

## 2004-2005 Health Care Council Officers

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## President's Message

By some of the e-mails I have received this year it appears that many of our Health Care Council (HCC) members are not aware of all of the resources available to them when you become a member. The HCC Officers, working with IFMA Corporate, have embarked on a number of improvements to the newsletter and the HCC website.

The HCC newsletter has been re-structured to keep you informed of not just HCC sponsored events, but also other healthcare symposiums under Calendar of Events. The Council Resources section of the newsletter now includes a listing of healthcare websites/organizations and magazines that you may find useful in your position.

The Call for Articles will be your opportunity to submit an article for publication in FacilityCare magazine on a topic you believe would be informative to other facility managers. The HCC has an agreement with FacilityCare magazine to provide six articles per year. Under Council Resources on our website is a collection of past articles. In this newsletter we have listed some of the due dates for the balance of 2005 and encourage you to visit the HCC Website for 2006 due dates and article guidelines.

The HCC's new website is <http://www.ifma-hc.org>. The new website contains the following tabs: home, officers, newsletter, calendar, council resources, and membership directory.

On Page 4 of the newsletter, you will find an article on Lean Health Care written by Bill Gregory, an IFMA HCC member.

In this newsletter and posted on the website is information on our two upcoming events at IFMA World Work Place 05 Industry Day in Philadelphia and Healthcare Design 05 in Scottsdale.

This is the beginning of a new phase for the HCC and we want our members involved, we need our members involved. We are looking for members who want to take an active role either as an officer or as a program chair. All of you have the opportunity to participate every month in our HCC conference call where you can be updated on events, participate in discussions affecting our members and ask questions, you have a voice.

## Calendar of Events

Upcoming healthcare education and peer-to-peer discussions will be provided in each newsletter with a more extensive listing on the HCC website.

September 25 – 29, 2005

### **The American Society for Healthcare Environmental Services (ASHES) 20th Annual Conference & Technical Exhibition**

Phoenix, AZ

For more information, contact George Sharko at (312) 541-0567, x29; [george@corcexpo.com](mailto:george@corcexpo.com); or visit <http://www.ashes.org>

September 26 – 28, 2005

### **18th Symposium on Healthcare Design**

Atlanta, GA

For more information, call Jeff Gallo at (203) 371-6322, x205; [jeff@jdevents.com](mailto:jeff@jdevents.com); or visit <http://www.hc>

October 19 – 22, 2005

### **The AIA Academy of Architecture for Health (AAH) Fall Conference**

Los Angeles, CA

For more information, contact (202) 626-7355; or visit <http://www.aia.org/aah>.

October 23 – 25, 2005

### **IFMA World Workplace 2005 Conference & Exposition**

Philadelphia, PA

IFMA WWP 05 Industry Day HCC EDUCATIONAL SESSION

October 23, 2005

9:30 – 10:30 a.m.

Featured Speaker: Jane Rohde, AIA, FIIDA, ACHA, AAHID, JSR Associates, Inc

Presentation: CHER the Evidence: Coalition of Health Environments Research

The Coalition for Health Environments Research (CHER) is an organization dedicated to “promote, fund, and disseminate research into humane, effective and efficient environments through multidisciplinary collaboration dedicated to quality healthcare for all.”

October 23, 2005

11:00 – 12:00 p.m.

HCC Officer’s Meeting – all members are welcome

November 6-9, 2005

### **HEALTHCARE DESIGN 05**

Scottsdale, AZ

IFMA HCC EDUCATIONAL SESSION

November 8, 2005, 1:45 – 2:45 p.m.

Featured Speakers:

- Alan Whitson, President of Corporate Realty, Design & Management Institute and popular instructor on “Finance for Facility Managers” at IFMA World Workplace.
- Jeff Kent, Director of Facilities, Planning, Design and Construction, SwedishAmerican Hospital, Rockford, IL.
- William L. Gregory, Executive Director Facilities Administration, Conemaugh Valley Memorial Hospital, Johnstown, PA, and former IFMA International President

Presentation: “Selling the Numbers to the Board of Directors.”

Please refer to session E-30 in the Conference Program for additional information.

Click the link below to download the IFMA Registration form:

[http://www.healthcaredesignmagazine.com/Files/HCD.05\\_RegForm\\_IFMA.pdf](http://www.healthcaredesignmagazine.com/Files/HCD.05_RegForm_IFMA.pdf)

SPECIAL NETWORKING OPPORTUNITY

Gary Collins, President of IFMA HCC, is organizing an IFMA HCC Networking Reception. Don’t miss the opportunity to meet fellow officers, panelists, and colleagues from throughout the U.S.

Additional information will follow shortly.

DBIA (Design Build Institute of America) will hold four **Healthcare Project Delivery conferences**; to help owners as well as design and construction professionals get in on the ground floor of this booming market. Two conferences have already been held.

Chicago, IL - Sept. 26-27

Orlando, FL - October 5-6

For more information or to register, visit

[www.designbuildhealthcare.com](http://www.designbuildhealthcare.com)

<<http://www.magnetmail.net/ls.cfm?r=15362352&sid=620112&m=112328&u=DBIA&s=http://www.designbuildhealthcare.com>

## Health Care Resources

This is a new section of our newsletter providing website addresses of healthcare and other related organizations and magazines that our HCC members have found helpful. This list of website addresses can also be found on the HCC Website [www.ifma-hc.org](http://www.ifma-hc.org) under Council Resources.

If there is a website you would like to share with other HCC members please e-mail it to Gary Collins at [gwcollins@tcco.com](mailto:gwcollins@tcco.com).

### Associations:

AIA/Academy of Architecture for Health (AIA/AAH) – [www.aia.org/aah](http://www.aia.org/aah)  
American Hospital Association (AHA) – [www.aha.org](http://www.aha.org)  
American Institute of Architects (AIA) – [www.aia.org](http://www.aia.org)  
American Society for Healthcare Engineering (ASHE) – [www.ashe.org](http://www.ashe.org)  
Center for Health Design – [www.healthdesign.org](http://www.healthdesign.org)  
Chicago Healthcare Executive Forum (CHEF) – [www.chefchicago.org](http://www.chefchicago.org)  
Design Build Institute of America (DBIA) – [www.dbia.org](http://www.dbia.org)  
International Facility Management Association (IFMA) – [www.ifma.org](http://www.ifma.org)  
Joint Commission on Accreditation of Healthcare Organizations (JCAHO) – [www.jcaho.org](http://www.jcaho.org)  
National Association of Children's Hospitals and Related Institutions (NACHRI) – [www.nachri.org](http://www.nachri.org)  
Planetree – [www.planetree.org](http://www.planetree.org)  
Reed Construction E-wire - [con\\_ewire@email.buildingteam.com](mailto:con_ewire@email.buildingteam.com)

### Trade Magazines:

Building Design and Construction – [www.bdcnetwork.com](http://www.bdcnetwork.com)  
Contract - [www.contractmagazine.com](http://www.contractmagazine.com)  
Facility Care – [www.facilitycare.com](http://www.facilitycare.com)  
Health Care Design Magazine – <http://www.healthcaredesignmagazine.com/Conference.htm>  
Health Facility Magazine - [www.HealthFacility.net](http://www.HealthFacility.net)  
Hospitals and Healthcare Networks – [www.hhnmag.com](http://www.hhnmag.com)  
Modern Healthcare - [www.modernhealthcare.com](http://www.modernhealthcare.com)

## Call for Articles

The HCC holds a contract with FacilityCare magazine to provide six articles per year to be published in FacilityCare magazine and sent out at strategic times in advance of ASHE/PDC, NeoCon, ASHE, AIA/AAH, and IFMA WWP.

Guidelines for submitting an article and examples of past articles can be found on the HCC website [www.ifma-hc.org](http://www.ifma-hc.org) under Council Resources.

Articles are written by other facility managers, architects, engineers, consultants, vendors in the health care field and provide insight and practical information to assist and inform other HCC members on trends, practices, systems, and procedures to help you do your job better or just keeps you informed.

If you are interested in submitting an article please contact Gary Collins, President HCC at 312-327-2964 or e-mail him at [gwcollins@tcco.com](mailto:gwcollins@tcco.com).

## Nursing and Facilities: A Partnership in Patient Safety and Improvements

Memorial Medical Center is doing a pilot program of Perfecting Patient Care, which is a program of Pittsburgh Regional Healthcare Initiative (PRHI). PRHI is closely aligned with the concepts of Lean Healthcare. It incorporates the principles of value stream mapping and identification of waste, either time or materials in the healthcare setting.

Part of the program requires documentation by nurses of all issues that cause excess time to be spent away from patient care. These are numerous as one can imagine in a hospital setting. Once these are documented and repetitive issues are identified, the team discusses and arrives at a root cause and solution. The solution is then implemented and the result is more time is available for patient care.

It has been 6 months since the combined efforts of the staff of 8 Ashman and Facilities have been working together as a team. The disciplined binary communication process is very easy. Whenever the nursing staff identifies an item as being broken and in need of repair, the nurse manager or the patient care process coordinator sends an email to facilities. Facilities sends a work order number and then the appropriate people from facilities (plumber, electrician, construction, etc.) arrive on the unit to address the problem. The binary loop is completed by facilities sending a report at the end of the month of all completed requests that were submitted.

Often times, the team identifies items when either an assigned staff member or the nurse manager performs monthly safety checks in the patient care areas or in the nursing station. Items can range from a workplace hazard to cosmetic improvements on the unit. Facilities not only fix the problem but also work out ways to help prevent the problem from reoccurring. Preventing a potential injury to an employee or patient benefits everyone.

On a systems level, improvements to the pneumatic tube system were addressed at a multidisciplinary/multidepartmental meeting and the input from nursing and facilities ability to work together was demonstrated to find workable solutions.

In today's workplace where teamwork among different departments is essential, nursing on 8 Ashman and Facilities have found many ways to work well together. Respect for each other and the patient's are demonstrated in every interaction.

*Article written by William L. Gregory, Conemaugh Valley Memorial Hospital, Johnstown, PA*

*IFMA Healthcare Council News – September 2005*

## Lean Health Care

Lean Healthcare Defined - Lean Healthcare is a systematic approach to the identification and elimination of waste and non-value added activities through employee development and continuous improvement in all processes and services.

Lean Healthcare is a philosophy, process methodology, and style of management that improves operational performance in terms of: greater patient satisfaction, improved medical outcomes, better staff morale, lower costs, and of course, increased profits. It transforms how health care is delivered, increasing patient satisfaction, medical outcomes, and profits.

Lean production was founded in Japan based upon the Toyota Production System (TPS) in the 1950's. It was created to cut costs and improve efficiency by eliminating waste. "Lean" is not about working harder. It is about working smarter.

Through the scientific Lean HealthCare process, unnecessary steps within your system can be eliminated, improving the quality of health care while reducing costs.

What will Lean Health Care do for your facility?

- Increase patient safety
- Increase patient capacity
- Increase reimbursement recovery
- Improve medical outcomes
- Standardize inventory and supplies
- Create work standards for all processes

Lean Projects have yielded significant tangible benefits:

Increase Reimbursement	40%
Patient Outcomes	90%
Increase Capacity	100%
Increase Asset Utilization	100%
Reduce Patient Wait Times	98%
Reduce Admissions Time	71%
Improve Record Accuracy	68%
Reduce Inventories	45%

The above information is from the website [www.leanhealthgroup.com](http://www.leanhealthgroup.com). For more on "lean health care", please refer to the following websites [www.ihl.org](http://www.ihl.org) and [www.prhi.org](http://www.prhi.org)