

## HENNEPIN COUNTY MEDICAL CENTER

### CAFM, LIFE SAFETY, + MEDICARE COST REPORTING

Hennepin County Medical Center, a 422-bed acute care and research hospital, is consistently rated one of America's Best Hospitals by U.S. News & World Report. HCMC occupies roughly 2 million square feet in the heart of the Twin Cities of Minneapolis and St. Paul, Minnesota.

A client since 1999, HCMC has frequently called on RSP i-SPACE for services such as updating plans, conducting Facility Condition Assessments, and providing ADA Assessments. In 2006, a new facilities director came on-board and began an effort to: 1) tighten up all their facilities' information systems, 2) increase the accuracy and efficiency of their Medicare Cost Reporting system, and 3) reclaim patient rooms that were being used for clinic and other support functions. He brought in RSP i-SPACE to help him meet these challenges. We worked with HCMC to:

- Perform a Space Audit in order to uncover space utilization issues and inefficiencies, and improve space allocation accuracy.
- Update all CAFM plans and implement a Web-accessibility module, allowing CAFM data to be accessed from anywhere on or off campus.
- Integrate JCAHO Life Safety Systems Compliance Tracking with their existing CAFM system, to make scheduling inspections and producing JCAHO reports a smooth and efficient process.
- Produce Updated Evacuation Plans for safety and security planning.

**"RSP has dug me out of many a hole this year"**

- Tom Bravo, Director of Facility Management  
Hennepin County Medical Center

As a result of these services, HCMC was able to relocate in-hospital clinics using valuable patient space into an adjacent consolidated Ambulatory Care Clinic, reclaiming patient rooms for in-patient beds. Through more accurate and timely space allocation reporting, they also significantly increased their Medicare Cost Reimbursement. And finally, they reduced the time to prepare accurate JCAHO reports by using the real-time, instantaneous status reporting provided by the CAFM-integrated system.

RSP and Hennepin County Medical Center have an excellent working relationship, as RSP i-SPACE continues to provide services to help HCMC solve new challenges. HCMC has extended its relationship with RSP by trusting us to perform more than half of the current architectural remodeling projects at the Medical Center, develop their system-wide Workplace Standards, and host their Team Collaboration website.