



Laurie Anseth, CHFM, SASHE **2022 Candidate for Advisory Board Region 2 Representative**

Bio

Laurie Anseth is a candidate for the American Society for Healthcare Engineering (ASHE) Region 2 Advisory Board. Laurie works for JLL as the System Director of Maintenance and Engineering for Main Line Health, a hospital system located northwest of Philadelphia. She has held this position for over five years and is currently responsible for system hospital maintenance/engineering, life safety, utilities management, sustainability, energy, and maintenance-related sourcing. Laurie has over 25 years of healthcare facilities and environmental health and safety management experience. She currently manages a competent team maintaining hospital space of just under 4 million square feet, with a budget of \$38 million.

Laurie's facility management career started in rural hospitals as a Support Services and Facilities Manager at Allina Health in Minnesota. For approximately fifteen years, Laurie managed Plant Operations, Safety, Security, Environmental Services, Nutrition Services, Materials Management, Linen and Biomed for two regional hospitals in the system (New Ulm Medical Center and Buffalo Hospital). She was a key leader/building representative for construction projects and served as system Co-Chair for the Allina Facility Management Team, Co-Chaired the Allina Energy Management Education Team, was an active member of the Construction Task Force as the Regional Hospitals Representative. She served as Emergency Management Co-Operations Officer for the Republican Convention. She was part of the Rewards and Recognition team that developed Standards of Behavior/Employee Privilege programs to improve employee engagement (utilizing Studer principles).

Some of Laurie's accomplishments include helping New Ulm Medical Center (NUMC) become the first hospital in Minnesota to achieve OSHA VPP/MNSTAR status and receiving the H2E Making Medicine Mercury Free and Partners for Change Awards. Under her direction, the hospital experienced an employee injury rate drop of 50%, and a 22% increase in cleanliness patient satisfaction over two years. She also implemented a room service concept for inpatients with Nutritional Services.

After her time at Allina, Laurie took a position as the Northern California Regional Director with JLL/Adventist Health, based in Napa Valley. She managed Facilities, EVS/Linen and Security teams for six hospitals in the region (St. Helena, Clear Lake, Ukiah, Howard, Paradise, and Vallejo), as well as the corporate office in Roseville, CA. Her team managed an annual budget of over \$30M. Laurie was a key leader on the Adventist/JLL Compliance and Relationship Governance Councils. She and her team responded to several wildfires affecting one of the Adventist hospitals, and to the Napa earthquake affecting two hospitals.

Prior to healthcare, Laurie was a Senior Project Manager with the Institute for Environmental Assessment and was responsible for providing environmental safety and health programs to clients, managing field staff, training, managing corporate office move and conducting Phase I Site Assessments. She also was part of the team who developed the Minnesota statewide Bloodborne Pathogen Program for school nurses.

Over the years, Laurie has participated in ASHE leadership roles at both the local and national

level. At the national level, she participated in the Career Development Committee, Women's Networking Task Force, Succession Planning Committee, Skilled Labor Task Force, Chapter Relations Advisory Committee Peer to Peer Networking Task Force and the Chapter Leadership Forum Task Force. She was also an Ambassador at ASHE Conferences.

At a local level, Laurie was active in the Twin Cities Healthcare Engineers Association (TCHEA) and served as Secretary and Treasurer. Laurie was also a member of the California Society for Healthcare Engineering (CSHE), Redwood Chapter, and is currently a member of the Healthcare Facilities Manager Association of Delaware Valley (HFMADV).

She holds or has held the following certifications: SASHE, CHFM, Six Sigma Green Belt, MN Special Boiler Operator, Ham Radio, FEMA ICS 100, 200, 300, 700, 800, Framework for Healthcare Emergency Management, Asbestos Inspector, OSHA 501 Train-the-trainer, Underground Storage Tank Class A/B Operator, and NIOSH 582 Air Sampling.

Other designations and awards include the ASHE Emerging Leader (Region 6), JLL Gold Baton Award recipient (for team wildfire response), former Special Government Employee (SGE) with OSHA VPP/MNSTAR and SEIU Management Member of the Year (Allina Health).

Laurie is a former New Ulm Sister Cities Commissioner and former League of Women Voters Board member and Past-President. Laurie received her Master of Science in Leadership at Grand Canyon University, Bachelor of Science in Facility Management from North Dakota State University, Associate of Science in Architectural Drafting and Estimating Technology at the North Dakota State College of Science.

Candidate Questionnaire

1. As the health care landscape continues to change, what are some of the common challenges facing the entire ASHE membership?

- **Workforce**—As we experience the Silver Tsunami, hospitals are having difficulties onboarding qualified, long-term employees. Partially due to generational differences, the perception of a 'good worker' and/or 'good job/employment' do not appear to be the same. It's problematic when you have an imbalance of expectations.
- **Aging Infrastructure**—Deferred maintenance, lack of capital for the "unexciting" stuff, integration of newer technologies in current structures not built for such capabilities can and will attribute to failures, some catastrophic.
- **Technology**—As more and more building systems are managed by automation, the need for competent staff as well as building infrastructure support are sometimes overlooked. New technology and requirements have been and continue to change the landscape of healthcare facility management.
- **More with Less**—We've seen increased requirements and expectations given to all healthcare departments, including Facilities Management. We are tasked with managing additional responsibilities while maintaining appropriate staffing, building integrity, compliance, meeting additional needs and requests of executives, and keeping our occupants and buildings safe and efficient.
- **Advocacy**—In addition to advocacy related to regulations and standards, advocacy for Facilities Management is not always in the forefront.

2. What can ASHE do to ensure that the needs of all members are being met?

I think ASHE does a good job of trying to get to membership and assess needs. I believe ASHE staff guide the direction based on membership input. Continued communication, education and training are important, as well as ensuring content is appropriate. For those members whose needs are not being met, possibly provide a forum for them to contribute concerns and ideas. This may need to be done by topic, rather than an open-ended conversation. This could also be an option if there are internal leadership needs not being met. With that being said, not all members are going to feel their needs are being met all the time. Determining where energy must be spent and clearly communicating to those members who feel their needs are unmet, may help them understand the “why”.

3. The Advisory Board sets the vision and strategic direction for the organization. What specific initiatives would you like to accomplish to help advance the ASHE strategic plan?

- **Optimization of Health Care Facility Operations**—Continue focus on sustainability, to also include non-energy related initiatives. Create resources to assist non-tech savvy technicians and leaders to utilize tools and be more efficient—perhaps simple online training on a work order system, spreadsheet, email etiquette, etc.
- **Member Inclusion**—Meeting with Region 2 chapters to learn of their successes, how to support their needs and assessing what their needs are. Determine what members have a certain skill or passion that could contribute to the wellbeing of ASHE and the membership.
- **Career Advancement/Succession Planning and Workforce**—Work with colleges/trade schools to introduce healthcare facility management as a viable career path. Work with trade schools/high school Career Technical Education programs to attract talent that can grow their career in healthcare facilities.
- **Capital Planning**—Develop relationships with executive organizations, present information and data to leaders supporting the need for planned infrastructure replacements and upgrades. Advocating in a larger venue to stress the importance of maintaining healthy facilities.

4. What professional or personal experiences have helped prepare you to serve as an ASHE leader?

- **Professional**—Historical and successful management of several support services departments, achievement of SEIU manager of the year (twice), Vice Chair-ASHE Career Development Committee, Secretary and Treasurer-TCHEA, leader member of Governance Councils, Regional Hospital Representative for Allina Construction Task Force, Co-Chair Allina Facility Management Team, Lead NUMC to achieve VPP status with OSHA, Lead NUMC to achieve Making Medicine Mercury Free and Partners for Change awards.
- **Personal**—College leadership roles: I was a College Ambassador, Head Page at our state political convention, President of my university inaugural IFMA student chapter. Other: League of Women Voters—former Board member and President. Raising two children and volunteering for their activities are experiences, although not formal, definitely helped prepare for leadership.