

human eXperience

**“Outside the Box” Solutions
to Difficult Challenges**

Who is human eXperience?



Kevin Turner, AIA
Principal Architect



Sherri Reyes, MA
Principal Consultant

- A design and consulting firm dedicated to the belief that... every **human** has value.
- Design and Operational Consulting to create viable, safe places of healing within behavioral health environments for a dignified patient **eXperience**.
- Our **eXperience** translates to quick, efficient solutions to complex challenges in Behavioral Healthcare.
- We help you manage the **human** elements within your stakeholder groups to make early, effective decisions.

Who is human eXperience?



Kevin Turner, AIA
Principal Architect



Sherri Reyes, MA
Principal Consultant

- Architect with over 25 years of experience.
- Led the design of over 3 million s.f. of Behavioral Healthcare facilities.
- Experienced Manager, Leader, Facilitator.

Who is human eXperience?

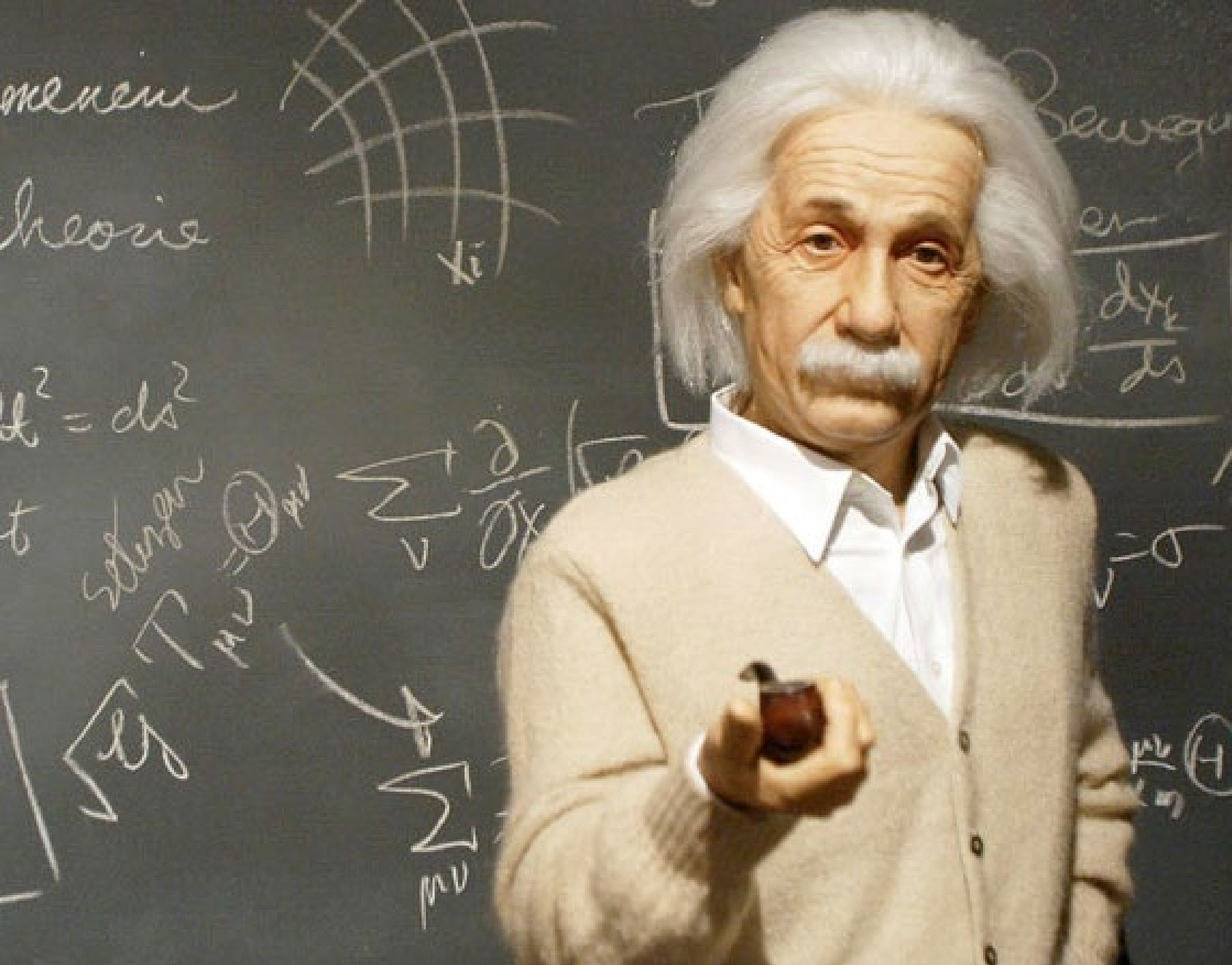


Kevin Turner, AIA
Principal Architect



Sherri Reyes, MA
Principal Consultant

- Executive leader with over 27 years of experience as a Behavioral Healthcare provider and executive.
- Has worked in every capacity from psychotherapist to multisite CEO of freestanding behavioral health hospitals.
- Served as Regional Operations Director for a major healthcare corporation overseeing Behavioral Health operations across 15 states.
- Experienced in strategic initiatives, regulatory compliance, revenue cycle processes and Behavioral Health capital projects.



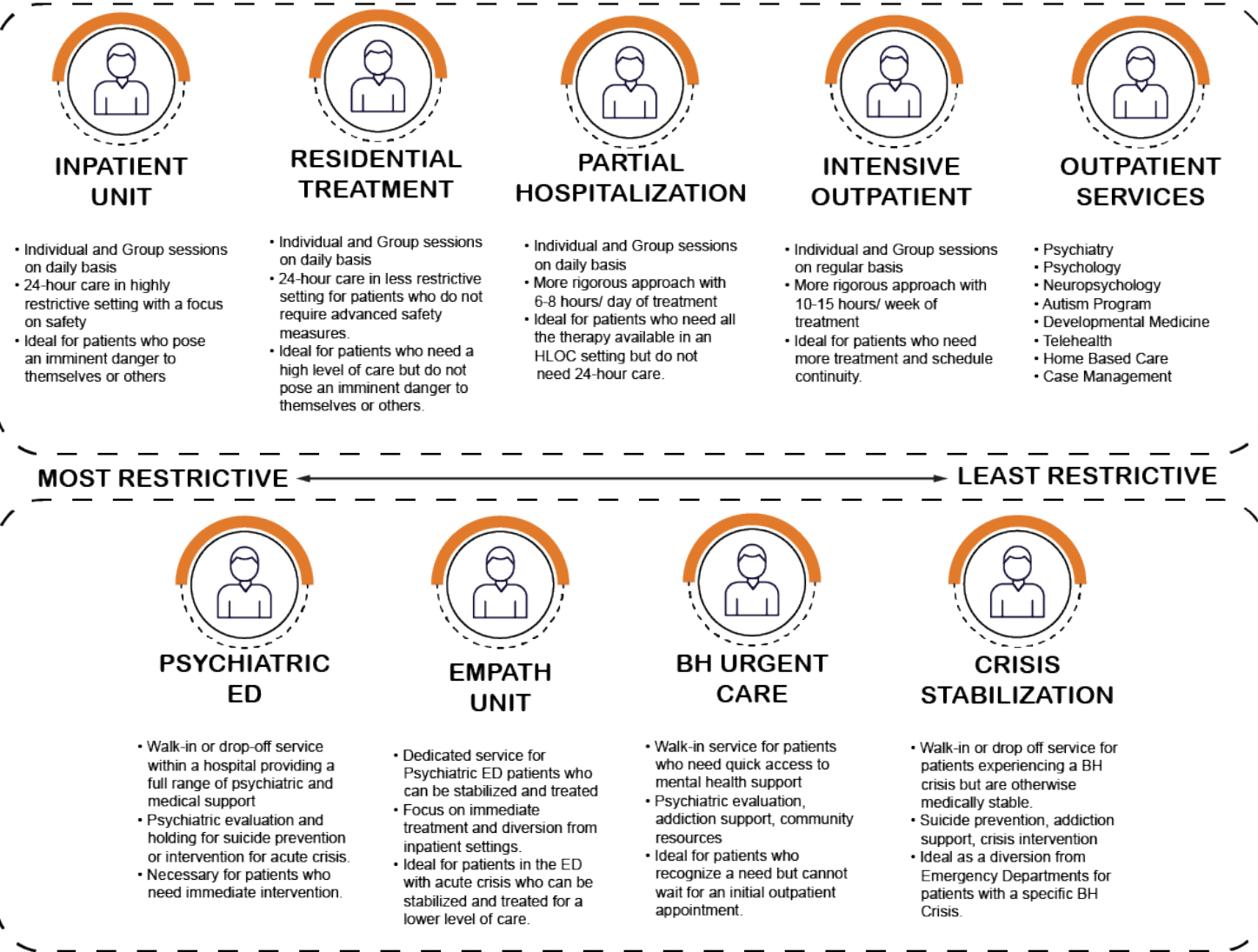
What is “Outside the Box” Thinking?

- “Innovation is adding Utility to Novelty” – Albert Einstein

Behavioral Health Continuum of Care

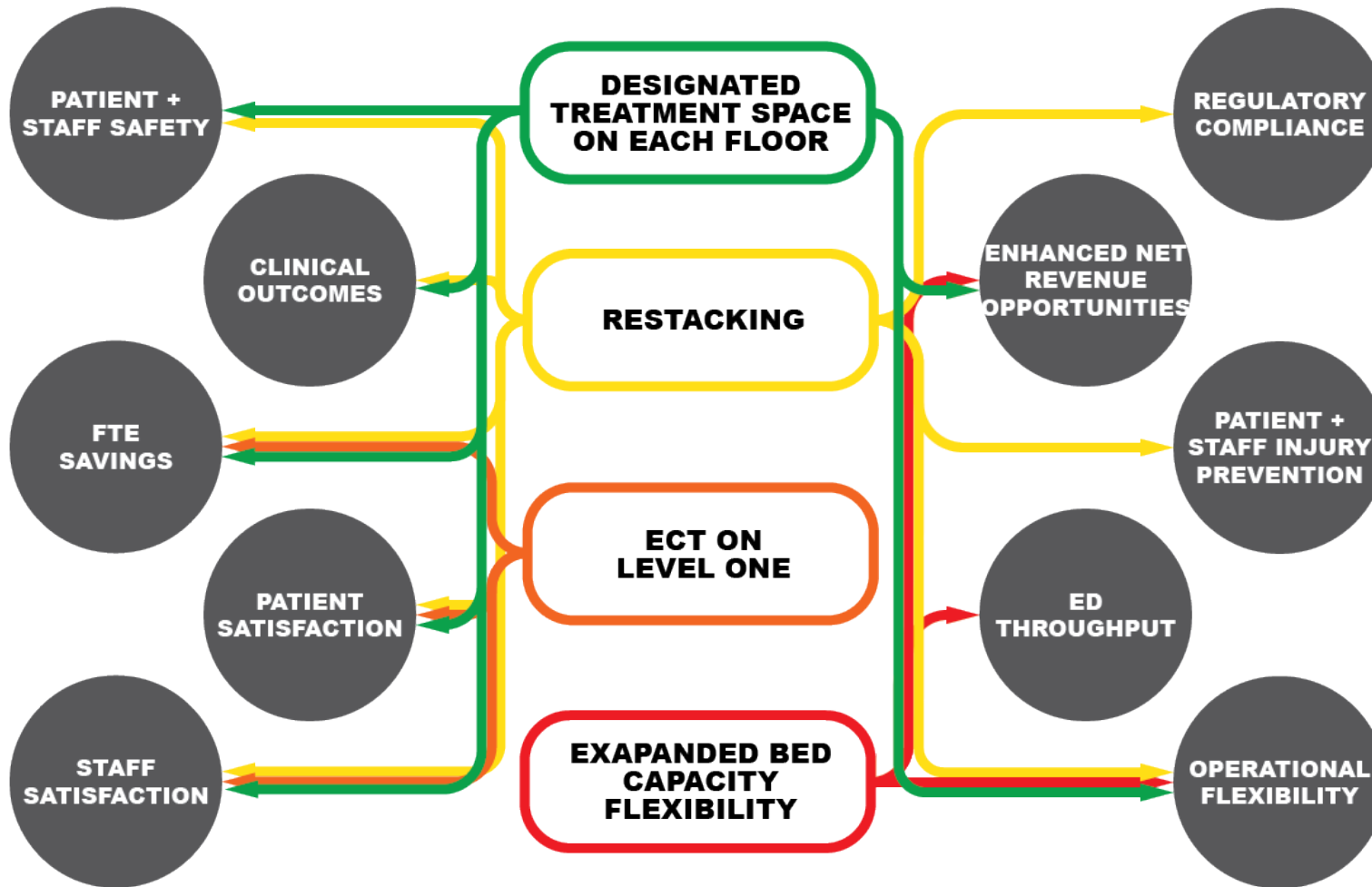
TREATMENT

EMERGENCY



- Who will be served and WHY?
- Regulatory Implications
- Payer Implications
 - Benefits
 - Medical Necessity

Behavioral Health Operations



- There is no One Size Fits All formula. Every hospital has a unique set of issues and opportunities.
- Opportunity to identify operational challenges and inefficient flows.
- Each design move can have a host of operational gains, or pitfalls...

Behavioral Health Continuum of Care

Ground Floor

EMERGENCY DEPARTMENT

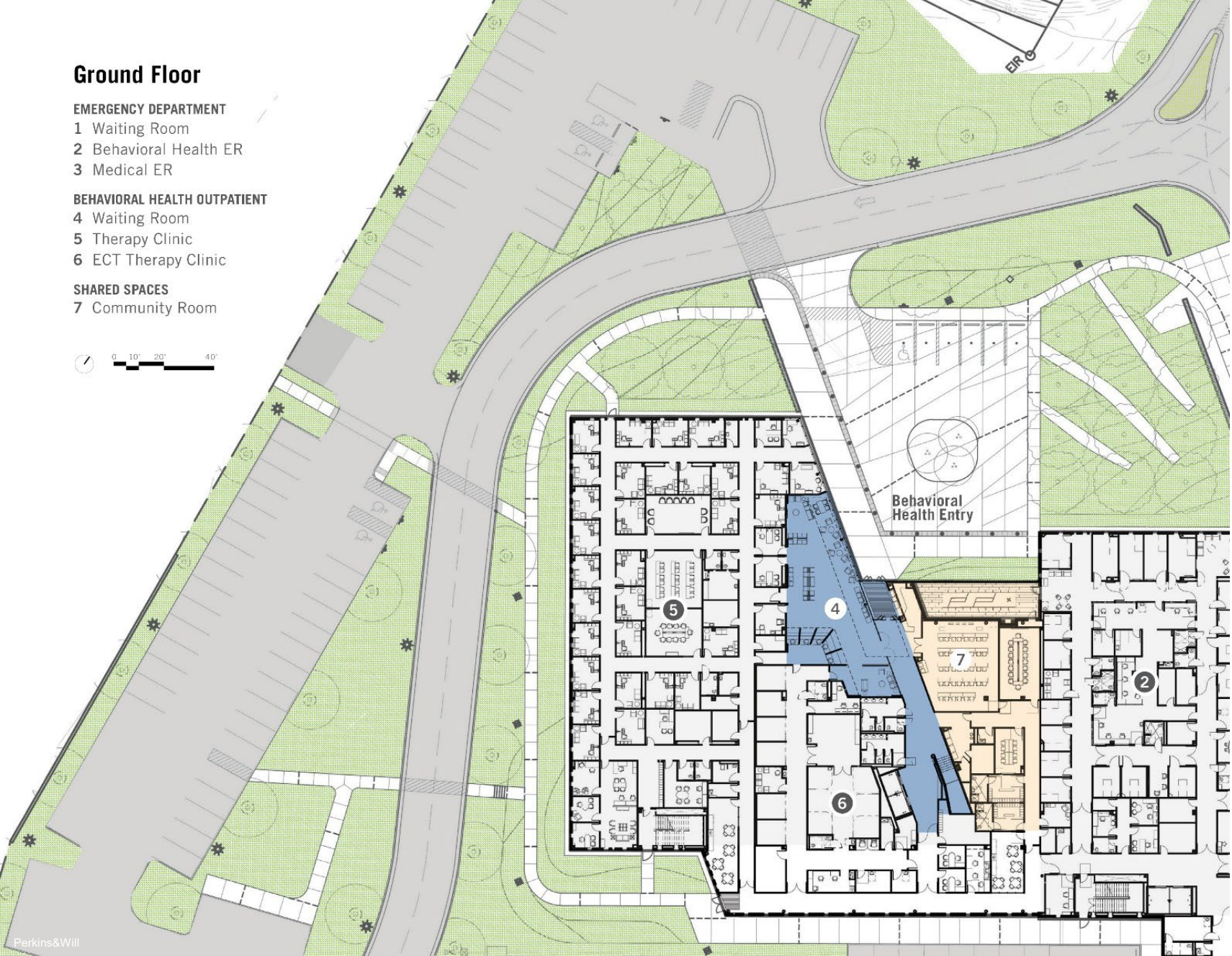
- 1 Waiting Room
- 2 Behavioral Health ER
- 3 Medical ER

BEHAVIORAL HEALTH OUTPATIENT

- 4 Waiting Room
- 5 Therapy Clinic
- 6 ECT Therapy Clinic

SHARED SPACES











- 7 Community Room



- Behavioral Health Operations is different than other types of healthcare.
 - State regulatory issues
 - Market variability
- Incorporating Value-Based Purchasing Into Design
 - Outpatient Visit within 7 days
 - Readmission Rates

Clinical Perspectives

- The Patient
- Varies by Hospital & Menu of Services
- Voices of the Customer (Internal)

 <p>Nurse: Staffing and Safety are priorities. How will the space make nurses safe and effective and also keep our patients safe?</p>	 <p>Psychiatrist: This is a critical time for stabilization/medication. How will the space support clinical observation of challenging populations?</p>
 <p>Therapist: We need space to meet privately with patients and their families. This is a very difficult time for them. How will the space support that?</p>	 <p>Support Departments: Support staff entering this space will need specialized training. How will the space help us do our job and limit our interaction with patients?</p>
 <p>Finance: How will the space support efficient FTE management, registration, eligibility screening, and revenue cycle functions?</p>	 <p>Quality: With everything happening in this space, how will we manage falls, employee injuries and seclusion/restraint issues?</p>
 <p>Recruitment & Retention: How can the space support keeping staff safe and effective in their jobs, while also feeling valued and respected?</p>	 <p>Emergency Services: How can the space support us meeting EMTALA requirements with dignity and to help improve throughput and quality care.</p>
 <p>Access to Care: How will patients and families access all services in the continuum in a user-friendly and effective way?</p>	 <p>Regulatory Compliance: How will the space support compliance with Environment of Care and Clinical Regulations</p>

Psychiatric Emergency Services

- Functions
- Patient Populations





Perkins&Will



Perkins&Will

Regional Mental Health Treatment Center

- What is the space?
 - PHP?
 - IOP?
 - Residential Treatment?
 - Education and Outreach?
- Yes. Yes. Yes. Yes!



Perkins&Will



Perkins&Will



Clinical Behavioral Health Treatment Procedures

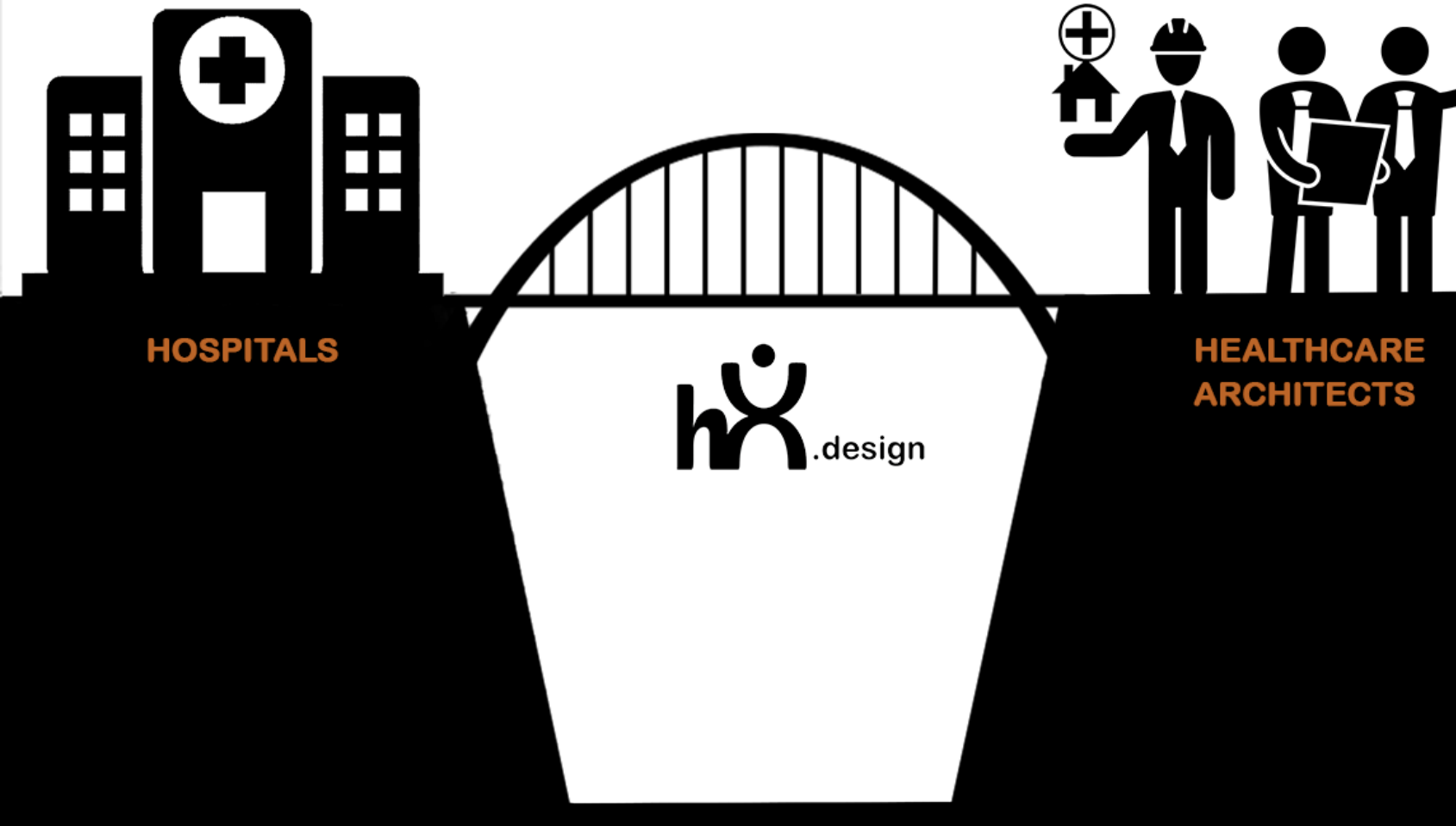
- ECT
- TMS
- Infusion Therapies
- Whatever is next...

Perkins&Will

Perkins&Will

Questions?

*“We bridge the gap to support
safe, effective and functional space
for Behavioral Health”*



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