



Healthcare provider saves 17 percent on technology budget with Johnson Controls

Visitors walking into the newly constructed \$160 million outpatient clinic know instantly something is going to be different about seeing the healthcare provider. The check-in desk is missing, as are the narrow hallways and cramped waiting rooms.

Just inside the doors, clinic staff carrying Wi-Fi tablets greet visitors and help patients digitally fill out medical questionnaires and documents. After they receive real time location system (RTLS) patient badges, visitors are directed to a comfortable seating area. The staff will find them in a few minutes when it's their turn.

The ambulatory care clinic and surgery center opened its doors in February 2016, unveiling its leaders' vision to deliver healthcare in non-traditional ways. It was a vision made possible through a collaborative, design-assist partnership with Johnson Controls and the general contractor, who both participated at the earliest stage of the project to help assess and prioritize the clinic's technology investments. But what makes this story extraordinary is not just the technology and enhanced patient experience.

Outcomes made possible by partnering with Johnson Controls:

- 17% cost savings on technology
- Improved communications
- Increased productivity and workflow
- A future-ready network environment
- Ability to grow as technology advances and communications needs evolve



It's the fact that during construction, the healthcare provider achieved significant cost savings – 17 percent over initial projections – by choosing Johnson Controls as their single source technology contractor. They relied on Johnson Controls' expertise in building wide systems integration to formulate the most effective way to select and implement technology. Keeping the vision for enhanced patient care at the forefront, a scalable and intelligent infrastructure was created that could seamlessly facilitate the way different technologies worked together to support clinical needs, medical research and an academic learning environment for future doctors.

Leveraging the expertise of a proven technology partner

Healthcare leaders began their journey to design the new 330,000 square foot facility more than two years before opening the doors. Their goal was to combine several clinics and specialties – located in multiple buildings across the campus – into a single, modern facility with flexible, collaborative spaces. For example, the cost-efficient footprint would reduce the number of examination rooms by nearly half. Instead of blocking rooms for each physician, they would create adaptable workspaces and use technology to track usage.

The healthcare provider originally budgeted \$12 million for integrated technology with the help of an outside consultant. But as their vision evolved from designing space to defining project execution, they soon realized they had more questions than answers. How would they manage the myriad details, subcontractors and risk associated with complex technology integration?

What they actually needed was a true technology partner to assist in the design and delivery of a holistic, building wide systems integration approach. That partner also needed to be experienced in implementing the building, business, IT and healthcare systems so that their technology investments would be optimized in a cost-effective way.



Johnson Controls uncovers more than \$2 million in cost efficiencies

The healthcare leaders and the general contractor selected Johnson Controls as their partner because of their vast expertise designing and delivering converged technology solutions to produce smarter buildings. As the single point of responsibility from start to finish, Johnson Controls provided critical continuity throughout preconstruction, implementation and commissioning.

Johnson Controls healthcare technology experts guided the clinic's leaders through design-assist processes meant to uncover priorities and maximize every dollar spent. Using an interactive Healthcare Technology Navigator session, the



Johnson Controls team gathered input from key stakeholders, such as physicians, clinicians and operational staff. They then worked with the design/construction project team to select and implement more than two dozen technologies they determined were essential to delivering high-quality patient care.

Johnson Controls took the owner's priorities for future-ready healthcare and executed the plans through Technology Contracting™. The method saved more than \$2 million on the original technology budget by optimizing systems integration and uncovering cost efficiencies.

The savings were possible in part because as the Technology Contractor, Johnson Controls served as the single point of responsibility for managing integration, installation and service. Without the expertise of a proven technology integrator, traditional contracting methods can spend money on redundant technologies, miss optimization opportunities and suffer delays because of lack of coordination among the trades.

How Technology Contracting™ helps simplify and optimize

Johnson Controls acts as the main point of contact for implementing the technology that brings buildings to life. The Technology Contracting™ process manages risk, minimizes change orders and makes sure all systems work seamlessly – everything from HVAC, building automation, security, lighting, information technology, business, clinical and communications systems.

Because Johnson Controls has been designing and delivering converged technology solutions for more than a decade through building wide systems integration, they've developed proven methods to achieve complex technology convergence in a way that simplifies and optimizes. They've established an ecosystem of partners made up of independent, market-leading technology providers who use their expertise to foster innovation, enable more choices, and reduce cost and risk.

The Technology Contracting™ model typically lowers first costs by 8-12% and, in the long term, decreases operational and utility expenses because customers don't need to manage multiple systems under various vendors. Customers also enjoy more efficient and sustainable operations throughout the lifecycle of their facilities.





The future of healthcare delivery and improved patient outcomes

Today the new clinic stands as a testament to the vision its leaders had as they imagined a better patient experience. From the moment they walk in the door, patients benefit from technology that guides them quickly to their doctors and specialists. The flexible space promotes better collaboration among clinicians. And the facility itself – with its small footprint and workplace efficiencies – leverages technology to enable cost-effective ways to deliver healthcare.

As an academic training ground for the next generation of doctors, the facility is ready to meet the future demands of technology-savvy clinicians. The network was carefully designed to be robust, scalable and nimble enough to adapt as healthcare technologies evolve.



Because the healthcare leaders chose to engage Johnson Controls during the design-assist phase, they were able to make the most of their technology investment and achieve significant cost savings. The converged systems now make it possible to deliver healthcare just the way they envisioned, while ensuring their new \$160 million facility operates efficiently and supports the ultimate goal: better patient outcomes.

To learn more about how building wide systems integration helps healthcare facilities achieve a smart, safe, operationally efficient, patient-centered environment, visit <http://www.johnsoncontrols.com/buildings/services-and-support/design-and-construction-services/technology-integration>.

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