

## INTRODUCING THE NEW FM KNOWLEDGE EXCHANGE

The FM Knowledge Exchange (FMKx) is an online community of Estates and Facilities Management (EFM) professionals covering the whole range of specialties in this area of healthcare. It is designed to provide collaborative tools for Members to exchange information, seek advice and share best practice as a means of improving efficiency without 'reinventing the wheel'.

The FMKx aims to make sharing information a familiar, intuitive and accessible process. We'll do this by utilising social media channels whilst maintaining a professional approach to the topics we cover.

FMKx website Membership is **completely free of charge** for EFM professionals in healthcare with no limits or restrictions on access in any way. All funding comes from the private sector and all profits are reinvested in the project.

### Structure

The website comprises four main sections:

#### Innovate

The place to read and share success stories with the intention of sharing innovative EFM related projects or initiatives for others to use in their own organisations. Contact information for the author of the story will only be visible to Members should another Member want to contact them for more detail or arrange a site visit. We'll help by looking out for interesting projects we can write about.

#### Collaborate

A means for Members to request help and answer questions from fellow healthcare professionals working in EFM. Questions can be marked as answered or closed and a simple voting mechanism allows for the most helpful replies to be recognised. An example would be an EFM manager looking for suggestions for software packages for a specific purpose such as the management of cleaning rotas or taxi booking, or for general feedback on the CAFM systems other healthcare organisations use. Wherever possible (and with permission), we will keep a library of any policies, procedures and other documents of interest exchanged between Members in this section of the FMKx website.

#### Source

Acting as the primary link between the EFM community and the private sector, this section takes the form of a Supplier Directory noting full contact details for each Subscriber company, their areas and specialties of work, their accreditations, certifications and awards and any links or partnerships they may have with other companies

offering related or complimentary services such as a drawing digitisation bureau and a CAFM supplier, for example.

Buttons in each Supplier's profile will enable Members to quickly and easily submit enquiries e.g. 'Send me a brochure', 'Call me' or 'I'd like a quote', each automatically generating an e-mail to a nominated contact within the company with the Member's contact details and the nature of their enquiry.

There are many ways we can access businesses operating in this area but Members will be able to help by nominating suppliers for us. We will then invite these companies to join the 'Source' section of the website.

### Learn

An events list with conferences, courses and other events of interest, including those organised or attended by Subscriber companies, noting any product launches for the event.

The FMKx provides a simple, centralised, easy to use way of facilitating the exchange of ideas and information between EFM professionals in healthcare around the UK.

### Benefits of Membership

The immediate benefits the FMKx offers to the healthcare EFM community are:

- Access to a secure, managed community of likeminded EFM professionals of all specialties and backgrounds in healthcare all in one place
- Regular updates via our Twitter, LinkedIn, Facebook and Instagram accounts; we'll keep it professional but add a new level of familiarity and accessibility at the same time
- Through our social media accounts and newsletters, we will let you know when there is something new to read so that you don't have to go looking for it - we'll also look at utilising technology to make it even easier to inform you of new content as it is posted
- Easy virtual networking: raise questions, ask for help or source suppliers from other Trusts across the UK
- Quickly and easily request a phone call, brochure or quotation from any supplier in the 'Source' section, or review their accreditations, partner companies and access their product/service information
- Share details of innovative projects and initiatives in the 'Innovate' section to help your healthcare EFM colleagues become more efficient and save money; avoid 'reinventing the wheel'

- Tell us about your new projects, ideas and initiatives – we'll be looking for innovative ideas to feature on the FMKx the website
- View an easy to access list of upcoming conferences and events and see which companies from the 'Source' section will be attending and/or launching new products or services,
- Short tutorial videos are being produced to talk you through the various sections and features of the website. They will be available in the run up to launch and also posted in the 'Help' section of the website for future reference.

### Why join?

- **Pricing.** Access to the FMKx portal is **completely free** for EFM professionals working in healthcare
- **Multi-channel.** Regular news and activity updates available through our website, newsletter and social media channels.
- **Secure.** The FMKx portal is only open to healthcare EFM professionals at all levels and disciplines. None of the comments or discussion on the website are publicly available, your details are not shared outside of HFC and your login details are unique to you.
- **Influence.** You'll be able to contact the FMKx Team directly via our social media accounts, e-mail addresses and via the website. Stay in touch to request new features, tell us about things you like/don't like, any problems you are experiencing or to provide us with feedback (good or bad – it's all constructive!).
- **This is just the beginning!** We already have lots of ideas of how we can expand and improve the FMKx. We're collating a wishlist of suggestions for enhancements and new features requested by our Members and Subscribers. We'll prioritise those areas we feel will have the most value to the most Members or Subscribers first.

To join, [click here](#).

For more detailed information you can:

- [Click here](#) for the Q&A
- [Click here](#) to visit the website
- [Contact HFC by e-mail](#) or call us on 01327 227166

**The website officially launches in April – but you can sign up and start accessing it now. You can also let us know what you'd like to see featured on it by [contacting us by e-mail](#).**