

Road Map  
FY24

## Guiding Principle: Continuous Process Improvement

1. Gallup Program
  - Goal:
    - Review tactics and develop standard template for achieving two goals.
      - Q7 (At work my opinions count)
        - Results: **Positive** ↑ + .36 From 3.26 to 3.62
      - Q4 (In the last seven days, I have received recognition or praise for doing excellent work)
        - Results: **Positive** + .35 From 3.07 to 3.42
2. Website/Brand Imaging/Survey
  - Goal:
    - Showcase departmental core responsibilities, initiatives, highlighting departmental and Staff achievements. (Who. What. Where)
  - Status: Implement for Q1 FY24
3. Active Rounding and Maintenance Program
  - Goal:
    - Establish regular check-ins with Unit Directors, PCD's and VP's.
    - Sleep Rooms/Physician/Family breakroom/Waiting Areas
  - Status: Implement Q2 FY24
4. Joint Commission Program Enhancement
  - Goal:
    - Collaborate and share best practices of TJC electronic documentation program with UC Colleagues (UCI, UCD, UCSD, UCLA)
      - ✓ Achieve ASHE Certification Healthcare Facilities Management (CHFM) for core management team (Alan, Amy, Brian, Jhoric).
      - ✓ Develop automated Compliance KPI for all critical system managed by department.
  - Status: Target completion Q3 FY24
5. Departmental Service Level Agreements
  - Goal:
    - Develop and implement a standardized SLA for key departments supported by Health Facilities and Support Services.
      - ✓ Service lines include Periop, Critical Care, L&D, Emergency Department, Pharmacy, Nutrition Food Services, Family Practice, POSC, Ortho Institute, Block 34. LPPI
  - Status: Target completion Q1 FY24

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## 6. Furniture Program

- Goal:
  - Develop and implement a business plan that supports UCSF Health locations supported by Health Facilities and Support Services.
    - ✓ Parnassus, Mission Bay, and Mount Zion Hospitals.
    - ✓ Provide waste data to sustainability group, aligning with UCSF Health goals and initiatives.
    - ✓ Provide UCSF Health users a simple mechanism for requests (repair/replace/remove)
- Status: Target completion Q2 FY24

## 7. Financial

- Goal:
  - Align UCSF Health Facilities Cost Centers to buildings managed by departmental FTE and resources.
    - ✓ Normalize benchmark data to reflect appropriate areas covered under departmental cost centers.
    - ✓ Track all maintenance activities outside buildings covered under cost centers.
    - ✓ Reduce materials requisitions by 10%, saving department and procurement from manual paperwork.
    - ✓ Establish control measures to oversee third party contractors, supporting Audit Advisory recommendations.
    - ✓ Develop new Engineering Contract, aligning with UCOP agreement with CBRE.
      - ✓ Includes engagement of CBA negotiations with Local 39
    - ✓ Implement internal control measures to monthly expense to budget, and approval of third-party vendors invoices.
- Status: Target completion Q2 FY24

## 8. NHPH Effort

- Goal:
  - Provide appropriate levels of support to project team, while maintaining daily activities for hospital operations.
    - ✓ Utilize Operations Council to determine all deliverables for project team.
    - ✓ Align current services and best practices to future deliverables of NHPH
- Status: Target completion Q1 FY24

9. Share best practices of Service Now to all Support Service lines (Hospitality/NFS/Materials/EM/Safety/Clinical Tech/Security)
  - Goal:
    - Develop governance committee structure within Support Services Leaders
      - ✓ Collaborate with Nursing Excellence, achieving alignment with clinical initiatives.
        - ✓ Safe Room. Inspect Rounding checklist
      - ✓ Standardized request platform for both Health and Campus Facilities
  - Status: Target completion Q2 FY24
  
10. Recognition Program
  - Goal:
    - Establish a culture within our leadership team where recognition of staff and peers is commonplace, utilizing standardized meetings where all staff can participate.
      - ✓ Highlight initiatives and recognition of staff in departmental Town Hall
  - Status: Implement Q1 FY24