

Benchmarking 2.0 Project Driving Industry Forward

Time for facility pros to step up their game

By Todd Wilkening

Like it or not, change is upon our industry. North America's top facilities organizations recognize this. They have been busy building the foundation to provide the industry with a tool to cope with the changes. Now it's time for all facility managers (FMs) to step up by participating in this project – *Benchmarking 2.0 for Healthcare Facility Management Report*. The data survey phase is under way, and FMs need to enter the data for their respective hospitals. The good news – it's an easy process due to the investment in a new online system.

This project is sponsored by the three heavy hitters in healthcare facilities:

- American Society for Healthcare Engineering (ASHE)
- Canadian Healthcare Engineering Society (CHES)
- IFMA Health Care Institute (IFMA HCI)

Yes, even Canada is on board, which will result in a robust report that encompasses a good portion of North American, not just U.S., hospitals. You will be able to compare how your facility is performing against peer buildings throughout the U.S. and Canada and provide yourself with the metrics needed to improve performance.

Countless hours have gone into laying the groundwork for Benchmarking 2.0 by a committee of volunteers. Committee members include Ron Kalich, national facilities director at Kaiser Permanente; Steve Rees, vice president of capital management at Alberta Health Services; and Dennis Smith, director of facilities management at Catholic Health Initiatives.

Why Ignoring Benchmarking Won't Work Anymore

The hammering points are continual pressure to reduce expenses and CMS implications. Medicare clearly states how account-

able care organizations will benefit. Top performing hospitals will receive the greatest benefits. Those that show fiscal responsibility, cost effectiveness and improved quality are staged for success and maximum reimbursements. You will need to know how to compare your performance against that of other top hospitals to get your share of the benefits.

The metrics in this benchmarking report will give FMs the tools they need to protect their positions and department budgets. Further, you will be able to communicate more effectively than ever with the C-suite. Data will be at your fingertips to demonstrate cumulative cash flow, return on investment, cost per discharge and the like. Those serving on the Benchmarking 2.0 committee call it the "remove uncertainty, leave no doubt on how your facility is performing" factor.

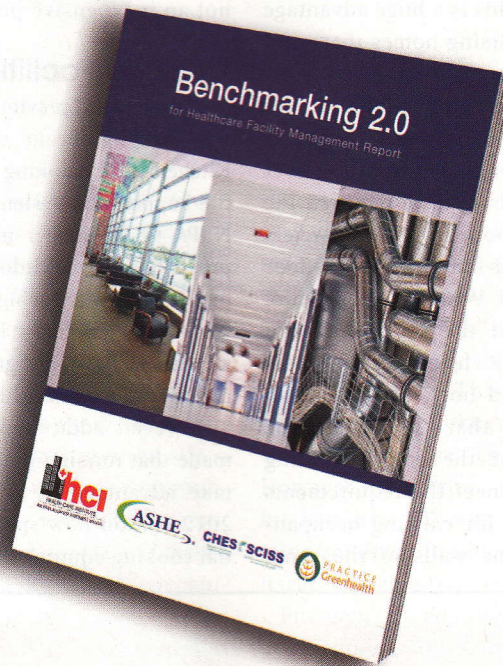
Let's face it. If you cannot measure it, you cannot manage it. We have all heard that expression. FMs need to understand how their facilities stack up so that they can continually improve. Doing so will demonstrate your value to the company. Equally important, FMs must provide measurements against industry norms. While self-improvement is grand, you will be asked to document

your proclaimed improvements against "what and whom." Maintaining the status quo or operating under a "we have always done it this way" approach is dead.

100+ Data Fields, Peer-to-Peer Comparison

Benchmarking 2.0 has expanded since the report published two years ago to include real estate and construction activities in addition to utilities, maintenance, clinical engineering, environmental services, waste and linen functions. It includes a dozen types of healthcare institutions to facilitate peer-to-peer benchmarking, including:

- Academic/research
- Acute care
- Behavioral care
- Children's hospitals
- Outpatient
- Ambulatory surgery centers
- Critical access
- Long-term care/nursing home
- Medical centers
- Primary care clinics
- Rehabilitation centers
- Urgent care centers



Drive to the Finish Line – Your Next Steps

Participation is simple. The online survey is available through IFMA's Building Exchange (BEX) website and it will bring you right to where you need to get started. Once you register your account and building(s), you can start to enter your building's information. You can then select from hundreds of different reporting matrixes to see how your facility compares.

Go to https://ifma.enetrix.com/psitep/!stmenu_template.main.

Participants who complete the survey will receive a subscription allowing free access to all the valuable information. Move this up your priority list and get your facility data into the system. **FC**

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HEALTH CARE COUNCIL OF IFMA

This series is presented by the Health Care Council of IFMA, an organization that offers its members the opportunity to focus on facility issues associated with the healthcare industry. Its mission is to provide a dynamic forum that focuses on the latest trends, research and cost-effective technologies in healthcare facility management. The council meets twice annually, once in the spring and again at World Workplace. Additionally, the HCC of IFMA shares research information, holds teleconferences, produces a quarterly newsletter and sponsors an email network through which members may communicate with one another. For additional information, go to ifma-hc.org or contact William L. Gregory, PE, CFM.

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