



Modern Healthcare Names Linc Health to “Top Twenty”

[Holliston, MA October 1, 2009] -- Linc Facility Services' healthcare division has been recognized as one of the Top 20 Outsourcing Firms by *Modern Healthcare's* 2009 Outsourcing Survey. The healthcare industry's business news weekly issue for September 28, 2009, also reported Linc Health as having the highest year over year growth of any reporting clinical/diagnostic equipment maintenance contractor, at 62%, compared with the industry average growth of 19%. Facility Operations and Maintenance firms reported an average growth of 4.8%. Linc reported 11% growth in the same period.

Linc Health President Ray Zambuto credited Linc's industry leading growth rate to the fact that Linc maintains a customer retention rate of 96% across all of its business sectors. According to Zambuto, "The highest measures of customer satisfaction are retention rate and recommendations. Linc leads the industry in these categories because customer service is not a platitude for us, but the foundation of our business."

In addition to the growth factors cited, the survey focused on key industry trends that impact hospital decisions related to outsourcing. The convergence of Information Technology with biomedical service (clinical engineering) is driving more hospitals to outsource in order to gain tighter collaboration between these technologies. Linc Health has been a leader in responding to this convergence, employing cross-trained biomedical-IT engineers and technicians and proactively bridging the gap by working with customer IT departments.

According to the survey report, good outsourcing deals include reasonable performance standards and accountability. According to Linc Health Vice President of Facility Service Operations, Robert Eakin, "Here again, Linc Health is a leader, providing in-contract performance standards for Joint Commission compliance, productivity, and performance." Eakin notes, "The need to find savings and improve process and technology will continue to be prime drivers. Because Linc Health drives productivity through process and leveraging technology, our overall value proposition is as much about improved outcomes as about savings."

One of the challenges to outsourcing is reducing costs without compromising patient care. Medical equipment asset management was identified as one area where outsourcing can help hospitals "find revenue without eliminating clinical functions" by optimizing

utilization to reduce unneeded capital expenditures. Linc Health leverages its nationwide expertise in equipment planning to advise its customers on equipment needs and can employ its Linc Locator™ technology to track equipment and improve utilization.

Predictions are that as uncertainty over healthcare reform clears and the economy returns to a growth mode, the healthcare outsourcing market will grow at a 15% rate, about twice the overall rate for outsourcing nationally. Zambuto notes, “At Linc Health, we are already seeing an increase in serious discussions with first-time facility management and clinical engineering outsourcing customers. This is a very positive sign.”

About Linc Health:

Linc Health, LLC (Linc Health), a wholly-owned subsidiary of Linc Facility Services, LLC (Linc), provides Integrated Facility Management (IFM) services to the commercial non-governmental healthcare industry. Since 1979, Linc has provided customized facility management services and solutions to a diverse range of corporate, institutional, and government clients throughout the United States and around the world. Linc focuses on customers for whom the operation of the facility infrastructure is crucial to the success of the operation yet not core to their primary business process. Through a network of regional offices, Linc and its subsidiaries provide differentiated and innovative facility management and clinical engineering solutions that drive quality, efficiency, and a reliable means to superior solutions delivered. Linc Facility Services is owned by Irvine, CA-based The Linc Group, LLC (www.thelincgroup.com).

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