Facilitating Professional Healthcare Management—Providing healthy and comfortable Quality of Life services to healthcare workers

Recently-released statistics indicate a serious imbalance between supply and demand in the current medical market in China — compared with a doctor/patient ratio of 27.4/10,000 in England, the ratio in China reaches only 17.4/10,000. The scarcity goes even more obvious when it comes to high-quality medical resources. The rapid rise of the Internet highlights challenges facing the traditional medical industry even further. Today, domestic patients face problems such as difficulty in getting properly registered, the high cost of getting medical treatment, poor medical treatment and the overcrowding of large hospitals. Why? Various factors, including the fact that healthcare workers take on heavy workloads and face huge pressure, contribute to the fact that the profession of “doctor” is no longer a top career choice. This leads to a shortage of doctors, which in turn has a negative impact on the efficiency of organizational and institutional management in the healthcare industry, even turned into a vicious circle.

In April 2016, Tongren Hospital affiliated to Shanghai Jiao Tong University School of Medicine (“Shanghai Tongren Hospital”) joined hands with Sodexo in trying to solve the “head-scratching problems” faced by the Chinese medical industry, as well as promote “efficient healthcare administration”. After nearly three years of cooperation and research, Shanghai Tongren Hospital and Sodexo formulated an integrated “Quality of Life services” solution exclusive to the healthcare industry, covering a series of integrated hospital restaurants to building a “workers’ home”. Other upgrades include better management of the new medical students' dormitory.

Sodexo is the world’s leading service provider in the health and medical industries. With more than 40 years of business experience, it has enjoyed long-term cooperation with more than 4,300 hospitals around the world, with an average contract term of 15 years. Additionally, Sodexo has over 15 years of operating experience in serving Chinese public hospitals. The introduction of international resources and optimization of local best practices have been implemented and developed at Shanghai Tongren Hospital, boosting hospital management and operating efficiency.
Shanghai Tongren Hospital takes the recruitment, training and retention of medical personnel as one of their top priorities.

Founded in 1866, Shanghai Tongren Hospital was one of the earliest Western medicine hospitals in Shanghai since the city opened its port to the outside world. Composed of four campuses: Xianxia Road Campus, Yuyuan Road Campus, Hami Road Campus and Hongqiao International Medical Institute, the hospital serves the entire Changning district, as well as six other surrounding districts, including Jiading, Qingpu. It is responsible for the treatment of dangerous, acute and severe diseases, as well as the prevention and control of major infectious diseases. During China’s 13th Five-Year Plan period, Shanghai Tongren Hospital aims to establish itself as a tertiary comprehensive hospital and affiliated hospital to key universities, and is currently striving to improve its comprehensive capabilities in medical-educational-research, as well as the quality of its services.

Shanghai Tongren Hospital, now in rapid development and expansion, is in dire need of talent. In 2016, Shanghai Tongren Hospital issued a notice titled “Open Recruitment of about 100 Medical Professionals”, in an effort to hire around 100 clinical and medical staff members over a short period of time, involving more than 30 clinical and medical departments. In recent years, the shortage of medical professionals in China has become a serious source of concern in the medical and health industry. A study published in The Lancet indicated that between 2004 and 2015, China was home to 4.728 million medical graduates, but only 752,000 new medical practitioners, which means that more than 84% of medical graduates chose not to become doctors.¹

Faced with the problem of attracting industry talent and convincing healthcare workers to be willing to stay in the industry, Shanghai Tongren Hospital shares the same “solution” with Sodexo — increased concern about the physical and mental health of doctors, increased security for healthcare workers and provided doctors with a high-quality and comfortable working environment. Such an environment will allow doctors to focus on their work without distraction. This also reflects the “talent strategy” of Shanghai Tongren Hospital, and the integrated service solution customized by Sodexo helps to achieve this vision.

Sodexo's Quality of Life services facilitate a healthy and efficient workplace experience for more than 1,800 medical workers

It's Shanghai Tongren Hospital's belief that professional issues should be handled by professionals. Based on 10 years of experience in medical industry services in China, Sodexo believes that in order to improve healthcare workers’ Quality of Life, they should alleviate the burdens of their busy work to improve their health and comfort. That belief has driven Sodexo to make the Shanghai Tongren Hospital canteen an "online celebrity restaurant", and is also Sodexo’s driving force in re-upgrading the nutrient meal solution provided to patients. In September 2017, “workers’ home”, including a gym, a library and lounge areas, Sodexo undertook the important task of gym operation and management, drawing on its experience in providing wellness services for pharmaceutical companies and internet companies. In February 2018, Tongren Hospital established and managed a dormitory for medical students as part of its talent cultivation project. Sodexo's experience and expertise in property management and room service will provide a powerful "backing" for the hospital's future medical talent development.

"Shanghai Tongren Hospital has been committed to providing a pleasant working environment for its employees. Now, under the operation and management of Sodexo, our restaurant has been named an online celebrity restaurant, not only receiving high praise from the staff, but also attracting attention and visits from industry peers. That shows that our joint efforts have obtained positive results and the Quality of Life of our employees has been improved."

——ZHOU Ming
General Affairs Department of Shanghai Tongren Hospital

Sodexo’s service solution:

- **120 on-site employees**: senior chefs, professional service staff, clinical dietitians and fitness instructors, etc., ensuring the health and comfort of healthcare workers.
- **Participating in the kitchen design**: Sodexo’s kitchen design and engineering team and on-site service team had been involved in kitchen design at the Xianxia Road Campus before officially opened the site, laying the foundation for high quality service.
- **Staff canteen operation**: based on a diversified menu, each year providing Chinese and Western breakfast (about 600 person-times), lunch (about 1,300 person-times) and dinner (about 100 person-times), including snacks and a buffet; serving small-pot dishes; supportive of celebration events and activities of the hospital, including tea breaks, themed catering, food festivals, etc.; introduction of Sodexo’s self-owned coffee brand “Le Café”, thus breaking the limitation of single brand coffee products; and providing high cost-performance hot drinks, juice, counter meals and retail products.
- **U+ patient nutrient meal solutions**: Integrating the hospital HIS system and B/S backstage management website to allow patients to order meals online; combining doctor advice with the guidance of Sodexo’s clinical dietitians to conduct meal ordering management, preparation and delivery; and upgrades the patient food label (including name, bed number, doctor advice on dietary, QR code and dietetic contraindication), to facilitate patient recovery.
- **Gym operation and management**: arranging on-site trainers and receptionists; providing equipment use instructions and gym operation services; helping organize “workers’ home” fitness competitions; receiving an average of 200 person-times per month.
- **Medical students’ dormitory management**: providing dormitory property management services including cleaning, security, etc.
SHANGHAI TONGREN HOSPITAL / CHINA

International resources and cross-industry solutions greatly heighten the Quality of Life in the hospital

At the beginning of the cooperation, President of Shanghai Tongren Hospital Ms. MA Jun said: “What nails us is Sodexo’s expertise and international experience in hospital logistics services, and we hope Sodexo can help with our hospital’s upgrades in services.” Having originated in France, Sodexo is an enterprise with a strong presence in 80 countries, whose rich global resources and technology can bring added value to Shanghai Tongren Hospital.

Marking the 150th anniversary of the hospital’s establishment, Shanghai Tongren Hospital was included in the ”Sodexo Global Chef Program”. French chef Yannick visited the staff restaurant at Shanghai Tongren Hospital and interacted with healthcare workers through activities such as on-site cooking, lucky draws and joyful selfies, consumer cooking classes and a VIP cocktail party. This event also enabled the staff to taste authentic French cuisine. The program won 96% satisfaction at Shanghai Tongren Hospital.

In the field of healthcare, Sodexo also shares its healthcare resources in France with Shanghai Tongren Hospital. In December 2016, introduced by Sodexo, a medical delegation from Rhone-Alpes, France, visited Shanghai Tongren Hospital. The two sides communicated on the construction of important departments such as information-based outpatient facilities, obstetrics and rehabilitation centers, further accelerating the discipline construction and improvement of Shanghai Tongren Hospital via this international communication.

With its staff as its center, Shanghai Tongren Hospital adopts an advanced hospital management style and has proved itself to be a pioneer in multiple initiatives concerning employee welfare among public hospitals. These initiatives include the modern-style "workers’ home", a public space rarely seen at other public hospitals. In providing wellness services, Sodexo has not only introduced the American concept of "Mindful" to the domestic market, but has also provided services for almost 10 corporate clients. Sodexo has implemented cross-field practice by introducing it to the Shanghai Tongren Hospital, thus creating the first wellness service operation in public hospital.

Sodexo’s Quality of Life services have been well received by hospital staff, with an average satisfaction rate of 89%. Sodexo team is taking on the difficulties of the medical industry to help organizations achieve their business goals and eliminating difficulties and anxieties to deliver new energy to medical institutions. This is achieved through Sodexo’s integrated facilities management solution “Quality of Life”, as well as its own unique advantages.