**Success Story**

**Facility Management**

Intalere Facility Management Team Brings Sustainable Plan, Personal Touch to Matheny Engagement

**THE CHALLENGE**

Matheny is a hospital for children and adults with medically complex developmental disabilities, and includes a special education school providing academics combined with functional life skills for students (ages 3-21), and a comprehensive outpatient center meeting the healthcare needs of people with all types of disabilities in the community.

Matheny’s main campus in Peapack, N.J., is home to 101 children and adults with developmental disabilities. Its five group homes, located in Somerset, Sussex and Warren counties, provide residences in the community for an additional 30 adults.

As a new member, Matheny had been very engaged with the Intalere team, led by Christina Calvanese, in exploring options to bring savings and efficiency. One area that drew significant focus was facility management.

According to Kathleen Powers, vice president of finance at Matheny, the original medical and educational center was more than 70 years old, and as the campus grew the infrastructure had somewhat “pieced together” older systems with newer ones to keep up with demand. As such, the infrastructure was aging and the organization’s board decided they needed to reinvest into a more sustainable and proactive plan for the future. “Our strategy at that point was not as future focused as we would have liked. We had to move from a ‘fire drill mode’ of fixing things to a more proactive plan of preventive maintenance.”

**THE SOLUTION**

Calvanese engaged Intalere facility management specialists John Trotta and John Fisher to undertake a full assessment of Matheny’s facilities and related operations. The initial work included a building condition evaluation consisting of a building tour and use of risk-based criteria and other data to deliver an objective review of the facility’s mechanical systems, energy operation and overall condition. Powers recalled Trotta and Fisher, “thoroughly inspected all crawl spaces and structural areas;” in order to gain a comprehensive understanding of the situation.

They also objectively reviewed Matheny’s facility management capabilities and resources in order to ascertain and recommend an optimized structure and function for that team going forward.

**A SHORT TAKE ON SUCCESS**

**The Challenge:**
- Need for a future-focused, comprehensive facility management plan.

**The Solution:**
- Full assessment by the Intalere Facility Management Team.

**The Outcome:**
- Reorganization and retraining of Matheny’s Maintenance Department and launch of two major construction projects – complete replacement of the HVAC system and 90 percent replacement of the roofing systems of the main hospital.
The Intalere Facility Management Consulting Services team offers more than 100 years of industry experience. They provide services and consulting to assess and ensure buildings are operationally safe, comfortable and efficient. They are experts at equipping members with the necessary tools and information to optimize processes while identifying opportunities, technologies and best practices to reduce operating expenses. “They really took the time to educate us and explain just what we were facing,” said Powers.

THE OUTCOME

The Intalere team was retained for a 12-week project to essentially rebuild, reorganize and retrain Matheny’s Maintenance Department and launch two major construction projects – complete replacement of the HVAC system and 90 percent replacement of the roofing systems of the main hospital.

The goals of the project were to:

• Implement a high functioning facility management department.
• Provide coaching and re-organize the Matheny Maintenance Department operations.
• Project manage the construction and renovations required to upgrade the physical environment at Matheny.

“They have been very professional and collaborative, giving us a great comfort level in developing a sustainable building plan going forward.”

Kathleen Powers, Vice President of Finance, Matheny

“This project really draws upon a wide range of our experience as facilities directors and construction managers,” said Fisher.

Powers praised the team for their efforts in building a new staffing model for the facility, including position descriptions critical to identifying a new leader with the skill set and background to understand the comprehensive challenges and priorities specific to the healthcare space. The Intalere team also was instrumental in helping to implement new facility management software to prioritize and track projects and in managing the larger construction projects. “We were able to develop trust and great confidence in our relationship very early on,” said Powers. “They have been very professional and collaborative, giving us a great comfort level in developing a sustainable building plan going forward.”

Said Trotta, “The work we are performing provides us with great satisfaction in the knowledge that we are truly helping a member of Intalere continue to operate better and more efficiently for their staff, and most importantly, for their patients.”

About Intalere

Intalere’s mission focuses on elevating the operational health of America’s healthcare providers by designing tailored, smart solutions that deliver optimal cost, quality and clinical outcomes. We strive to be the essential partner for operational excellence in healthcare through customized solutions that address customers’ individual needs. We assist our customers in managing their entire spend, providing innovative technologies, products and services, and leveraging the best practices of a provider-led model.