

Executive Housekeeping

The Executive Housekeeping staff is focused on providing consistent routine maintenance and responsiveness to our client's specific changing needs, assessing the performance of housekeeping staff and the removal of Regulated Medical Waste (RMW) from hospital clinical spaces.

Contact: Mr. George Donovan
295-2500 or by email:
George.W.Donovan.civ@health.mil



Operations and Maintenance

The Operations and Maintenance Division is responsible for structural, mechanical and electrical building operations; preventative maintenance, routine maintenance and repair; and operation and maintenance of hospital steam, water, gas, sewer and electrical utility distribution systems. This division is responsible for receiving service calls and dispatching staff to respond to emergencies throughout the hospital.

Contact: Richard Williams, P.E.,
301-400-3543 or by email:
Richard.williams.civ@health.mil



Engineering and Project Management

Engineering and Project Management primary mission is to oversee complex major repair and renovation projects (aka Special Projects). The department manages construction schedules, coordinates and completes hospital projects to provide optimal facilities and minimize disruption to the Staff and patients.

Contact: Miguel Belen, P.E.,
301-295-2472 or by email:
Miguel.A.Belen.civ@health.mil



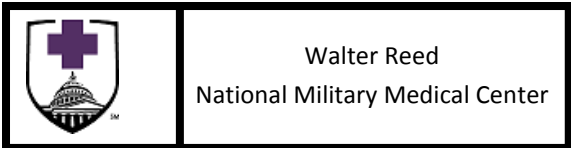
Planning and Design

The Planning Department's provides comprehensive engineering support including, architectural and interior design expertise. Services provided include investigating feasibility of adding to and modifying existing facilities; investigation, trouble shooting and solving operational problems in existing buildings; developing designs and specifications for renovation work; assisting with equipment purchases by verifying suitability of available services connections.

Contact: Miguel Belen, P.E.,
301-295-2472 or by email:
Miguel.a.belen.civ@health.mil



Facilities Management Department
Walter Reed National Military Medical Center
8935 East Palmer Road
www.wrnmmc.intranet.capmed.mil/Administration/Facilities
April 2014



Facilities Management Department



We're Here To Serve!

WRNMMC's Facility Management Department is dedicated to providing the highest quality environment of care for our clinicians to practice. We maintain the Medical Center's building systems and continually improve the aesthetics of our clinical, administrative, and public spaces with a team of expert craftspeople, technicians, and laborers. Facility Management is the one-stop shop for all hospital buildings.

Services Guide

Service Request Processes

Ways to put in Facilities Service Ticket:

1. **Call Help Desk (24/7): (301)295-1070**
2. **Email: helpdesk-pwd-bethesda@navy.mil**
see example below for ticket requirements:
 - * **SUBJECT:** No hot water in Operating Room
 - * **WORK DESCRIPTION:** There is no hot water in Operating Room #3. It can't be used. It's restricting our workflow by 15%.
 - * **LOCATION:** Bldg 9, 3rd floor, Room 3049.
 - * **POC:** CPT Bruce Wayne
 - * **TEL #:** 295-9090
 - * **EMAIL:** bruce.e.wayne.mil@health.mil
 - * **NOTES:** urgent priority requested. Can only work repairs after 1400.
3. **Visit Help Desk, Bldg 14, 2nd floor.**

Service Request Priorities

Emergency- Immediate danger to life, property, safety, mission. Response within 30 minutes.

Urgent- Does not immediately threaten life, property, safety, mission, but will soon inconvenience and/or affect the health, safety, or well being of personnel, lead to property damage, lead to disruptions in missions. Response within 1 business day.

Routine- Required corrective action that does not jeopardize the primary function of the command in a significant way. Repair within 10 working days.

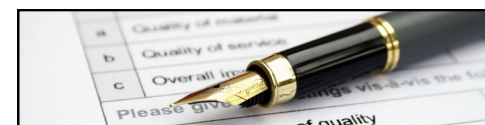


Services provided by FMD

- * Maintain/Repair of WR facilities - walls, floors, ceilings, doors, windows, roofs, electrical, water, steam, HVAC, storm drainage, sewer, fire protection, med gas, pneumatic tubes, nursecall, elevators
- * Housekeeping/Janitorial, Regulated Medical Waste, refuse, pest control,
- * Major Repair and Construction projects / Outages
- * Space Utilization
- * Master Planning
- * Environment of Care: Utilities, HAZMAT, Life Safety
- * Misc: Locks/Keys, mounting pictures/equipment, signage

What We Don't Do:

- * Non WR facilities - Bldg 17, 11, 27; etc. (NSA)
- * Traffic, Parking (NSA)
- * Medical, portable equipment (LOGISTICS)
- * LENEL locking systems (SECURITY)
- * Buy furniture (LOGISTICS)
- * Move furniture (we provide dollies and carts)



We Appreciate Your Comments!

Please visit our home page to fill out a **Customer Service Survey** to assist us in improving our services.
www.wrnmmc.intranet.capmed.mil/Administration/Facilities

Customer Liaison

The Customer Liaisons for the Facilities Management Department are called Zone Managers. They are the primary interface for all services provided by FMD including service ticket follow-up, outages/impacts due to construction, small repair project status and more. The team:

Hospital's Zone	Buildings	Zone Manager	Phone	Email
			Mobile	
Eagle, NICoE,	10, 51, 98, 100, 149, 203, 241	Andre Sams	(301) 295-5217 (240) 274-8977	Andre.t.sams.civ@health.mil
Arrowhead	9, 9A	Al Loften	(301) 400-3113 (301) 538-2895	Albert.n.loften.civ@health.mil
America	19	Scott Swisher	(301) 295-5026 (301) 221-6571	David.s.swisher.civ@health.mil
President, Liberty	1, 2, 3, 4, 5, 6, 7, 8	Ledell Southerland	(301) 400-3033 (301) 820-2118	Ledell.southerland@med.navy.mil
Parking Garages	54, 55, 63	Felix Mulder	(301) 295-2544 (240) 274-2543	Felix.n.mulder.civ@health.mil