



AssetMark Benchmarking

The **Institute of Hospital Engineering, Australia (IHEA)** seeks to be recognised as an organisation that strives for excellence in health care engineering. In order to help health care providers improve their facility management services, the Institute took the initiative of creating a benchmarking process called **AssetMark**.

Developed during the 1990s, AssetMark is essentially a structured continuous improvement program that offers participating health care facilities the opportunity to identify best practice. Unfortunately, due to a number of reasons, such as cost and time, use of the AssetMark system had decreased to a point of inactivity. Understanding the value of benchmarking in health facilities management, the IHEA completed a thorough review of the entire process, and a decision was made to update the AssetMark system and bring it into line with current technology.

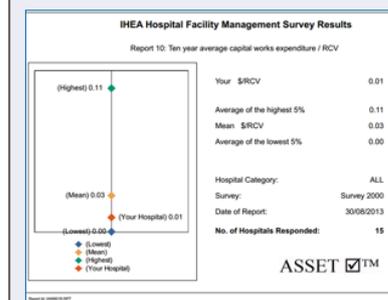
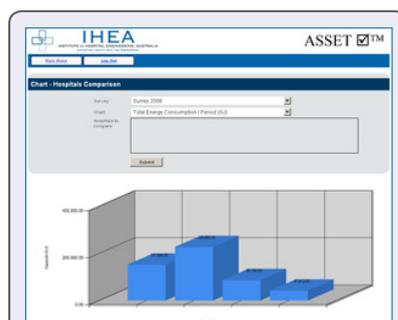
The new and improved AssetMark

The old AssetMark process was a costly, time-consuming procedure that required a large amount of information to be physically recorded on a lengthy questionnaire. Participants filled out the questionnaire, submitted it to the IHEA for analysis and waited for the results. The entire process could take up to several months.

The IHEA, in conjunction with **Mercury Computer Systems**, have developed a new and improved online system. All the original AssetMark Key Performance Indicators remain, but they can now be measured much faster with easy, straight-forward, online data entry. As was the case previously, the identities of participating hospitals remain confidential and are not disclosed to others without consent.

What does benchmarking offer to hospitals?

Benchmarking can provide any industry with the opportunity to identify best practice in all types of areas, including facility management. The aim of AssetMark is to improve both the efficiency of operation and the quality of service delivery, whilst remaining within existing resource constraints and policy parameters.



Screenshots from AssetMark

In theory, as the performance of facility management in individual hospitals improves, the mean performance in hospitals improves and in time, the benchmark itself goes up.

AssetMark allows subscribers to:

- Establish performance benchmarks
- Monitor facility management expenditure performance
- Monitor facility performance
- Verify cost effectiveness
- Develop evaluation data for ACHS accreditation

Valid benchmarking with AssetMark

AssetMark recognises the differences that exist between hospitals (even between similar hospitals in different states). These differences impact on cost structures, services and processes, and create differing parameters for benchmarking.



AssetMark Benchmarking

Valid benchmarking with AssetMark (continued)

AssetMark deals with these complexities by classifying hospitals by:

- Geographical information
- Service areas
- Size and age of buildings/facilities
- Hospital category
- Facility description

Technical support for AssetMark is provided by Mercury's IT Support team based in Melbourne.

The system calls on these classifications to choose from a pool of potential benchmarking partners that are similar enough to make comparisons meaningful.

The AssetMark questionnaire includes a broad range of hospital facility management performance measures, both objective and subjective, including: hospital details, hospital description & performance, hospital facility description & function, hospital facility management capabilities & competencies, hospital facility management operations, hospital facility management inputs and feedback from the facility manager.

The AssetMark process explained...

1 - The hospital representative logs onto the AssetMark system via the IHEA website and registers to participate in the program.

2 - Once registration is submitted, the application is reviewed by Mercury Computer Systems staff to verify the participant is a genuine hospital representative. This is done to uphold the integrity of the information contained in the system.

3 - Once verified, they are issued with a temporary user name and password via email. It is at this point the user can begin filling out the questionnaire. An

invoice for the initial annual subscription fee is also dispatched to the hospital.

4 - The user completes the questionnaire at their own pace. An auto-save feature ensures data is never lost. Users are free to save their progress, logout and return at a later time to complete the survey when it suits.

5 - Upon payment of the invoice and once the questionnaire has been completed, the user then has access to all the features of AssetMark, including powerful reporting and statistical analysis.

Generate more than a dozen reports online

AssetMark provides the facility manager with the chance to objectively look at the operations under their control. The system produces more than a dozen different reports that show their hospital's performance against comparable health care facilities.

The reports can compare your data to:

- The average for all records in the database;
- The average of the top 5% of hospitals;
- The average of the lowest 5% of hospitals.

Confidential and secure

Ensuring the sensitive information divulged as part of the AssetMark process remains confidential and anonymous is of the utmost importance. The AssetMark website is hosted on a secure server within Australia.

The new and improved AssetMark costs just **AUD \$750+GST** per hospital for a 12 month subscription. This provides full access to reports, graphs and comparative data. For additional information and service enquiries, please contact the IHEA via email (info@ihea.org.au) or 1300 929 508.