Getting the Most Out Of Your Maintenance Dollar

Agenda

- Power of Programs
  - Floor Care: A Maintenance Program
  - Supporting Your HVAC Program
  - Infection Control & Outbreak Management
- Best Practices to Improve Effectiveness

Sidebar: Evaluating Trends

- Decreased Costs
- Improved Results
- Easy to Use Solutions
Agenda

- **Power of Programs**
  - Floor Care: A Maintenance Program
  - Supporting Your HVAC Program
  - Infection Control and Outbreak Management

- Best Practices to Improve Effectiveness
Power of Programs

Agenda

- Power of Programs
  - Floor Care: A Maintenance Program
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  - Cleaning for a Healthy Building
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Carpet Care
Carpet Care Review

- Carpeting Statistics
  - SL: 90% historical trending towards 70% mix
  - SNF: 10% historical trending towards 30% mix

- Concerns
  - Carpet Replacement Costs
  - Marketability
  - Operational Costs

- Carpet Trends
  - Over-Extraction

Carpet Care Today

Carpet Care: A Maintenance Program
Carpet Care: Investing Wisely

<table>
<thead>
<tr>
<th>Preventive Process</th>
<th>Daily Process</th>
<th>Interim Process</th>
<th>Restorative Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stepping with feet entering common through removal or containment</td>
<td>Removing soils daily</td>
<td>Maintaining high level of appearance with removal labor chemicals and water</td>
<td>Comprehensive cleaning designed to return property surface as close to original state</td>
</tr>
<tr>
<td>Typical</td>
<td>$5</td>
<td>$5</td>
<td>$50</td>
</tr>
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<td>Recommended</td>
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<td>$50</td>
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</table>

Sidebar: Trending Technology

Entrance Matting

- Matting keeps out 85% of dirt and moisture

5 Feet: 30 to 40%
10 Feet: 50 to 70%
15 Feet: 75 to 85%
Preventive Maintenance

DID YOU KNOW?

- 85% of soil is tracked in on the feet of building visitors and occupants.
- On average, one person brings in 0.02 ounces (.58 grams) of dirt per day.

In one day 300 people walking through your door bring in on average 6.1 ounces of dirt!

Preventive Maintenance

DID YOU KNOW?

- In one year’s time that adds up to almost 140 lbs of dirt.

That dirt can end up costing up to $700 per pound to remove!

Sidebar: Trending Technology

Interim Cleaning

- Low moisture
  - Promotes consistent appearance
  - Quick dry times (20-30 minutes)
  - Extend carpet life

- Reduces need for extraction by as much as 50%!
What is Encapsulation?

What Does Encapsulation Look Like?
Carpet Care Maintenance Schedule

Hard Flooring

Hard Floor Review

- Hard Floor Statistics
  - SNF: 90% historical trending towards 70% mix
  - SL: 10% historical trending towards 30% mix

- Concerns
  - Cross-Contamination
  - Liabilities (Infection Control/Slips & Falls)
  - Operational Costs

- Trends:
  - Luxury Vinyl Tile
Sidebar: Trending Technology

Microfiber

- New technology
- Superior cleaning performance
- Enhances the way you clean your community

Daily Cleaning: Microfiber

- 95% Water Savings
  1 Gallon vs 40 Gallons
- 95% Chemical Savings
  2 Ounces vs 80 Ounces
- 45% Labor Savings
  Save 90 minutes with only one bucket change

*10 minutes per change/10 changes per standard mopping

- Cotton Mops:
  67% pickup minus a 33% redeposit = 44%

- Rubbermaid HYGEN Microfiber:
  99.85% pickup with 0% redeposit = 99.85%
Sidebar: **Trending Technology**

**Low Moisture Autoscrubbers**

- Up to 75% Water Savings
- Work 3X longer before refilling
- Chemical FREE bonuses:
  - Random Orbital Scrubbing
  - Chemical Free Stripping
  - eCH20: Ionized Water
  - Chemical Free Cleaning

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**What Have We Learned**

1. Focus on Process
2. Invest in (Labor-Free) Matting
3. Low Moisture Needs & Innovations

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**Agenda**

- Power of Programs
  - Floor Care: A Maintenance Program
  - **Supporting Your HVAC Program**
  - Cleaning for a Healthy Building
  - Infection Control and Outbreak Management
- Best Practices to Improve Effectiveness
Choosing the Right PTACs

Selection Criteria

Brand Comparison

Heat Elements Review

Energy Management

Efficiency Comparison

Building on Your Investment

Air Curtains

Air Purification

http://www.directsupply.com/energy/
Sidebar: Trending Technology

- Air Purification: Cleans the Air… Naturally!
  - Cleaning & Sanitizing
  - Odor Eliminating

Air Purification

Oxidation  Ozone  Ionization

O3

Building on Your Investment

Air Curtains  Air Purification

Preventive Maintenance  Lifecycle Management
What Have We Learned

1. Lowest Total Cost of Ownership
2. Improve Inner Air Quality
3. Ease of Maintenance

Agenda

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...direct from the Center for Disease Control:

Healthcare-associated infections (HAI)...can be devastating and even deadly.

As our ability to prevent HAIs grows, these infections are increasingly unacceptable.

Wherever patient care is provided, adherence to infection prevention guidelines is needed to ensure that all care is safe care.

This includes traditional hospital settings as well as outpatient surgery centers, long-term care facilities, rehabilitation centers, and community clinics.
Infection Control

- Who OWNS This Process?

Infection Control

- Who Needs to be Engaged?

Infection Control

- What is Our Goal?
1st: Prevention

2nd: Established Guidelines

- Checklists & Schedules

   CDC: Environment Care for Healthcare Facilities"
IC and OBM Objectives

3rd: Complete Removal of Dirt/Dust

4th: Measuring Success

- Measuring Cleaning
  - Direct Observation
  - Fluorescent Gel (markers)

4th: Measuring Success

- Measuring Disinfecting
  - ATP System
  - Swab Cultures
  - Agar Slide Cultures
5th: Outbreak Management

- The BIG Three:
  - Methicillin-resistant *Staphylococcus aureus* (MRSA)
  - *Clostridium Difficile* (CDI, C. diff)
  - Norovirus
  - Carbapenem-resistant *Enterobacteriaceae* (CRE)

Managing an Outbreak

- Disinfecting: Choose the Right Product

- Understanding Kill Claims
  - Kill Time - the amount of time required on a surface in order to break down and kill the disease
  - Dwell Time - the amount of time a chemical will remain "wet" and effective on a surface

- Use EPA Approved & Recognized Brands

Sidebar: Trending Technology

Why Wipes?

- Wipes Make Cleaning EASY
  - Perfectly Diluted
  - Shelf-Life Stable
  - 0% Cross Contamination

- Easy to Explain to Surveyors
Available Resources

- Infection Control for Dummies
- Center for Disease Control
- Joint Commission
  - [http://www.jointcommission.org/infection_control.aspx](http://www.jointcommission.org/infection_control.aspx)
- EPA Disinfecting Chart

What Have We Learned

1. Use Industry Recognized Products

2. Adopt Checklists/Schedules

3. Measure Your Success

Objectives

- Power of Programs
  - Floor Care: A Maintenance Program
  - Supporting Your HVAC Program
  - Infection Control and Outbreak Management
- Best Practices to Improve Effectiveness
Jones Lang LaSalle Study Findings

- Repair & maintenance account for ≈15% of expenses
- 545% ROI on preventive maintenance programs
  - The bulk of the return comes from increasing the useful life of equipment
- Source of Savings
  1. Increasing useful life of the equipment
  2. Reducing annual maintenance spend
  3. Reducing energy spend

Source: Determining the Economic Value of Preventive Maintenance, Jones, Lang, Lasalle.
http://www.pmmi.org/files/MS/certified/newsletters/PreventiveMaintenance.pdf
Preventive Maintenance ROI – A SNF & Senior Living Example

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Qty per location</th>
<th>Est Equip Cost</th>
<th>Est Equip Life</th>
<th>Annual Repair Savings</th>
<th>Extending Equip Life Savings</th>
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<tr>
<td>Boilers</td>
<td>2</td>
<td>$7,500</td>
<td>12</td>
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<td>$600</td>
<td>8</td>
<td>$489</td>
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Total Annual Savings $6,624

Preventive Maintenance ROI – Unexpected Expenses

- Reduced downtime costs
  - Food spoilage
  - Outsourced labor
  - Buying ice

- Reduced urgent needs
  - Overtime or weekend repair rates
  - Rushed shipments
  - Inability to conduct bid process

Maintenance Workload
Life Safety Code Compliance – Savings Areas

**Increased safety and reduced risk**
- Lower insurance premiums

**Increased compliance**
- Fewer violations, plans of correction and fines
- Improved marketability

### National % of Deficiency Free Facilities

<table>
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<tr>
<th>Date</th>
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<tr>
<td>Mar 03</td>
<td>40.00%</td>
</tr>
<tr>
<td>Apr 03</td>
<td>35.00%</td>
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<tr>
<td>May 03</td>
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<tr>
<td>Jun 03</td>
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<td>Jul 03</td>
<td>20.00%</td>
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<td>Aug 03</td>
<td>15.00%</td>
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<tr>
<td>Oct 03</td>
<td>5.00%</td>
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<tr>
<td>Nov 03</td>
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**US Top 10 Deficiencies**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Number of Facilities Cited</th>
<th>Percent of Facilities Cited</th>
<th>Tag</th>
<th>Tag Description</th>
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<tbody>
<tr>
<td>1</td>
<td>4,545</td>
<td>20.5%</td>
<td>R247</td>
<td>Electrical Wiring</td>
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<tr>
<td>2</td>
<td>6,238</td>
<td>27.7%</td>
<td>R252</td>
<td>Automatic Sprinkler - Sprinkler Systems/Operation</td>
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<tr>
<td>3</td>
<td>4,004</td>
<td>18.1%</td>
<td>R253</td>
<td>Inadequate Access Separated By Construction</td>
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<tr>
<td>4</td>
<td>5,503</td>
<td>24.1%</td>
<td>R254</td>
<td>Inadequate Signage</td>
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<tr>
<td>5</td>
<td>3,100</td>
<td>20.4%</td>
<td>R255</td>
<td>Inadequate Exit Assembly</td>
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<tr>
<td>6</td>
<td>3,400</td>
<td>19.4%</td>
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<td>7</td>
<td>1,310</td>
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<td>8</td>
<td>1,290</td>
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<td>Inadequate Exit Assembly</td>
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<tr>
<td>9</td>
<td>1,040</td>
<td>9.4%</td>
<td>R259</td>
<td>Inadequate Exit Assembly</td>
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<tr>
<td>10</td>
<td>1,802</td>
<td>9.1%</td>
<td>R260</td>
<td>Inadequate Exit Assembly</td>
</tr>
</tbody>
</table>

Note: The materials, comments and other information contained in this presentation are intended to provide general information. This information is not and not intended as legal or other advice, and must be considered only as an outline and not in any circumstances an authoritative authority. You should not act upon this information without first consulting with qualified legal counsel.
What percentage of their time is your maintenance staff spending on ad hoc requests?

Maintenance Request Challenges
- Purely reactive
- Impact resident, family and staff satisfaction
- Difficult to manage & prioritize
- Time constraints
- Budget impact
Maintenance Request Goals

- Meet resident & family expectations
- Create a safe environment
- Free up time for proactive work

How?

- Option #1 – Maintenance Superman
- Option #2 – Proactive maintenance programs
- Option #3 – Maintenance management software

Proactive Maintenance Programs

**Pros**
- Proactive approach
- Limited hard dollar costs
- Superior flexibility

**Cons**
- Staff may have limited time and knowledge to develop
- Difficult to quickly update
- Extended time to on-boarding new staff
- Limited management visibility
- Paper documentation
Maintenance Management Software

Pros
- Proactive approach
- Best practice content
- Online documentation storage
- Management visibility
- Remote access

Cons
- Maintenance may have limited tech experience
- Sacrifice some flexibility
- Hard dollar cost

Software - What to watch for
- Specific to Long Term Care & Senior Living
  - Especially for Life Safety Code
- Web-based vs. installed software
- Incremental fees – training, upgrades
- Simple to use
- Available customer service
- Detailed content and instructions

Questions

YOU
What Have We Learned

1. Focus Proactively on Programs
2. Adopt Innovation Wisely
3. Utilize Best Practices for Success

All Questions on...
1) Floor Care
2) HVAC
3) Infection Control

Thank You For Your Time!