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## IFMA's Healthcare Institute to Partner with Soleran's eMediTrack

The International Facility Management Association's (IFMA) Health Care Institute (HCI) has announced its goal of partnering with Soleran's eMediTrack. The creation of this partnership is expected to allow healthcare facilities management professionals to demonstrate their concrete value with senior executives in managing buildings and assets that contribute to the well-being of the healthcare community.



Soleran is a leading provider of cloud-based database and application services that automate real-world business dilemmas, such as those in healthcare. Soleran automates workflow and provides integration between related business processes and those of facilities management. HCI and Soleran are working to create business solutions for automating and standardizing business processes that aggregate data across the organization. The goal is to allow organizations to deploy platforms to create a single system of record for all existing corporate systems, aggregating data for business analysis and enhancing efficiency.

### Improving the Patient Experience

"Timing is critical," says Todd Wilkening, vice president of HCI. "There is no greater time for facility management professionals to demonstrate their uncanny ability to control operating costs that have a direct influence on the bottom line."

There is no doubt that under the healthcare reform act, as part of one's core mission, Accountable Care Organizations (ACOs) must demonstrate how they not only quantify the cost of care but also improve on the patient experience in a measurable fashion. Senior executives are now mandating quantifiable data that demonstrates not only how they measure internally, but also how they compare against their competition.

"Proven, high-quality care, as well as a large amount of money, is at stake," Wilkening says. "Medicare is embarking on a 2 percent reduction in reimbursement for healthcare organizations. This will be paid back to the top 10 percent of performing institutions based on performance alone. To obtain your organization's return on investment, one needs to understand how one ranks."

Leo M. Gehring, CHFM, CHC, FASHE, president of HCI, adds, "The field of healthcare facilities management has never been so dynamic and in need of up-to-date performance information. Without the adequate flow of performance data that enables the establishment of reliable criteria, healthcare facilities management is flying blind and not able to contribute fully to the delivery of efficient and safe patient care. This is true whether the FM is working in acute, behavioral, long-term or other healthcare delivery model. HCI is proud to be at the forefront of the endeavor and looks forward to a long-term mission of providing the necessary performance data."

HCI has a proven track record of demonstrating the importance of why facility managers (FMs) need to express the importance of their contributions beyond square footage alone through their recent Benchmarking 1.0 and 2.0 projects for healthcare FMs across the United States and Canada. This phenomenon is evolving into the Performance Criteria for healthcare facility managers.

### The FM's Influence on Healthcare's Success

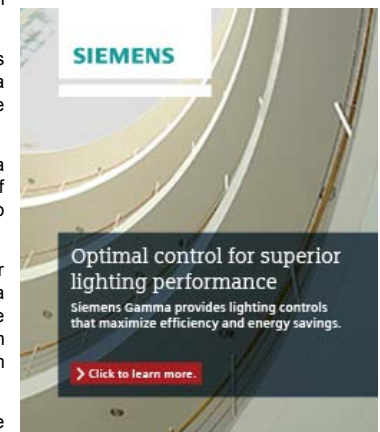
Today's FMs need the business savvy to demonstrate to the C-suite their influence on the bottom line of the business of healthcare. The balance the FM brings to the table is lowered risk, improved quality and enhanced total value, all of which contribute to quality of care and a healthy bottom line. Risk, quality and value (RQV) must remain in harmony to maximize effectiveness. Much like the game of rock-paper-scissors, RQV also has symbiotic benefits and consequences when each element is influenced by one or the other.

As reimbursement incentives and government regulation change, the importance of patient satisfaction and value rise to the top. While there are countless one-size-fits-all solutions that claim to help organizations improve satisfaction, all have limitations. Improving satisfaction scores, reducing readmission rates and building strong customer loyalty all are achieved through a strong patient engagement program. Rather than focusing on Hospital Consumer Assessment of Healthcare Providers and Systems scores and trends, one should strive to build a culture of patient engagement, a culture where patients are not simply recipients of care, but partners in it. The result will be increased satisfaction scores, reduced readmission rates, strong customer loyalty and increased value to the healthcare organization.

### Soleran's eMediTrack

Soleran's eMediTrack is designed around providing ease of use to maximize high user adoption. Data can be entered from any Internet-ready device, whether it's an off-the-shelf mobile device (tablets and smartphones) or computer (any OS with any browser). All of your organization's data and information is stored in and transmitted securely from one secure cloud-based location.

If this sounds good, you may be wondering about compliance. Imagine: no more binders, filing cabinets or surprises when your surveyors show up. Soleran can take the doubt out of one's compliance management process with its eCompliance module, using its comprehensive databank of regulatory standards rewritten in easy-to-answer questions. With eCompliance, you have the ability to regularly test every aspect of your compliance; store all required documents in one



location; receive automatic notifications and alerts when documents are up for review or outdated; and search for standards by chapter or description. The FM does not have to worry about standards evolution — eCompliance changes as regulatory standards and codes change. It's time to be ready, all day every day, keeping RQV in check.

As the world's first fully integrated, cloud-based facility management system, Soleran brings solutions unlike any other to the facility management community. The partnership between HCI and Soleran will be specifically designed to help you record facility management data efficiently and accurately, easily upload it to your database in a real-time manner, evaluate your facility seamlessly and maintain a continual process for keeping your facility up-to-date, all with reports the FM can easily share with the senior leadership.

**Too Good to Be True?**

HCI's benchmarking activities have captured the attention of North America. In recent months, the FM communities in Europe and Australia also have expressed interest in this unique approach to FM benchmarking.

The International Federation of Hospital Engineering (IFHE) headquartered in Norway states that its purpose is to encourage and facilitate the exchange of information and experience in the broad field of hospital and healthcare facility design, construction, engineering, commissioning, maintenance and estate management.

"Publications about healthcare facility performance are of great interest to most facility managers and site managers, and to many CEOs and CFOs," comments Darryl Pitcher, chief executive officer of Bethsalem Care in Australia, executive committee member of IFHE and a national board member of the Institute of Hospital Engineering, Australia. "The importance of measuring what we are trying to manage becomes more and more critical as available resources become more expensive, and this is true of utilities as well as human resources: Measuring their effectiveness is critical to success. Comparing how other facilities and sites improve their performance is the role that healthcare FM institutes and associations can play in sharing good outcomes and further exploring opportunities. We cannot continue to do what we have always done, else we will always get what we've always got."

Has HCI developed a world-renowned platform for healthcare facility management benchmarking? Many think so, as should all healthcare FMs. There is no greater opportunity for the FM to leverage tools and resources to assist the industry in maximizing the total life cycle value of its buildings and assets that profoundly demonstrate the FM's contributions to positive business performance and an improved patient experience, all of which improves the lives of the communities we serve.

In concert, all are designed to benefit healthcare's pursuit of its mission and those within facility management supporting its organization.

In just a few short months, watch for your opportunity to join other FMs participating in HCI's Performance Criteria for healthcare facility managers. Participation is free. The benefits are priceless for the FM and their organization. Why? HCI's passion is to holistically enhance the skills of facility management professionals within the healthcare industry and to further the profession overall.

**Date:** March 13, 2014

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