Benchmarking of FM Departments in 8 Scandinavian Hospitals

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by

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Content

1. Background, Research scope and purpose
2. Methodologically approach
3. Results and discussion
4. Main conclusions
(1) BACKGROUND and RESEARCH SCOPE.....
The Nordic FM project, Dataset B

8 hospitals from Sweden, Denmark and Norway participates in this years Nordic FM Hospital benchmarking program

(Source: http://nordicfm.org)
(1) Scope and purpose

- To what degree do the quality of three service products (cleaning, food for patients and hospitals logistics) depend on the maturity level of the FM organisation (competence and skills) in hospitals?

- Can Balance Score Card (BSC) methodology be a simple and suitable method for mapping competence and maturity level for benchmarking purposes?
(2) METHODOLOGICALLY APPROACH
BALANCE SCORE CARD

1. CUSTOMER – How do the users and occupiers of the facility see us?
2. FINANCIAL – How is the function managed to achieve best value?
3. OPERATIONAL – How efficient and effective is the delivery of facilities services?
4. INTERACTION – How does the facilities management function continue to improve and interact with the core business in creating value?

(60 QUESTIONS)

Source: Atkin and Brooks (2009)
Five point scale measured against ”Best Practise”

- Four dimensions on a scale (0-2)
- Five point scale (A, F, O, S, N)
- Nordic ”best practise” – theoretically value
(3) RESULTS and DISCUSSION
The FM score of 8 hospitals
Comparison Dataset A vs dataset B

Distance from max score

<table>
<thead>
<tr>
<th>Hospital 8</th>
<th>Hospital 4</th>
<th>Hospital 3</th>
<th>Hospital 7</th>
<th>Hospital 6</th>
<th>Hospital 5</th>
<th>Hospital 2</th>
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<tbody>
<tr>
<td>Denmark</td>
<td>Norway</td>
<td>Sweden</td>
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MAIN CONCLUSIONS ....
Main conclusions

1. The BSC method is suitable to use as a benchmarking tool to collect information at an early phase and indicates quickly how the status of the FM organisation are within the four dimensions against best practise.

1. Swedish hospitals are slightly better off than other Scandinavian countries.

1. Weak indication of correlation between product quality of FM service delivery and skills and competence.
Future work

• Scoreboard have the potential to define “Best Practice” for FM organisations in Hospitals in a simple way and should be subject for future testing and development

• Possible connections between behaviour of FM organizations and product quality delivered should be subject to further investigations and research