



Sponsored by the Health Care Institute, an IFMA Alliance Partner

Facilities Management Track Quick Reference Guide

at Healthcare Design Conference
Orlando, FL, November 11-14, 2017

Saturday, November 11, 2017 | 3:15 pm - 5:15 pm

Session W05 - Applying BIM to FM is Simpler than You Think: The Right Questions and Simple Data Sets to Get You Started

If you've looked into using BIM for healthcare operations, you've already found there is no roadmap for implementation. Don't let this deter you. In this workshop, you'll hear from early adopters of BIM for operations and maintenance that with advanced planning, facility managers are able to easily apply BIM data on Day One of operations and reap benefits that include cost and time savings; improved space management; improved asset management; the ability to exploit warranty information; greater ease in meeting standards; and more.

- **Meghan Ruffo**, BIM Manager, Carolinas HealthCare System
- **Allen Angle**, VDC-FM Integration Manager, JLL, Technology Solutions
- **Peter Constanzo**, Director, Facilities Management, IMAGINiT Technologies

Sunday, Nov. 12, 2017 | 9:30-10:30 am

Session E10 - Listening to the Customer: Where's the Coffee?

If patient-centered care is truly your focus, the design process should begin with input from patients. This was the approach of Bay Area Medical Center leadership. Medical staff leadership, board members, and planning consultants worked together to define a vision, then performed a community survey that identified elements that were most important to patients and their families. The end result was a facility that encompassed community needs and improved the patient and family experience—in addition to the critical goals of reducing hospital acquired infections and decreasing staff and provider workload through efficient workflow.

- **Nick Loughrin**, Process & Performance Development, The Boldt Company
- **Bernie VanCourt**, Chief Operating Officer, Bay Area Medical Center
- **Greg Heiser**, Principal, Cannon Design

Sunday, Nov. 12, 2017 | 10:45-11:45 am

Session E20 - The Bold and Beautiful: Houston Methodist Hospital Replacement

In 2014 Houston Methodist committed to replacing its original 1950s hospital with a replacement entailing 925,000 square feet. Because this would be the flagship building on the main academic/research campus, it was important the building be architecturally striking. Because the building would primarily house Cardiology and Neurology, it had to be clinically state-of-the-art. Because Houston Methodist's two largest rivals also announced similar replacement towers, it had to be completed in record time. Learn how the project team achieved success—and, as an added challenge, relocated a 16 by 95 foot 1963 Italian mosaic on the outside of the main hospital into the new atrium.

- **Sid Sanders**, SVP, Facilities & Construction, Real Estate, Houston Methodist
- **Maggie Duplantis**, Director, Clinical Planning and Design, Houston Methodist
- **Jim Hicks**, VP, Capital Planning, Houston Methodist

Sunday, Nov. 12, 2017 | 1:45-2:45 pm

Session E30 - Engagement Injection: Collaboration that Ensures Great Patient Outcomes

The 2016 Dodge Data & Analytics Smart Market Brief: Optimizing the Owner Organization concluded that the biggest differences between top-performers and lowest performing organization were related to stakeholder engagement. Of the top performers, only 50 percent said they were effective at stakeholder engagement. In the lowest-performing organizations 29 percent were effective. Clearly there is work to be done in this area. This interactive presentation is geared toward helping healthcare real estate, construction and facilities professionals with complex problem-solving through collaboration. You'll explore solutions for engagement, collaboration and communication using a simple process and storytelling. Gain skills to inspire, motivate and drive action.

- *Cathy Dolan-Schweitzer, President, Health Well Done*

Sunday, Nov. 12, 2017 | 3:00-4:00 pm

Session E40 - Akron Children's Hospital's Blueprint to Exceed Patient & Staff Expectations

One of the core concepts of Lean thinking is running small experiments to learn your way towards perfection. How can you apply this concept to designing operations and the physical space that will house them? Learn how Akron Children's Kay Jewelers Pavilion was planned, designed and constructed using Lean design and construction principles. Whether you are renovating existing space or designing a new building, these concepts will keep the voice of the customer central and give you confidence that those expectations will be met.

- *William Lichtig, Executive Vice President, The Boldt Company*

- *Sheryl Valentine, Lean Six Sigma Deployment Leader, Akron Children's Hospital*

- *Bernita Beikmann, Principal and Senior Vice President, Director of Lean Strategy, HKS Architects*

Monday, Nov. 13, 2017 | 9:45-10:45 am

Session E50 - The Swedish Issaquah Campus: Five Years Later

Patient and staff satisfaction scores were high soon after the opening of Swedish Issaquah Campus. Now, five years after the hospital's opening, a post-occupancy evaluation has revealed how well the campus achieved its initial design goals related to patient experience and wayfinding, integration into the surrounding community, materials selection and durability, and building systems performance. During this session, representatives from the design team and the owner will discuss successes and lessons learned from the hospital's first five years.

- *Lori Epler Hout, Healthcare Market Leader, CollinsWoerman*

- *Beata Canby, Senior Project Manager, Stewardship and Strategic Development, Swedish Medical Center*

Monday, Nov. 13, 2017 | 2:00-3:00 pm

Session E60 - A Proactive Approach to Planning, Prioritizing, & Establishing Funding Needs & Budget Requests

Aging facilities are inundating healthcare leaders with growing maintenance costs, higher volume of breakdowns, increasing risk of catastrophic failure, frequently compromised infection control systems and lower patient satisfaction scores. Could better data be the key for wide-scale improvement? Learn how Health Systems translated facility assessment data into an interactive dashboard, providing a tactical guide for strategic asset management decisions and maintenance backlog priorities, minimizing health/safety issues, improving patient satisfaction scores, and mitigating the unplanned costs of emergency plant failures.

- *Chris Dugas, Executive Vice President, Porter LLC*

- *Dena Cook, Project Manager for Facility Assessments, Heery*

- *Richard Young, Executive Associate, Commissioning Operations Manager, Heery*

Monday, Nov. 13, 2017 | 3:15-4:15 pm

Session E70 - How Reimbursements, Consolidation, and New Care Delivery Models Are Shaping Ambulatory Medicine

The downstream effect of lower reimbursements and mergers and acquisitions is forcing a rethink of the metrics for how ambulatory care facilities are designed, operated and financed. This session will address the long-term drivers that are shaping healthcare facilities irrespective of the politics and how to prepare for the future.

- *Alan Whitson, President, Corporate Realty, Design & Management Institute*
- *Kimberly McHugh, Vice President, Projects and Director of Project Operations for Adventist Health, JLL*
- *Michael Noto, Senior Vice President, Real Estate Services, Welltower Inc.*
- *Kurt Neubek, Principal, Page*

Monday, Nov. 13, 2017 | 4:30-5:30 pm

Session E80 - Specifying Doors for Compliance, Aesthetics, Durability & Security in Age of Complicated Digital Controls

Increasingly complex egress systems have become a problem point for many healthcare facilities departments. This session will illustrate the interdependence of doors, frames, electromechanical hardware, access control and automatic operators relative to code compliance and the overall product life cycle cost. Get a crash course on the required functions of today's total opening, how to specify and design performance and value into the total opening—and how to avoid costly change orders and product incompatibility.

- *Steve Jones, President, H. Stephen Jones and Associates*
- *Jeffrey S. Kent, Managing Director Facilities, Nemours Foundation*

Tuesday, Nov. 14, 2017 | 8:00-9:00 am

Session E90 - The Art and Facility Management Science of Improving Patient Care

The University of New Mexico Cancer Center's new clinic demonstrates that the dedication of a Facility Management team that understands they are an integral part of patient care is crucial to project success. A 2015 project added a clinic floor dedicated to women's services and a multidisciplinary clinic, doubled the infusion chair capacity, and added a stem cell unit that integrates research into the clinical model. Lessons from an earlier design guided the layout, which provides a flexible clinical model, allowing for expansion and contraction of as-yet unidentified clinics and treatment delivery methods, while improving on infection control, patient safety and comfort, staff response time, and the overall aesthetics of an already award winning clinic.

- *Stewart Livsie, Manager, Maintenance & Construction, UNM Comprehensive Cancer Center*
- *Mary Gauer, Principal, MDG Consulting*

Tuesday, Nov. 14, 2017 | 9:15-10:15 am

Session E100 - Making a Virtual Statement

This is Mercy Health's story of its innovative solution for reaching remote patients and clinics. The Mercy Virtual Care Center is pioneering an inventive model of care through the latest telemedicine technologies, electronic health records and an integrated team approach to improve healthcare delivery. Mercy is also revolutionizing healthcare in rural America by connecting patients with real-time access to top medical specialist, providing ongoing monitored care and enabling people to continue to heal at home.

- *Vance Moore, President - Business Integration, Mercy Health*
- *David Hirschbuehler, Associate principal, Forum Studio*

Tuesday, Nov. 14, 2017 | 1:15-2:15 pm

Session E110 - FM Perspectives from Around the World

Too often healthcare systems seek to solve problems within their own siloes rather than reaching out to peers struggling with the same issues. The same often happens on the global scale; U.S. healthcare engineers remain in the dark on the work being undertaken around the world to solve facility performance challenges. This session presents a unique opportunity to learn about the significant efforts being undertaken around the world to address challenges in improving healthcare facilities' energy efficiency, technology integration and more—as well as opportunities to better collaborate with your cutting-edge peers from around the world. Bring your questions, and your suggestions for improving global cooperation, for this panel of international experts.

-Walt Vernon, Principal and CEO, MAZZETTI + GBA, board member for the Health Care Institute and member of the executive council of the International Federation of Healthcare Engineers

-Douwe Kiestra, Vice President, Netherland Society for Tropical Medicine & International Health and President, International Federation of Hospital Engineering

-Darryl Pitcher, CEO, Bethsalem Care in Australia and Vice President, International Federation of Hospital Engineering

-Briseyda Resendiz Márquez, Executive Vice President, Mexican Society of Architects Specialized in Health A.C., President, Mexican Hospital Engineering, and Executive Council member, International Federation of Hospital Engineering

Health Care Institute Trade Show Floor Sessions

Each Session Moderated by Mike Wood, President

Sunday, Nov. 12, 4:30 pm

Perspectives from Hospital Construction & Facilities Planner's Seat

- Bill Howden, Manager/Facilities & Construction, Region's Hospital
- Jill Pearsall, Asst VP of Facilities Planning & Development, Texas Children's Hospital

Sunday, Nov. 12, 6:00 pm

Trends to Watch for in 4 Key U.S. Regions

- Midwest: Larry Arndt, Construction Executive, Mortenson Construction
- Upper Midwest: Nicole Erickson, Walker USA
- Central & SW Florida: Jeff Kent, Nemours
- Texas: Dan Killebrew, Associate Principal, Page

Monday, Nov. 13, 12:30 pm

What's Next in Healthcare Real Estate

- Mark Johnson, President, IFMA HealthCare Institute-Chicago and Executive VP/Healthcare Services at Avison Young
- Michael Noto, Senior VP/Real Estate Services, Welltower (Also speaking in session E70)

Tuesday, Nov. 14, 10:30 am

Infection Control Interior Design Trends to Watch

- Jim Venker, Senior Director, Premier Healthcare Alliance
- Andrea Hyde, Director/Design & Architecture, LifeBridge Health (also speaking session I07)

Questions About the Facilities Management Track?

Contact the Health Care Institute's HCD 2017 Conference Committee co-chairs:

- Mike Wood, (720) 633-3705, Mwood1494@outlook.com
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