

FIVE FAST FACTS

Best Practices in Medical Office Building Operations

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MOBs FACE CONSTANT FOOT TRAFFIC

On average, physicians see anywhere from four to ten patients per room per hour, and each patient typically brings a family member or support person with them. This high volume of foot traffic causes more wear and tear on the medical office building than a typical office building. Increase the frequency of janitorial services, particularly in restrooms and common areas, to maintain a properly clean and disinfected environment.



MOBs POSSESS UNIQUE HVAC & PLUMBING REQUIREMENTS

MOBs demand much more of their HVAC and plumbing systems than traditional office facilities. After all, reducing airborne disease risk by filtering air and providing sinks for handwashing in every exam room is imperative. A comprehensive preventative maintenance plan must be in place to confirm all equipment is maintained per the strictest manufacturers' specifications as any downtime due to equipment failure impacts patient care.



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MOBs REQUIRE FASTER RESPONSE TIMES

While a burnt-out light bulb is a minor inconvenience in a traditional office setting, it can completely impact a provider's ability to care for patients in a medical office setting. Set clear benchmarks for response times to ensure a sense of urgency in resolving reactive requests and utilize a work order management software tool to help prioritize requests and dispatch engineers.



MOBs HAVE UNIQUE CONSTRUCTION PROTOCOL

All construction projects, whether a simple carpet replacement or a total office remodel, require the completion of an infection control risk assessment to identify any potential hazards the project could have on patient traffic, air and/or water. Specific control measures are then put in place to reduce health risks to patients, visitors and staff. Be involved in the assessment to understand the risks associated and ensure contractors are adhering to the control measures throughout the duration of the project.



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MOBs NEED SPECIALIZED EXPERTISE

MOBs are complex facilities, and complex facilities require specialized staff to operate them. One of the ways Cushman & Wakefield continues to commit and invest in our healthcare clients and their MOBs is by requiring all engineers supporting healthcare accounts to successfully complete the ASHE Certified Health Care Physical Environment Worker Certification. Focused on patient safety, this program is the only certification of its kind backed by the American Hospital Association. Our engineering teams also complete annual HIPAA training to ensure the protection of sensitive patient health information.

