



R&K Solutions
Clarifying the Complex

CASE STUDY

Strategic Planning for Facilities Management



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Introduction

Carilion Clinic is a major not-for-profit healthcare organization serving nearly one million residents in western Virginia. Its network includes over 200 practice sites, including eight hospitals and more than 70 primary care clinics, with several additional laboratories, health clubs, and specialty medical practices. Carilion Clinic also promotes medical education and research through partnerships with institutions like the Virginia Tech Carilion School of Medicine and Radford University Carilion.

To address the growing complexities of facilities management in its extensive network, Carilion Clinic partnered with R&K Solutions to implement GoRPM, an enterprise asset management software solution. This collaboration aimed to enhance data consolidation, visualization, and strategic decision-making across Carilion's extensive facilities network.

Challenges Faced by Carilion Clinic

Before implementing GoRPM, Carilion Clinic managed its facilities using various data systems, including CAD, CMMS, ENERGY STAR® Portfolio Manager, and numerous spreadsheets. While these tools provided valuable information, the data was fragmented, making it difficult to gain a comprehensive view of their facilities' performance and needs.

With numerous siloed systems, effective data sharing and decision-making were often challenging tasks that led to inefficiencies and suboptimal performance. Additionally, the rapid growth of Carilion Clinic's facilities portfolio exacerbated these challenges, making it difficult to maintain accurate and accessible information.

Carilion Clinic recognized the value of professional services in enhancing its facilities management capabilities. The organization sought a comprehensive solution that combined advanced technical tools with expert consulting, training, and support to optimize its operations and strategic planning.



The R&K Solution

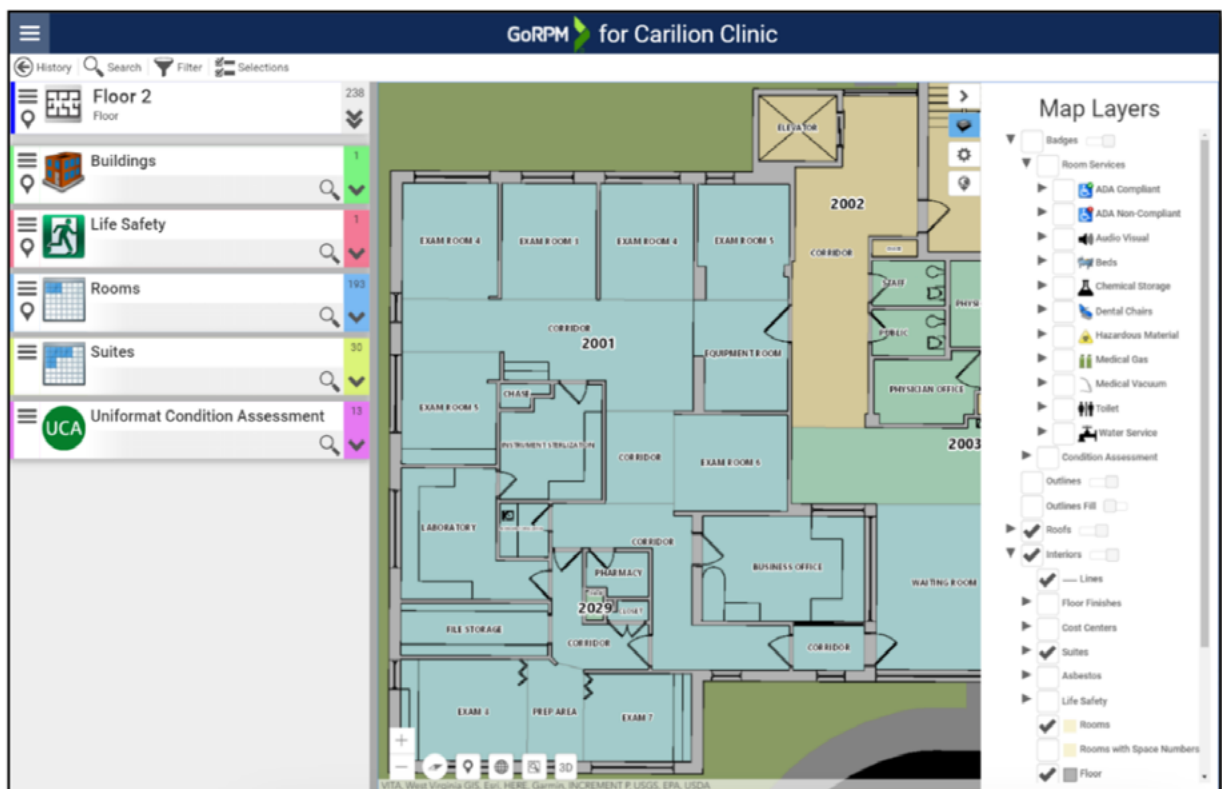
GoRPM Implementation: Carilion Clinic implemented GoRPM in a phased approach, starting with a proof-of-concept project for two buildings and progressively scaling up to include the entire facilities portfolio. This implementation integrated various functional areas such as real and personal property inventory, condition assessment, capital planning, fire and life safety, hazardous materials, energy tracking, and space management.

The ability to visualize floor plans and access detailed data transforms the management of facilities. Owners can now make informed decisions quickly and efficiently.

Professional Services: R&K Solutions provided a range of professional services to support Carilion Clinic's transition to GoRPM. These services included consulting on business process improvement, data capture, as-built drawings, GIS services, and condition assessments. R&K also offered comprehensive training and ongoing support to ensure the effective use of GoRPM.

Integration of Solutions: The implementation focused on integrating GoRPM's technical capabilities with human-centric approaches. This included standardizing data with the U.S. National CAD Standard, adopting BOMA space measurements, and using OSCR classifications.

As seen below, these efforts improved data quality, accessibility, and the overall efficiency of facilities



Results and Impact

The implementation of GoRPM at Carilion Clinic brought transformative changes, streamlining operations and optimizing the management of facilities. By integrating disparate data systems and leveraging advanced analytics, Carilion Clinic achieved both quantitative and qualitative improvements.

Quantitative Outcomes

- **Improved Efficiency:** Automated processes significantly reduced the time required for tasks such as Medicare/Medicaid reporting, which previously took months to generate but now can be completed in minutes.
- **Cost Savings:** Accurate space management led to substantial cost savings, particularly in areas like vendor quotes and maintenance budgeting.
- **Capital Planning Data:** Access to industry-based cost data supported more accurate forecasting of capital expenses.
- **Enhanced Data Accuracy:** The integration of comprehensive data sets into GoRPM reduced inaccuracies and improved the reliability of facility data.

Qualitative Benefits

- **Staff Satisfaction:** Access to centralized and accurate data empowered staff at all levels, from technicians to executives, enhancing job satisfaction and operational efficiency.
- **Enhanced Decision-Making:** The availability of KPIs and analytics enabled better decision-making and strategic planning, aligning with Carilion's mission to provide high-quality, affordable healthcare.

GoRPM has the power to visualize facilities, making it easier to locate and document systems. It's a game-changer for daily operations.



Project Insights From R&K

The seamless integration of GoRPM with existing information at Carilion Clinic is a hallmark of the software. This integration has greatly enhanced data accessibility, allowing for the consolidation of various data sets into a unified platform. The removal of data silos has streamlined operations and enabled more efficient data management and sharing.

Space management and budget planning are also key features of GoRPM that have proven effective for Carilion Clinic. Some of these benefits include:

- Visualization of floor plans
- Real-time data tracking
- Efficient management of capital planning and condition assessment activities

These capabilities have resulted in enhanced operational efficiency and better facility management, enabling property managers to make quicker, more informed decisions.

There are also many strategic benefits of using GoRPM for long-term planning and decision-making. The system's comprehensive data and analytics support many necessary features for Carilion Clinic, such as:

- Better resource allocation
- Improved patient care environments
- Enhanced prioritization
- Overall operational efficiency

GoRPM aligns facilities management with Carilion Clinic's mission of providing high-quality healthcare.

Strategic Focus Areas

R&K Solutions' consultants have worked closely with Carilion Clinic to maximize the impact of GoRPM by focusing on three key strategic areas.

1. Budget Prioritization

Budget Planning is a primary focus, ensuring that investment decisions align with the organization's mission and target the most critical areas. This strategic approach helps Carilion Clinic meet essential needs while optimizing resource allocation.

2. Support for Consolidation of Projects

Projects can be identified as significant opportunities for cost and efficiency optimization. By combining multiple projects, such as multiple roof replacements, into single initiatives, Carilion Clinic can:

- Secure better deals
- Streamline processes
- Minimize operational disruption

This proactive strategy ensures a smoother workflow and enhanced efficiency.

3. Data Accessibility

R&K Solutions understands the importance of providing leadership with necessary KPIs and data in an accessible format. GoRPM ensures key performance indicators are readily available, enabling executive managers to make well-informed decisions. The system's robust search and reporting capabilities allow quick access to vital information, supporting Carilion Clinic's strategic and operational goals.

Through these project insights and strategic focus areas, R&K Solutions continues to drive significant improvements in facilities management at Carilion Clinic, leveraging GoRPM to its fullest potential.



How R&K Solutions Meets Specific Business Needs

The implementation of GoRPM, combined with R&K Solutions' professional services, has brought significant strategic enhancements to Carilion Clinic's facilities management. The integration of comprehensive data sets, improved data accessibility, and enhanced decision-making capabilities have positioned Carilion Clinic for continued success.

The partnership between Carilion Clinic and R&K Solutions exemplifies the value of combining advanced software solutions with expert consulting and support. This collaboration has not only improved facilities management but also aligned with Carilion Clinic's mission to provide high-quality, affordable healthcare.

R&K Solutions delivers professional services and software to support clients in achieving business and mission goals through improved facilities portfolio management.

For more information on GoRPM and R&K's services, please visit rksolutions.com/gorpm or contact us at:

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