

# KHEA Newsletter

December 2019



## Happy holidays from our KHEA family to yours!

Hello everyone,  
Happy Holidays! The winter chill is upon us.

I want to start my last article of the year with telling you it's been a true pleasure representing KHEA over the past year as president. There was a lot of training and information sharing over the last year that I hope has helped you make your facilities a better place for the patients. This could not have taken place without the help from the board and all the committee members. Hats off to all the volunteers for making this association great. Here is a plug for getting involved to ensure our group continues to stay viable and strong. Contact Luanne, myself or another board member to find you a good fit.

We have a successful year with having two information packed conferences and the scholarship golf tournament being successful. Several of us have taken part in the ASHE national conference in Baltimore MD and the Region 8 conference in St. Charles MO. We have shared the knowledge for the better good of our organization. While going to these conferences I can say our KHEA conference is very well ran and should be on your schedule for 2020 to attend and invite other facility managers that are not attending. On a personal note, one thing I learned is to check your bags during travel. Having a pressed shirt is great to have when you are presenting but it really needs to make it into the bag when

you leave for the airport. It did look really nice when I returned home and I didn't need to worry about dropping food or spilling coffee all over it. It did give me the opportunity to meet the Hi security staff at 3:00 am to have them check the lost and found for a loaner shirt which makes a rather interesting story over a few beverages. My advice to you is not to underestimate the ability of a great



security department and how good of a resource they can be. Welcome to the New Year your incoming KHEA president Brian Lebo as he continues to drive the organization forward. It goes without saying that his articles should be colorful, enlightening and have the possibility of a good story or two. Thank you all for your participation, Brian Rowan  
Soon to be Past President



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The 2020 ASHE Region 8 Conference was held at the St. Charles Convention Center in St. Charles, MO. This year's conference was jam-packed with lots of great information presented by experts in the field of hospital maintenance.

Jonathan Fanning was the keynote speaker. You might remember him from one of our conferences a few years back. Jonathan is a motivational speaker and his presentation on "Who are your BECOMING?" gave us all new ideas on building a culture of creative leadership. ASHE speaker Chad Beebe and Region 8 Director Skanda Skandaverl followed with ASHE updates and code review.

The conference included several panel discussions, one of which was geared toward rural healthcare. With the struggles many rural hospitals face, this presentation involved case studies of Harper and Anthony hospitals in Kansas who combined resources and built one state-of-the-art health center. Another presentation involved implementing strategic partnerships to increase efficiency.

We learned about capital planning and how to schedule big repair and replacement projects. We were also reminded that putting our patients first and keeping them safe can help hospitals be more successful.

A panel of experts walked us through Hutchinson Regional Medical Center's renovation in 2018. Wes Hoyt, Hutchinson COO and Jon Miller, Hutchinson ICU staff nurse were part of the panel and along with representatives from their construction company, architectural firm, and engineering company described the project and how it ended up coming in under budget and finished 4 months ahead of schedule.

Last but not least, the conference ended with a field surveyor from the Joint Commission who reviewed issues involving infection control during construction. James Kendid, MS, CHSP, CHCM, CHEM, LHRM discussed Joint Commission top findings and how hospitals can address these areas of concern.

Thursday's annual vendor exhibition was very well received. Over 50 vendors were represented and displayed their products and services to hospital staff.

The Embassy Suites in St. Charles was beautiful and it proved to be a great venue for learning. We want to thank the Missouri Society for Healthcare Engineering for hosting this year's conference. Special thanks go to Skanda Skandaverl for his continued support of our Region 8 chapters and of our events. We also want to thank the sponsoring vendors as well as the ASHE Region 8 planning committee who worked so hard in putting this program together. It is no small undertaking and we greatly appreciate all they do for continuing education in our region.

Don't forget to mark your calendars for our 2020 events. The spring KHEA meeting will be back at the Drury Plaza Broadview in Wichita April 28 – 20. Spring golf on Tuesday is at Hidden Lakes Golf Course in Derby. The summer scholarship golf tournament will be at GreatLIFE Golf in Salina on June 10. The fall conference will be September 15 – 17 at the Hilton Garden Inn. Golf will be back at ever-popular Colbert Hills Golf Course. Stay tuned for information on the 2020 Region 8 Conference – location is yet to be determined but we think it will be in Colorado.

I wish you all a very Happy Thanksgiving, a Merry Christmas, and a safe and Happy New Year! We hope to see you all at our KHEA events in 2020.

Luanne Kramer

KHEA Past-President/Vendor Liaison

### *Save the IMPORTANT Dates!!*

Golf: April 28<sup>th</sup> Hidden Lakes in Derby  
Spring 2020 Conference: April 29-30 Drury Plaza  
Hotel Broadway in Wichita  
Summer Golf: June 10<sup>th</sup> GreatLIFE Golf in Salina  
NFPA Meeting-June 15-18 in Orlando FL  
Golf: September 15<sup>th</sup> Colbert Hills in Manhattan  
Fall 2020 Conference: September 16-17 Hilton  
Garden Inn in Manhattan





## The Fire Marshal Experience

By Mike Stallbaumer



It's 8am and you just got into your office. Your heads been swimming with all the work that needs to be done this week and your trying to organize it in your mind what needs to be worked on today. You meet with your staff and give directions

for them. Next a cup of coffee and on to your full day of tasks to complete. Just another typical morning for a Maintenance Director working in a 24/7 healthcare facility.

However, today is different. It' now 9am and your staff and you are getting in the groove. And then you get a call from your boss... "The Fire Marshal is here and will be conducting the annual survey." Your heart skips a beat and you sarcastically think "Oh great". Your stress levels jumps up 3 notches and your stomach turns into a knot. Again you think to yourself, "I hate dealing with the Fire Marshal. They think they know it all and you can't get anywhere with them." Thus, just like that, your outlook for the day changes from good to bad.

For my first several years as the facility manager, that is exactly how I felt. I dreaded the day the Fire Marshal would show up. I worried they would find something wrong that I didn't know about and would try to make my life a miserable existence. It took me a while to get past all that and to realize that a Fire Marshal visit shouldn't be such an epic event.

In the past I have dealt with some fire marshals that flat out projected a demeanor that they were the "end all, be all". That they were not to be challenged because they knew the rules. I have also had some fire marshals that did their best to make you feel comfortable and got you to understand that they were not there to intentionally because you trouble, but to help you make your facility a better and safer place for your patients and staff.

After several years of going thru the survey process with various fire marshals, I've learned how to better handle them and how to better handle myself in their presence. You definitely have to have people skills to do the job. When it comes to questioning a deficiency that the fire marshal says he has found, you need to be able to do so in a manner that is non-aggressive. Make them feel you are trying to understand what they are saying so you can learn what needs to be done to correct it. Let them feel like the teacher and you as the student. However, when it comes to them wanting to write a deficiency that you believe does not exist, you need to be confident and present your case as to why it is not. Know your building and don't be afraid to challenge them. But again, doing so is a manner that shows them you are trying to learn and understand their viewpoint. There is a lot of code for a fire marshal to remember so ask them to physically show you the code that they are going by. I once had a fire marshal that had a belief about themselves that they knew everything. This individual questioned one of my 2 hour firewalls. They looked above the ceiling of a doorway thru the firewall and saw a layer of sheetrock that stopped just above the door frame. Another layer of sheetrock was behind it that ran up to the roof deck above and was properly sealed. The fire marshal claimed the sheetrock that stopped just above the door frame was supposed to go all the way to the roof deck in order to provide the 2 layers of required sheetrock for a 2 hour firewall. I told them the layer that stopped above the doorway was a finish layer to allow for the door frame to fit more snugly in the wall. The fire marshal was not budging on it. I then asked him to show me the code in the book so I could better understand the problem. He took me to his notebook, flipped thru some pages, and stopped on a page that had a hand written sticky note on it says "2-Hour Firewall = 2 layers 5/8" sheetrock". When I saw that note, I knew he was not right because it didn't come from an actual code book. I also knew there was more than one way to make a 2-hour firewall. However, I knew I was going to have to gather my proof that I was correct so I said I didn't agree but to go ahead and write me for it and we would work it thru an appeal. I checked with our architect to confirm my belief and the architect provided me with the information I needed to show the 2-hour firewall was built correctly and that the deficiency didn't exist. I presented my case in a non-aggressive manner worked it thru the system with the fire marshal included. The deficiency was dropped and I gained the respect of the fire marshal. The fire marshal

realized I knew my building well, that I could hold my ground on questionable items, and I did it in such a way that made them feel they learned and had some manner of control. Any more, when a fire marshal presents themselves to inspect my building, I don't get worked up. I am glad to have them come in. I see it as an opportunity for us both to learn by working together and having honest, respectful conversations about the codes. Having been thru this experience several times now, I feel more confident in myself and my ability to make the healthcare environment a better, safer place for staff to work and patients to heal.





## Shaylyn Stallbaumer Daughter of Mike Stallbaumer

Being born and raised in a small

town where local businesses' success and survival depend heavily, if not completely, on the support of the community and nearby surrounding communities, makes me no stranger to the prompted question for this essay. I think it's important to highlight the fact that small, local-owned businesses differ quite a bit from massive chain organizations. Drawing from my personal experiences, I don't know how accurately I can give an opinion on when or when not a large monopoly such as Wal-Mart or McDonalds should hold charity events vs. fundraisers for their

business improvement, simply for the fact that I have not experienced what it's like to work for a program of that size. I can however speak to what it is like to work for the multi-purpose, variety store that sits on the main street of a quiet Midwestern town. Or what it's like to serve food to people who come to visit the bar and grill that was built entirely on the backs of the members of a community that posts a population of 2,000 or less. While these businesses don't circulate as much money as multimillion dollar chain businesses found scattered across the cities of the United States of America, the private owners of that "Mom and Pops" restaurant located just on the edge of that small town you passed through your travels to Denver, Kansas City, or Austin, still finds a way to donate

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donate money to the community Relay for Life, or to help fund the purchase of new jerseys for the local high school football team. I think that taking this approach adds more interest to the question at hand because of the fact that these small businesses find a way to keep the open and still give back to their prospective community, even though they don't make as much money as a large chain establishment.

One does not have to take a course in business management to understand that in order to keep the doors open and the business functioning, the establishment must make a profit large enough to sustain bills, property taxes, improvement costs, employee wages, and just all around general cost of functions. That's also with taking into consideration that the business owner must make enough in profits from the business they own to not only pay the bills for the business itself, but to also be able to afford to put food on their table and buy new clothes for themselves and their children. This brings up the first part of the prompted question. When should a business do a project to make a profit for itself? I think the obvious response to that question would be; whenever the business is in need of extra funds or improvements. For example, I recently worked a large golf tournament at my place of employment for the summer, the local golf course in my hometown. While the tournament itself is now well established and, by far, the largest fundraiser of the

year for that particular golf course, this wasn't always the case. If it were not for the first year of this annual tournament, taking place over ten years ago, the golf course would have been forced to shut down and lock their doors for good the very next day. While the tournament was necessary for the survival of the business in the beginning, it now serves a different purpose. Because of the funds and profits raised to from this event, the small town golf course I worked at is able to make improvements to the course and the clubhouse area that allow for this golf course to, now, be viewed as one of the nicest 18 hole course in the state of Kansas. It is imperative that businesses make enough money to function on a level adequate to the demand of their purpose. Holding events for their own profit and interest is a part of insuring that.



### Safe Day One

An online healthcare facilities orientation and safety training program that hospital facility managers can implement, for more information go to:

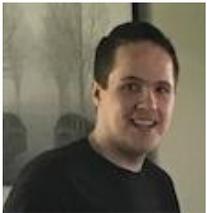
[www.SAFEDAYONE.ORG](http://www.SAFEDAYONE.ORG)

This brings me to the second part of the prompt: When should a business hold an event to raise funds for a charity or the community? To start off on this, I would like to make a suggestion that I believe small, local owned businesses tend to be some of the most generous outputs that exist. From my point of view, I have never witnessed a Dick's Sporting Goods completely donating brand new uniforms and gear to a small town athletics organization that has been making the old, worn out equipment work for the past ten years because they can't afford to buy new things. Now, I'm not saying that this doesn't happen at all, I'm sure somewhere in this country something similar has in fact happened but it's not something I have personally witnessed or experienced. What I have personally experienced though, is a community that owns a business in the same town as that high school athletics program, cut a check for a large sum of money intended to go towards the purchase of new basketball uniforms. Bouncing off that statement, I think that it's important for businesses to donate back to the community and to charity as it is for them to make a profit for themselves. I say this because giving back to the community, in-turn, earns the donating establishment or individual respect within the town. In a way, one can view donating to charity as a means of profit within itself. Going back to the example that was stated earlier, because the business owner of the local bar and grill chose to donate money to pay for the new uniforms, he or she is more than likely, to gain support from the players that wear those new uniforms as well as their families and the fans that enjoy watching the sporting events. This will ideally bring more business to the donating establishment and ultimately return the donated money back to the business owner in the form of their businesses success.

It is important for all business owners to recognize the difference in these two modes of fundraising and there are many different methods and differences between how to go about fundraising for each, but that is perhaps a different topic. To close out my statements, I'd like to say that I am proud of where I come from and of what I have been able to witness and experience due to my community. From an entrepreneur's standpoint, I don't think you can see this prompt in works better than in small-town communities across rural America.

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## **Tyler Quigley** **Grandson of Luanne Kramer**



One of the biggest issues with modern business must face is deciding when to carry out actions in order to purely generative revenue, or actions that help to benefit the communities they reside in. Businesses are primarily created as a way in which to sell a product or service, but often times they end up providing many tertiary benefits to nearby residents. As for the question of when to go for profits and when to aid the community, I believe that it is important to keep both extremes in

moderation and to focus on projects that contribute both to the business and the community. One common method in which businesses both grow their profits and community goodwill is by donating a portion of customers' purchases towards a cause they are passionate about, they feel good to be both donating to a just cause as well as a business that is doing is part to support the neighborhood. As a business owner, this enables you to cement your business in a position where it is seen as a boon to the local area while still being able to generate enough profits to sustain itself. This isn't to say that one should never act completely altruistically, or the one should never try to focus on increasing profits, but more so that there is a happy medium to be found that is the most beneficial to both businesses and their communities. Unfortunately, businesses are expected to generate profit for the executives at the top of the organization, and as such it will likely be that if it comes down to one or the other, many companies will choose to focus exclusively on profits. While this choice may indeed be the logical one, I believe that the mark of a great business is on that strives to keep the social contract alive even when all seems lost.



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## **Cameron Williams** **Son of Brian Rowan**

There has been battle raging since civilization began. Its nature is not obvious in the way military campaigns are; it is an invisible war, hidden largely in the subconscious of our minds. We see it played out in history and it continues to affect our motives to this very day.

We are most familiar with it in contemporary times as the struggle between "Republican" and "Democratic" ways of thought, though it has always been an ideological war. The "right" might argue a business should always do projects for profit because it will ultimately feed and keep the economy healthy. The "left" says wait, where is the compassion? The "left" ideology is strongly suspicious of businesses that seem to hoard power and profits, advocating for more fair distribution through community and charity.

There is a saying in America:” if you’ re not a liberal when you’ re 25, you have no heart. If you’ re not a conservative by the time you’ re 35, you have no brain.” If you think of the stereotype that surrounds younger people—and even better, a college student—you most likely thinking of someone that has a liberal perspective. Having just formed their own self-identities, they appreciate the individual and feel compassion for other perspectives. As you grow older, you begin to realize the complexity of society and how excessive charity and/or a strict non-profit outlook might erode key foundations we have established in this country. Thus, the conservative “brain” emerges in when you are “35” . The general quote related directly to the topic we are discussing and begins to point towards an answer.

On the surface then, and as a beginning answer to our question of when businesses should pursue charity vs. profits, you could say it depends on the age. Is the median age of the company’ s employees 25? Perhaps it’ s a new start-up on the west coast that vows for every bracelet sold; it will reinvest a part of the profit to clean up one pound of trash from the ocean. This was certainly true of a recent company called “4ocean” which did just that. The founders of “4ocean” were in their late twenties at the time they started the company. This example fits the pattern well; however, using age as the only measure would not always give so clear an answer.

Business is cut-throat in nature, and especially so in competitive markets. It is often companies that have secured and (under-the-radar) monopoly that can afford to focus on ethics and charity. Look at Google for example; though they would deny it, they clearly have a monopoly on internet search engines. Google is extremely progressive and liberal, they focus on ethics and charity and community more than your local Chinese food restaurant because they can afford to. Most companies compete in very competitive markets and have no segmented monopoly of their own. These companies would need to focus on profits to grow their business and ensure future security for themselves.

Ultimately as with any good answer, you must be realistic and balanced; a lot of good answers are compromises in the end. My conclusions for our question are that it depends the financial stability of the company that is considering charity or community events. If they have had a good year and are secure with their funds, do projects that are philanthropic in nature. If you are still clawing your way in a competitive bossiness atmosphere, focus on profits; secure your standing as a company. Also, by pursuing profits, you are contributing to the local economy.

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