



Perfect score on Kingsley Index customer survey



100% compliance on Joint Commission surveys

Regularly benchmark our managed building operating expenses against industry standards

**SIZE**  
89,300 - 145,000 SF

**PROJECT TYPE**  
Clinic  
Medical Office Building  
Distribution

“We trust Ryan to manage all of our facilities and they do so as a true strategic partner, providing valuable insight from their full offering of services and taking care of our facilities so we can focus on people.”

Ryan Marks, Vice President, Facility Planning and Development, Froedtert Health

### HIGH-LEVEL MANAGEMENT STRATEGY; SUPERIOR CUSTOMER SERVICE

Froedtert and the Medical College of Wisconsin direct a fast-growing regional healthcare network, including five hospitals and nearly 40 primary and specialty care health centers and clinics. The network’s highly successful medical practices, combined with their strong academic and community partnerships, have fueled their significant expansion and growth across the region.

As the Froedtert Health network grew, and as their building portfolio rapidly expanded, so did their need for ways to manage and operate multiple hospitals and clinics across multiple campuses. Immediately after construction, Ryan was brought in to manage the two Class A medical office buildings at North Hills

Health Center and, just a few years later, was brought in to manage Town Hall Health Center, Froedtert’s Integrated Service Center and Mequon Health Center. Ryan provides both property and facility management for all five buildings.

Ryan continues to partner with Froedtert Health in helping their network of merging organizations better integrate into new building systems and processes, while providing the strategic, high-touch, patient-centered management that allows their professionals, vendors and other tenants to achieve substantial efficiencies and consistencies in an atmosphere of extreme change.

# Froedtert & the Medical College of Wisconsin

## REAL ESTATE MANAGEMENT CASE STUDY



**NORTH HILLS HEALTH CENTER**  
126,000 SF  
Menomonee Falls, WI

**TOWN HALL HEALTH CENTER**  
145,000 SF  
Menomonee Falls, WI

**FROEDTERT & THE MEDICAL COLLEGE OF WISCONSIN INTEGRATED SERVICE CENTER**  
100,000 SF  
Menomonee Falls, WI

**FROEDTERT & THE MEDICAL COLLEGE OF WISCONSIN MEQUON HEALTH CENTER**  
89,300 SF  
Mequon, WI

### PROJECT TYPE

Clinic  
Medical Office Building  
Distribution

### A FEW EXAMPLES OF RYAN'S INITIATIVES FOR FROEDTERT & THE MEDICAL COLLEGE OF WISCONSIN:

- We began by analyzing their entire portfolio and identifying ways to standardize and adjust service and maintenance levels, thus decreasing costs and providing much needed efficiencies. This included working with new and existing supply chains to ensure they received the level of quality and service they desired.
- Each piece of mechanical equipment is tracked, preventively maintained and logged to enhance the longevity and long-term value of each asset.
- We created robust reference documents for the day-to-day operation of each facility. These building manuals expertly outline everything from building and maintenance information to emergency procedures, rules and regulations. .
- Ryan proactively developed life safety processes and procedures that addressed unique aspects of each of their facilities.
- We maintain meticulous records so that all Joint Commission survey requirements pertaining to facility management proceed seamlessly and successfully.

### CONCLUSION

The relationship between Ryan and Froedtert Health is one of trust and partnership as we seek to assist them in attaining their business objectives for each of their facilities, and ultimately for their patients. They continue to rely on Ryan for the day-to-day management of their facilities and benefit from the collective insights that are the result of our integrated service lines. Ryan's consistency of approach, deep understanding of their organization and needs, strong collaboration and ability to execute on their requirements enable us to better maintain their facilities and provide exceptional customer service.