

# Experiencing the Daniels Difference



MAKING HEALTHCARE SAFER  
SOINS DE SANTÉ PLUS SÉCURITAIRES

PARTNERING VS. PROVIDING



We exist to make healthcare safer.

# Daniels Health

## OUR STORY



DAN DANIELS FOUNDER AND CEO

Our story began with a passionate idea that we could change the world... and to be honest, we've never stopped believing that.

In 1986 it was a simple concept that microbiology teamed with innovation and clinical contribution could eliminate an issue that was profoundly impacting the healthcare industry – HIV acquired through needlestick injuries.

In Australia, we lived out our dream. Investing years into R&D to create the safest containment system in the world and taking on the industry status quo to petition for higher standards in sharps protection, we witnessed an **80+ percent** reduction in disposal-related needlestick injuries nationwide. And then we kept going...

Today Daniels Health, led by our founding visionary Dan Daniels, is working across healthcare facilities globally to usher in a new minimum standard in sharps and medical waste management. Bringing safety and infection control to the forefront of healthcare waste management, and ensuring KPI's of cost, waste volume, and environmental impact is a shared responsibility between the waste generator and its Daniels partnership, Daniels Health is bringing healthcare waste back into the clinical spotlight.

In 32 years, from a home garage with nothing but makeshift PVC waste tubes and an irrepressible dream, Daniels has grown to become one of the most influential healthcare service companies in the world. Its safe practices have become the benchmark of global standards, its robotic washing and treatment technologies have achieved unprecedented levels of decontamination efficacy, and its products are esteemed unrivalled industry-wide in protecting the safety of healthcare workers. We are collectively and passionately committed to Making Healthcare Safer.

Find out more at [www.danielshealth.ca/our-story](http://www.danielshealth.ca/our-story)

# What we have achieved...

## **DESIGNED AND PATENTED OVER 60 CLINICALLY-DESIGNED CONTAINMENT SYSTEMS**

and accompanying products that transform the safety, efficiencies and environmental impact of healthcare waste management.



## **INVENTED STATE-OF-THE-ART ROBOTIC WASHING TECHNOLOGY**

which achieves the highest levels of bacterial load reduction and decontamination ever recorded in a medical container washing process.

## **INVESTED MORE RESEARCH INTO R&D AND ACHIEVED GREATER SCIENTIFIC BACKING BEHIND OUR TECHNOLOGY THAN ANY OTHER SHARPS CONTAINER COMPANY IN THE WORLD;**

Daniels Sharpsmart collectors were peer reviewed in five independent journals across 12 years, demonstrating consistent results in dramatic sharps injury reduction and reduced environmental burden in six countries.



## **ESTABLISHED 24 PLANTS AND TRANSFER STATIONS IN THE UNITED STATES & CANADA,**

achieving a strong national service capability across North America.

IT IS ESTIMATED THAT...

“Each year, **50,000** needlestick & other sharps related injuries are sustained by healthcare personnel in Canada.”

**Through our vision,  
our service and our products,  
we are committed to  
reducing this number.**



MAKING HEALTHCARE SAFER  
SOINS DE SANTÉ PLUS SÉCURITAIRES

# How we make a difference.

Daniels 'value' is achieved for our customers through multiple touchpoints - efficiencies, cost-savings, environmental achievements and increased safety benchmarking. There is no such thing as overnight success in our industry - find out how we've explored the journey of change with other leading healthcare facilities...



## SHARPSMART:

### Impact on emissions & injuries

**Publication** Inside Hospitals: "Apple of Their Eye" Infection Prevention, October 2011

Disposable single-use sharps containers were replaced with the Sharpsmart reusable containment system. The 12 month Before-After study determined the effect of the Sharpsmart reusable containment system on greenhouse gas emissions and sharps injuries at the 500 bed Rotherham NHS Foundation Trust Hospital. Results showed Sharpsmart:

- ▶ Significantly reduced greenhouse gas (GHG) emissions by 109.80 tons CO<sub>2</sub>eq per annum which equated to a **91% reduction in GHG** from the facility's previous disposable sharps containment system.
- ▶ Reduced landfilled waste by **13 tons of plastic** and **1.3 tons of cardboard** annually
- ▶ **Eliminated** container-associated **Sharps Injuries**
- ▶ **Reduced sharps containment and disposal costs**

"Introducing Sharpsmart has brought all aspects of point-of-use, sharps safety and sustainability together. There's a financial benefit with Sharpsmart"

- Donna Jones, Facilities Manager

## SHARPSMART:

### Impact on injuries

**Authors** Grimmond T, Rings T, Taylor C, Creech R, Kampen R, Kable W, ead P, Mackie P, Pandur R **Publication** Journal of Hospital Infection Volume 54, Issue 3, July 2003, Pages 232-238

This study involved 8 acute care hospitals ranging in size from 150 to 850 beds in Australia, New Zealand and Scotland. The study was carried out to determine the effect on Sharps Injuries following the introduction of the Daniels Sharpsmart reusable containment system. When compared to 10 alternate sharps container brands, the Daniels Sharpsmart system proved significant reductions in Sharps Injuries:

- ▶ **Total Sharps Injuries (SI)** reduced by **32.6%**
- ▶ **Container Related SI** reduced by **86.6%**
- ▶ **Non Container Related SI** reduced by **25.7%**

"This is the first time in world literature that a sharps containment system has brought about such Sharps Injury reductions in all three parameters.

It is postulated that the Sharpsmart system's advanced safety features, high profile, multiple mounting options, correct placement, and institution-wide education brought about behavioural change through an ecosystemic effect. The Sharpsmart sharps management system offers a cost-effective means of significantly reducing Sharps Injuries."

- Authors

View more case studies at [danielshealth.ca/case-studies](http://danielshealth.ca/case-studies)

# What is the Daniels Difference?

**Waste haulers  
stop here.**

**Daniels Health services inside  
the four walls of your facility.**



Daniels presents a dramatic shift from traditional waste companies by operating within the four walls of a healthcare facility. Through solution scoping, container placement, waste movement audits, waste traceability solutions, staff training and storage optimisation, we provide a tailored solution for each facility we work with. Before a waste plan is developed, our scoping exercises take into account current staff practices, hospital layout, and disposal methodologies within the facility to determine the ultimate product solution and 'disposal and movement' model for safe seamless transfer of waste, and effective on-site segregation.

Once the "inside" needs have been understood, we then work with the facility to develop an integrated solution for the transfer of waste to their loading dock and determine the most complimentary storage and transport alternatives.

At the intersection of innovation and entrepreneurship, Daniels has become a change-agent for safer and more sustainable medical waste practices worldwide.

# Traditional Waste Management

THE 'UN-DANIELS' WAY



## WASTE CONSOLIDATION

Consolidating waste in one area of the facility



## PICKUP

Picking up waste from the back dock of the facility



## TRANSPORTATION

Transporting the waste from the hospital dock to a processing facility



## PROCESS & DISPOSAL

Processing and disposing of the waste via the required treatment methods



## REPORTING

Generating a manifest on the destroyed waste

# The Daniels Difference

## WHAT SETS US APART?



### SOLUTION SCOPING

Daniels Health works with each facility to understand the unique requirements within its four walls that impact safety, efficiency and costs. This scoping exercise takes into account current staff practices, disposal methodologies, and hospital layout.



### PLACEMENT

Each patient room within the facility is examined to identify the safest placement for medical waste receptacles. We observe staff practices, identify potential obstructions, examine waste disposal markers and ensure that the solution we are putting forward optimises segregation potential and ensures the safety of healthcare workers.



### MOVEMENT & STORAGE

Daniels Health conducts internal assessments to identify the most efficient logistical solutions for waste movement within the facility. We walk the wards, understand space requirements and identify issues which will potentially impact on waste movement between ward level and dock pickup.



### TRACEABILITY

Daniels Health offers state-of-the-art tracking technology to trace waste back to its point of origin; in conjunction with waste audits we can identify the precise locations where waste segregation practices are ineffective and further training is required. Through this exercise we can also re-evaluate the positioning of the waste receptacle, and work with staff to understand segregation-prohibitive factors at each location.



### STAFF TRAINING

Daniels Health provides expertise within your facility to educate staff via face to face training, e-learning and educational literature, and empower cognitive behavioural change. We identify staff training as an integral part of optimising waste segregation and keeping safety front of mind.



### OPTIMISING STORAGE

Daniels Health understands that hospital real estate is valuable space and optimisation is key. Part of our solution offering is the provision of storage transporters to hold multiple collectors ready for pickup at the loading dock, bulk wall mounts to store clean collectors, and mobile carts, wall brackets, bench cradles and fixtures to use within the hospital to optimise off-floor space.



### TRANSPORT, PROCESSING, DISPOSAL

The Daniels Difference is that the 6 vital steps above are carried out within the four walls of each facility before waste is stored, picked up, transported and disposed of. These 6 steps are fundamental to effective segregation, cost savings, staff safety and efficiencies within each hospital we work with. Once outside the four walls, our practices promote the highest degree of safe sustainable process. Our robotic washing machinery ensures zero injury risk to users and sanitises collectors through a rigorous 8-stage process, and our waste treatment options ensure that minimal volumes of waste end up in landfill.





# THE TOP 10 REASONS TO ENGAGE WITH **Daniels Health**

## 1. Safety

Safety sits in the very core of our company vision; protecting people and communities and minimising healthcare-associated risk. Evidenced in multiple case studies, published journal articles and customer testimonials, Daniels' products and services are proven to dramatically reduce needlestick injury rates, minimise infection transfer through waste handling, and substantially improve the risk profile of all organisations that generate healthcare wastes.



## 2. Sustainability

Our composite solutions; products, service, training, treatment and processing, together achieve the highest standards of sustainability and carbon emission reductions in the industry.

Choosing reusable products to reduce environmental impact, placing segregation at the forefront of our training, and offering revolutionary waste processing and washing methods that are proven to achieve the highest levels of microbiological efficacy, Daniels has taken the greening of healthcare waste to the next level.



## 3. Segregation and Volume Diversion

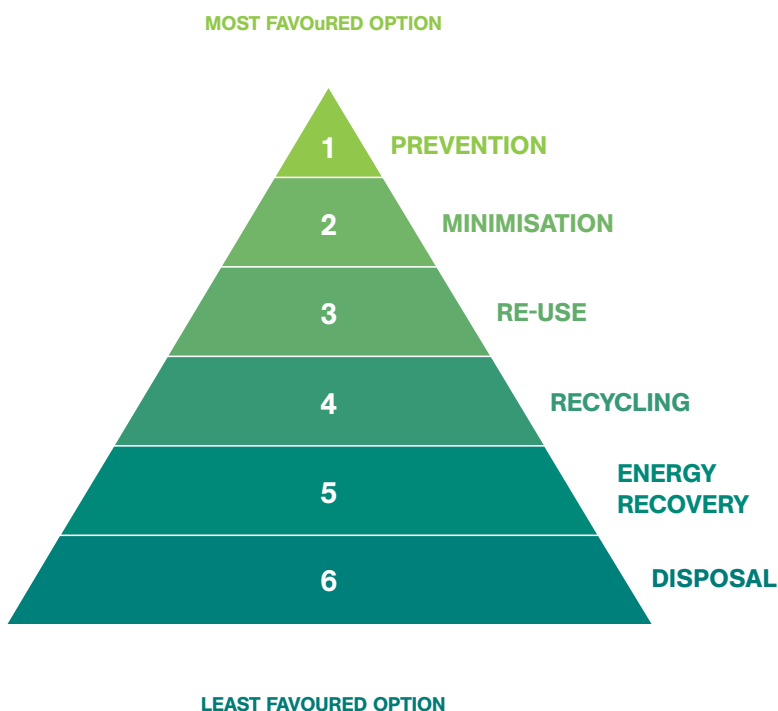
Moving from Volume to Value, the safest, most sustainable and financially beneficial method of healthcare waste minimisation is to segregate at source. Effective on-site segregation ensures the lowest cost impact, improved sustainability via reduced landfill volumes and CO<sub>2</sub> emission reduction, and compliance assurance.

## 4. Efficiency

With a strong solution-driven approach, Daniels Health optimises the efficiencies of healthcare environments through process re-engineering, redefined waste handling methodologies and the provision of smart logistical solutions to significantly improve day-to-day efficiencies in managing multiple waste streams.

Our range of products and accessories have been engineered to achieve seamless transition between clinical environments. Each collector is designed with unique mounting fixtures that enable interchangeable compatibility with bench cradles, wall mounts, floorstands, mobile trolleys, and bulk delivery carts; thereby enabling safe efficient movement, eliminating ground cross-contamination, and relieving the pressure of tight floorspace.

Concurrently, our unique tracking technology provides intelligence on the movement of waste whilst improving segregation and waste volume reductions.



# 5. Process

## Re-engineering Focus

To achieve optimum levels of safe waste handling and segregation efficiencies in a healthcare setting, relies heavily on a dramatic behavioural shift. Day-to-day behaviours and processes quickly become deeply rooted in routine, and logical solutions are often bypassed in the resolve of past practices.

Daniels Health consultants are experts in waste mapping, and work in partnership with you to design the safest and most efficient pathway for waste, from point of generation and disposal right through to pickup, processing and recycling. Identifying 'flow', potential hazards and obstructions, and safety or segregation inhibitors, all play a core role in our consultative approach.

# 6. Education

Daniels Health has an ongoing commitment to educate staff within healthcare to ensure that together we achieve greater safety awareness and drive behavioural change in waste management, segregation, compliance and best practice.

Daniels employs a blended learning approach to education that accommodates multiple learning styles. Versatile and intuitive, our education platforms serve not only to impart knowledge but also to inspire conscious and actionable disciplines in day-to-day practice. We understand that each person learns differently and no two healthcare settings are the same; our education solutions are designed as an interchangeable and customisable offering – delivering results through a tailored approach.



# 7. Compliance

Understanding the complexities of local, regional and national regulations, Daniels Health positions itself as an astute partner in delivering reliable guidance, effective waste segregation results, and compliant handling and management solutions. Our operational and compliance team ensures that each healthcare facility we work with is fully compliant to all local and federally mandated regulations. Through training, site mapping and online reporting, we work closely with each healthcare facility to mitigate the risk of fines and infringement penalties.





## 8. Customised Approach

With thirty years industry experience, we are no strangers to the diversity and complexity of the global healthcare industry. Each facility we work with has its own unique set of needs and challenges, and we pride ourselves in having a fluid and nimble approach that delivers site-relevant solutions rather than off-the-shelf packages. As a company, we believe that customisation borne out of true understanding delivers results, and to this end the 'one size fits all' approach is one that you will never find in any Daniels Health solutions or services.

## 9. Scalability

As a company founded on innovation and safety-led entrepreneurialism, our nimble and solution-driven approach gives significant scalability to the services we offer and our ability to customise to meet customer needs.

With proven methodologies, we have made irrevocable shifts in waste practices and safety standards across the global healthcare scene. From small surgical clinics through to major hospitals, our waste management services are flexible and proven to deliver behavioural changing results and needlestick injury reduction across all sized facilities.

## 10. Quality & Value Proposition

As a culture, ethos and way of work, Daniels have always chosen a path of excellence over convention. Our proprietary products have benchmarked safer healthcare standards globally, and our definition of quality and value has always been pitted against the yardstick of the lives saved through our resolve to challenge safety norms.

Yet whilst protecting human life is the highest form of value, our holistically driven waste management services are time-tested to deliver unprecedented results in total cost reduction. By aligning needs, processes, training and products, we guarantee that our quality assurance, efficiencies and overall value proposition will trump current practices.

# Clinically-Proven, Safe & Trusted.

“Implementation, staff education and after sales service is of high quality.

**We can count on experienced staff to address any situation we encounter.”**

**SOLANGE ARSENEAU** NEW PRODUCT COORDINATOR



**“Just a quick note of appreciation for the service delivery provided by Daniels.**

From the Drivers, office staff and the general Manager, the Daniels team go above and beyond to ensure customer satisfaction. Service delivery times are consistent, drivers are courteous and more than willing to assist, the communication from the Moncton office is professional with additional requests expedited. Well done.

**TOM STEEVES** MANAGER, ENVIRONMENTAL SERVICES | Horizon Health Network



“I can’t thank you enough for all your hard work during the installation of the new Sharps System throughout our Health Centre. I have received nothing but positive feedback from housekeeping and hospital staff.”

**PAULA ROSS** HOUSE KEEPING SUPERVISOR  
IWK Health Center Halifax Nova Scotia

Peer-reviewed in four independent studies and relied upon by healthcare facilities across the world, the SharpSmart system is driven by a single, crucial objective – **to save lives.** Read what some of our customers have to say about how Daniels products and services have transformed the experiences of staff, patients and visitors alike.

“For a number of years I have had the pleasure of having Daniels as a service provider and throughout the years I have been impressed with their commitment to customer service.

**We have not only been the recipient of quality service, but our staff have been provided exceptional training by informative and dedicated staff.** Our questions and issues are always addressed in a timely manner and the team at Daniels have always gone above and beyond our expectations. Thank you for all that you do.”

**CATHERINE LOCKWOOD** MANAGER-CUSTOMER SUPPORT SERVICES | Joseph Brant Hospital



“Previously we had issues with pharmaceutical waste.

**We contacted Daniels and put the Rx reusable pharmaceutical waste program in place, since then we are legally doing the right thing.** If we have questions or concerns, Daniels is there to try to help in any way they can. Thank you Daniels Health for your support and services!”

**ROGER CHAREST** ENVIRONMENTAL SERVICES MANAGER  
Vitalite Healthcare

We believe that sharps handling and waste management in hospitals is a **clinical responsibility** requiring a **clinical solution.**

Find out how the Daniels Difference can transform safety and infection control in your facility.

[www.danielshealth.ca/daniels-difference](http://www.danielshealth.ca/daniels-difference)



**32** years of experience in healthcare

Serving **20,000+** customers



Diverting **2,000+** tons of plastic from landfill per year



Preventing an estimated **4,000+** needlestick injuries per year



[www.danielshealth.ca](http://www.danielshealth.ca)