



THE UPSIDE IS IN THE DETAILS





WHAT WE DO.

We start with an assessment of your facility's cleaning, dietary, laundry and maintenance operations. We evaluate your current staff and their efficiency and most important, the quality of their work. Upon completion of our multi-point checklist, we'll be able to give you the cleanest picture of your current system that you've ever seen. You'll see where you're overspending on labor; how much could be saved on materials; where inefficiencies are keeping your staff from working smarter, and most of all, you'll see where your product could be improved.

Then we'll put together a team to take it all off your hands. We provide labor, management, materials, training — everything you need to keep your facility running like a well-oiled machine — clean, quiet, and efficient.

**WE LOOK AT
YOUR SUPPORT
SERVICES LIKE A
STATE INSPECTOR
LOOKING AT YOUR
CLINICAL CARE.
ONLY CLOSER.**

IT'S MORE THAN OPERATIONAL SUPPORT. IT'S GOOD BUSINESS.

Upside Services is the outsourcing team that's putting a whole new spin on SNF operations. We're talking about thorny issues, like keeping the whole facility spotlessly clean and fresh smelling, getting the right clothing back to the right residents, and serving food that actually makes people want a second helping. And we're doing it while increasing profits. Upside is a turn-key solution to cleaning, dietary, laundry and maintenance issues that not only solves your concerns, but tidies up potential labor issues, lowers your costs, and reduces cross-contamination and maintenance problems that improve your residents' care. We provide the labor, the materials, the management and the know-how. Better. Faster. Cheaper. What else could you ask for?

**THE MOST
IMPORTANT
ASPECTS OF YOUR
FACILITY SHOULD
BE WHAT NOBODY
SEES.**



THE MOST OVERLOOKED PART OF YOUR NEW BUSINESS EFFORT IS THE EASIEST TO IDENTIFY. JUST BREATHE.

When the facility is where you go to work each day, it's easy to lose sight of the fact that your office is someone else's home. You would never allow your own floors to go un-mopped or tracked with footprints any more than you would allow an unpleasant odor to permeate your home. Yet that's what happens in thousands of facilities around the country. And when potential residents or their family members come for a screening visit, the smell and cleanliness of your facility is the first thing they notice. You can't afford to start the facility tour — if you even get that far — with a prospect who is expecting a negative experience before the tour even starts.

ONE OF THE MOST FREQUENTLY CITED REASONS FOR NOT SELECTING A NURSING HOME AFTER A FACILITY TOUR IS **SMELL/ CLEANLINESS.**



WE PAY ATTENTION TO THE DETAILS.

Ever notice how something small can turn into something big, quickly? A minor wet spot that causes a slip and fall accident can be a disaster. Of course the floor was mopped, and a caution sign was placed, but the mop wasn't wrung out the exact same way after each dip in the bucket. That's why one little spot stayed wet after your crew moved on down the hall. A small detail. A very big problem.

Upside Services built its business by paying attention — close attention — to little details like consistency when a staffer wrings out the mop, or making sure that water temperature is hot enough to kill the germs, but not so hot that it kills the clothes. Believe it or not, these are all part of our training program. Oh yes, in-service isn't just for nursing. All so that you don't have to worry about little details creating big problems.

ENVIRONMENTAL HAZARDS CAUSE AS MANY AS **27% OF FALLS IN NURSING HOMES.***

*ACCORDING TO THE CDC, 16% TO 27% OF FALLS IN NURSING HOMES ARE CAUSED BY ENVIRONMENTAL HAZARDS INCLUDING WET FLOORS. 10% TO 20% OF FALLS CAUSE 'SERIOUS INJURY.'



WE PAY ATTENTION TO THE DETAILS.

Washing clothes, sheets, towels, and pillow cases for hundreds of residents isn't anything at all like doing laundry at home every Tuesday and Thursday. Heavy lotions and oils, bio-spills, bacteria, virus control and bed bugs are just some of the issues that a proper laundry operation is responsible for. Linens in a health care environment are shared by hundreds of people, and improperly handled, they can create disasters in nursing, customer service, finance and more. Soiled laundry is a leading cause of odors in skilled nursing facilities, which degrades quality of life, employee morale, and negatively impacts your new business efforts. And improper laundering shortens the usable life of every item, resulting in higher replacement costs.

BLOUSES AND UNDERWEAR DON'T DO WELL IN A TUB OF 180 DEGREE WATER AND 200 POUNDS OF SHEETS.



WASH, FLUFF, FOLD, RETURN. REPEAT.

Resident laundry is often an afterthought to the monumental job of cleaning all those sheets and towels. And resident clothing is more delicate, demanding different temperatures, detergent and finishing. What you need are two operations in one: a commercial medical laundry and a residential personal laundry. Upside gets the details of both exactly right. And the details are the reason we're so successful. So every sheet and towel is clean, fresh, and disinfected, and every blouse and pair of socks is washed, fluffed, folded and returned to its rightful owner. Simple, right?

LAUNDRY RANKS SECOND ONLY TO FOOD SERVICE IN NATIONAL STUDIES OF SNF CUSTOMER DISSATISFACTION.*

* PINNACLE QUALITY INSIGHT, 2017.



A WELL FED RESIDENT IS A HAPPY RESIDENT.

Resident dining is a health issue, a lifestyle issue, and a profitability issue. It should also be one of the keys to your customer acquisition effort. Rather than “cooking down” to the blandest dietary requirements in the facility, or implementing off-the-shelf commercial programs, Upside Servicess approaches the kitchen creatively and efficiently. Fresh ingredients are healthier, cheaper, tastier, and more economical when they are integrated with a planned facility-specific menu. Individual needs are meticulously met, including cultural, religious, and medically indicated restrictions.

QUALITY OF FOOD IS THE SINGLE HIGHEST CAUSE OF CUSTOMER DISSATISFACTION IN SNFS NATIONWIDE.*

* PINNACLE QUALITY INSIGHT, 2017.

GOOD FOOD AND A GOOD DINING EXPERIENCE IS AS MUCH ABOUT KITCHEN EFFICIENCY AS IT IS ABOUT THE MENU OR THE RECIPE.

In many SNF kitchens the most important thing in the room is the can opener. In an Upside kitchen, the most important thing in the room is the Upside supervisor, who ensures that menus, ingredients, individual preparations, and schedules are built to meet the needs of residents and ownership. Cooking temperatures, food storage, cleanliness, and all kitchen procedures are vetted and monitored to meet the most stringent surveyor’s “white glove” test. You get the compliments to the chef. We plan it, buy it, cook it, serve it and clean it up. And we do it at lower cost than what you’re paying right now. Creativity, efficiency, and quality at every level. Bon appetit.

UPSIDE TAKES CARE OF YOUR FOOD SERVICE NEEDS FROM SOUP TO NUTS.



IS YOUR MAINTENANCE DIRECTOR A PROFESSIONAL OR JUST A VERY GOOD HANDYMAN?

Upside Services assembles a team of trained professionals, and provides them with regular ongoing training in tools and techniques because a mistake in a SNF can have dangerous, even deadly consequences. More than the worker's compensation cost and upsetting the department's functioning, an accident in a SNF or a minor repair poorly done can cause grievous harm to a resident. Whether it's the timely changing of a lighting ballast or installing the correct safety clip on a wheelchair, reliable maintenance is critical. No one will notice the safety clip that fits perfectly, but they'll notice the news article about the accident caused by one that didn't.

**MORE THAN 200,000
DO-IT-YOURSELF
HANDYMEN ARE
SERIOUSLY INJURED
EACH YEAR.**

WE PAY ATTENTION TO THE DETAILS.

Upside Services teams work in concert with each other and with your other departments to make certain nothing is missed. The housekeeping staff is often the eyes and ears of maintenance, alerting them to things that need attention. Maintenance and housekeeping function as a team, as do housekeeping and laundry. The kitchen team works most closely with nursing to ensure that each residents' changing nutritional needs are met and documented. But whether we're interfacing with another Upside team or one of your own, we function seamlessly and we never get noticed. Because what you don't see — or smell — or hear — is assign of another job well done by Upside Services.

**COORDINATING
INTER-
DEPARTMENTAL
EFFORTS REDUCES
CMS SURVEY
CITATIONS.**

DON'T WAIT

Upside Services can improve the appearance, operation and safety of your facility starting immediately. And all that will go a long way toward boosting morale, elevating resident satisfaction scores, and turning discharging residents into brand ambassadors. We have the staff, the management, the equipment and the knowledge, and we're ready to put it all to work for your facility.

Call us for a no-obligation evaluation and see how easy it can be to turn the most thankless jobs in the facility into your strongest selling points.

We do it all, including:

- Housekeeping
- Laundry
- Dietary services
- Maintenance services
- Purchasing and staffing
- Floor care
- On-site and regional management
- Training and in-service programs

The impression made by a dirty facility, lasts forever. Call UpSide today at 305 771 1660 or email us at info@UpSideService.com.

YOU HAVE OUR GUARANTEE THAT YOU'LL NEVER BE IN IT ALONE.

Upside guarantees that our senior management team will address any issues, concerns or dissatisfaction within 24 hours of your call to 305 771 1660. Customers should never have to wait for satisfaction. Ours don't.



www.UpSideService.com