

**County of Milwaukee
Interoffice Communication**

DATE: August 20, 2012

TO: The Honorable Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

FROM: Patrick Farley, Director, Department of Administrative Services

SUBJECT: Appointment of Jim Burton to the Position of Facilities Management Director

Subject to committee approval and confirmation by the County Board of Supervisors, I am pleased to appoint Jim Burton to the position of Facilities Management Director for Milwaukee County.

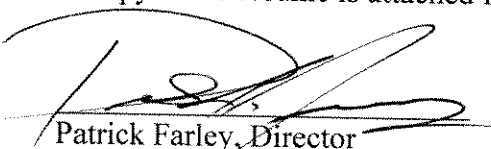
Mr. Burton has wide-ranging knowledge and understanding of facilities management and maintenance, asset management, construction, real estate sales and leasing, safety and security, grounds maintenance, capital improvements, environmental services and parking operations.

His significant practice in the area of facilities management and facilities maintenance includes serving as the System Director of Biomedical Engineering and RMC Facilities Director for Resurrection Health Care in Chicago, Illinois overseeing plant operations, maintenance and construction along with responsibility for equipment maintenance services. Other recent experience includes serving as the Director of Hospitality Services for Wheaton-Franciscan Healthcare in Milwaukee and as the Director of Facilities Management for Ministry Healthcare in Marshfield, Wisconsin.

In addition to his bachelor's degree and master's level coursework, Mr. Burton obtained a masters certification in Facilities Management in 2001 from Michigan State University.

I believe he possesses the necessary leadership skills along with the depth of experience that qualify him to address the varied facilities and property management challenges facing Milwaukee County.

A copy of his resume is attached for your review.


Patrick Farley, Director
Department of Administrative Services

cc: Supervisor Michael Mayo, Chair, Transportation, Public Works and Transit Cmte
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Martin Weddle, Research Analyst, TPWT Committee
Jodi Mapp, Committee Clerk, TPWT Committee

Undergraduate degree from Whitewater and Masters programs at Northwestern and Michigan State. Leadership experience (yrs):

- Healthcare Operations (20)
- Clinical Engineering (16)
- Contract Negotiations (15)
- Supply Administration (25)
- Facilities Management (15)
- Vendor Management (30)
- Marketing/Sales (20)
- Quality Management (20)
- Environmental Services (25)

PROFESSIONAL EXPERIENCE

System Director, Support Services

Compass Group - TouchPoint.

2012-Present

Operated in four states (Wisconsin, Washington, Texas, and Indiana). Responsible for starting up new service contracts for Ascension Healthcare.

- Oversight of Seton and Brackenridge Medical Centers, Austin, TX. Greater than 200 full time employees
- Assisted in on-boarding of staff and initial training at St. Vincent Medical Center, Indianapolis. 150 employees.
- Interim manager at Lourdes Medical Center, Pasco, WA.

System Director – Facilities & Clinical Engineering

Resurrection Healthcare.

2007-2011

Responsible for the maintenance of all medical equipment in nine hospitals. Total inventory of over 30,000 included all fixed imaging equipment. Budget of over \$25,000,000. Greater than 150 service engineering staff.

- Improved customer satisfaction for the lowest to the highest in the organization.
- Developed service plans for all vendors including GE, Siemens, Toshiba and Philips, etc
- Decreased contract billings by 15% in two years. Totaled over \$1,000,000 annualized savings.
- Initiated a new extensive quality control process, including observations, for all key field engineers.
- Developed a new RFID tracking process for all preventive maintenance activities.
- Added over site of Facilities Management during last two years.
- Site coordinator for new patient tower (200 beds) for construction and implementation planning.
- Worked with Risk Management to track all recalls, alerts, and notices. Saved \$80,000 per year.
- Tracked all vendor completed maintenance for Imaging equipment for department managers.
- Negotiated an overall reduction in time and material expense by 25% including probe and tube coverages, etc..

Director of Hospitality Services

Sodexo (St. Joseph Hospital, Milwaukee).

2003-2007

Provided complete P&L and operations responsibility for Environmental Services, Food Services, and Maintenance.

- Established a consistent level of high quality of service levels in cleanliness.
- Met the efficiency expectations as established by the Premier benchmarking process.
- Completed the Achieve Global training certification program.
- Became a CHESP certified Environmental Services manager.
- Improved employee morale overall in over 200 full time staff.

Director of Facilities Management

St. Joseph Hospital (Marshfield, WI).

1995-2003

Operations responsibility for Maintenance, Construction, Safety and Security, and Clinical Engineering.

- Departmental responsibility for over 70 full time staff.
- Budget, including capital improvement of over \$20,000,000. Built three large new buildings over five years.
- Nine Biomed Technicians with over 8,000 pieces of equipment. Handled MRI, CT maintenance in-house.
- No outside contracts for HVAC, etc. Saved organization > \$750,000 in annualized service contract expense
- Achieved national recognition from JCAHO for benchmarking in both quality and efficiency of work.
- Met Action O/I operational expense goals without reducing existing staffing levels, etc.

Director of Environmental Services

Indiana University Medical Center.

1993-1995

Provided complete P&L and operations responsibility for Environmental Services and Maintenance.

- Assisted with planning for merger with Methodist Hospital.
- Introduced new patient focused care with joint cleaning and maintenance for patient rooms.
- Improved PRC scores by 40% in one year timeframe.
- Improved overall staff morale from a low rating to one of the higher rated departments.

Director of Environmental Services Memorial Medical Center (Springfield, IL) 1990-1993

Provided complete P&L and operations responsibility for Environmental Services and Laundry.

- Established a consistent level of very high quality of service levels in cleanliness.
- Developed an outstanding employee morale improvement program.
- Decreased the overall operational cost of Laundry operations by 15%.
- Had a very high level of customer satisfaction for both services.
- Achieved a benchmarking level for cost effectiveness for both departments.

Marketing and Sales Consultant S.C. Johnson Wax (Racine, WI) 1985-1990

Sold a five-year consulting contract for myself (and three employees) to develop a healthcare support service group.

- Training the U.S. Commercial Products group, including over 150 marketing and sales staff, in hospital operations.
- Initiated (37) new national contacts which averaged over \$100,000 per year each.
- Developed an automated software program for writing employee daily work assignments.
- Developed an automated employee appraisal documentation process.
- Utilized computer-aided design to scan customer blueprints as an add-on service.

Business Owner Total Maintenance Management (Chicago, IL) 1980-1985

Initiated a new startup business to address poor quality of maintenance and sanitation for high-rise condominiums.

- Negotiated new service contracts for Gold Coast area high rise condominiums.
- Improved overall ownership satisfaction by 300%.
- Decreased overall Homeowners Association fees by 20%
- Hired and trained on-site engineering staff for each condominium location.
- Developed a new outside contractor performance improvement plan for each vendor.

Contract Services Manager ServiceMaster Industries (Downers Grove, IL) 1974-1980

Oversight of Environmental Services, Laundry, Clinical Engineering. And Plant Operations contracts. Promoted four times in six years. Left for just over one year to work for Abbott Laboratories.

- Regional Operations Manager (10 separate locations in Chicago)
- RUSH St. Lukes (Chicago)
- University of Michigan (Ann Arbor).
- Children's Health Center (Minneapolis).
- Deconess Hospital (Milwaukee)

EDUCATION

UNIVERSITY OF WISCONSIN - WHITEWATER
B.S. Liberal Arts - 1971

UNIVERSITY OF WISCONSIN - WHITEWATER
One year – Masters program in Guidance and Counseling – 1972

NORTHWESTERN UNIVERSITY – EVANSTON, IL
One year – Master's program – Administration and Policy Studies – 1985

MICHIGAN STATE UNIVERSITY – EAST LANSING, MI
Master Lever Certification – Facilities Management - 2001