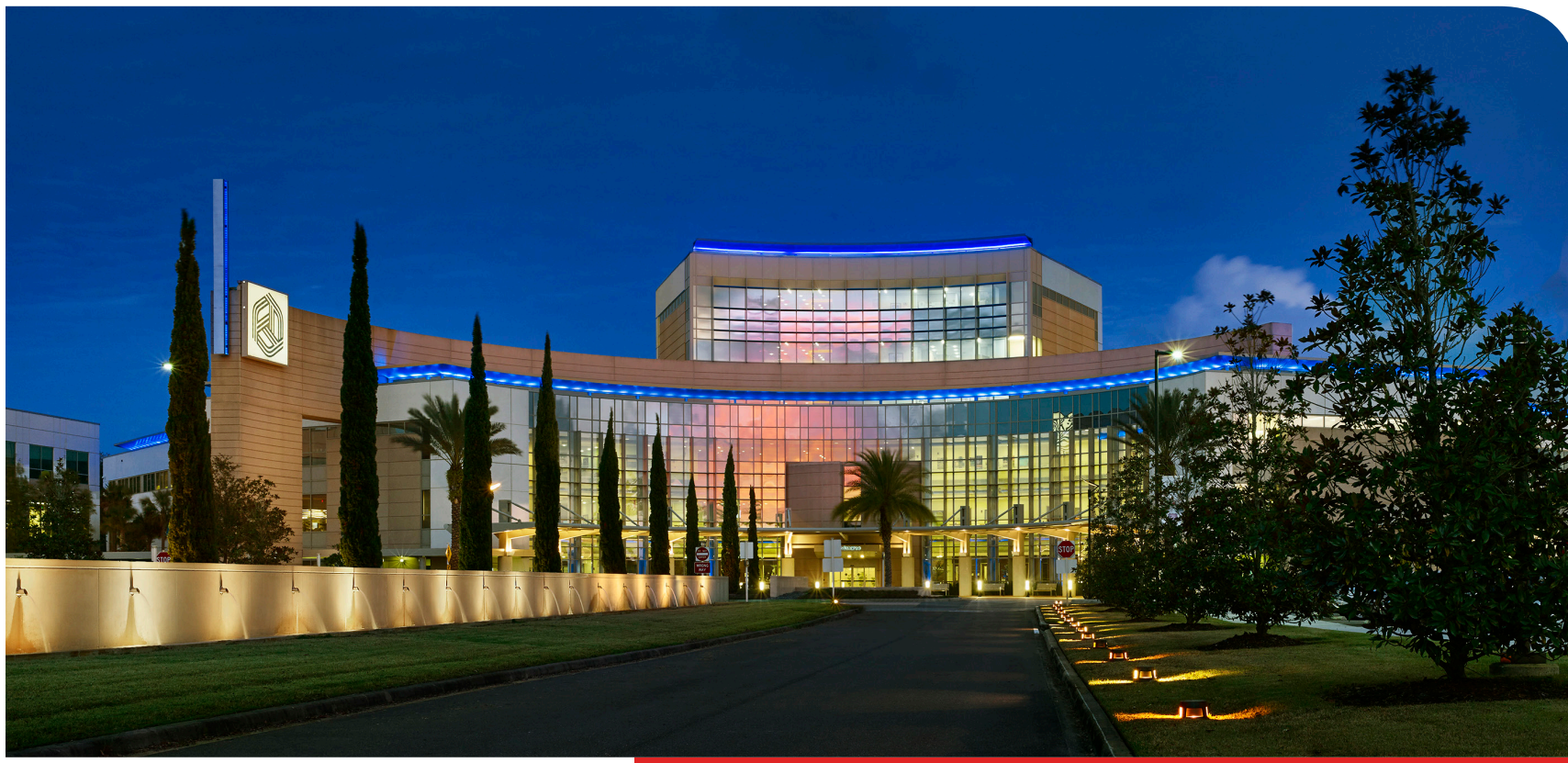




# Florida Hospital Wesley Chapel

Facilities team focus on service and safety gets a boost  
with mobile technology platform



# Hospital Facility Team Elevates Emergency and Service Response Performance with Mobile Facilities Dashboards



“ In the world of maintenance, I need to get as much work done—correctly, safely and as quickly as possible. If I can reduce the amount of time spent looking for information, I can achieve that. ”

— John Couch, *Director of Facilities*  
*Florida Hospital Wesley Chapel, Wesley Chapel, FL*

## Profile

- Hospital built in 2012
- Expanded 57% in 2017 to 300K Sq. Ft.
- 145 patient beds
- 8 Operating Rooms
- 1 Hybrid Operating Room
- 35 Emergency Department Rooms
- 1 MRI, 2 Cat Scan
- **Team includes:** Plant Ops Manager and Coordinator, 2 Electricians, 2 HVAC Technicians, 1 Plumber, 2 General Maintenance Technicians
- Located in Wesley Chapel, Florida – a 20 minute drive from Tampa

## Building up a High-Performing Team

**John Couch was no stranger to healthcare facilities management** when he was hired as the Director of Facilities Management for the newly constructed Florida Hospital Wesley Chapel (FHWC). He brought 15 years of healthcare management experience and a vision for what he needed from his team to provide the highest possible levels of customer service, safety and security.

John's customer-centric management philosophy begins with the hiring process and continues throughout a technician's career at FHWC. John stresses that he is hiring customer service experts with specific technical skills in facilities management: electricians, HVAC techs, plumbers, and so forth.

Successful candidates possess a clear understanding of customer service and how important it is to the FHWC facilities team. Being tech-savvy is also a requirement for joining the team. Technology is foundational in daily operations – for addressing building occupant needs and maintaining the buildings.

Once hired, new team members are cross-trained in the various maintenance disciplines. After they accumulate facility-specific experience the next step is to lead training sessions with their colleagues.

John has built up a team of facilities technicians who have an intense focus on addressing the needs of the hospital community—patients, visitors and staff—accurately and quickly. Achieving this goal requires placing their full attention on service response times, safety, and emergency preparedness.



Mobile Access  
Means Teams Save  
Valuable Time



New Hires are  
Equipped to Work  
on Day One



Faster Service  
Response Means  
Happier Customers



Florida Hospital Wesley Chapel

## Continuous Improvement Beyond Digital

**At FHWC, while they run a tight ship and provide deep levels of training,** they were still missing a few key components for managing building information efficiently. They needed mobile access to building documents to reduce productivity-draining activity and to respond faster during an emergency.

As it is with any new hospital these days, all the building documents were stored in a digital format from the beginning. But even with digital information stored on a network drive, a technician still had to either try to remember which specific folder contained the information or spend time searching through the digital files. Time spent looking for digital files delayed service or safety responses which could turn an emergency into a catastrophe and make it necessary to shut down the entire facility.

After-hours emergencies are often first discovered by security officers making their rounds. Safely resolving the situation required an on-call technician to leave their home and drive to the hospital. Security officers were not equipped to take action to mitigate risks or shut-off of malfunctioning system.

The long-tail effect of these scenarios extends to the hospital staff, the patients and visitors. The physical condition of a hospital is a big deal. The hospital staff is already under a lot of stress. If the staff is uncomfortable because of temperature or lighting issues, their ability to

perform at the highest levels is hampered. The comfort level of patients and visitors can impact their perception about the quality of care being provided.

When John and his CFO were introduced to the ARC Facilities Platform and shown a demo of the Mobile Facilities Dashboards, they quickly realized how adopting this technology would be a game-changer for FHWC. The technology would empower the team to achieve their ambitious goals for providing excellent customer service, being exceptionally efficient, and continuously improving service response times.

## Elevating How Service, Safety and Security are Delivered

**With the ARC Facilities Dashboard, John and his team were able to:** increase the number of work orders they completed in a day, stay on top of preventive maintenance, be more productive, improve response times and confidently prepare for an emergency.

Retiring workers is no longer a concern because their historical knowledge of buildings has been captured and stored in the ARC Facilities Platform. Everyone on the team can use their mobile devices to view information about specific renovations that was previously only known to a single person.

The onboarding of staff has also been accelerated with the use of mobile facilities dashboards. Newly hired staff can easily and quickly find the building information they





Watch the video at:

[www.e-arc.com/customer-story/florida-hospital-wesley-chapel/](http://www.e-arc.com/customer-story/florida-hospital-wesley-chapel/)

need to locate equipment and complete work orders. The net result is a significant reduction in the amount of time new employees must spend shadowing another FHWC facilities tech.

John also made sure the security officers were provided with iPads then trained on how they could minimize building damage and protect building occupants during after-hour emergencies. Access to critical information like shut-off maps and emergency equipment is as simple as point and click with the ARC Mobile Facilities Dashboard.

Using mobile technology, a facilities technician can guide the security officer on how to resolve the situation – before they arrive at the campus. There's no need to wait for whoever is on call to drive to the hospital and be there in person. Taking immediate action to quickly shut down a water or electrical situation can prevent damage and mitigate risks for personal safety.

John and his team are extremely pleased with how comprehensive the solution is and how easy it is to use. Just point and click! Equally important is the ability for the staff to share floor plans and emergency information with first responders should a situation develop on the campus.

## From One Facilities Manager to Another

**John has his eye on the future of facilities management for FHWC.** He believes that utilizing available technology today will impact the ability of facility teams to manage the FHWC facilities 20 - 30 years from now.

His advice to other FM's is to adopt a similar line of thinking. "Preserving the history of buildings and their renovations or expansion projects provides a foundation that will add value for many years into the future." He says the ARC Facilities Platform is a simple solution for making that happen.

John believes FM's can find creative and simple ways to secure funding for their technology solutions and tools. For example, he recommends building the technology investment into budgets for new construction or renovation projects. Involve your technology partners in the process to help you build the case for immediate and long-term value with executives and other stakeholders.