

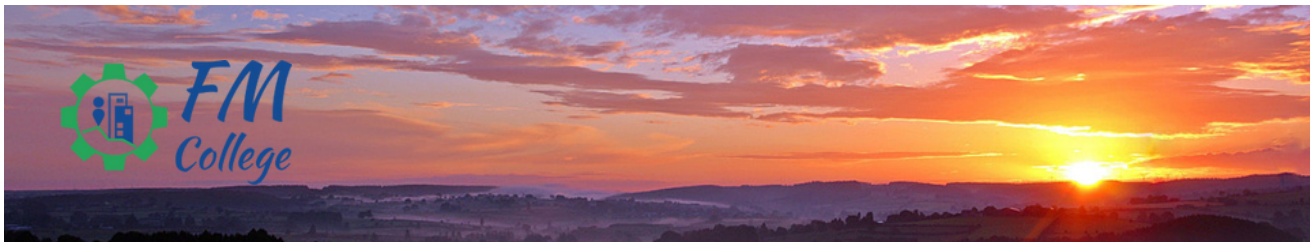
# Healthcare Facilities Management

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Instructor Led Courses



[www.FM-College.com](http://www.FM-College.com)



## Robert BLAKEY

**MSc Engineering Management**  
CEM, CFM, CHFM, FMP, LEED® AP, MRICS, PROFM, SFP, VMA



Director and Sr. Instructor

Robert L. Blakey received a B.S. in Management as well as an M.S. in Engineering Management from California Coast University. In addition, he received a license as a Chief Engineer for Steam, Motor and Gas Turbine Vessels of Any Horsepower from the United States Merchant Marine.

Robert has over 30 years of in-depth and diverse facilities management experience. His background spans both public and private sector work. During the course of his career in the public sector he has worked for municipal governments, state agencies, and federal agencies. In the private sector, he has worked in the healthcare, real property management, research laboratory, maritime, and fuel transportation industries.

He has worked for small companies up to and including Fortune 500 corporations. In addition, Robert has worked as a consultant in the field of life-cycle based design and optimization for universities, corporations and government agencies. He retired in June 2019 from CBRE, a Fortune 500 Company, as the Senior Manager for Operations on the Kaiser Permanente of Washington account with responsibilities covering approximately 4,000,000 square feet of property.

Robert is an active member of IFMA. He was an officer of the IFMA Research & Development Facilities Council 2005-2015. In addition, he has served with the International Credentials Commission as a

member of the Facility Management Professional (FMP) Credential Scheme Committee. He is also a member of the Board of Directors of the Seattle Chapter of IFMA. He is a frequent presenter at regional and national conferences for many organizations including; IFMA, ASHE, I2SL, and Tradeline. He has conducted seminars and presentations to companies and groups on the dimensions and challenges facing facilities professionals.

Robert also serves as an adjunct professor at the University of Washington where he teaches a Facilities Management Certificate program.

Robert is a Board Member of the National Institute of Building Sciences – Building Smart Program and is a member of the National Science Foundation visiting committee for the Building Efficiency for a Sustainable Tomorrow (BEST) Center in Oakland, California.

Robert was a subject matter expert in the development of IFMA's Facility Management Professional (FMP) program as well as for the Sustainable Facilities Management (SFP) program for IFMA. He was an IFMA-Certified Master Instructor for all IFMA courses for over a decade.

## WE ALSO RECOMMEND



### ProFM® Credential Course

- Competencies for Facility Professionals
- Asset Management
- Risk Management
- Business Management
- Operations & Maintenance



### Facilities Strategic Leadership

- Leadership
- Facilities Finance
- Advanced Financial Management
- Stakeholders and Operations
- Contracting, Quality and Performance
- Technology



## KEY TAKEAWAYS



Understanding your role as a strategic leader in the health-care organization



Compliance with global health-care facility requirements and guidelines.



Reliability centered approach and "Alternate Equipment Maintenance" (AEM) programs



Creating successful projects & programs



Monitoring & managing risk in healthcare facilities

## ABOUT FM-COLLEGE

FM College is focused on providing quality education in facilities management that creates meaningful change for the student, their employer and the industry.

Education in facilities management is not something you can complete at any point of your career and then be done. It is not something that can be gained simply by studying books and attending seminars. Facilities management education is about applying knowledge gained from books and courses to real-world situations. Also, accomplishing this in a world that is changing ever more rapidly.

We believe in providing an educational experience that creates a real difference in a person's function as a facilities manager; today, tomorrow and into the future.

Focusing on this type of change, we have structured our courses to provide rapid, effective knowledge gain, with minimal time away from your job; but also to provide a year-long opportunity to absorb that knowledge, discuss it with other industry professionals, and review the course content in depth with these new insights.

We feel that this process, will create the turning point in your career that you, and your employer, are looking for!

Yours truly,  
Robert Blakey, Director  
FM College, Inc.



## HFM PROGRAM:

This course in Healthcare Facilities Management is designed to support construction, operation and maintenance of medical facilities in compliance with international standards. It is designed to prepare the individual for a high performing career in healthcare facilities leadership.

Strategic alignment between the goals of the healthcare/hospital organization utilizing the facilities, and the actions of the facilities organization supporting their operation is critical to success. The expertise for the development and operation of these facilities is the responsibility of the healthcare facilities manager. Without the right knowledge, skills and abilities this key leader cannot succeed. Yet succeed he or she must, if the larger healthcare organization is to succeed in its mission.

The knowledge and expertise needed is skill based, not simply knowledge based. The successful healthcare facilities manager must be able to apply expertise to complex real-world situations.





## COURSE OVERVIEW

### Training Program Detailed Objectives

- Compliance requirements for Healthcare Facilities worldwide
- Environment of Care, Emergency Management & Life Safety
- Healthcare Facility Management and Safety Standards
- Planning/Design criteria for Healthcare Facilities
- Operations/Maintenance management in a healthcare environment
- A reliability centered maintenance strategy
- Constructing a facility budget
- Monitoring and managing financial resources
- Preparing reports and recommendations for the use and allocation of resources
- Accounting & budgeting techniques
- Costing of resources
- Life cycle costing



## HFM BENEFITS YOUR ENTIRE ORGANIZATION

- **Teaching you best practices** to apply to your organization's processes immediately
- **Helping you develop strategic business skills** to benefit your organization's bottom line
- **Tools** to help transform Healthcare FM
- **Demonstrating your department's value** to C-Suite and leadership roles



## WHO SHOULD ATTEND

Beneficial for all experience levels. Covers the comprehensive Body of Knowledge for Healthcare FM. Current & Relevant.

There are no mandatory prerequisites,

- Emerging Healthcare Facilities Leaders
- Healthcare Engineering Managers
- Healthcare Facilities Managers
- Senior Managers of Healthcare Facilities

## HFM COURSE MATERIAL REFERENCE EXAMPLES

- Health Care Facilities Code (NFPA 99) Handbook
- NFPA 101 Life Safety Code
- TJC Comprehensive Accreditation Manual for Hospitals
- Joint Commission International Accreditation Standards for Hospitals

- Joint Commission International Survey Process Guide for Hospitals
- A Guide to the Project Management Body of Knowledge - PMBOK Guide
- USP General Chapter <800> Hazardous Drugs - Handling in Healthcare Settings
- Guidelines for Design and Construction of Hospitals and Outpatient Facilities



## IN-HOUSE

Enjoy this certified program at your premise of choice, with lower costs, and schedule that suits you best. Call or email us to discuss further.

+1 (206) 673-4830  
robert@fm-college.com

## ONLINE COURSE DAYS / TIMES

### MORNING SESSION

USA (EST/DT)	TUE & THU	10 AM - 12 PM
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### EVENING SESSION

USA (EST/DT)	TUE & THU	7 - 9 PM
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### GULF COAST COUNTRIES (GST)

UAE/GCC	TUE & THU	9 - 11 AM
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## HEALTHCARE FACILITIES MANAGEMENT

This course is designed to prepare individuals for an advanced or senior role in Healthcare Facilities Management. It will address the knowledge, skills and abilities needed to operate high performance healthcare facilities in today's complex environments.

This exciting program combines text-based knowledge, with real-world situations to develop a blended learning workshop that accelerates the healthcare facilities manager's development as a strategic partner to the leaders of the healthcare organization.

After completing this course, individuals should be well prepared not only to manage healthcare facilities, but to sit for formal certification as a Healthcare Facilities Manager with the American Hospital Association™ or other bodies. Details regarding certification are provided below.

## CERTIFICATION

While FM College is not an accreditation organization, we do offer excellent training for those planning to sit for an examination to become a Certified Healthcare Facility Manager (CHFM).

We also do provide a Certificate of Completion and continuing education units (CEUs) for all of our courses.

If your goal is to oversee infrastructure and facilities operations for a large hospital or medical center, you will want to pass the exam for Certified Healthcare Facility Manager (CHFM) designation.

To be eligible to take the Certified Healthcare Facility Manager exam, you have to meet one of three criteria:

- You have a bachelor's degree from an accredited college or university AND at least three years of related engineering experience in a healthcare setting involving management, supervisory, or administrative duties.
- You have an associate's degree from an accredited college or university AND at least five years of related engineering experience in a management, supervisory, or administrative role (three years of which must have been in a healthcare setting)
- You have a high school diploma or the equivalent certificate AND seven years of relevant engineering experience that includes at least five years handling management, supervisory, or administrative duties in a healthcare setting

## ABOUT THE CHFM EXAM

The CHFM exam has 110 multiple-choice questions, 100 of which are scored and 10 of which are not. Certification candidates have two hours to answer them all. The exam is offered twice a day, Monday through Saturday, at more than 200 testing facilities globally. AMP, the company that administers the exam, maintains an online list of testing centers.

The questions on the exam cover five key areas of facilities management::

- Code compliance
- Maintenance and operations
- Planning, design, and construction
- Financial management
- Hospital and healthcare facility administration

## HFM COURSE

FM College's **Healthcare Facility Management** course is designed to provide 36 hours of instruction covering all five key areas of the Certified Healthcare Facility Manager Exam. It can be delivered in an Online, Blended or 5-Day in-person format.

## COURSE OVERVIEW & COMPLIANCE

### Overview

- Healthcare FM in context
- Achieving High Performance in FM

### Standards & Codes

- General
- AIA Construction Standards
- International Building Codes
- NFPA 99
- NFPA 101

### Healthcare Facility Regulation & Inspection

- US Department of Health Model
- **The Joint Commission** - TJC - USA
- **Joint Commission International** - JCI - World

### TJC Environment of Care

- Plan to minimize risk
- Safety & Security
- Smoking
- Hazardous Materials & Waste
- Fire Risks
- Conduct Fire Drills
- Fire Safety Equipment & Building Features
- Medical Equipment Risks
- Medical Equipment Maintenance
- Utility System Risks & maintenance
- Alternate Equipment Maintenance Programs
- Medical Gas Systems
- Staff Responsibilities & Training

### TJC Emergency Management

- Planning & Development
- Emergency Operations Plan
- Communications
- Resource & Asset Management
- Security & Safety Management
- Staff Management
- Utility Management
- EOP Effectiveness Measurement
- Integration with Regional EOP

### TJC Life Safety Health Care Occupancy

- Building & Fire Protection Features
- Building Rehabilitation
- Means of Egress
- Building Features - Fire & Smoke
- Fire Alarm Systems
- Fire Extinguishing Systems
- Special Purpose Extinguishing Systems
- Building Services - F&S

### Emergency Operations Plan

- Team Building and Partnering
- Collaborating with Stakeholders
- Consensus-Building

### TJC Life Safety Ambulatory HC Occupancy

- Building & Fire Protection Features
- Means of Egress
- Building Features - Fire & Smoke
- Fire Alarm Systems
- Fire Extinguishing Systems
- Building Services - F&S

### JCI Management Standards

- Leadership & Planning
- Safety & Security
- Hazardous Materials
- Disaster Preparedness
- Fire Safety
- Medical Equipment
- Utility Systems
- Facility Mgmt & Safety Program Monitoring
- Staff Education

## MAINTENANCE & OPERATIONS

### M & O Best Practices Overview

- Initial Concepts
- Run to Failure
- Time Based Maintenance
- Condition Based Maintenance
- P-F Curve
- Equipment Maintenance Life Cycle
- Total Productive Maintenance
- Autonomous Maintenance
- Condition Monitoring Techniques
- Risk Based Maintenance
- Proactive Maintenance
- Failure Modes & Effects Analysis
- Root Cause Analysis

### Environmental Quality

- Indoor Air
- Cleanliness
- Waste Management
- Hazard Management

### Off Site Healthcare Facilities

- Service Staffing
- Records & Documentation
- Inspections / Audits

### M & O Strategy

- Use of P-F Curve & Interval
- Reliability
- Criticality Analysis
- Reliability Excellence

### Maintenance Management

- Overview
- Corrective Maintenance
- Preventative Maintenance
- OEM / AEM
- Program
- Staff & Vendor Training
- Documentation Management
- Policy Management

### Energy Management

- Strategic Energy Management Plan
- SEMP Development
- SEMP Implementation
- New Construction (See PDC Section)

### Security

- Security Plan
- Security Industry Guidelines

### Technology Management

- BAS
- CMMS
- CAFM / IWMS
- BIM
- GIS
- RFID
- MBCx
- Smart Bldgs & IoT

### Utilities

- General
- Planned Maintenance
- Testing/Inspection
- Electrical Systems
- Transport
- HVAC
- Refrigeration
- Medical Gas

### Fire Alarm & Suppression

- Systems
- Maintenance
- Testing
- Training

### Communication Systems

- EMR
- Staff locating
- Nurse Call
- Phone/Data

### Medical Equipment

- Management Plan
- Surgery Suites
- Medical Equipment - General
- Pharmacy Areas

## PLANNING, DESIGN & CONSTRUCTION

### Facility Master Plan

- ISO 41001:2018
- Strategic Planning
- Capital Planning Process

### Organizing & Preparing Projects

#### Develop Project Management Plan

- Inputs
- Tools & Techniques
- Outputs

#### Managing Project Knowledge

- Inputs
- Tools & Techniques
- Outputs

### FM Project Overview

- FM Role & Concerns
- FM Projects
- ICRA & ILSM

### Project Procurement Management

#### Plan Procurement Management

- Inputs
- Tools & Techniques
- Outputs

#### Conduct Procurement

- Inputs
- Tools & Techniques
- Outputs

#### Control Procurement

- Inputs
- Tools & Techniques
- Outputs

### Project Model

- Introduction
- Project Environment
- Role of Project Manager

### Carrying Out the Work

#### Direct & Manage the Project

- Inputs
- Tools & Techniques
- Outputs

#### Monitor & Control the Project

- Inputs
- Tools & Techniques
- Outputs

#### Integrated Change Control

- Inputs
- Tools & Techniques
- Outputs

### Starting Projects

- Project Inputs
- Tools & Techniques
- Outputs

### Ending the Work

#### Close Project or Phase

- Inputs
- Tools & Techniques
- Outputs

#### Transition to Occupancy

1. Commissioning
2. Warranty
3. Project Data to CMMS
4. Regulatory Records
5. Warranty or Defect?
6. Repair vs Change
7. Post-Occupancy Evaluation

## FINANCE

### Accounting Fundamentals

- Foundations
- Chart of Accounts
- Double Entry
- Balance Sheet
- Income Statement
- Cash Flow Statement

#### Budgets

- Budget Types
- Development
- Management
- Variance

### Operations Budget Management

- Staffing Needs
- Supply Needs
- Service Needs
- Outside Contractor Needs

### Financial Decision-Making Tools

- Financial Analysis Tools
- Cost Benefit Analysis
- Trend Analysis
- Ratio Analysis

### Contract Management

- Overview
- Types of Contracts
- Contract Purposes
- Contract Development
- Elements
- Administration
- Procurement

### Contracted & Out-Sourced Services

- When to Contract
- Structure Development
- Vendor Management

## ADMINISTRATION

### Achieving High Performance in FM

- Productivity
- Quality
- Service Improvement
- Customer Service

#### Policies

- Review/Revise Policies
- Train Staff on Policies
- Policies, Procedures, & Standards

#### Planning

- Strategic Management
- Strategic Planning

### Resource Management

- Manage Labor Distribution
- Manage Actual Expenditures to Budget
- Participate in Selecting Outside Services

### Project Coordination

- Specifications
- Replacements/Upgrades
- Move Management
- Life Safety During Construction
- Installation Coordination

### Approval processes

- Approve Capital Equipment Purchases
- Evaluate & Justify Needs

### Performance Management

- Goals
- Benchmarking
- Identify & Resolve Service Problems
- Evaluate Capital Equipment & Systems Improvements

### Communication

- Proposals & Reports
- Business Cases
- Presentations

### Training & Development

- Required Certifications & Licenses
- Leadership & Advancement

### Operations

- Facility Permits/Licenses
- Staff Permits/Licenses
- Compliance
- Safety/Security

## THE FM COLLEGE ADVANTAGE

### 1 Year Access To All Online Courses

- HFM taught online 4 times per year
- Attend "missed" sessions
- Refresh your knowledge while taking the online practice exams

### Additional Monthly Course Webinars

- Monthly "Lunch & Learn"
- Topics related to specific course subjects
- Sometimes guest speakers
- Topics always reflect "State of the Art" thinking
- Current & relevant

### Course Forum Access

- Forum monitored and led by instructors who will reply to questions and concerns
- Current and past students encouraged to participate
- Questions, thoughtful new topics, relevant links and articles are encouraged from all.

### Newsletters, Resources & Links

- General interest newsletter
- Course specific newsletter
- Current forum topics
- Upcoming "Lunch & Learn" topics
- Relevant news articles
- Summary of new resources

## PRACTICE QUESTIONS!



### Flashcard Quizzes!

- Compliance
- P, D & C
- M & O
- Finance
- Administration

### Timed Section Quizzes!

- Compliance
- P, D & C
- M & O
- Finance
- Administration

### 3 Practice Exams

- 100 Questions
- Timed - 2 Hour
- Mix of all 5 competencies to match CHFM Exam

## SAVINGS & DISCOUNTS

### 10% DISCOUNT

- US Military Veterans
- ProFMI Partner Organization Members
- IFMA, MEFMA, BOMA, ASHE, Etc. Members

### GROUP DISCOUNTS

- 3-4 Delegates receive a 15% Discount
- 5 or more Delegates receive a 20% Discount
- Call or email for details

please note that all group discounts are given on the original course fee  
Price is VAT-exclusive

## 3 EASY WAYS TO REGISTER

### TELEPHONE



+1 (206) 673-4830



+971-8000-651-2038

### EMAIL



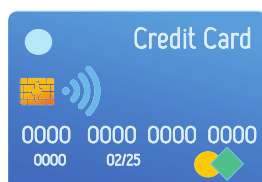
[ROBERT@FM-COLLEGE.COM](mailto:ROBERT@FM-COLLEGE.COM)



[WWW.FM-COLLEGE.COM](http://WWW.FM-COLLEGE.COM)

### WEB

## Pay by CREDIT CARD



## Pay by INVOICE



## PAYMENT PLANS

