

## CASE STUDY

# How to smoothly transition 200 team members across 10 hospitals to an integrated facilities management program

Once the decision is made to move a healthcare facilities management program to an external provider, a proven implementation strategy is paramount to ensuring continuation of service to the community while keeping team members engaged before, during, and after the transition period.



# 200

team members  
transitioned seamlessly



### Situation

An integrated facilities management solution was needed at a 10 hospital system encompassing 6.8M square feet and 200 facilities team members.



### Solution

Medxcel's tailored implementation plan maximized hospital efficiency, prioritizing patient care and staff oversight.



### Outcome

Medxcel seamlessly implemented its integrated facilities management program, delivering operational efficiency and cost savings to the client.



## Situation

A midwestern healthcare system with 10 hospitals totaling 6.8M square feet needed a facilities management solution designed to unify systems into one integrated program. Priorities included a seamless transition for over 200 team members, improved compliance expertise to ensure survey readiness, proven support model to avoid service and connectivity interruptions for the client, and the ability to deliver a continuous level of care to the community during the transition period.



## Solution

Medxcel delivered a customized implementation plan to the client, utilizing lessons learned from successfully onboarding hundreds of hospitals across the U.S. Medxcel's facilities management experts partnered with hospital leaders, taking on responsibility for managing staff and maintaining the physical environment, allowing the client to focus on patient care.

- Medxcel supported the facilities needs of hospital staff during the transition period so there would be no gaps in service.
- A transparent communications plan was executed for messaging continuity and clarity, providing one point of contact for implementation support.
- Dedicated subject matter experts were available to support program implementation, addressing any issues and answering questions as they arose.
- Medxcel partnered with client leaders and teams to understand culture and align goals and strategic priorities.



## Outcome

- Medxcel's integrated facilities management program eliminated redundancies and increased efficiencies, uniting facilities maintenance, compliance, emergency management, and safety teams.
- 200 team members were transitioned seamlessly, supported by resources, training, development, and career pathing.
- Savings were delivered to the client via reduced reliance on high margin contractors.
- Post-implementation survey results from client leadership reflected 90% Excellent/Very Good when asked about onboarding experience.
- A customized transition timeline was tailored to the client's specific needs.
- A standardized work order system was implemented across all sites providing whole-system visibility, and data analytics to drive strategic and capital planning decisions.
- Medxcel's network of supplier partners and industry-wide database were leveraged to realize savings and inform future decision making.
- FMOS®, Medxcel's proprietary compliance documentation system was implemented to ensure ongoing survey readiness.
- Potential issues were addressed early to ensure no lapse in service.

“ Change can be scary, so it's our responsibility to help ease the minds of the associates and leaders. We want to keep all stakeholders informed, and ensure risks or issues are addressed quickly.

Chad Ellis, Director of Implementation