



HEALTH AND HOSPITAL SERVICES
A partnership of excellence
with the Paris Saint-Joseph hospital group

The Paris Saint-Joseph hospital group has created a venture with Dalkia called SEDS to jointly manage the hospital's support functions.

The challenges

The Paris Saint-Joseph hospital group has decided to restructure by combining its three sites – Saint-Joseph, Saint-Michel and Notre-Dame de Bon Secours – at the Saint-Joseph hospital's current location by 2010. The project sets out three key challenges:

- Restore a sound financial situation.
- Entrust support functions to a professional solutions provider so that the hospital can focus on its core competencies while preserving jobs.
- Optimise the quality of support services to enhance the well-being of both patients and staff.



Key figures

The Paris Saint-Joseph hospital group is a private, not-for-profit participant in the French public hospitals service (PSPH). One of the largest hospital groups in France, it is recognised as a public-interest foundation.

- 2,500 employees
- 13 operating rooms
- 855 beds, including:
 - 746 short stay
 - 109 rehabilitation
- 77 day hospital slots



Energy and fluid supply

- Energy consumption optimisation
- Heating and domestic hot water
- Air conditioning
- Electricity
- Electrical back-up
- Compressed air



Multitechnical maintenance

- Air treatment and circulation systems
- Electrical network
- High and low voltage
- Minor works and hoisting equipment
- Fire protection
- Chilled water network



Centralised management

On-site management
User support centre



Hospital hotel services and logistics

- Waste sorting and collection
- Waste disposal and transport
- Cleaning and disinfection
- Maintenance of green areas



Medical support services

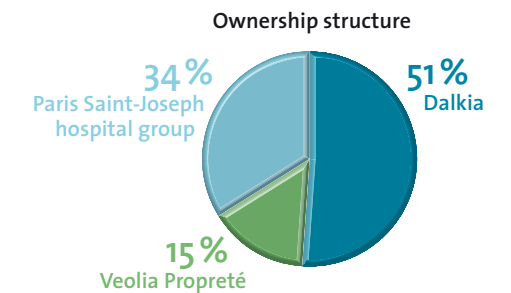
- Decontamination of medical instruments
- Laundry
- Medical and administrative archive management
- Intra- and inter-site transport



Works management and owner support services

The solution

The Paris Saint-Joseph hospital group, Dalkia and Veolia Propreté have created a joint venture called SEDS to manage the hospital's support services.



- The hospital and SEDS have signed a **ten-year performance-based contract**, with rising savings targets for each successive year.
- Quality and performance indicators have been implemented for each service.
- Decontamination of medical instruments is handled by Sterience, a Dalkia subsidiary that operates outsourced sterilised service centres. Employees in the areas covered by the contract may elect to be transferred to the joint venture. **An employment support charter** offers employees comparable wages and benefits.

Our commitments

- The contractually guaranteed savings to be delivered by the Dalkia project will help the Paris Saint-Joseph hospital group restore a sound financial situation.
- All transferred employees will benefit from new career growth opportunities and personalised support.
- Innovative energy solutions to improve the facilities' technical and cost performance will be proposed for the new site.
- Hospital sanitation will be enhanced with a plan to combat hospital-acquired infections, focusing on air treatment and cleaning, as well as a program to prevent Legionnaire's disease, in partnership with the committee to prevent hospital-acquired infections (CLIN) and the sanitation operating unit.



“An interesting aspect of this partnership is that it combines two cultures within a single team. We have the hospital’s culture, notably with the transfer of former hospital employees, and Veolia’s culture, with its different areas of technical expertise. I must say that Dalkia has contributed extremely competent people to our joint venture.”

**Yves Barrault, Managing Director
of the Paris Saint-Joseph hospital group.**