

ABM Solutions for Healthcare

Care, customized

Tailored solutions for
medical office buildings





Medical Office Buildings

Comprehensive solutions for
your facility's complex needs

A full range of solutions for
medical office buildings

Deploying qualified,
trained personnel

Industry experience and
capabilities to improve the
patient experience

ABM Solutions

Patient-first solutions customized to the needs and size of your facilities



Facility managers and owners of medical office buildings need a high level of support services—with flexible services calibrated for the health and safety priorities of your patients, staff, and facilities.

ABM healthcare solutions delivers care customized for your patients, staff, guests, and facilities. We take care of the protocols, details, and relationships, enabling you to create a safe, healthy, caring environment.

Our service expertise brings scale and measurable outcomes to healthcare organizations of multiple sizes and complexity. We share your patient-first mindset, collaborating with you into the future. Our commitment is to deliver above-and-beyond solutions that equal the care your teams provide to patients and tenants every minute of every day.

Comprehensive services that flex to your needs

ABM works with medical office buildings, clinics, and hospitals throughout the country. There are common patient and facility needs, but we also identify opportunities and the unique needs of your building and medical professionals.

With a range of services, we understand that each moment a patient or caregiver spends in your building matters. ABM maintains a safe, clean and comfortable experience for patients and delivers new efficiencies to positively impact both operations and budgets.

ENVIRONMENTAL SERVICES

- Housecleaning/Janitorial
- Nightly disinfection

SPECIALTY SERVICES

- Pressure washing
- Carpet cleaning
- Floorcare stripping & waxing
- Graffiti removal
- Terminal cleans
- Wall washing
- Equipment cleaning

HVAC & MECHANICAL

- Repairs, replacements, and upgrades
- Chiller and boiler install, service, and repair
- Mechanical equipment and system retrofit
- Engineering and recommissioning
- Test and balance
- Building control automation
- Water treatment, pump service, and maintenance

ELECTRICAL & LIGHTING

- Repairs, replacements, and upgrades
- High-efficiency lighting improvements

- Predictive and preventive maintenance
- Low-to-high voltage testing and solutions
- Electrical engineering and commissioning
- Light pole and fixture installation
- Emergency backup generator installation

PARKING & EV CHARGING

- EV charging installation and maintenance
- Valet parking management
- Self-parking management
- Shuttle and transportation

FACILITIES MANAGEMENT



SOLUTION SPOTLIGHTS

Environmental Services

The cleanliness and safety of your building are beyond essential. Partnering with ABM enables you to secure a specialized workforce with the knowledge, training and skill sets to provide a consistent and compliant program.

ABM's environmental services program protects your patients and employees and gives you an edge in the competitive healthcare landscape:

- **Reduce health-associated infections (HAIs)** by following strict procedures for productivity and patient comfort
- **Generate savings** in your time, effort, efficiencies, and resources with our prescriptive processes and scale
- **Increase patient satisfaction** with a clean facility staffed by courteous, discreet professionals



Facilities Management

ABM works to streamline operations and ensure healthy building operations with complete facility services managed to your exact standards.

This enables you to keep building operations and maintenance compliant, protect accreditation, and realize the benefits of our proactive efficiency:

- **Lower energy use, reduce risks, and control labor costs** while ensuring positive impacts on the overall patient experience with our holistic approach to facility management
- **Achieve next-level cost efficiencies** with ABM protecting your assets while lowering the total cost of your operations
- **Reduce administrative headaches** with a single team working to meet your diverse facility goals



SOLUTION SPOTLIGHTS

HVAC & Mechanical

ABM takes a proactive approach to HVAC, mechanical, and temperature control system management and has the expertise to protect your assets, reduce capital expenditures, and realize energy savings.

Our solutions allow you to boost the performance of your facility while ensuring the overall health of patients, visitors, and staff:

- **Take a preventive approach** to ensure that every aspect of your system promotes the right levels of airflow distribution and energy efficiency
- **Drive sustainability** with performance monitoring, equipment upgrades, and smart controls
- **Fine-tune indoor climates to improve indoor air quality** and maintain strict environmental conditions



Electrical & Lighting

Your hospital operates at peak potential when your electrical distribution and lighting systems perform at theirs. A proactive maintenance program helps you maintain uptime and demonstrate your commitment to sustainability through reduced energy consumption.

With ABM, your power systems run reliably, optimally, sustainably, and in compliance:

- **Rely on certified, experienced technicians** to help you meet NFPA 70E and 70B standards
- **Maintain energy resilience and reliability** with custom solutions tailored to your facility
- **Unlock energy savings** with retrofits and upgrades to minimize energy consumption, often without upfront costs for the client

Staffing and training

Finding and deploying the right people are core to ABM's business. Our 300+ recruiters ensure our team members have the technical qualifications and soft skills to deliver high-quality solutions and serve your customers.

ABM's staffing and training programs:

- **Align with CDC, AORN, and ASHE guidelines** and recommendations
- **Contain standardized protocols** to ensure employees perform tasks consistently
- **Incorporate benefits and compensation** that attract high-quality personnel
- **Meet local labor requirements** – ABM is signatory to 120+ collective bargaining agreements
- **Include cross-training programs** that enable employees to fill roles
- **Focus on delivering a high-quality** patient experience



Outsourcing improves your agility

Your in-house teams face enough pressure. Finding and retaining experts who understand the increasing complexity of your property's needs only adds to your to-do list.

Outsourcing enables you to shift the burden to a team of experts who specialize in facility, engineering, infrastructure, and mobility solutions day in and day out. By putting your property in the hands of a reliable partner, you can ease facility headaches:

- Reduce management complexity
- Adapt to fluctuations in demand
- Benefit from service-specific expertise (e.g., engineering, parking)
- Reduce costs and lower risk
- Improve resource utilization
- Achieve better service quality and outcomes

Outsourcing also allows you to learn from practices that have proven to work in properties like yours while adapting those practices to your unique needs.





Why ABM?

ABM has decades of experience and the breadth of capabilities needed to support your facility. When you work with us, you work with a team committed to the highest standards of quality.



HEALTHCARE EXPERTISE

ABM has 50 years of experience in healthcare, so we understand the unique needs of your environment and the people you serve.



MEDICAL OFFICE BUILDING EXPERTISE

Our healthcare facility teams deliver end-to-end operational solutions for more than 700 medical office buildings, campuses and clinics.



HOSPITAL CLIENTS

We serve more than 160 hospitals nationwide with comprehensive solutions and customized programs that enhance the patient experience.



IMPROVED PATIENT OUTCOMES

To improve patient safety and ensure your facility is survey-ready, all of our practices are aligned with AORN evidence-based guidelines.



INFECTION CONTROL PROTOCOLS

Our expert teams develop standard operating procedures that are aligned with CDC guidelines for environmental infection control.



CASE STUDY

Sheltering Arms Institute (SAI)

ABM partners with SAI to ensure that its newest facility meets high standards for service quality and operates with the flexibility needed to support its patients.

CHALLENGE / Delivering an elevated patient experience at a new facility

With existing patients at three separate hospital locations, SAI's leadership decided they needed their own facility to better serve the needs of the region and continue their positive growth trajectory. Because this new facility would be their first independent operation, the SAI team was looking for a company that could be flexible while providing higher-end services (both in food and environmental services) than what they've experienced in the past.

SOLUTION / A comprehensive program tailored to the needs of SAI's patients and staff

- A customized, flexible program that streamlines facility operations
- Reduced incidents and improved engagement
- Created a safe environment
- Met health codes

Services provided:

- EV services
- Nutritional food services

BENEFITS / Improved patient experience, accountability, and staff engagement

- **Specialized resources**, like qualified clinical dietitians to support patient needs
- **Substantial purchasing power** due to services spread across multiple industries, not just healthcare
- **Development of personal client relationships**, with team leaders prepared to visit the site at a moment's notice
- **By investing in team members**, ABM offers the highest standard of employee professionalism and experience

"In addition to helping us improve our patient experience (PX) scores, [ABM] has reduced reliance on overtime and temporary labor, focused on safety with reduced incidents, reduced turnover, improved staff engagement, and improved room turnover for new admissions." — [Alan Lombardo CEO, Sheltering Arms Institute](#)

An aerial night view of a city, featuring a prominent modern skyscraper with a curved glass facade and a large, illuminated circular structure on its upper levels. The surrounding urban landscape includes other buildings, streets with cars, and parking lots, all lit up by city lights.

Customized programs and best practices trusted by the largest companies in the country

As one of the largest facility services companies in the world, ABM works with all industries and sectors, from Fortune 500 leaders to airlines, airports, universities, schools, hospitals, healthcare systems, and medical office complexes of all sizes.

Because of the breadth and depth of our expertise, ABM can address your most complex challenges:

- Our compliance-first approach reduces your liability and always ensures audit readiness
- With 100,000 employees, along with recruiting, training, and benefits programs, we can staff your facilities with qualified people
- Our secure supply chain allows us to readily access cleaning and disinfection products, equipment, and technologies
- Our healthcare experts continually identify and prototype new technologies and systems to optimize facility operations

Get a second opinion. Get care customized for your needs.

ABM believes that our healthcare expertise and scale can drive out-sized value to achieve your patient, facility, and business goals.

We excel in meeting the unique needs of medical office buildings and the diversity of medical professionals who entrust their practices to your spaces. We achieve this by providing a 1:1 partnership that is critical to understanding your priorities, along with the right services and flexibility to gain additional support when needed.

Let ABM bring a fresh approach to enhance your operations.
Visit [ABM.com/Healthcare](https://www.abm.com/Healthcare) or call 866.624.1520.



**FACILITY
ENGINEERING &
INFRASTRUCTURE
SOLUTIONS**

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our diverse, inclusive teams work together to advance a healthier, more sustainable, ever-changing world. Under our care, systems perform, businesses prosper, and occupants thrive. Every day, over 100,000 of us work together with our clients to care for the people, places, and spaces important to you. We are making spaces smarter, modernizing infrastructure, and transforming facilities to become more resilient.

Driving possibility, together.

