



HSA Commercial Real Estate

Exceeding Healthcare Property Management Expectations

HSA Commercial Real Estate has decades of property management experience focused on the specialized healthcare sector. The company's strength is its dedicated staff of real estate professionals.

HSA's property management team provides services that align with the specific needs of each practice. They understand that in this field, it is important to remain onsite and flexible when issues and emergencies occur. The team continues to improve service delivery by adapting to changing care trends and movement through educational conferences, addressing topics such as consumerism and convenience and how they've reshaped provider-patient relationships.

For instance, while many general office buildings closed during the early stages of COVID-19, it was imperative that healthcare facilities remained open to address the needs of patients. Two examples are Froedtert Health the 123,500 sq. ft. multi-specialty center in Oak Creek, Wisconsin, developed by HSA and managed by Claudette Zoch, EVP, property management, HSA and the Medical buildings on the Silver Cross Hospital campus in New Lenox, IL, the managed by Margaret Gaca, Sr Property Manager, HSA.

When the pandemic first began in 2020, Claudette worked closely with Froedtert's leadership to ensure that the patient care and disease prevention facilities remained open while preventing the spread of the virus. Temporary restrictions were put into place for all non-essential access to the campus. HSA's team was responsible for ensuring that all service contractors and product supply delivery staff adhered to the new protocol. With constant communication and flexibility, and regularly updated processes, the campus was ready to take care of the patient who tested positive while protecting the staff. A temporary mobile testing site was also built to deal with the influx of patients.



Claudette Zoch,
Executive Vice President,
Property Management

Margaret Gaca,
Senior Property Manager

Christine Muszynski,
President, property management

"We were required to change direction multiple times as new information was released. With increased frequencies of high-touch areas, our scope of work was updated, and we onboarded additional cleaning staff to follow the best practices for cleaning. Our team was resilient and collaborative," says Claudette Zoch, Executive Vice President, Property Management.

On the Silver Cross Hospital Campus in New Lenox, Illinois, HSA developed the first MOB in 2008 and completed the fourth medical building in 2020. These four medical buildings are managed by Margaret Gaca, a veteran in healthcare property management with HSA since 1999. COVID challenged Margaret's team with restricted access, masking, temperature monitoring, sanitation and air flow quality among other factors. HSA worked closely with Silver Cross Hospital as they developed and implemented protocols campus-wide. Communication was a key component in maintaining a calm yet operational atmosphere to provide patient care. "All secondary doors were locked down, directing all traffic to the main pavilion

entrance to control access to the campus. HSA assisted in establishing a check-in location for patients while hospital staff took temperatures and provided passes to their physician offices" according to Margaret.

HSA works with hospitals and physician groups to site, design, and complete healthcare facilities in a timely and economical manner. The company's property management groups play a pivotal role in the design development process, viewing the property and building design from an operational perspective. They are involved in construction meetings providing valuable input regarding HVAC, security, and signage. This allows for a smooth transition from construction to operation.

HSA also supervises all medical waste storage rooms, sharps containers, and chemo binds, ensuring that proper labels are attached to medical waste bins for removal and transportation from the site. Its building engineer also maintains a Deionized Water System for the onsite, full-service laboratory, overseeing the maintenance and repair of the system.

Preventive maintenance and routine maintenance plans are developed by the HSA team, coordinating all building system repairs so that tenant workflow is not compromised. They maintain compliance binders for interior and exterior lighting inspections, emergency lighting inspections, fire pump, fire door and extinguisher inspections, medical gas and generator inspections in a centralized locations.



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There are many qualified property management service providers in the healthcare field, and HSA is honored to be recognized. HSA takes pride in providing a dedicated and successful property management team that continues to grow and strengthen its valuable relationships within the healthcare arena. **HB**