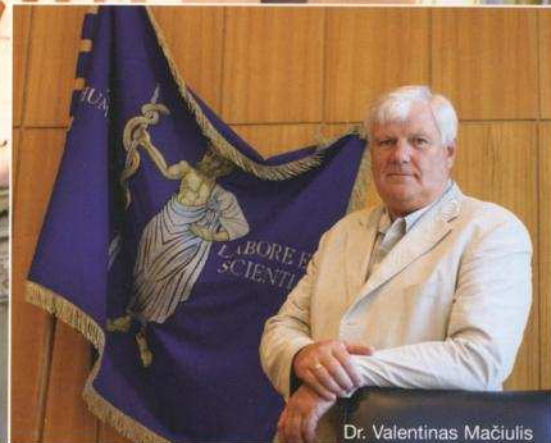


»Billy« comes from Lithuania too



Dr. Valentinas Mačiulis

Lithuanians are proud to have been a part of the EU since 2004 but they are still waiting for the Euro. The country is believed to be IKEA's seventh biggest producer worldwide, but if you want to purchase »Billy« book shelves, you need to drive to Warsaw. Lithuania boasts Europe's highest dunes and longest sandy beach on the Courland split but mass tourism has not yet really taken off. The country is full of multi-cultural tradition but it is fully oriented towards the future. A visit to three Dussmann clients who were founded in totally contrasting epochs and who help form the old and the new republic of Lithuania which was founded in 1990.

5

World

1903

Liucija Taraskevich has worked here for 40 years. She remembers well how she »used to have to haul food from the kitchen to the children's ward in buckets«. These days, she makes sure that the sometimes seriously ill young patients, here at the psychiatric hospital, are as comfortable as possible instead. At the moment, she is setting the tables with colorful dishes, serviettes and even small bunches of flowers. She herself is a motherly, friendly figure harmonizing with the small dining room and the colorful pictures on the wall. Liucija can depend on the punctual appearance of the transporter with the Dussmann Logo to deliver lunch.

Meal transport has been one of the services contracted to the German service provider since it took on catering for this 700 bed hospital in 2001. Meals are transported from the kitchen across the park-like grounds with many old trees to the individual service points on the wards. The Republican Psychiatric Hospital in Vilnius, was founded in 1903 in the era of the Tsars. In 2001, it was the first hospital in Lithuania to contract patient catering to an external provider. Today, the outsourcing quota is around 50 percent and the hospital director responsible who is still in charge today, has a reputation as the »service provider ambassador«. »The current levels of quality are high and four meals are prepared freshly each day. We used to buy potatoes for a whole year at a time. Now the service provider uses only fresh products« explains Dr. Valentinas Mačiulis in his office (picture, left).

As the hospital director, he manages the work with 8,200 patients who are treated for serious mental illness such as schizophrenia, Alzheimer's disease or depression each year. The objective of all treatment, says Mačiulis, is, »to re-integrate patients

into society.« The clinic offers many forms of examination and treatment that are otherwise unavailable in Lithuania. On average, patients stay for 25 days – substantially longer than in regular hospitals. This makes programs for diversion especially important. They include sport, creative and cultural activities as well as work rehabilitation programs.

Just as important is variation in the meal plan. The 20 members of the Dussmann team prepared over 1,000 meals today, some of which were for neighboring hospitals.



The kitchen seems relatively small in view of this information but it was equipped with modern kitchen technology in 2002. This used to be the sports hall. Kitchen manager, Nijole Zaleckiene – the ending »ene« is an indication that she is married, the names of single women end with »ite« – lists the dishes: »At breakfast, omelet and curd cheese, that's very popular. At lunch, soup of course, you can't do without that in Lithuania, today it's beetroot. The main course, rissoles. For supper, there's casseroles« enthuses the diminutive woman and turns back to her work. ▶



Since 2009, Dussmann Service has also been responsible for keeping the 185,000 square meters in the Santariskes Hospital clean, maintaining hygiene standards in the clinical areas and façade cleaning



1980

A few kilometers further west. Several clinics are located around a roundabout; the oncological clinic, the children's clinic and Santariskes, which in Lithuania, is a synonym for health care, as the second largest hospital in the country and the one with the best reputation. Run by the university and the health ministry, the »Vilnius University Hospital Santariskes Clinic« is a leader in cardiology, heart surgery, transplants and hematology. It has international contacts for further training of medical personnel.

Appointments via Internet

For several years now, Santariskes clinic and 19 cooperation partners have been working together on a project of national import and benefit. Very soon, all patient data will be collated on an electronic healthcare card and in this way, be made accessible to the various health care institutions. Not only doctors will be able to access this important information; it will be possible to make appointments via internet providing administration an overview of utilization of medical service capacity. It is an ambitious project that will involve, among other things, 580 computer terminals.

A project of this nature in Germany has been heavily criticized by the data protection lobby and the German Medical Assembly and has been postponed indefinitely. However, in some countries such as Austria, Taiwan and France, one is already in

place. Germany's minister for health care, Rösler, recently announced the intention of clearing the path for the healthcare card in this country too. A test phase in seven regions has been started.

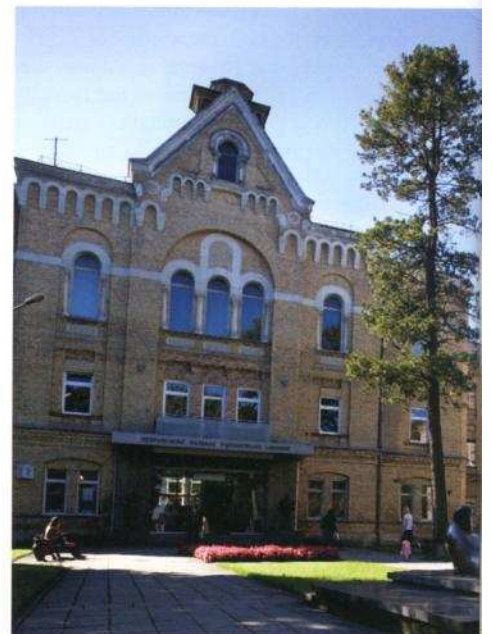
Clearly, Santariskes is up-to-date with present trends and has partly financed this project with EU subsidies. When the campus was founded around 30 years ago, it was very modern. These days, the buildings are showing the ravages of time but the clinic ensures that it is progressively being refurbished.

One example is the staff café. Santara – which translates as »holy community« – is written above the entrance. Eloquent black and white photos of Vilnius during the years from 1950 to 1980 hang on the right and the left of the corridor. Photos also hang inside – these in color. Proudly, kitchen manager Jurgita Damuliauskiene and her team show the restaurant in which Dussmann Service has invested to make it a pleasant location for the almost 3,000 doctors, nurses and administrative staff to eat. »For twelve Litas, around 3.50 Euros, we offer a three-course menu. One of the favorite dishes is Zeppelines, meat or quark dumplings« she says.

Regina Nalivaikiene is the Catering Director and responsible for the whole catering operation. She works together with a dietician and the doctor responsible, and

prepares guidelines for the Dussmann Service meal plan. Nalivaikie is convinced that »some patients don't eat as well at home as they do here. But there is grumbling anyway.« She explains that this is not due to the quality of food as this has substantially improved over the seven years with

The psychiatric hospital of the Lithuanian Republic in Vilnius





7

World

Dussmann. It is due to tray service. Distribution is manual. Which makes it all the more surprising that meals are transported from kitchen to patients within ten minutes – maintaining the service temperature prescribed by HACCP, 68 degrees Celsius. No reason for grumbling it would seem. ▶



Dussmann Service in Lithuania, Latvia and Estonia

With over 800 employees, the Lithuanian Dussmann subsidiary is the largest of the three in the Baltic States. Alone at the Santariskes hospital, 200 Dussmann staff are employed in cleaning services and staff and patient catering. But there are many other health and care organizations which have contracted these tasks to the service provider. Cleaning services are carried out by Dussmann at the Vilnius picture gallery and the Lithuanian Telecom. Dr. Vytautas Baršys has been the Managing Director of Dussmann Service Lithuania since 1998. Since his retirement at the end of 2009, Aurelija Maldutyte has taken over the management.

Dussmann Service Latvia is a market leader in cleaning for shopping centers. For

example many of the 350 employees work at the shopping park Alfa ensuring that visitors feel welcome. General Manager, Raivo Pelmanis has been with Dussmann since 1998.

In Estonia, with around 400 employees, Dussmann Service works for SA Põhja-Eesti Regionaalhaigla, among other clients. The state hospital with 1,200 beds has entrusted the service provider, not only with cleaning but also patient and staff catering. In the office and shopping center Baltica, Dussmann Service recently opened a public restaurant. The Dussmann subsidiary, founded in 1996, is managed by Anella Stimmer. The only Kursana facility in Eastern Europe, the Merivälja Pansion, is located in her home town, Tallinn.





2004

Something that is, as yet, only on the drawing board for Santariskes – a double-edged sword for citizens – is already long established at Vilnius city hall: extreme service orientation which is only possible through IT. On the other side of the river Neris grows the modern section of the city Vilnius, the »Wall Street«: Instead of churches and quaint alleyways, the light glances off the shining façades of skyscrapers. This quarter was established during preparations for Vilnius' year as the »Cultural Capital of Europe«. The city administration located here also presents itself in a consistently modern way: Huge lighted letters on the roof of the building read www.vilnius.lt visible from planes overhead.

Inside is a service paradise: In an airy atrium with adequate seating space stand around 20 administrative staff. The client enters his or her request into one of the terminals and receives a waiting number for the appropriate counter. A modern citizens' center that is the envy of many German cities. That is why Dussmann site manager, Algimantas Ramanauskas, has so little to report. He and his security team observing the screens of the security center have nothing more serious to report than disgruntled citizens whose cases are not attended to fast enough. But if one of the technical systems goes on strike and he needs to initiate repairs or a mishap occurs that needs to be attended to by the cleaning staff: the reaction must be fast. The mayor of Vilnius, Navickas knows he can rely on Dussmann Service whilst he manages the community of half a million from his office on the 20th floor. ■

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