

# Defining Excellence in Facilities Management: University of Utah Health

*A facilities operation shattering expectations with the help  
of an integrative CMMS*





**U of U's explicit demands were tangible: “clean”, “100% up-time” and “allow me to focus on my core business”.**

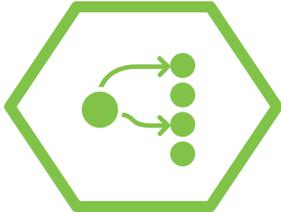
FSI met the requirements with reliability, responsiveness, usability, convenience, and cost-effectiveness.

For Dwayne Van, Facilities and Maintenance Director and his staff at University of Utah Health Care, when FSI connected with them 8 years ago, one of the draws to FSI's Custom Maintenance Software (CMS) was the ability to provide excellence across a broad menu of services and consistent self-delivery, as well as the flexibility to grow and change along with them.

On a broader scale, the U of U was concerned with the integrity of the company culture and brand it was evolving. FSI fulfilled a role in protecting and promoting the brand of excellence Dwayne and his staff created over the next several years in Facilities with the help of FSI's integrative software capabilities.

With this goal in mind, Dwayne wasn't looking for a supplier but a strategic partner that was going to deliver best-in-class FM to help them leverage the value of their facility assets. Dwayne and the senior facilities management team believed that Facilities should be seen as an integral part of the strategic and cultural journey of University of Utah Healthcare. And for this, the FM provider they would choose had to be one focused on finding new and innovative ways to make facility assets and services not only relevant but critical to enhancing their employee's experience and enabling their core business. FSI's integrative solutions offered all of this plus adaptability to meet the demands of the University's changing workforce and evolving world.

## Snapshot: University of Utah Health in Partnership with FSI



**300**

Accurate reports replaced 12 giant paper binders



**250**

work orders reported to 1250 work orders reported after techs could accurately capture their time with CMS



**3rd**

Parties writing reports for thousands were replaced by CMS's built-in reports and personal service



**3.5**

Years of CMS contributed to the hospital morale survey going from the bottom of the pile to the top

*U.S. News & World Report evaluated health systems nationally with strong findings for U of U Health*



**5,000**

hospitals evaluated by U.S. News & World Report, U of U ranked in 1 specialty, cancer treatment, and the highest possible for 7 procedures



**#1**

Ranked health system in Utah; Is Mountain West's only academic health care system; Has a referral area encompassing more than 10 % of the continental United States

## The buy in, the transition, the transformation

### Choosing CMS. "The first draw was the reporting."

When asked what set CMS apart from other facilities management software systems they shopped for, reporting came to the top of the list for the University of Utah Health Facilities Manager. Casey Chandler, Support Services Manager in Facilities & Maintenance says "The reporting stood apart. The data was there with the previous system, but it was exceptionally difficult to get to. You would need to hire a third party for reporting and putting data in was really difficult for the technicians. When you have a tool that a technician doesn't like or is difficult to use, they won't use it."

CMS was first used in 2012 in the U of U Health Community Clinics. After seeing success there, Dwayne Van, now the Director of Facilities and Maintenance for the entire medical enterprise started the long process of implementing CMS across the entire organization. Casey says in summary, "the fact that our techs are willing to use the system as thoroughly as they do sets CMS apart."

### Transitioning to CMS. "We jumped off the edge."

In 2016 Dwayne Van's team and the FSI team started implementing CMS department-wide with the Facilities and Engineering department

at the University of Utah Health and including the departments of bio-med, construction, invoicing, parts ordering, and the materials shop. The implementation of CMS's integrative management of assets, work orders and preventative maintenance began with a thorough inventory of 3 million square feet of existing facilities and assets, as well as the conversion of their historical data.

In speaking of the commitment to integration of CMS and a goal of company culture change, Van says, "If you think about a large organization like ours, if you're going to change the way that you manage your maintenance platform, change the way you do your records, and change the way you train your team to use that tool in the field, - a lot of people would be scared by that."

The commitment of Van and the department's senior leadership, along with the hard work of FSI's expert implementation in inventorying, converting data, and conducting training on CMS seems to continue to pay off for Van and the University of Utah Health.

An excellent FM  
service provider

Understands the need to empower

Front-line employees to maximize delivery effectiveness

## University of Utah Health and FSI Continued Success

**The results. "I used to have some nervous DNV survey days when we'd need to show evidence of compliance, but today we have our ducks in a row."**

Van admits that 3.5 years ago, a survey review was a bit painful. But now there's an environment with dashboarding at their fingertips ready to show the data for an exact generator in a specific period of time requested.

Van and Chandler explain that implementing CMS was just the start. They say they keep their team motivated by keeping them engaged and making training on CMS a regular part of their team's day. They keep their people informed, posting productivity numbers and meeting regularly with team leads that are the "CMS experts" who, in turn, teach their team of techs new things in CMS as the software advances and evolves with the industry.

They also share the big picture with the team. For example, they show that the data gained from the tech's accurate input into CMS is the reason the requests to replace staff have been painless.

**Conclusion. "Now you never hear 'that's not my job.' Instead it's 'how can we get it done.'"**

University of Utah Health continues to be a strong partner with FSI and continues to create more efficiency in integrating more of their departments with the complex capability of CMS products.

What started as a work order system in clinics has become part of a movement headed by Dwayne Van and the department senior leadership team toward a culture shift to ownership, mutual respect, and constant improvement in the Facilities and Engineering and related departments. Casey Chandler sums the transformation up well when he says, "Just yesterday Dwayne said he'd put our FM team up against any other team in the country, or any team in the world really, and I stand behind him on that."



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