition, ABM conducted rigorous surveys of all new physical assets, documenting required work, and developing pricing and timing estimates for any necessary repairs. This strategic effort ensured the additional facilities were quickly brought up to system standards. ABM then assigned a dedicated property manager to support leasing, projects, and broader facility needs across the expanded portfolio.

24/7 Mobile Maintenance Model: To guarantee responsive support across hundreds of locations operating extended hours, ABM mobile maintenance teams provide 24/7 on-call support for electrical, plumbing, and general facility maintenance to reduce response times.

Compliance and Quality Assurance: ABM's operating procedures ensure that all critical documentation, testing, inspections, and safety-related items are continuously tracked and remain current.

BENEFITS

ABM helped Yale New Haven Health improve patient care performance while providing scalable maintenance support across a large non-acute healthcare network.

Acute care improvements across productivity and compliance

- 23% productivity improvement
- 20% staffing reallocation plan
- 38% decrease in bed-turnaround time
- Improved employee engagement
- Improved patient satisfaction scores
- HCAHPS increase from 65 to 72
- Efficiency improved to targeted 35th percentile

Deploying more efficient, responsive team members in non-acute spaces

- 24/7 on-call support with a target response time under 24 hours.
- Mobile maintenance model designed to improve efficiency across a distributed portfolio.
- Life safety documentation and compliance support that meets the Joint Commission requirements.



ABM helps improve Yale New Haven Health's compliance and responsiveness across every medical building. Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com/healthcare**.