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## **DRIVE SYSTEM INTEGRATION AND CONSISTENCY DURING A HEALTHCARE MERGER:**

**PARTNER WITH AN ENVIRONMENTAL &  
FACILITIES SERVICES PROFESSIONAL**

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## Mergers and acquisitions in the healthcare industry have been on the rise for more than a decade.

Driving the trend is a search for new efficiencies in a transforming and increasingly complex industry. Mergers and acquisitions provide an effective way for healthcare organizations to achieve strategic goals.

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## CHALLENGES

**However, mergers and acquisitions also present significant challenges.**

Combining the many moving parts of two organizations can be not just difficult, but chaotic. One leading example is the integration of facilities management, including environmental and risk management. This transition impacts everything from regulatory compliance to patient safety and satisfaction.

Yet, the facilities management component of mergers often gets overlooked, typically because healthcare organizations are focused on the many other areas that need to transition. Mismanaging the merger of facilities, environmental and risk management sets healthcare organizations up for a host of negative outcomes including:

- Lost opportunities to gain network-wide efficiencies from standardization in multiple areas.
- Risk of lower performance in critical areas, such as patient rooms.
- Threat of falling short on critical regulatory compliance requirements.
- Weakened employee recruitment and retention in a competitive marketplace.
- Excessive expenditures in facilities management technology oversight.
- Overspending to manage a disorganized level of service delivery.

Progressive healthcare organizations do not try to merge multiple facilities management departments on their own. Instead, they rely on experienced facilities outsource professionals to handle the transition.

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# OVERCOMING THE MANY CHALLENGES OF MERGING FACILITIES OPERATIONS

Healthcare organizations can avoid putting their patient care, employee satisfaction and financial health at risk. Instead, by partnering with an experienced service provider they can secure a smooth transition, seamless service delivery, and standardized operation.

**Mergers and acquisitions are a perfect time to consider outsourcing facilities management services, because they can bring immediate standardization and long-term sustainability to the operation.**

Rather than trying to determine which healthcare organization's approach to facilities is better, a facilities management partner can bring one defined, scalable approach that offers consistency and sustainability. A partner can perform a gap analysis from supply chain to policies to procedures, ensuring a consistent, multidisciplinary approach across all sites and minimizing the pain of change. Here we discuss **seven reasons** to consider teaming up with a facilities management partner not just during an acquisition or merger, but to maximize potential following that transition.



# 7 BENEFITS OF PARTNERING WITH A SERVICE PROFESSIONAL

## During Mergers and Acquisitions

### 1. STANDARDIZED PROCESS

Facilities management has evolved into an exacting science within the healthcare industry, because the services delivered impact every facet of the operation—from building operations, to patient safety, to employee job satisfaction. **Standardization leads to productivity realization and creates a repeatable delivery model.**

During a merger or acquisition—and following the transition—a facilities expert can ensure that a healthcare entity's multiple facilities management operations are running efficiently and that all critical areas of exposure to risk are mitigated thanks to these advantages:

- Know what has to be done in the short term to ensure a smooth transition from multiple independent entities to one homogenous organization.
- Understand what has to be accomplished over the long term to keep all facilities coordinated and delivering consistent, optimal service levels and cost savings.
- Have already developed the proven technologies and standardized processes that deliver facilities management services at scale.

### 2. ACCESS TO CONTINUOUS IMPROVEMENT

Unlike systems of the past, today's healthcare technologies are always changing and evolving. This continual improvement reduces risk and saves money. But most hospitals lack the expertise to stay current on critical updates and improvements.

A facilities partner understands the wide-ranging impact of continuously updating technologies and providing partners **dedicated research and development functions and leading-edge innovation.** Facilities professionals ensure up-to-date technological capabilities by:

- Continuously monitoring the marketplace for innovations that can make facilities management more efficient.
- Launching the most beneficial new technologies into to drive efficiencies across the healthcare network.

### 3. LEVERAGE STANDARDIZED TECHNOLOGY

One of the biggest challenges in merging the facilities management services of multiple healthcare facilities is managing their various computerized maintenance management systems. Often each facility is using different systems. But if they continue to work independently they risk creating chaos across the network and gaps in service delivery. Multiple inefficiencies that generate risk in patient safety, regulatory compliance, employee satisfaction and cost management could result. The solution is to deliver one standardized system that **streamlines operations, drives network-wide efficiencies and delivers performance measurement opportunities.**

A facilities expert can operate all facilities departments on one centralized computerized maintenance management system, giving the healthcare enterprise several critical advantages:

- Deliver one standardized system to manage functions from maintenance, cleaning, patient transport, bed tracking and energy for faster bed turnaround times and improved patient throughput.
- Supply comprehensive data for insights across the network to manage performance, make improvements, lower costs and support better patient outcomes.
- Generate real-time customized reports from the field from bed turnaround stats to employee performance time studies to support informed short- and long-term decision making.



#### 4. MAINTAIN HIGH LEVELS OF FACILITY APPEARANCE FOR PATIENT SATISFACTION AND SAFETY

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While behind-the-scenes operations are the engine of optimized facilities management services, the physical appearance of a facility is also vital for patients' satisfaction and safety. Experienced facilities services providers understand this and are able to **optimize the appearance of all customer-facing areas**, including waiting rooms and patient rooms.

A facilities partner understands the importance of maintaining the appearance of healthcare facilities and provides the required services including:

- Elevating patient satisfaction and creating more comfortable environments for patients and clinicians alike.
- Creating repeatable processes to ensure that no aspect of care for the environment is overlooked.
- Putting into place processes and systems that can accommodate all sizes of facilities.
- Protecting all of the healthcare organization's assets through proper maintenance to manage short-term expenses and long-term financial investments.
- Extending the life and appearance of facilities while optimizing maintenance budgets.
- Implementing cost-effective engineering and construction management solutions.

#### 5. ENSURE OPTIMIZED REGULATORY COMPLIANCE AND RISK MANAGEMENT

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Staying on top of regulatory compliance in healthcare is an ongoing challenge. Facilities management also requires healthcare organizations to meet several Joint Commission regulations, which typically change annually, making meeting the regulations even more challenging.

During and after a merger or acquisition, a facilities partner can lower the risk of compliance infractions and penalties by providing access to expertise, including:

- A proven program of regulatory compliance that ensures healthcare organizations are meeting today's complex demands.
- Updated processes and procedures across a healthcare network to reflect changing regulations.
- Environmental service programs focused on infection prevention.
- Relevant reports for regulatory bodies and healthcare organizations' leadership team.

#### 6. DELIVER CENTRALIZED EMPLOYEE SUPPORT, TRAINING AND RECRUITMENT

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Just as in all areas of the healthcare industry, staff turnover and recruitment is a major concern in facilities management. Many areas of the country are facing a turnover rate of 20 to 30 percent. Replacing those workers is challenging because there is a deficit of skilled facilities professionals in the marketplace. Compounding the challenge is that many hospitals do not have their employee programs designed to make them competitive on the hiring front.

A facilities expert can ensure a healthcare system **always has necessary qualified facilities staff without suffering resource inefficiencies** by:

- Boosting recruitment and retention by providing training programs for new employees and ongoing learning opportunities for existing staff.
- Enhancing employee engagement through better training and career-advancement opportunities.
- Driving efficiencies with scalable employee training programs delivered across the entire healthcare organization.
- Overcoming employment gaps by creating proactive succession plans and leveraging a national network of facilities management specialists.



With a proven partner, they can enjoy the many benefits of a smoother, coordinated transition from several independent facilities operations to one comprehensive, centralized and highly functional facilities management organization.

## 7. MANAGE EXPENDITURES AND SAVINGS WITHOUT COMPROMISING QUALITY SERVICES

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There are multiple ways to save money in facilities management without reducing service quality. But healthcare systems can easily overlook all the ways to gain efficiencies. Services partners have years of experience and understand all of the ways cost savings can be achieved.

An outsource partner delivers **greater productivity enhancements and efficiencies** that drive cost savings during times of transition in these ways:

- Deploying technologies, processes and systems that are designed to drive efficiencies in multiple areas, such as labor and material expenditures.
- Assessing the current state of the organization and delivering the appropriate level of services in the short-term, while creating a long-term plan for continuous improvement.
- Providing an established supply chain for purchasing power for supplies, disposables, equipment, etc.
- Creating cost models to identify ever-greater efficiencies.

While there are huge challenges impacting a smooth, successful healthcare merger, facilities management doesn't have to be among them. By partnering with an experienced facilities management service provider, healthcare facilities can gain significant benefits, including rapid system integration, consistent operational performance, and streamlined technologies, processes and resources. Healthcare entities can avoid the challenges created when healthcare operations are in the midst of a merger. With a proven partner, they can enjoy the many benefits of a smoother, coordinated transition from several independent facilities operations to one comprehensive, centralized and highly functional facilities management organization.

Find the right partner to drive system integration and consistency. Find out, Why Aramark?

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