



10 SIGNS YOUR HEALTHCARE ORGANIZATION CAN **BENEFIT** FROM OUTSOURCING FACILITIES MANAGEMENT

Today's healthcare organizations are struggling with a wide range of challenges — from meeting patient satisfaction demands and engaging a stressed workforce to creating systems during a national pandemic. All of these issues can be improved with specialized skills, standard processes, and innovative technologies designed to improve facilities management. An ever-expanding number of healthcare systems are gaining these advantages by partnering with facilities management and environmental service providers.

Here are 10 signs your healthcare organization could benefit from outsourcing your facilities and EVS management to experienced professionals who understand the healthcare industry's rapid changes and intensifying demands — and deliver the solutions organizations need.

1. Patient satisfaction scores are inconsistent across the organization.

Is your organization struggling to maintain satisfactory patient scores?

Proactively driving HCAHPS and third-party scores require a systematic approach to facility maintenance, high-touch patient engagement, and technology-driven quality assurance processes. Everything from dirty floors to a lack of visible worker hygiene can negatively impact feedback. A facilities partner can bring a systematic approach to appearance and cleanliness in ways that drive higher patient satisfaction scores.



2. Healthcare workplace dissatisfaction and on-the-job stress are on the rise.

Is your healthcare system dealing with an increase in worker complaints?

Today's healthcare workers are increasingly less satisfied with their jobs due to a variety of factors — from intensifying demands of medical care to a lack of responsive facility care. Healthcare job success is an ongoing concern because it impacts everything from mental health to medical care delivery to patient satisfaction. A progressive facilities partner brings proven engagement strategies to improve employee satisfaction. Programs that make the workplace more enjoyable not only improve morale but can also deliver higher levels of performance and safety.

WEBINAR:

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3. COVID-19 highlighted shortcomings in EVS programs.

Does your organization have the expertise to stay on top of the latest innovations for reducing the spread of HAIs and viruses?

HAIs pose a significant risk to patients as well as your operation's financial health and reputation. The advent of COVID-19 has exposed the critical shortcomings in many healthcare organizations. What's needed to keep facilities safer are new technologies and systems that support cleanliness and infection prevention - such as IoT-based monitoring sensors and specialized cleaning processes. A good partner will have a team of experts dedicated to researching, testing and deploying best-in-class technologies and products to keep your operations safe and lower your risks.

4. Maintaining healthy indoor air quality and staying current with environmental regulations is a challenge.

Are you addressing the dual demands for cleaner air and lower energy costs?

The pandemic has highlighted the role HVAC systems play in transmitting viruses or impeding virus transmission. Increasing the use of filtration and introducing fresh air into a building may be the first line of defense in creating healthier environments. More advanced systems use UV-C disinfection, either directly or in ventilation systems, to kill or deactivate airborne microbes. Sophisticated energy management technologies support cleaner air and lower costs. The right facilities partner can install and maintain these advanced systems in your facilities to lower your HAI risks and your utility spend.



5. You face environment-of-care and life-safety regulatory compliance exposure.

Do you know where your facilities stand in meeting today's strict compliance regulations?

Changes in regulatory standards and requirements are frequent and could place your healthcare organization at risk of non-compliance fines, accreditation loss, Medicaid reimbursement losses, building shutdowns and even jail time. An outsource partner with the right scale and expertise will keep you abreast of regulatory changes and integrate a compliant response into their standards and operating systems. They should keep you informed, identify your risks and develop a strategy to sustain compliance, ensuring regulatory readiness at all times.

6. Facilities innovation and best practices are lacking.

Does your facilities team have the required skill sets to stay on top of industry and facility advancements?

Staying current with innovation in facilities management is a costly and time-consuming activity that few healthcare organizations can afford to execute. As the pressure to change and innovate grows, your facilities department may not be keeping pace. Robotics, Internet-of-Things (IoT), touchless technologies, and sustainable solutions are changing the industry. Outsourcing facilities management means working with a partner that has made innovation a top priority and invested in dedicated resources. A partner brings assurance that your operation remains current with best practices, innovates continuously and can scale implementation for success.



7. Your facilities department lacks a proactive leadership succession plan.

Do you have confidence in your facilities department's future?

The facilities management industry faces an aging workforce. The skilled-trades shortage is well documented and expected to worsen. As a result, your department's leadership may soon be retiring or recruited away to another employer. The void created by a lack of leadership in facilities and environmental teams could interrupt continued operation, impact the satisfaction of multiple stakeholder groups and create risk throughout your organization. A facilities services partner has access to a large pool of top talent and succession planning tools to prepare for leadership transition. Your health system can rely on its expertise for succession planning, training and development, talent acquisition and sustained operational levels.



8. A lack of data-driven insights hampers your facilities operations budget.

Do you have measurable insight into the state of your facilities department?

You are challenged to prove your team's value to your leadership and board. With limited performance data to show a return on investment, your facilities budget continues to shrink while deferred maintenance continues to grow. An expert partner can implement technology to track critical data and measure, score and show value for every dollar spent in facilities services.

9. Slow patient room throughput is strangling your workflow productivity.

Is low patient room turnaround time creating a disruptive and costly chokepoint in your workflow?

When healthcare facilities experience slow patient room turnaround times, it creates a domino effect that impacts many aspects of their operation — from the quality of medical care to patient satisfaction to profitability. The right facilities partner can fix these issues with a comprehensive program that provides a range of proactive steps, including strategic communication with the patient workflow team, training programs that deliver faster and more extensive cleaning programs, and deployment of the latest cleaning technologies. You'll reduce your patient room turnaround times, and increase patient and employee satisfaction and profits.

10. Pressure is building to increase revenues and reduce expenses.

Is your facilities management department operating according to a proven, systematized approach?

Managing facilities and environmental services is one of healthcare organizations' largest expenses. But cost optimization opportunities exist in labor deployment, expense consolidation, energy management, technology optimization, employee training and more. A partner with specialized expertise and a proven approach can recognize where opportunities exist. Realize best practices for developing new programs, managing people, running operations efficiently and leveraging purchasing power in your healthcare system by aligning with a proven partner.

Are you ready to learn more about what an outsourced facilities operations relationship would look like?

Gain more insights now!

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