

Effective management of facilities also includes multidisciplinary planning, education, and monitoring, as outlined below:

- Planning for space and resources based on the area, location and functions that it will serve
- Educating the staff about the different facility systems, processes and how to reduce risks
- Specific criteria to evaluate the status and compliance with the established expectations. This also includes monitoring facility management systems to ensure effective and safe functionality.













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Assess - Analyse - Improve



Enhance Compliance,
Improve Care, and
Drive Excellence

The spokes of the wheel that control all the 9 systems laid out above would largely be:

-  Planning & budgeting to ensure execution is smooth
-  Design of systems through a repository/policies/manuals
-  Risk assessments to identify the focus points for effective mitigation
-  Inventory management of items, equipment and supplies relevant to the facility systems
-  Checks/ preventive maintenance of all machinery and systems
-  Oversight on the exact implementation through audits, walk rounds, surveys or feedback
-  Training and education of the concerned stakeholders at all levels
-  Drill/ tests to ensure systems are organized as per the plan and will trigger a response when needed
-  Incident / Complaint/ ticketing system to enhance productivity
-  Data analytics and dashboards for governance


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FACILITY MANAGEMENT




Healthcare organizations strive daily to maintain a safe, functional, and comfortable environment for patients, families, visitors, and staff. It's not just about the facility's appearance, but also how it supports patient care, enhances outcomes, and provides comfort to staff.

Facility design is crucial as it impacts process efficiencies and ensures life safety by allowing effective evacuation during emergencies. Technology plays a key role in addressing the challenges and concerns that organizations face in their daily operations.


The key components of any facility management program include, but not limited to, the following:

-  Compliance To Laws & Regulations
-  Fire Systems
-  Utility Systems Including Construction & Renovation
-  Washroom And Area Maintenance (Including Wheelchairs And Stretchers)
-  External Emergency Preparedness
-  Hazardous Material And Safety
-  Equipment Management
-  Safety & Facility Rounds
-  Security



Healthcare providers handle numerous clinical and non-clinical requests daily, particularly regarding equipment breakdowns or nonfunctional machinery. Patient experience is also affected by issues such as malfunctioning air conditioning, dirty washrooms, or unsafe environments.

Non-compliance with regulatory norms, especially those related to safety, can result in significant penalties and even license revocation, severely impacting the organization's reputation.



When we think of a hospital, we often picture doctors and nurses attending to patients, housekeeping staff cleaning corridors, and technicians handling reports or billers processing payments. However, what we don't usually see is the crucial work done by the back-end teams to keep the systems functional and ensure the facility operates smoothly.

