



WHITE PAPER

Beyond Break/Fix: How Integrated Facilities Management is Reshaping Healthcare Delivery



Conventional facilities management models aren't just outdated—they're costly, inefficient, and riddled with safety and compliance risks. The good news is there's a better way, backed by data from hundreds of hospitals and thousands of sites of care across the U.S. That data, spanning nearly a decade, points to integrated facilities management as the surest path for driving efficiencies, shrinking costs, and supporting better healthcare delivery.

To fully understand what's at stake and what's to be gained, it's helpful to rewind and examine traditional facilities management approaches—and why these antiquated practices hinder the goals you're working toward.



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Banishing silos and shifting from reactive to proactive

Imagine directing an orchestra where musicians rehearse independently. String musicians keep to themselves, as do brass players. You run into percussionists now and then in the hallways, but sections pretty much operate in isolation. You've never actually met the production crew managing the stage lighting, microphones, and scene transitions. As you gear up for a high-stakes performance, you hope and pray everyone is in sync and the symphony is a success when it counts most.

Though this isn't a perfect analogy, it's reflective of how many healthcare facilities operate. Each day, a myriad of components come together to shape your facilities, each impacting the next. From landscaping to safety, capital planning, compliance, and more, many functions build on one another to create comfortable and safe healing environments for your patients.

As with our metaphorical orchestra, departments operate in silos at many facilities. That disconnect creates duplicated efforts, wasteful spending, unreliable forecasting, and limited visibility into how various competencies impact one another.

As you look around your facility, many diverse teams work together to support the functionality, compliance, and safety of your physical spaces.

Historically, each of these categories have been managed by separate teams or vendors, disconnected from one another. Consequently, healthcare facilities management has been largely reactive, focused on addressing issues as they arise.

This break-fix approach isn't just inefficient; it leads to unnecessary spending and frequent disruptions to operations and patient care delivery, making it far more difficult for facility leaders to keep pace with the changing needs of the organization and the people it serves. It's tough enough to keep up with reactive repairs, let alone forecast resource needs months or years down the road. As a result, leaders are often battling sky-high costs stemming from emergency fixes, unplanned downtime, accelerated equipment wear/tear/replacement, increased risks, and physical spaces that don't match actual patient needs or organizational goals.

There's a better way. It starts with unifying the many disconnected functions that impact your built environment today. By bringing all competencies under one umbrella, integrated facilities management streamlines every facet of your physical environment under a unified team and point of contact.

Competencies include:

- ✓ Facilities maintenance
- ✓ Grounds maintenance
- ✓ Landscaping
- ✓ Regulatory compliance
- ✓ Energy and utility efficiency
- ✓ Life safety
- ✓ Capital planning
- ✓ Vendor management

“Integrated facilities management offers a better, more efficient solution.”

How integration transforms facilities operations

For integrated facilities management practitioners, each of the bulleted competencies outlined earlier is inextricably linked to the next, either improving or degrading one another.

To be clear, allow us to introduce another analogy: the human body. You have various systems—cardiovascular, nervous, lymphatic, respiratory, etc.—all working together. Neglect any of these systems, and the whole body suffers. Integrated facilities management is akin to a whole-body approach to your facilities, versus treating individual “limbs” or symptoms as they arise.

It’s only through close collaboration that facilities teams can truly grasp the interdependencies and complexities impacting one another. By replacing multiple vendors with one dedicated facilities partner, healthcare leaders can discover pockets of waste, sources of friction, and opportunities for savings and efficiencies that would’ve remained hidden otherwise.

Documented benefits of an integrated approach include:

- ✓ Aligned culture and goals among teams and departments
- ✓ Focus on preventive maintenance instead of chasing repairs
- ✓ Prioritization of outcomes, not output
- ✓ Better cost control, with sustained savings
- ✓ Improved regulatory compliance and survey readiness
- ✓ Extended asset life
- ✓ Improved forecasting accuracy for capital and resource planning
- ✓ Increased in-house expertise, reducing reliance on costly external contracts
- ✓ Greater buying power through vetted network of suppliers and partners

Notably, integrating services enables integrated data, making it possible for facility leaders to accurately forecast resource, workforce, and spending needs. On average, Medxcel client facilities can accurately predict operating expenses 3-5 years in advance, thanks to real-time visibility into all their facilities operations and assets, plus insights gained from deep operational and financial performance data from hundreds of facilities like theirs.

Delivering measurable, financial impact

More than a good idea, integrated facilities management is a proven success.

To date, Medxcel has implemented integrated facilities management in more than 160 hospitals and 2,600 sites of care across the U.S. In recent years, client facilities have reported \$230 million in savings, averaging 10-15% cost reduction in facilities management over the life of the contract.

We've also found the workforce impact of an integrated facilities management model to be significant. On-site facilities teams reporting to Medxcel (that is, Medxcel specialists permanently placed within client sites) boast an average tenure of 7+ years, almost double the national average, according to the U.S. Bureau of Labor Statistics. We credit that unusually high length of tenure to ongoing investment in talent development and engagement.

10-15%

in facilities management savings over the life of the contract

2,600

sites of care have implemented our solution

\$230M

in savings delivered over the past 5 years

Stepping into the future of healthcare facilities management

Looking ahead, the goals you're working toward are inextricably linked to your built environment. In an era of rising complexity and pressure to grow efficiencies at lower costs, integrated facilities management is no longer just an option—it's a necessity for building and maintaining better healing environments.

The future of healthcare facilities management is integrated, data-driven, and proactive. The question isn't whether to embrace this transition, but how quickly you can implement it to start reaping its benefits.





As the leading facilities services provider in the U.S. exclusively serving the healthcare industry, Medxcel's unmatched expertise ensures optimal facility management and support that enhances operational efficiency and elevates patient care.