

Raising the Bar Together:

Customized, Comprehensive Solutions in Rural Healthcare



compass **one**[®]
healthcare

crothall
healthcare

morrison
healthcare



Combined Power: Premier Support Services

One Vision. One Voice.

We're in this together, and want to create a partnership to help solve your unique challenges. Our bundled services with a single point-of-contact ensures a seamless flow of information. Specialized services working in unison deliver higher-quality outcomes. By creating a singular vision, we empower your team to deliver world-class care in your community.

Compass One is the union of two premier specialists: Morrison and Crothall. Together, we offer unique, specialized services and a customized approach to fit the needs of facilities under 125 beds. We provide tailored solutions to help you navigate supply chain uncertainty, stabilize your workforce, and overcome budget constraints.

Experience and expertise matter. With more than 500 locations like yours, we offer unique insights on how to tackle your biggest challenges, allowing you to reduce waste and drive productivity. Our national infrastructure can deliver sustainability in an uncertain world. By taking a comprehensive view of your needs, we can take you further, faster.

Giving Hospitals Best-in-Class Support



Analytics. We collect and analyze data to get a better understanding of where you are and where you have opportunities to improve. Data is the basis for creating customized programs that can deliver low-cost, sustainable solutions for your hospital.



Human Capital. Without top talent, we can't provide excellent patient experiences. We invest in our people, so they can better care for our patients. With a robust staffing strategy, career pathways and a consolidated labor model, we provide stability in an uncertain labor market by utilizing cross-functional team members to deliver as much as a 25 percent reduction in labor costs.



Supply Chain. We remove uncertainty by delivering predictable and lower food cost management. This provides peace of mind for your leadership and ensures a consistent and safer experience for patients and caregivers.



Technology. Compass One invests heavily in solutions that improve patient and caregiver experiences. Technology drives operational efficiency and safer environments for patients. By integrating with your EHR solution, we can boost quality and lower risk, while helping you mitigate inflation and rising food costs.



Change Management. We transition our services in hundreds of hospitals of varying sizes each year. We understand this is a sensitive time for your hospital and caregivers. Our process is designed to minimize stress and fear, while delivering the results you need.

Experience Matters: Value to Clients and Better Experiences for Everyone

Investing in Quality; Improving the Patient Experience

Hospitals play a critical role in their communities, and we play an important role in your hospital's mission to provide the highest quality and safest care to your patients. The in-patient environment can be a difficult time for many patients, which puts strain on the care team. It is also an opportunity to make a lasting impression. Compass One Healthcare's Patient Experience Team is the only one of its kind in the U.S. The national team of Patient Experience managers, driven by our VP of Patient Experience, coaches and trains operations to maximize HCAHPS scores for our clients.



One Call: A Centralized Approach to Support Services

The National Performance Center (NPC), in Knoxville, TN, consolidates support service calls into a central location with 24/7 service. A centralized approach allows administrators and leaders to plan and track team performance more accurately. Facilities under 125 beds find that this level of collaboration and data leads to increased patient satisfaction, operational efficiency, and cost savings. Additionally, the NPC reduces in-unit management time spent mining data and responding to service issues.

NPC Analytics Capabilities

- Predictive staffing and workload projections
- Real-time data focused on meaningful process milestones
- KPI compliance threshold monitoring and escalation alert notifications
- Trend analysis and benchmarking comparisons
- Algorithmic simulation and modeling
- Automated reporting and real-time dashboards
- Improved productivity and performance
- Service recovery and documentation



Changing Lives, Creating Efficiency: The Morrison Healthcare Difference

One of a Kind: Expertise, Experience, Passion

Morrison Healthcare is the only national foodservice company dedicated exclusively to providing life-saving and life-changing nutritional services. Our recipe for success merges expertise and passion to deliver better experiences and low-cost, efficient solutions that drive wellness for patients, families, and caregivers.

Food has the power to advance healing. Food has the power to connect, comfort, restore, and rejuvenate. Food is medicine. We have specialized in healthcare foodservice and support communities just like yours for more than 65 years.

**That's the Morrison Difference.
That's The Power of Food™.**



Rethinking Food & Nutrition Services: A New Approach to Delivering Value

Marching to the Future: Analytics & Innovation

The right partner can help facilities think big. E15, Morrison Healthcare's internal analytics group, provides predictive insights that define target consumers, segment guests into distinct profiles, and identify food and beverage preferences. This rich data is used to design creative and diverse menus and offerings that meet the needs of patients, caregivers, and communities. The bottom line--by understanding and using data, we can:



Create new, efficient processes



Improve the patient experience



Limit safety risks for patients with dietary restrictions



Attract top talent



Tailored dining experiences

Dietitians & Nursing: Working Together Through Clinical Nutrition

Our Dietitians work closely with caregivers to ensure patients receive the nutrients they need to heal. With the industry's first Chief Nursing Officer, Morrison is investing in programs and processes to ensure clinical nutrition works seamlessly with caregivers and patients through optimized processes. This has led to decreased length of stay and lower readmission rates across the country.

Working with You to Drive Results



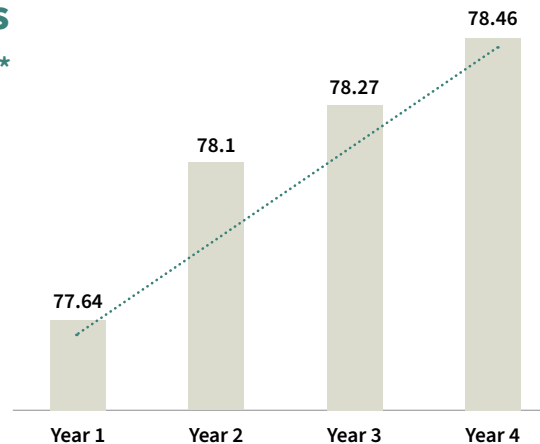
Delivering Results for Hospitals

Saving Costs & Driving Patient Satisfaction*

8%
Median
Savings

16.7%
Maximum
Savings

Patient Satisfaction Meals Overall



*Study done from 2016-2019 on 450 hospitals with less than 100 average daily census.

Investing in the Right Technology

Without the right partner, facilities can find it difficult to implement innovative solutions to control cost and drive efficiency. Through our partnership, we provide valuable insights to your data, allowing you to effectively manage your workforce and implement innovative self-serve technologies that reduce reliance on labor.

Predictable Costs and Significant Savings

A successful foodservice strategy requires a focus on value and controlled cost. As we've seen, hospitals regardless of their size need to find ways to lower costs and drive efficiency. We offer our clients contracts that come with significant savings through our partner purchasing organization, Foodbuy. This has a tangible impact on your hospital's bottom line that allows you to commit financial resources to other critical patient care areas.

Building Healthier Communities

Hospitals are treating more chronic conditions throughout the care continuum, which is increasing the length of stay and ultimately hurting the bottom line. We work with hospitals to make an impact and improve the health of entire communities. We have invested heavily in malnutrition programs that have improved patient outcomes for numerous clients. And our teaching kitchens, farmers markets, and other enrichment programs can extend your impact beyond your hospital walls.

Patient and Retail Dining Innovation

We support healthy behaviors, beginning with the patient and extending to visitors and caregivers. Morrison Healthcare uses proven retail strategies to boost satisfaction scores through our innovative programming, patient meal ordering systems, and enhanced retail spaces.



New Solutions to Existing Challenges: Support Services Scaled to Your Needs

Efficiency and Experience You Can Afford

Crothall is the nation's premier healthcare support services provider. We have the experience to drive efficiency and lower costs while maintaining the high-level of service your patients need. Hospitals under 125 beds have a unique set of challenges. We understand those challenges and provide evidence-based analysis to remove waste and deliver outcomes.

We remove the uncertainty and provide peace of mind for hospital administrators by utilizing a consolidated labor model that is more efficient and cost-effective. With seven specialized services, we offer standardized protocols to remove variability, providing peace of mind, predictability, and efficiency. Regardless of size, you have full access to Crothall Healthcare's expertise and resources. That means better results for your hospital.



Putting Patients First with Specialized Services

Environmental Services

Through our years of experience, we've learned about the power of reality and perception when it comes to cleanliness. Specialization is the foundation of our uniqueness, and we unleash the Power of Clean in every hospital, every day.

Healthcare Technology Solutions

Technology can make a difference in the lives of patients and the wellbeing of our associates. We offer bio-med and digital imaging equipment services, providing solutions across the entire life cycle of medical devices and clinical technologies. Our solutions address safety, risk management, technical support, financial stewardship, and integration between disparate technology platforms.

Patient Transportation

We leverage data to improve patient flow and give nurses more time at the bedside, thus enhancing the patient experience. Crothall experts make inpatient flow a positive experience by creating sensible processes that integrate with existing workflows.

Patient Observation

We improve safety and free-up nursing staff with our patient sitter service. In addition to reducing risk, we create a warm, welcoming environment that engages all important touchpoints to improve the patient experience while keeping safety at the forefront. Crothall Healthcare's dedication Patient Observation Associates are highly trained in BLS, de-escalation, and in identifying patient distress.

Facilities Management

At facilities, technology is necessary to drive efficiencies and deliver results. Our cloud-based system updates in real time, is audit-ready, and is accessible by anyone on your team. Communication is critical. Our staff share in your mission and understand the importance of transparent communication. Seamless operations happen through planning and transparency.

Sterile Processing

Crothall is the only national company offering sterile processing services. We are improving patient safety through data driven work. Our disciplined protocols improve OR operations for better clinician and patient experiences.



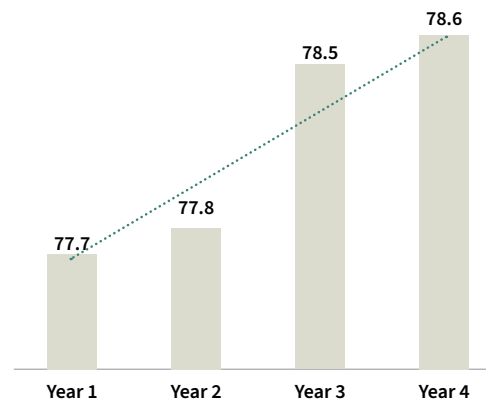
Delivering Results for Hospitals

Saving Costs & Driving Cleanliness*

8%
Typical EVS
Savings

313%
Five Year
Growth Trend

HCAHPS Cleanliness < 100 Beds



*Study done from 2016-2019 on 150 hospitals with less than 100 staffed beds.



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