

Complementary Education for Facility Managers & their teams that gain CEU Credits from ASHE and help with Succession Planning

Change is constant, no matter what industry or part of the country you live in. Here in the US market, we've enjoyed both prosperity and challenges as the dynamics of our market have evolved over time. What that means is we all must be constantly striving to improve, to change with the times, to reinvent ourselves. There is no more sitting back on our laurels and waiting for someone to guide us, we need to be our own visionaries, our own guides, our own advocates.

The healthcare industry is going through enormous change and we, in the infrastructure or physical environment side of the business, are highly aware of the implications. A statistic I recently learned while listening to Phil Stephens, MHA, CHFM, FASHE and President Elect of ASHE, speak is that the average age of a facility director is 54 years old. No different from the nurses and doctors out there, just a bit older. One of Phil's missions and that of ASHE's current President, Mark Kennaday, MBA, CHFM, FASHE, is succession planning.

What are the implications to our industry?

Many of us will be retiring in the next 10 years. Who will run these healthcare facilities? We manage very complex facilities, not just hospitals but now we have added medical office buildings, patient clinics, outpatient facilities, sometimes even long term care to the mix. These are not easy jobs and they are getting more challenging every day.

Typically when you ask a Healthcare Facility Manager or Director of Operations how he or she got into the business, the story starts with a chuckle. Nobody planned to be here, nobody looked at a career path and said, when I grow up, I will run the infrastructure of a hospital system. Those folks matriculated through the organizations, often starting as a technician and then through sheer hard work and determination ended up doing what they do today. You are rock stars in your own right and very few folks even understand what you do to keep everything running the way it should.

So, who is going to run these buildings in the future? We, the folks at Schneider Electric, are in the same boat. As a 100+ year old company, started as Square D in the US, we recognized the issue about 10 years ago and started a massive internship program to help ourselves get new talent into our organization as well as train and promote our current teams to provide for all levels of development within the company. We are now sharing that experience in our work with ASHE to help them learn from both our wins and our mistakes about how to successfully recruit university graduates through internship programs. ASHE will be taking those materials and their own learnings and putting together a sample internship plan with case studies, examples, all the components that you will need in order to develop an internship plan as a chapter and then ultimately as a healthcare organization.

Several ASHE chapters, like yourselves, have begun working with local colleges and technical schools to develop a candidate pool for all kinds of necessary skills, whether it is director or skilled technician level. Which is perfect for new entrants, but what about your existing staff?

What can you do about developing your existing facilities teams? How can we help them? What can we do to improve their base of knowledge? What can we do to get those teams matriculated through the organizations and stay in the industry? What are you personally doing to improve your own career?

ASHE and Schneider Electric have teamed up and created a series of classes that can be taken on line, 24/7, called 'Learning Paths.' Schneider Electric has provided the content, ASHE has reviewed the classes and their education committee selected and provided education credit on those classes they felt were most relevant to the industry.

There are three different learning paths that students can take at no charge and receive CEU credits for:

1. **Energy Managers** which focuses on energy procurement, financial analysis, measurement and verification plus more.
2. **Facility Managers** which has courses on energy fundamentals, rate structures, energy audits, benchmarking, and types of energy (WAGES) water, air, gas, electricity and steam.
3. **Facility Technicians** which has building controls, steam systems, boilers, compressed air, fan systems, HVAC systems, pumping systems. The nuts and bolts of the infrastructure.

How do you register for the complementary classes?

The first time go to www.myenergyuniversity.com and click on "Join." Complete all the basic information and at the very, very bottom you will see a place that says "KeyCode" key in this number, u621v.

That keycode registers you as an ASHE member and then any classes you take you will automatically get credit for. Or this link will take you directly to the system and load the key code for you. [ASHE Link to Website with Keycode to Register You](#). You can also print certificates directly from the site for all classes that you complete.