

The Asset Standards Link

Our discussion consists of an assessment of the complexity of requirements and documentation in Health Care. We identify the need for a systems approach to manage the requirements and documentation in Health Care. The discussion is intended to provide a general examination of existing compliance and documentation requirements, engineering standards, and regulatory requirements. We suggest how the view of available information can be expanded and managed to show opportunities that exist within standards outside the periphery of traditional consideration in health care facility operation and maintenance. Finally, we review the global standards as well as ancillary standards and methods that can be considered in the spectrum of supporting compliance and operating requirements. We stress the need to break things down to their essential components through systems management.

We also review the relationship of compliance to health care operations and how it is understood as being essential to all ongoing operations. Typical implications of compliance involve regulatory standards. However, future certifications may also involve risk management verification rather than consideration. We point out that it is inevitable that in the future, risk assessment and compliance will be more integrated as requirements. Consequently, the cost of compliance must be factored into the essential cost of all operations, i.e., "prevention of nonconformity due to human error, such as unintentional mistakes and intentional rule violations." This requires that organizations mistake-proof provision of services. Auditors and organizations must become knowledgeable about tools and methods to mistake-proof their processes. This requires a significant improvement in overall systems management and integration.

We remind all that proactive risk assessment provides an assurance of risk management throughout the facility asset management enterprise. Risk assessment is relatively low cost activity. Time spent in this function provides significant payback in the form of systems knowledge and advanced mitigation of risk. These actions preclude the onerous and complex results of operational interruption and the cost that expands dramatically when incidents disrupt operations. A well managed risk assessment process can also yield beneficial consideration in insurance cost. A hidden bonus is avoidance of negative customer perceptions related to unplanned events that become painfully evident to clients and general public.

We include sustainability as a factor that has become a preface to every facility, tool and resource which we utilize. It is an underpinning of how we look at all aspects of business. Sustainability and our own national and state environmental protection statutes and guidance are absolute requirements. As such they are intrinsically linked to cost of performance and compliance as well as risk management.

And finally, we address a description of how familiar standards, as well as, less well known international standards may be incorporated into a comprehensive facilities asset management framework by using ISO 55000 to integrate life cycle planning, financial considerations, compliance and operations. Using this global standard as our guide, we discussed how applicable standards intrinsic to US Health Care and other externally available standards may be incorporated into a comprehensive and holistic facilities asset management framework to optimize planning and operations, simplified by using systems management.

We point out that considering the magnitude of factors involved, it may be helpful to create statements of value related to asset management. Where cost of compliance has a direct impact on cost of facility operation; and, a direct relationship of facility operation on health care facility operation can impact the return of investment on assets ($\text{Asset:Fn}(\$) / \text{Compliance}\$:Fn = \text{AROI}$); a systems approach to ensure optimum conditions, reduce compliance risk and forecast future impact is an essential element of health care facility engineering methods. An asset management framework should therefore be considered for each health care facility. Where cost of quality in delivering operational excellence is directly proportional to regulatory compliance and risk management costs ($\text{OE}\$ - \text{CQ}\$: \text{RC}\$ + \text{RM}\$$), both operating environment and asset management should be integrated within an asset management framework. The result of this sequence is a simple but powerful statement for the future: Systematic Asset Management = Asset ROI. What is your system? Is it integrated? Is it comprehensive? Do you effectively measure / achieve AROI?

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