

To read this content please select one of the options below:

Add to cart

32.00€ (excl. tax)
30 days to view and download

Access through your institution

Access and purchase options

Managing FM (support services): business risks in the healthcare sector

[M.I. Okoroh, P.P. Gombera, B.D. Ilozor](#)

[Facilities](#)

DOWNLOADS

ISSN: 0263-2772
International
Article publication date: 1 January 2002
Standard
Serial
([Permissions](#))
Number.)

3835

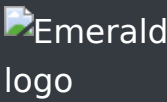
Abstract





This paper presents research findings of 365 NHS Trust executives in the UK and builds on work carried out on risk perceptions and treatment in facilities management operations and business support activities in the NHS Trusts. The research utilises a business approach of viewing healthcare facilities not only as fixed “assets” occupying hospital sites and space, but it also considers them as that “tangible” part of the service chain process underpinning the provision of clinical services to both internal (departments or directorates) and external customers. The research found that customer satisfaction, service delivery certainty, customer involvement, service quality reliability, health and safety are highly rated by the NHS executives. The paper classifies healthcare related risk constructs into seven elements namely: customer care, corporate, legal, commercial finance and economics, business transfer, and facilities transmitted.

Keywords

- Facilities management
- Risk management
- National Health Service
- Health care

Citation
[Okoroh, M.I.](#), [Gombera, P.P.](#) and [Ilozor, B.D.](#) (2002),
"Managing FM (support services): business risks in the
healthcare sector", [Facilities](#), Vol. 20 No. 1/2, pp. 41-51.





© 2024 Emerald Publishing Limited

Services

- [Authors](#)
- [Editors](#)
- [Librarians](#)
- [Researchers](#)
- [Reviewers](#)

About

- [About Emerald](#)
- [Working for Emerald](#)
- [Contact us](#)
- [Publication sitemap](#)

Policies and information

- [Privacy notice](#)
- [Site policies](#)
- [Modern Slavery Act](#)
- [Chair of Trustees governance statement](#)
- [Accessibility](#)