Five Steps Towards A First Class Hospital

Part 1: Health / Hospital Sector Analysis
- Analysis of the health status and major health problems of the population
- Analysis of offered health services in the public and private domain in terms of quantity, quality and accessibility
- Examination of health policies and financing systems
- Preparation of a needs and gaps analysis
- Study of the regulatory framework for the operation of health facilities
- Verification of the legal framework (licensing process, legal entities etc.)

Our team also examines all available documents (tenders, offers and contracts) taking into consideration:
- Scope (what services are to be provided)
- Program (what surfaces and volumes will be needed for these services)
- Site (suitability for the program)
- Standards
- Design options (arrangement of the program on site)
- Layout (consistency to program, sustainability, flexibility, structure)
- Infrastructure (water, electricity, access, transport)
- Environmental impact (water treatment, waste disposal, incineration)
- Key people involved in the setting up of the hospital
- Planning structures (meeting facilities, decision-making structures, documentation facilities)
- Legal situation (building permit, authorities)
- Investment issues and cost estimates

Part 2: Hospital Set-up Analysis
- Preliminary assessment of medical and non-medical equipment and materials needed in the hospital
- Analysis of the medical staff needed in the hospital
- Our team ensures dynamic communication with the clinicians working in the hospital. On the basis of modern protocols or care pathways developed by integrated multidisciplinary teams of clinicians and non-clinicians, the path of the patient is more efficiently traced.
- Workshops are often set up to discuss patient flow and the needs of the clinicians.

Planning of expected cost and profit including cash flow, balance sheet and financing needs for a time span of minimum five years. Study of the location, catchment area, potential competitors, and local/regional market developments including:
- the scope and size of services, expected utilisation
- Calculation of expected cost and profit including cash flow, balance sheet and return on investment (ROI)
- Schedules for further planning, tendering, awarding and construction

To ensure planning security and budget control, the results from this phase are approved prior to starting the design phase.

Design
- Based on the most appropriate preliminary design option, our team ensures detailed description of all hospital aspects. The design process integrates input from the client, architect, key engineers and key consultants. This process varies in duration, normally taking up to several weeks depending on size and complexity of the project.

The Design phase defines in detail:
- Environmental impact
- Architectural concept
- Structural concept (building construction)
- Technical concept (arrangement of equipment)
- Cost Calculation

The Design phase provides:
- 1:200 drawings in plan, section and elevation, impressions, calculations and tables
- Planning details in order to execute a liable cost estimate
- Liable cost estimate, usually based on area and volume (approx. 30% exact)
- Preliminary schedule for further planning, tendering, awarding and construction
- Presentation of involved planners and tender packages

Part 3: Construction Management

Our team ensures overall supervision of the construction process. We provide continual updates and establish key client workshop meetings to review construction advancements.

Construction Management provides:
- Preparation of contract drawings
- Monitoring quality of construction and building equipment
- Maintaining construction schedules
- Ensuring collaboration of involved trades
- Fulfilment of contracts and guarantees, work quality
- Cost tracking
- Payment of executed work

Step 4: Hospital Commissioning

In Step 4 of the hospital set-up process, our team performs the following services:
- Preparation of start-up and suppliers
- Recruitment and training of personnel
- Definition of hospital organisation and processes as well as procurement and installation of hospital information system
- Definition of future pricing as well as marketing and sales of services
- Operationalisation of hospital

Part 4: Architectural and Engineering Analysis

The architectural and engineering analysis encompasses the following three phases:

- General Planning Decisions
- Planning structures (meeting facilities, decision-making structures, documentation facilities)
- Presentation of involved planners and tender packages
- Legal status (pre-check building permit, authorities)
- Program (room data sheet covering all peripheral technical equipment)

All planning is done in close collaboration with the client, consultants, architects and engineers.

- Preliminary Design

Our team provides low-detail description of all aspects of the hospital to find optimal solutions.

Preliminary design integrates input from the client, architect, key engineers and key consultants. This process varies in duration, normally taking up to several weeks depending on size and complexity of the project.

The preliminary design broadly defines:
- Environmental impact (water treatment, waste disposal, incineration)
- Architectural concept (water, electricity, access, transport)
- Structural concept (building construction)
- Technical concept (arrangement of equipment)
- Cost Calculation

The preliminary design provides:
- 1:200 drawings in plan, section and elevation, impressions, calculations and tables
- Planning details in order to execute a liable cost estimate
- Liable cost estimate, usually based on area and volume (approx. 30% exact)
- Preliminary schedule for further planning, tendering, awarding and construction
- Presentation of involved planners and tender packages

Part 5: Operational Planning

Our experience shows that a minimum of three years (and up to 5 years) is needed to properly set up the solid and efficient management of a hospital. Depending on client needs, our team provides the following services:

- Pre-operational Management Activities:
  - Preparation of a Hospital Mission and Vision Statement
  - Definition of the Master Budget
  - Preparation of administrative guidelines
  - Assistance in the preparation of medical guidelines
  - Set up chart of accounts
  - Presentational marketing (hospital brochure, flyers, events)
  - Establishment of hospital policies
  - Definition of future pricing as well as marketing and sales of services
  - Operationalisation of hospital

Step 5: Hospital Management

An independent association of established companies delivering quality services across all five steps.