

# Triad fills in for COVID-decimated staff during pandemic becoming “part of the team” to keep hospital’s food operation running.

## Situation / Problem

The coronavirus pandemic led to huge staffing disruptions and shortages. These staffing disruptions were acute in the Food & Nutrition operation. Staffing a food operation – in a hospital – requires people with training, experience, and commitment to cleanliness and quality.

## Why Was Triad Called In?

To rapidly return the food operation to full functionality, 100% service fulfillment, and compliance during a period of critical stress and performance demands for all hospital staff: The outbreak of the COVID pandemic. After having 10-15 employees out due to COVID, Triad stepped in to help.

## Triad’s Approach

An immediate response providing ongoing staffing with the right people to keep the operation moving throughout the pandemic.

## Outcomes

An affordable solution that works: “Triad is usually 10% to 15% lower on a fully-loaded / total cost basis. This is because they’re on it. They move quickly and there’s no need for us to train Triad’s people.”

## Follow-up

Triad is also a valued resource for cleaning services on the Environmental Services side. “We were recently preparing for a big-time inspection and found we did have some cleanliness issues. Triad got here the next day and fixed the problem in time for the inspection.” In addition, “We’re getting ready to open a big robotics center. Triad is going to do the ‘opening clean.’”

Triad provides trusted staff for indoor cleaning, food delivery, machine repair, and outside cleaning. “Their workforce is excellent.”

