

Maximize your ROI through Spatial Efficiencies

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Maximize your ROI through Spatial Efficiencies

What we will cover:

- The major factors limiting Long Term Care ROI.
- How rooms and spaces are contributing to reduced ROI
- Facility Analysis and Maximizing your Spaces
- How to ensure success during renovations or new construction



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Presenter info

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- Licensed Architect
- Avid Reader
- Lifelong Learner
- Project Manager
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**Major
Limiting
Factors in
Long-Term
Care Facilities**



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Major Limiting Factors

- Staffing Shortages
 - Staffing shortages lead to: higher labor costs, increased staff turnover, and lower quality of care, & Burn-Out; it can be difficult to find qualified and experienced staff
- Rising Costs
 - supplies, equipment, and medications.
- Government Regulations
 - government regulations are complex and costly to comply with, and also impact the quality of care that the facility is able to provide.
- Competition
 - Facilities need to offer lower rates or additional services to attract and retain residents
- Liability Risks
 - claims for negligence or abuse
- Rising Patient Population with more Indulgent Requests
 - Increases competition among facilities



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Reducing Limiting Factors

- Staffing Shortages ➤ Staffing Audit / Workplace Satisfaction Review
- Rising Costs ➤ Supplier Negotiations / Supplier Bids
- Government Regulations ➤ Get involved with Local/Regional Organizations / Facility Review
- Competition ➤ Focus on Customer Service / Provide desirable amenities
- Liability Risks ➤ Facility Review / Staffing Review
- Rising Patient Population ➤ Aim to where the Market is Headed / Increase Capacity



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Spatial Inefficiencies

Places where your Building and Spaces are Limiting your Operations


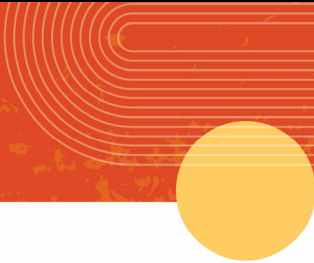


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Spatial Inefficiencies

How rooms and spaces are contributing to reduced ROI

- Inefficient Use of Space
- Poorly Designed Spaces
- Limited Storage Space
- Limited Flexibility
- Poorly Maintained Spaces
- Inadequate Equipment Space
- Inadequate Technology



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Spatial Inefficiencies:

Inefficient Use of Space

In some long-term care facilities, spaces may be designed or allocated inefficiently, leading to wasted space or underutilized areas. This can increase operating costs by requiring more resources to heat, cool, and maintain these areas.



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Spatial Inefficiencies:

Poorly Designed Spaces

Poorly designed spaces can contribute to accidents or injuries, which can increase liability risks and impact more than just capital expenditures. For example, spaces that are too small or cluttered can increase the risk of falls or other accidents.



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Spatial Inefficiencies:

Limited Storage Space

Most facilities are designed with inadequate short term and long term storage places for supplies and equipment. This often leads to exterior storage containers with things piled up resulting in increased time to find things.



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Spatial Inefficiencies:

Limited Flexibility

Some long-term care facilities may have spaces that are inflexible or unable to adapt to changing resident needs. This can lead to increased costs in retrofitting or redesigning spaces to accommodate new residents or changing care requirements.



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Spatial Inefficiencies:

Poorly Maintained Spaces

Spaces that are not properly maintained can have higher repair and maintenance costs and reduce the facility's operating capital over time. This can also lead to illness and infection due to things like black mold and structure rot which can be very costly to remediate.



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Spatial Inefficiencies:

Inadequate Equipment Space

Wheelchairs, IV poles, and lifts often have no home when they are not in use. These obstructions block handrails and other safety measures which can lead to falls or injuries. Further they require more steps for staff and frustration, which increases operational costs.



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Spatial Inefficiencies:

Inadequate Technology

Long-term care facilities that lack adequate technology in their spaces may be less efficient and have higher operating costs. For example, facilities that lack automated systems for managing medication or electronic health records may require more staff time to manage these tasks manually.



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Facility Analysis

How to Evaluate your Facility and Spaces



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Facility Analysis

Primary Goals

- Make your facility more attractive to future residents
- Increase staff efficiency and effectiveness
- Reduce staff frustration
- Anything else?



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Facility Analysis

Primary Goals

- Make your facility more attractive to future residents
 - What do your current residents want?
 - What do similar people to your residents want?
 - What would you add to your facility if you could (what's the Dream)?



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Facility Analysis

Primary Goals

- Increase staff efficiency and effectiveness
 - How many of the “spatial inefficiencies” did you identify?
 - What are the expectations that are not being met, or are being compromised?
 - Are there locations or tasks that you know should be more efficient?



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Facility Analysis

Primary Goals

- Reduce staff frustration
 - What does your staff complain about?
 - Are there mundane parts of staff work that could be reduced or eliminated?
 - What amenities would improve morale?



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Facility Analysis

Primary Goals

- Anything else?



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Facility Analysis

The Process

1. Define Objectives
2. Gather Data
3. Identify Key Stakeholders
4. Establish Evaluation Criteria
5. Select Analysis Methods
6. Conduct a Facility Walkthrough
7. Evaluate Space Utilization
8. Analyze Energy Efficiency
9. Assess Maintenance Practices
10. Evaluate Resident Satisfaction
11. Review Staff Workflows
12. Analyze Findings
13. Develop Improvement Plan
14. Implement Changes and Monitor Results
15. Periodically Reassess



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Facility Analysis

The Process

- As you can see this process is involved and will take some time to complete
- So we have created a worksheet to set you up for success if you want to this on your own
- We are also available to help you or guide you through this process



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Improving Spatial Inefficiencies

What you can do to improve your
building and spaces



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Improving Spatial Inefficiencies

How rooms and spaces are contributing to reduced ROI

- Inefficient Use of Space
- Poorly Designed Spaces
- Limited Storage Space
- Limited Flexibility
- Poorly Maintained Spaces
- Inadequate Equipment Space



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Improving Spatial Inefficiencies

Inefficient Use of Space

- Determine if you are using the space for the right function or if there is a better use for the space.
- Analyze the spatial organization – if you rearranged the space would it fix the problem?
- Is there a use you could add or remove that would make the space more efficient?



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Improving Spatial Inefficiencies

Poorly Designed Spaces

- Is there a better use that you could move to the space?
- Is there a way to rearrange the space?



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Improving Spatial Inefficiencies

Limited Storage Space

- Modular storage components (Ikea or similar)
- Exterior Storage Containers
 - Consider smaller or more compartmentalized units to allow for better organization
- Equipment Evaluation
 - do you really need all the things you are storing?
 - when was the last time you used each piece of equipment?



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Improving Spatial Inefficiencies

Limited Flexibility

- Do you need to use the space in the way you are?
- Is there another space that would work better for the intended use?



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Improving Spatial Inefficiencies

Poorly Maintained Spaces

- Operations / Procedure Manual
 - Clearly defining how things are to be done
 - Delineating who is responsible for what result
- Staff Reviews
 - Ensuring people are doing what is expected





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Improving Spatial Inefficiencies

Inadequate Equipment Space

- Is there a way to rearrange the space to work better?
- Is there smaller equipment that could be used for the intended purpose?



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Ensuring Success during Construction

Minimizing Risk, Time, and Cost



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Construction Success

Alterations, Renovations, Additions, New Construction

- Most projects exceed scope, budgets, and schedules due to poor pre-design planning
- Construction Risk is increased by ambiguity
- The industry projects the ideal situation NOT Realistic Expectations



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Construction Success

Pre-Design Planning

- Determine the activities / requirements are needed for each space
 - NOT how you think it should be designed – let your consultants determine the best design solution
- Determine Project Non-Negotiables
 - What the project must achieve
- Determine the criteria for success
 - How the project will be judged



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Construction Success

Reducing Construction Risk

- Leverage Pre-Design to reduce the Ambiguity in the project
 - Knowing what is to be achieved with absolute clarity sets everyone up for success
- Foster a Collaborative Project Team
 - You want everyone pulling from the same side of the rope, NOT pointing fingers
- Ask questions and reveal when you cannot understand or read information
 - Design and construction is inundated with jargon and technical information like any other industry, but if you cannot read the drawings or data you take the risk of the space not performing as you need it to.



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Construction Success

Setting Realistic Expectations

- Just like any other business, Design and Construction Professionals tend to use “best-case” examples
 - It is not that they are trying to deceive you, but they cannot predict obstacles or circumstances
- Adjust what you are told as a “realistic contingency”
 - Add at least 50-100% more time to Schedules
 - Add at least 30-50% to project Costs



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Questions

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