



IOWA VETERANS HOME

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For immediate release

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IVH Maintenance Team Receives National Award

Marshalltown, IA - *Maintenance Solutions* magazine recently announced the winners of the 2010 *Maintenance Solutions* Achievement Awards.

The award program honors accomplishments in maintenance, engineering, and grounds management for institutional and commercial facilities management departments. Designed to spotlight the central role these departments play in the successful and efficient operation of the nation's facilities, the program honors eight winning projects, including the Iowa Veterans Home (IVH) Maintenance Team. The Iowa Veterans Home was recognized in the Personnel Management category for their work in developing a successful work order fulfillment system.

IVH Director of Facilities Management says, "The issue of work order fulfillment and customer notification has been an issue at the Iowa Veterans Home for many years. In September 2008 our Facilities Management staff developed a new process intended to treat all staff and residents of this facility as customers. It was also hoped to expand the orientation of maintenance staff delivering services to those customers. Communication with customers and collaboration among the trades were key elements of this initiative. The team established goals and benchmarks to measure progress. The results have been most satisfying. Over the past year, over 90% of all work orders were completed within the appointed time lines. Over the past several months, this has increased to over 95%."

IVH Commandant David Worley comments, "While timeliness is a tremendously important issue, customer satisfaction is equally significant. The Facilities Management Department has made considerable progress in that arena as well. As a result of the initiative, staff and residents now expect a prompt response to submitted work orders. They have made numerous positive comments both to the response time and to the information available."

The Facilities Management Team received an Iowa Golden Dome Award in 2009 and received the AFSCME Special Recognition of Local 2984 for Iowa Vets Home Maintenance Special Efforts During Winter Storm of 2009 this year for their efforts.

The Iowa Veterans Home is a leader in providing individualized quality health care for nearly 650 Iowa veterans and their spouses. IVH coordinates innovative health care methods and medical solutions for veterans and their spouses. IVH has expertise in nursing, medical, rehabilitative care and mental health services. IVH is strengthened by a high quality workforce of 1,000 employees as well as a state service and support network of many veterans organizations represented throughout all 99 Iowa counties.

For more information, please call 641-752-1501 or visit us on the web at

www.iowaveteranshome.org



Facilities Management – Maintenance



Facilities Management – Laundry/Linen



Facilities Management – Domestic Services Compliance