



HAAHE Presents:

BEST PRACTICES: PART II

*Benchmarking Healthcare Facilities Performance:
A Key Competency for Today's Healthcare Facility Manager*

Michael A. Hatton
System Executive, Memorial Hermann

March 21th at 11:30 AM – 12:45 PM
Crowne Plaza, Reliant Park/Medical Center
8686 Kirby Drive, Houston, TX 77054

Program:

Evaluating historical performance of key cost drivers within the healthcare facility management field is an essential competency for the facility professional in order to successfully compete for diminishing healthcare maintenance and construction budget dollars. Key areas that the facility manager should focus and monitor include labor efficiency, repairs/maintenance, physical plant age ratio, utility (energy) efficiency, and capital project outcomes. Benchmarking and comparative ratios are an important tool when evaluated nationally, regionally, or simply between facilities or buildings in a local geographical area or within a healthcare system. In addition, benchmarking creates a competitive culture between professionals that often drive additional operational improvements from displaying results (positive and negative) as the first step of a performance improvement process.

Although there are numerous competing national benchmarking programs that are often utilized by administration to drive labor and operational effectiveness, facility managers can utilize simple database and spreadsheet functions to evaluate the cost drivers and components within their operations to better understand the efficiencies and challenges with maintaining their physical plant.

A successful organization critically evaluates operational outcomes and data to drive best practices, highlight required physical plant upgrades, develop effective staffing models, and to follow up on capital project outcomes. More importantly, tools and dashboards should be developed to effectively display and explain to both line staff and senior management the effectiveness or opportunities to improve; individually within a system or building, or within facilities in a healthcare system or campus.

The author will discuss key focus areas for the healthcare facility manager to support future budget initiatives and in support of critical aspects of facility management that drive short and long term goal setting for your organization.



Learning Objectives:

- (1) Participants will learn why effective benchmarking focus is often quite different from short term budget performance. Graphs and statistics will be displayed to demonstrate one method of internal comparison.
- (2) Participants will gain an understanding of key facility management cost drivers that should be benchmarked internal and external to your organization.
- (3) Participants will view national initiatives that are available to critically data in support of effective capital improvements.
- (4) Participants will review several 'myth busters' prevalent in our industry topical to your facility's operation.

About the Speaker:

Michael Hatton, System Executive, manages facilities, support services, engineering and construction start-up activities from a Corporate level for Memorial Hermann in Houston, Texas. Mr. Hatton has been in the facility management sector since 1986 with extensive experience in high-rise building management, medical office buildings, and hospital operations within the Texas Medical Center. Mr. Hatton holds ASHE's SASHE and CHFM designations as well as BOMI's RPA/SMA designation, is licensed in Real Estate Sales, and received an MBA from University of Houston. He has authored numerous technical papers and presentations related to facility management, energy, emergency management, operations, and in addition, he has presented numerous sessions at industry conventions, architecture/design conferences.

In addition to operational duties, Mike has been a key team member in the successful delivery of over \$1.5 billion of healthcare facility construction including several unplanned events (Tropical Storm Allison-2001, Hurricane Ike-2008) that tested his overall organizational abilities. ASHE recognized outcomes of Memorial Hermann's Tropical Storm Allison Flood Recovery project with its VISTA Award for Infrastructure in 2007.

Memorial Hermann has driven over \$13 million to the bottom line as a direct result of energy benchmarking efforts both internally and via EPA's Energy Star program (Energy Star Leader award for 2012). Memorial Hermann has been recognized with ASHE's prestigious E2C Award on 33 occasions for improving their 9 million ft² hospital and medical office portfolio's energy consumption by > 19.5% (BTU's/SF). In addition, Memorial Hermann is the only hospital system in Texas with multiple ENERGY STAR labeled hospitals (7) and medical office buildings (5). ASHE further recognized Mike and Memorial Hermann for its energy benchmarking process via the 2011 Excellence in Healthcare Facility Management Award.



About the Organization:

HAAHE is a non-profit group organized specifically for the benefit of the Healthcare Facilities Management team. Membership is focused on Hospital Facilities and Safety Management staff. In addition, Engineering Consultants, Contractors, Vendors, and Architects whose primary function is to provide consulting, design services, and products to the hospital engineering environment are welcomed.

The purpose of HAAHE is to provide a forum for continued improvement of hospital engineering in the greater Houston area. The venue for improvement will be through education, sharing of experiences between members, and presentations by experts in their respective field on a bi-monthly basis. If you are already a HAAHE member, please get involved by attending our meetings every other month. If you are not yet a member, you may join by completing a membership application at the next meeting. Lunch is included and will be free for paid members and \$15 for non-members.

For the Calendar year 2013, we are now accepting membership renewals. Membership fees will be:

Hospital employees:	\$50.00 annually
Vendors/Associates:	\$100.00 annually

Sponsorship:

Sponsorships are available for each luncheon session. For \$300 per vendor, you will be allotted a single table space to display brochures and wares prior to the luncheon presenting, will be recognized on our website as a luncheon sponsor, and will be introduced prior to the session start. An exclusive sponsorship arrangement is available for \$1,200. Please contact us at paul.consoli@siemens.com with any questions or sponsor requests.

Location:

The Crowne Plaza Reliant Park/Medical Center is located at 8686 Kirby Drive, Houston, TX 77054. It is physically located at the northwest intersection of Loop 610 and Kirby Drive, across from Reliant Park. For directions:

http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=8686+kirby+drive,+houston&ll=37.0625,95.677068&sspn=39.644047,92.900391&ie=UTF8&hq=&hnear=8686+Kirby+Dr,+Houston,+Harris,+Texas+77054&z=16

RSVP/Information:

Please RSVP at our new website www.HAAHE.org. For more information please feel free to contact us at avinson@victaulic.com or by phone at 281.900.0951.