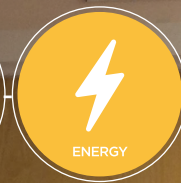


OPERATION TLC

2013—2015

EAST LONDON, UNITED KINGDOM

BARTS HEALTH NHS TRUST AND
GLOBAL ACTION PLAN



PROJECT GOALS

- Save energy
- Reduce spending
- Reduce emissions
- Demonstrate patient benefits from energy efficiency

Operation TLC is a hospital behavior change program that links reduced energy costs with improved patient experience. Initiated in 2013 by Barts Health NHS Trust and Global Action Plan (GAP), the program encouraged staff in six hospitals to turn off unused equipment, switch off lights, and close doors, allowing the hospitals to save money from energy efficiency, create a healing environment for patients, boost staff productivity, and reduce emissions.¹

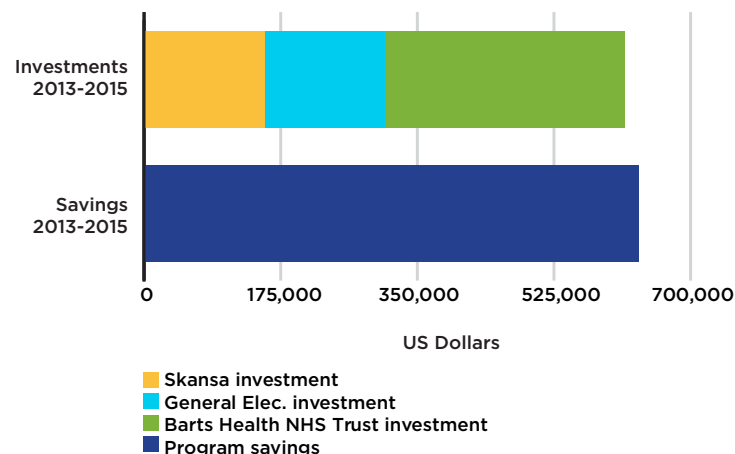
The program reached 15,000 Barts Health NHS Trust employees and helped place the hospitals on a path to meeting their target of reducing CO₂ emissions to 34% of 2007 levels by 2020, part of the NHS commitment to the UK Climate Change Act of 2008.

OVERCOMING OBSTACLES

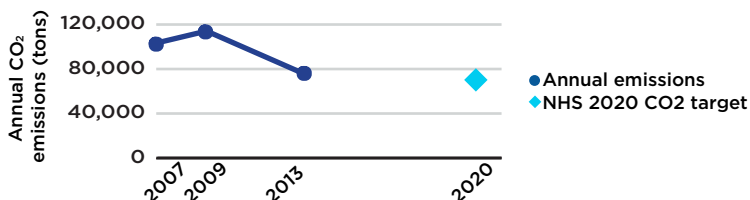
Staff availability and buy-in was a challenge, as hospitals are under increasing pressure to treat an aging population with tightening budgets. Efforts were made to design organizational processes that would help develop positive attitudes, change behaviors, and achieve project goals. These included consulting staff to find practical actions and creating ways to share successes. Additionally, Queen Mary University conducted research on program impacts, and hospital staff were more willing to listen once they saw those benefits.

Limited knowledge of building and facility maintenance was another barrier to this program. Operation TLC facilitated the development of staff knowledge and confidence in these areas and worked with GE and Skanska to make energy efficient improvements.

COSTS AND BENEFITS²



CO₂ REDUCTIONS AT BARTS HEALTH NHS TRUST³



LEADERSHIP AND COLLABORATION

ACADEMIA

Queen Mary University (E)

BUSINESS

GE & Skanska (F, I)

HEALTHCARE

NHS Trust (D, F)
Barts Health NHS Trust (A, C, D, E, F, I)

GOVERNMENT

Department of Health (F)

SOCIAL MISSION

Gap (D, I)

VOLUNTEERS

Hospital Staff (D, I)

A: Advocacy, C: Champion
D: Design, E: Evaluation,
F: Funding, I: Implementation

Former Barts Health NHS Trust Environmental Manager Fiona Daly and GAP co-designed and delivered the program. GAP considered the interests of various hospital stakeholders including the Chief Nurse, Finance Director, Director of Sustainability, and Estates Director. Additionally, as staff participation in program design provided them a sense of ownership, the team worked together to empower nurses, volunteers, and other hospital staff to become TLC advocates.

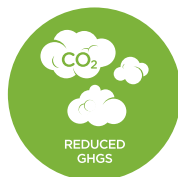
REPLICATION

Operation TLC has become an award-winning behavior-modification program, where training hospital staff to adopt simple energy efficient behaviors saves health organizations energy and money while also creating healing environments for patients.

Since 2013, Operation TLC has been adopted by 12 other NHS Trusts, saving \$859,769 in costs and 2600 tCO₂ in carbon emissions. In 2017, Global Action Plan and Global Green and Healthy Hospitals launched a series of Operation TLC resources to engage hospital staff on efficient use of energy in their institutions.⁴

BENEFITS

CLIMATE BENEFITS



HEALTH BENEFITS



25% fewer patient privacy intrusions
38% fewer requests to change room temperature
33% fewer sleep disruptions⁵

OTHER BENEFITS



JOBS & ASSETS
HEALTH, WELL-BEING, & SAFETY

CONNECTION
ENERGY & MOBILITY

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