Benchmarking Hospital Facility Expenses: Improving Budget Justification and Forecasting

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Introduction

- PhD Construction Management – Arizona State University
- MS Real Estate – Florida International University
- BS Facilities Management – Brigham Young University

- Professor at Washington State University with research program focused on healthcare facility operations

- 15+ years industry experience leading national and multi-national facility, construction, and real estate programs in healthcare, defense, technology, and manufacturing

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Aging Infrastructure Crisis

- **Without billions of additional dollars being invested in facility infrastructure, the majority of hospitals in the United States will exceed their useful life by 2031**
  - **American Hospital Association**

How did we get here?

1. **Ongoing margin pressures impacting hospital facility operating budgets**
   - **Growing deferred maintenance backlogs**
   - **Compressed asset lifecycle**

2. **Lack of information to quantify "return" on hospital facility capital investment**
   - **Limited resources likely going to revenue generating investments**
     - **i.e. new MRI vs. new Roof**

Research by Call et al.

- New tools available to support healthcare facility leaders in attaining resources towards a safe, efficient, and sustainable environment of care:

1. Rationalize facility operating budgets and staffing

2. Justify hospital infrastructure renewal

Deloitte Study…

- **What concerns are keeping hospital administrators up at night?**

Hospital CEOs Top Concerns

(Deloitte 2017 survey of US health system CEOs)

1. Changing Medicaid reimbursement
2. Transition to value-base care
3. Improving margins
4. Recruiting and retaining competent leaders

Facility *Cost Center

- **Facility budgets a primary target for reductions**
  - **A large cost center for hospitals**
  - **Typically not revenue generating**
    - **Plant, EVS, Laundry/Linen, Dietary, Safety/Security, Transportation, Clinical Engineering…**

- ***This is an accounting term, but the narrative around "facilities" should be how it adds value**

Changing the Narrative: Qualitative Value of Facilities

1. **Improves employee recruitment and retention**
2. **Relationship to patient satisfaction (overall HCAPS scores)**
3. **Enhances "brand" perception/value**
   - **i.e. curb appeal**

Changing the Narrative: Quantitative Value of Facilities

Impacts the finances of the healthcare business

1. **Baseline "cost of doing business"**
   - **Via CMMS (actual) or benchmarking (comparison)**

2. **ROI**
   - **Adequate operating budgets**
   - **(no) deferred maintenance**
   - **Reliability centered maintenance**
   - **Staff training**

Evaluating Facility "Cost of Doing Business" Performance

1. **Internal Benchmarking**
   - Compare internal processes and standards

2. **External Benchmarking**
   - Compare internal processes and standards to external peers

❖ **Identify performance gaps**

❖ **Initiate and manage performance improvements**

Benchmarking Adoption

- **Even though most healthcare FMs recognize the value, few hospitals benchmarks their facility costs:**
  - **Staffing**
  - **OpEx**
  - **CapEx**

Why?

Historical Excuses to Not Benchmark

- Old data
- Reports difficult to interpret
- Data not specific to healthcare
- Missing compensation data to compare against staffing levels
- No capital infrastructure renewal benchmarks to understand total cost of ownership
- Unknown validity between utilization metrics and facility costs
- “Corporate” benchmarks for us
  - Caution: IBM Action OI (Vizient)

(Good News…New Benchmark)

- **IFMA (2023) O&M Healthcare Benchmark Report**

Benchmarking Made Easy

- Current data from hundreds of health systems across US
- Data specific to medical centers
- Includes compensation data to compare against staffing levels
- Includes capital infrastructure renewal benchmarks to understand total cost of ownership
- Easy to use with reliable staff and cost predictions

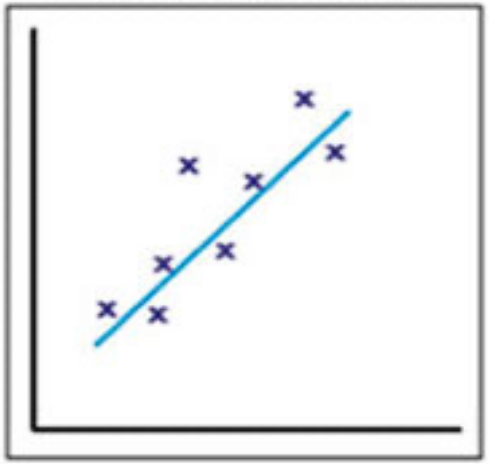
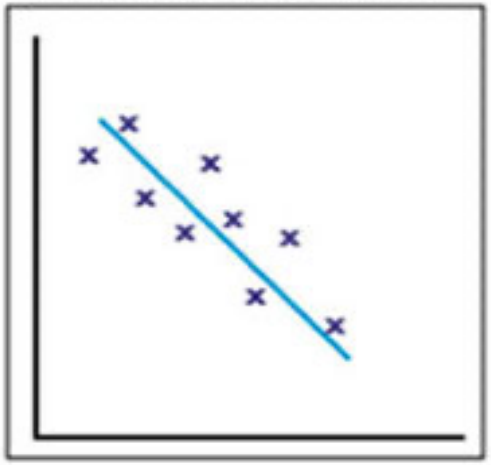
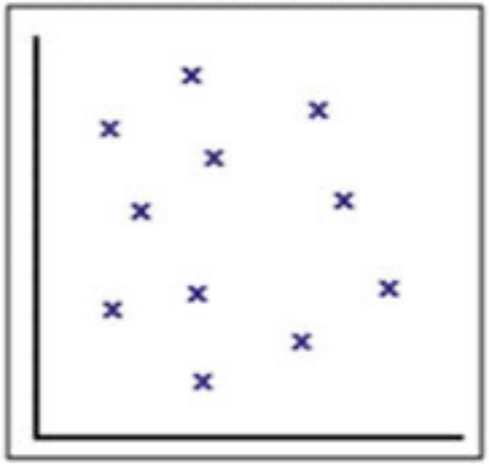
New Ratio Model

Plant Engineering	Predictors				
	Compensation	Purchased Services (Maintenance)	Utilities	Other	**TOTAL**
Area (GSF)	$2.55	$2.29	$3.17	$0.79	**$8.80**

* Strong correlation ($r > .5$).

Is there a better metric, other than GSF, to determine facility expenses that “holds it ratio” irrespective of other factors?

Correlation ("holding its ratio")

Positive correlation	Negative correlation	No correlation
		
The points lie close to a straight line, which has a positive gradient.	The points lie close to a straight line, which has a negative gradient.	There is no pattern to the points.
This shows that as one variable **increases** the other **increases**.	This shows that as one variable **increases**, the other **decreases**.	This shows that there is **no connection** between the two variables.

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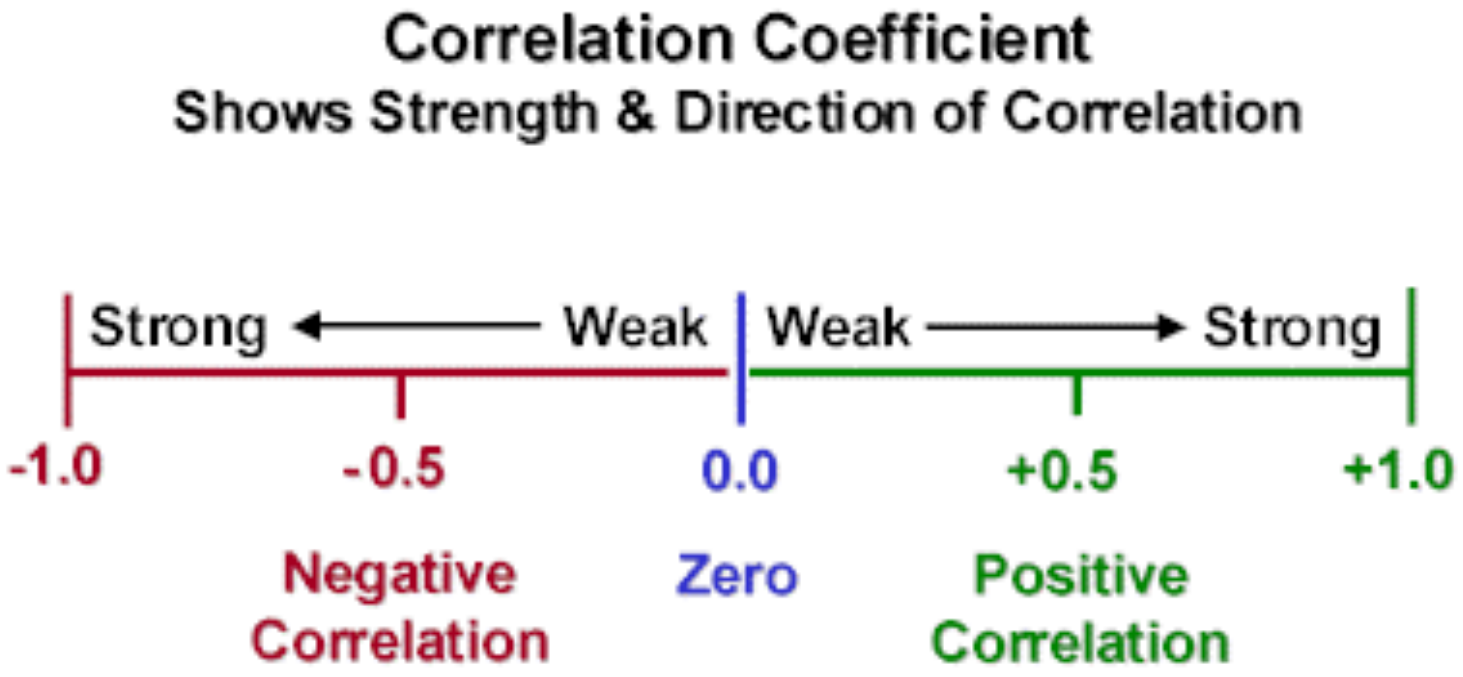
Correlation Strength



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Correlation Coefficients – Large Hospitals

Cost account	Available beds	Patient days	Admissions	GSF	PP&E
Total plant operating expense	.777	.791	.758	.788	.829
Maintenance	.628	.656	.574	.456	.563
Utilities	.685	.736	.674	.849	.864
Salary, wages, and benefits	.699	.726	.636	.626	.850
Depreciation	.689	.522	.632	.725	.622
Other	.662	.700	.712	.494	.516
Total housekeeping operating expense	.868	.907	.837	.849	.831
Salary, wages, and benefits	.842	.870	.807	.772	.726
Supplies	.285	.325	.251	.323	.706
Other	.267	.283	.277	.431	.354

Correlation Coefficients – Small Hospitals

Cost account	Available beds	Patient days	Admissions	GSF	PP&E
Total plant operating expense	.411	.242	.720	.430	.634
Maintenance	.399	.215	.669	.360	.562
Utilities	.285	.148	.468	.744	.546
Salary, wages, and benefits	.274	.128	.651	.456	.662
Depreciation	.405	.383	.546	–.200	–.020
Other	.414	.335	.670	.314	.641
Total housekeeping operating expense	.552	.382	.711	.666	.635
Salary, wages, and benefits	.392	.215	.605	.724	.604
Supplies	.435	.334	.485	.393	.661
Other	.393	.477	.383	–.071	–.049

Key Findings

GSF is an unreliable metric for hospital facility cost benchmarking in small hospitals

Best overall metric for facility cost benchmarking:

1. **Plant, Property, and Equipment (PP&E)**
2. **Admissions**

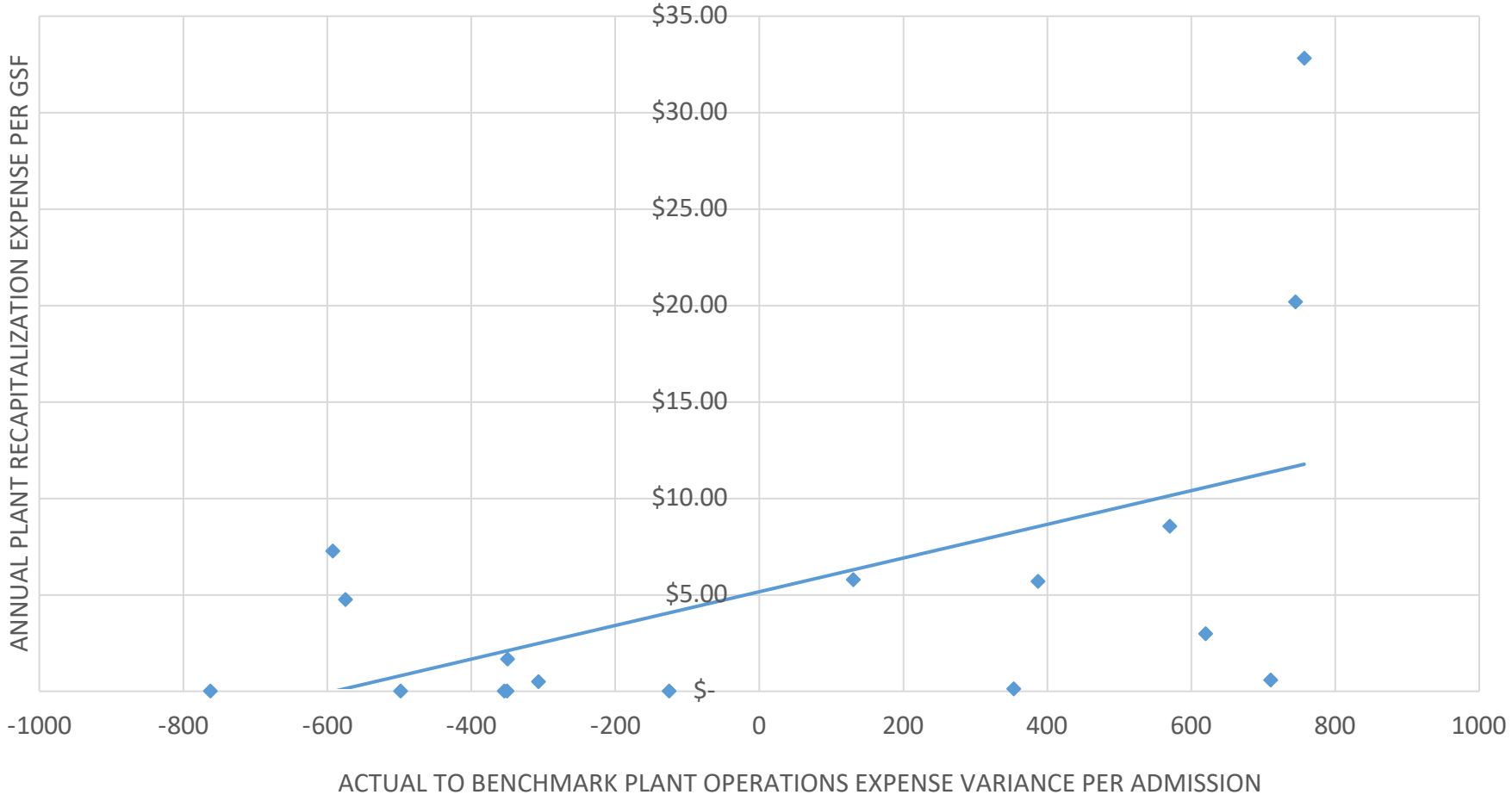
Using the Ratio Model during Pre-construction

- **PREDICTING future Facility Opex based on *planned construction***

Capital Infrastructure Renewal Benchmarking?

- **New Linear Model**
  - ***Relationship between facility spending (operations) and annual infrastructure renewal costs (capital)***

New Linear Model



Using the New Linear Model (Capital)

- **Hospitals below benchmarks for facility operations spend significantly more in facility capital replacement costs:**

Plant Maintenance Status	Annual Plant Recapitalization Expenses per GSF
Above benchmark	$0.86
Below benchmark	$6.27

Baseline is about $5/GSF annually

Capital Infrastructure Renewal Benchmarking?

- Adequate spending on facility operations actually saves hospitals money.

  – ***Analogy of a car owner***

  A little money can be saved in the short-term by skipping oil changes, but this behavior impacts equipment lifespan. Ultimately, the cost for more frequent (capital) repairs/replacement exceeds any (operational) "saving" from deferred maintenance

Using Linear Model (Deferred Maintenance)

1. **Predicting existing backlog with high reliability prior to spending $$$ on FCA**
   - **ensures timely budget alignment with C-suite:**

= (GSF * age of facility in years * $5) – facility capital replacement spending since occupancy

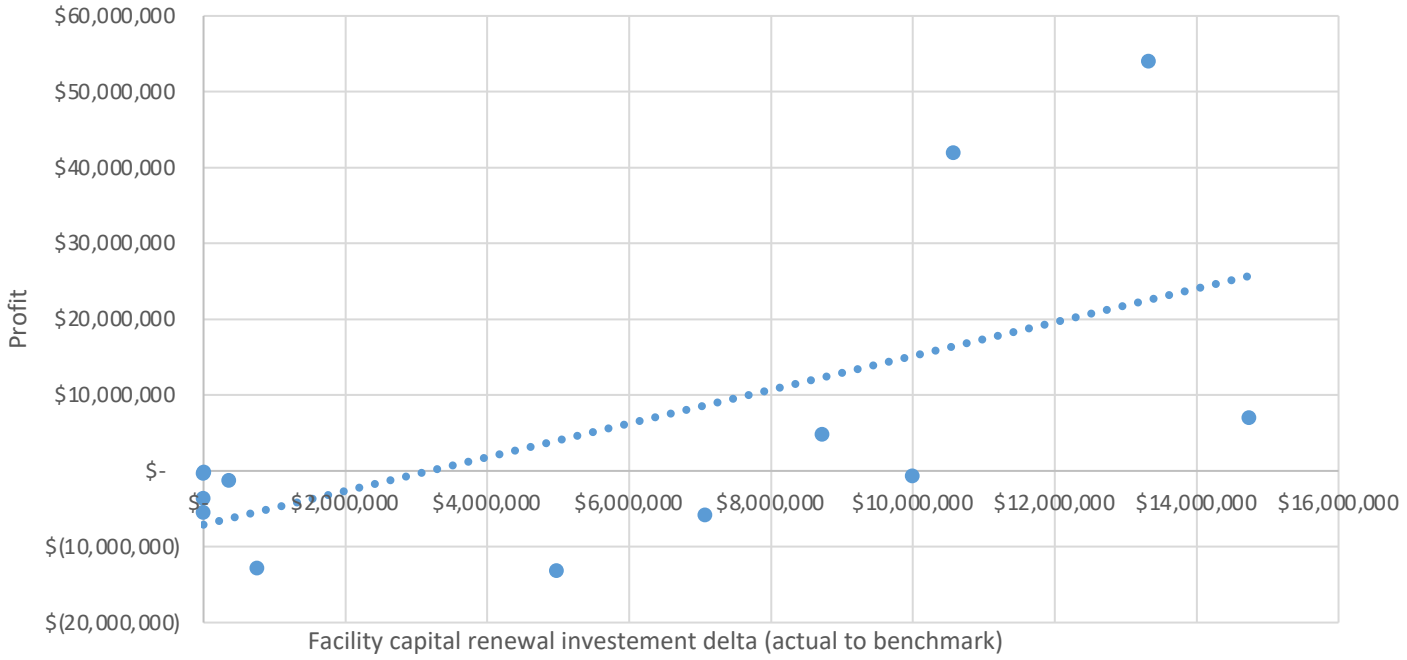
Assuming facility opex at benchmark

- **This backlog can be considered a "borrowing" cost and thus calculate a return from reducing**
- **Other risks should be considered including revenue impact to unplanned shutdowns**

2. **Forecasting capital costs:**
   - **For new facilities that spend less capital in early years, this can be used to "bank" future costs as balance sheet liability**

ROI to reducing Deferred Maintenance

For every $1 spent toward reducing deferred maintenance backlogs, hospital profit increases $2.22



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How can healthcare facility leaders effectively manage the built environment amidst aging infrastructure and budget pressures?

Communicate the Value of Facilities!!!

Using New Research Models

1. Externally benchmark “cost of doing business” to rationalize facility operating expenses/staffing levels
2. Predict future facility operating expenses /staffing levels for planned growth
3. Show potential ROI from increases to facility operating expenses (from capital renewal savings)
4. Calculate deferred maintenance backlog and internal “borrowing” costs/risks
5. Forecast ongoing capital replacement costs
6. Show potential ROI from investments in reducing deferred maintenance backlogs

Thank you

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