



Better hygiene for better care

More time for what matters



What's happening in the hospital segment?

Hospitals face staff shortages and staff have limited time to provide quality patient care and maintain clean care environments. Tork solutions can improve efficiency by helping free up staff time that can be dedicated to providing quality patient care in a hygienic setting.

75%

agree that reducing unnecessary dispenser checks allows staff to concentrate on crucial tasks¹

Why is it important?

Hospitals operate around the clock to provide patient care. They experience high traffic and staff must respond to a wide range of patient needs while adhering to strict hygiene standards. As the population gets older and the hospital segment grows, hospitals and their staff need to work smarter. They need hygiene solutions that are efficient, accessible and sustainable – they need Tork.

86%

agree that sustainability efforts reduce costs and enable allocation of more resources to patient care¹

How Tork supports better hygiene for better care

- **Saving staff time** with high-capacity dispensers means less time spent on unnecessary dispenser checks and refilling
- **Improving hygiene** through no-touch dispensers, one-at-time towel dispensing, and skin-friendly soaps & sanitizers
- Improving **hygiene adherence** with expert guidance on optimal dispenser placement and **free, interactive Tork trainings** for healthcare staff that are science-based and multilingual
- Enhancing the **patient experience** with hygiene solutions that are easy to use, readily available, and help prevent infections

¹ 2024 Tork study of nurses, EVS/cleaners, and managers

Get to know the hospital decision makers and influencers

The hospital segment features several departments that heavily influence one another, so forming a strong bond with one group can often lead to a relationship with others.

Decision makers

1. Environmental services director/ manager (EVS)

Responsible for the cleanliness and appearance of a hospital's interior. They oversee waste removal, cleaning and housekeeping staff to ensure patients have a comfortable and clean experience.

Inside Tip: Start your sales calls here, listening for problems, especially about trouble spots with infection prevention and sustaining a safe and hygienic environment, while reducing consumption and waste to contribute to their sustainability goals.

2. Infection prevention director

This individual's responsibility is to identify sources of infection, prevent/control outbreaks and report infections internally and to state authorities. A primary focus is the purchase of the right hygiene-related solutions that meet infection control requirements and that staff will use consistently.

Inside Tip: Getting buy-in from this person is crucial. Discuss ways Tork sustainable hygiene solutions support hygiene-critical aspects of healthcare and help reduce risks.

Influencers

1. Purchasing/materials manager

Mostly focused on keeping costs down without sacrificing functional or hygienic benefits. Think: reduced consumption means less waste, lower costs and lower environmental impact.

Inside Tip: Talk more about potential savings with this more business-minded person.

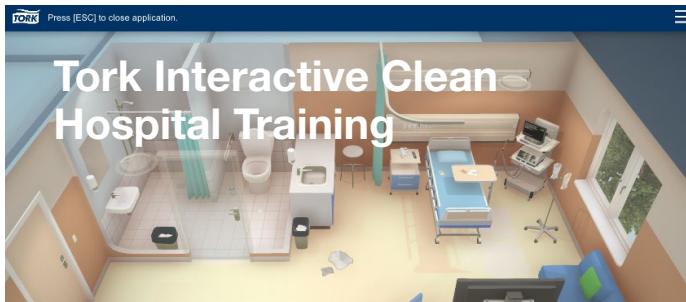
2. Quality of care manager

An influencer for the purchase of hygiene solutions but usually not a principal decision maker. With responsibility for patient satisfaction, they look for quality hygiene products that are quiet, smell pleasant, easy to use, attractive and reduce the risk of contamination..

Inside Tip: With the rising importance of patient satisfaction and its connection to revenue and reputation, quality of care managers are becoming increasingly influential.

Digital trainings from Tork

88% of healthcare managers agree, investing in digital solutions can help fill gaps created by healthcare staffing shortages ¹



This engaging and efficient online training is based on the Association for the Health Care Environment's Practice Guidance for Health Care Environmental Cleaning. It is available online and in multiple languages.



Developed in collaboration with world-leading hand hygiene experts, this training invites users into a digital world where they train on the World Health Organization's '5 moments of hand hygiene' with the goal of boosting compliance and reducing HAIs.

For more info about Tork trainings go to Torkusa.com/hospitaltrainings or Tork.ca/hospitaltrainings

¹ 2024 Tork study of nurses, EVS/cleaners, and managers

Hospital Trends

Growing importance of infection prevention

5-10% of all hospital patients are affected by healthcare acquired infections. These infections are responsible for approximately 80,000 fatalities each year or 200 per day in the US alone.¹ In addition, antimicrobial resistance is a real threat in hospitals. Tork sustainable hygiene solutions – dispensers, soaps & sanitizers, trainings & optimal dispenser placement guide, Tork Vision Cleaning, and more – enable better hygiene for better care.

Enhancing cleaning effectiveness

In the face of hospital staff shortages and severe time pressures, freeing up staff time so they can focus more on what matters - providing quality patient care - is a top priority. Tork sustainable hygiene solutions fulfill legal healthcare requirements and fit into the workflow of healthcare professionals and cleaners.

Tork Vision Cleaning² connected dispensers help pinpoint cleaning needs – cleaning needs, which improves hygiene adherence and means less time staff have to spend

checking and refilling dispensers. High-capacity Xpress® and OptiServe® Dispensers save time on performing checks and refills, and reduce waste. Tork Everwipe® wet wipes are high-capacity EPA-registered disinfectant wipes that save time and eliminate cross-contamination.

Improving patient outcomes and satisfaction

Patient satisfaction and its connection to reputation and revenue continues to rise in importance to hospitals. As more survey and satisfaction data is made available online, hospitals are implementing new processes and creating new roles to improve the patient experience. Tork touch-free systems encourage hand hygiene while helping reduce the spread of germs. Attractive, whisper-quiet dispensers also contribute to a more positive experience for patients.

1 Reference: National Library of Medicine: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7279532/> (May 2020)



Top healthcare challenges

- Reducing the incidence of healthcare-acquired infections (HAIs) and pathogen transmission
- Staff turnover and retention remains a challenge to ensuring hygiene compliance
- Improving patient outcomes and satisfaction
- Financial pressure to reduce costs amidst inflation

1 World Health Organization

2 NOTE: Tork Vision Cleaning was formerly known as Tork EasyCube®

Recommended Tork products



Public areas

Tork PeakServe® Continuous™ Hand Towel Dispenser



552520

Tork Skincare Dispenser with Intuition® Sensor with Tork Hygiene stand



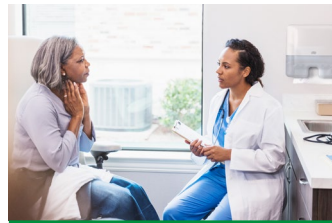
571600

670058

Tork OptiServe® Coreless 4-Roll Toilet Paper Dispenser



473620



Patient care areas

Tork Xpress® Mini Multifold Hand Towel Dispenser



553120

Tork Soap and Sanitizer Dispenser

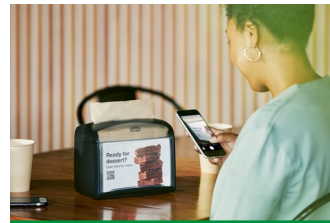


581500

Tork Hand Sanitizing Alcohol Foam



400217 (Not available in Canada)
4002170 (Canada only)



Kitchen and dining

Tork Matic® Hand Towel Roll Dispenser with Intuition® Sensor



5511202

Tork Xpressnap® Counter Napkin Dispenser



6434000

Tork 2 in 1 Scouring and Cleaning Foodservice Towel



192815



Entire facility

Everwipe® by Tork Chem-Ready Bucket
(Not available in Canada)



192850

Tork Microfiber Disposable Cleaning Cloth



800200

Tork Light-Duty Cleaning Cloth



500176

Holistic sustainability benefits from Tork

90% of Tork packaging is made from renewable resources like paper and cardboard.



Reduce consumption, reduce waste with one at a time dispensing



27 Tork dispensers are carbon neutral certified¹



Many Tork dispensers are certified Easy to use²



Visit [Tork Clean Care™ for Healthcare](https://torkusa.com/cleancarehealthcare) for hygiene insights, tools and training. torkusa.com/cleancarehealthcare or tork.ca/cleancarehealthcare



torkusa.com or tork.ca 1 866 722 8675 torkusa@essity.com

¹ Carbon neutral certified dispenser range produced with certified renewable electricity and compensated with climate projects. Valid for select dispensers in EU (except France) from May 2023. ClimatePartner certified product: www.climate-id.com/9VIUDN. ² Certified by the Swedish Rheumatism Association.