Norfolk and Waveney Health Partnership Maximizes Cost Management and Environmental Reporting with ARCHIBUS

It is estimated by healthcare providers in the UK that one in ten people is suffering from poor mental health at any one time – over half a million people in the East of England region alone.

To address the needs of those afflicted with mental/emotional problems, as well as substance abuse issues, the Norfolk & Waveney Health Partnership was formed in 1994 as a semi-independent Foundation Trust entity within the National Health Service (NHS).

Nearly 1,600 full and part-time practitioners care for Norfolk & Waveney's clients in hospitals throughout the community and also provide in-home care.

An additional 600+ staff provide non-clinical support to Norfolk & Waveney, including cleaning, catering, delivering supplies, ward administration and transportation services at the organization's 35 facilities, comprising a total of over 85,000 square meters (approximately 850,000 square feet) with an annual facilities budget of £9,500,000 (~$14.5 million USD).

Manual processes and an obsolete Access database, however, couldn't provide the maintenance and cost information to operate efficiently or deliver the accurate reporting needed to comply with NHS requirements. To improve service delivery and control operational costs, the organization turned to ARCHIBUS Business Partner, Mass Systems Ltd, to implement and develop a tailored solution to satisfy all of their facilities management requirements.

Advanced Automation, Superior Reporting

"The old Access database did not contain comprehensive financial, space, and operational information on our real estate and facilities management programs and its reporting capabilities were just as limited," says Norfolk & Waveney's Strategic Estates Manager Jonathan Stewart. "There was also too much duplicate data and irrelevant information in our data files. That combined with our cumbersome manual, paper-based processes created twice the work that was required to get anything done."

"ARCHIBUS was selected because of its superior functionality and comprehensive solution set with the ability to easily integrate additional applications over time," notes Stewart. "It also offered superior price-performance and the added assurance of coming from two vendors with an established reputation."

Norfolk and Waveney Mental Health
NHS Foundation Trust

Vital Statistics

Organization:
Norfolk & Waveney Mental Health Partnership
Location:
Norfolk County, England
Facilities Facts:
35 buildings, 85,000 square meters (~850,000 square feet), all managed with ARCHIBUS
ARCHIBUS Applications:
Real Property & Lease, Space, and Building Operations Management applications; Overlay with Design Management for AutoCAD; Web Central; Capital Budgeting; Project Management
Reason for Implementation:
Replace manual business processes and an antiquated Access database with centralized, data accessible over the Web
Benefits Gained:
Better space management/cost control; versatile reporting; superior management analysis/decision support; increased ability to identify processes for improvement
Future Plans:
Continued expansion of ARCHIBUS functionality through the organization
Business Partner:
MASS Systems
Web Site:
www.nmhct.nhs.uk

Just as important for reporting purposes, Mass Systems had also developed the widely respected Healthcare Estates Module, the reporting capabilities of which integrated perfectly with the NHS' Key Performance Indicator-based National Reporting Structures.

Rapid Deployment. And Payback.

Within a four-month period following its winning bid, a range of solutions developed by both Mass and ARCHIBUS were implemented to address Norfolk & Waveney's requirements. These included Real Property & Lease, Space, and Building Operations Management applications. ARCHIBUS Web Central was also a key part of the overall solution as was Overlay with Design Management for AutoCAD & Revit, and NHS-customized Healthcare Estates and Environmental modules from mass.

The ARCHIBUS implementation by Mass Systems has now created a centralized, Web-accessible, relational data repository for all real estate cost and space allocation and configuration information.

"It supports detailed, on-demand reporting capabilities for vastly improved analysis and decision support on space and budget allocation requirements, with cost information now available on a room-by-room basis," Stewart points out.

"The system also provides greater accounting accuracy for departmental chargebacks documenting costs of specific services, all of which enhances our ability to use NHS funds more effectively and cost-justify what we do. The latter is especially important because the justification process is more difficult in a mental healthcare environment than in the general healthcare sector."

Integration, Automation, Create New Opportunities

The level of integration among AutoCAD and other facilities data management systems, as well as the constantly expanding functionality and sheer scalability of ARCHIBUS, will be a strategic asset to the mental healthcare provider going forward, believes Stewart.

"It has given Norfolk & Waveney a state of the art data system to understand and manage the provider's £10,000,000 portfolio of owned properties," reports Stewart. "We now have a better understanding of the buildings and estates that are owned and are better positioned for future control of them."

Due to the huge number of reports ARCHIBUS can generate and the granularity of the data it can analyze, Norfolk & Waveney will be able to determine the costs of running specific buildings to understand and reduce the agency's Total Cost of Occupancy.

"There's now increased accessibility and transparency of data across the organization which helps to identify issues and highlight areas for improvement," adds Stewart. "Our Risk Management Department, for example, is now able to identify risks and communicate them more effectively than we could with our old manual systems."

The potential of the ARCHIBUS solution has become so well recognized that it has since been expanded beyond its original space and maintenance objectives with the addition of Web-based ARCHIBUS Capital Budgeting and Project Management applications.

Says Stewart, "We're looking to roll out the solution as widely as possible."

"ARCHIBUS was selected because of its superior functionality and comprehensive solution set with the ability to easily integrate additional applications over time. It also offered superior price-performance and the added assurance of coming from two vendors with an established reputation."

—Jonathan Stewart,
Strategic Estates Manager,
NWMHP

ARCHIBUS