

51<sup>st</sup>  
ASHE  
Annual Conference &  
Technical Exhibition  
2014  
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# DONE!

Healthy Citizens Are Our  
Country's Best Asset!  
\*\*\*\*Winston Churchill

**SURVIVAL**  
OF THE  
**FITTEST**

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Your Facilitator: Cathy Dolan Schweitzer



- ✓ 12 years as senior project manager
- ✓ Masters in Integrative Medicine
- ✓ Care should be organized around the needs of the patient.
- ✓ Green committee at Stamford Hospital
- ✓ Incorporates own experience as cancer survivor

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A "How To" Workshop **DONE!**

- ✓ Streamlining
- ✓ Simplifying
- ✓ On Time
- ✓ On Budget
- ✓ Focus on Patient- centered care

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**Why Now?** **DONE!**

Baby Boomers Aging

- ✓ Survey results tied to payment
- ✓ Expecting better outcomes

Affordable Care Act (ACA) = More Patients

- ✓ Expands access to healthcare
- ✓ Improves Quality
- ✓ Disease prevention focused
- ✓ Promotes transparency

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**Why Now?** **DONE!**

- ✓ Buildings are a Conduit to the living
- ✓ 30 years
- ✓ Cost –Biggest financial decision for a CEO
- ✓ Facility managers can improve performance
- ✓ Hospital safety scores for consumers
- ✓ Healthcare Construction will grow 4.7 % in 2014

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**Objectives** **DONE!**

1. Explain all three components of the "DONE!" model and how they fit together
2. 5 steps of Project Management methodology
3. Explain providing flexibility to use conventional and/or integrative medicine
4. Explain how to incorporate 'green' methodology into hospital design

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**Facility Managers** **DONE!**

- ✓ Connects the culture & vision of the organization
- ✓ Sets up "Intention" carried into the space
- ✓ Glue for the team
- ✓ Identify influencing daily decisions
- ✓ Implement best practice

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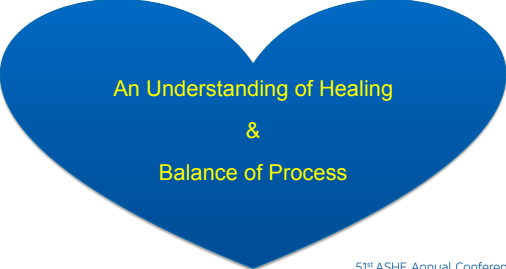
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**Philosophy** **DONE!**



An Understanding of Healing  
&  
Balance of Process

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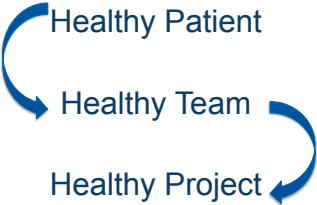
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**3 Elements** **DONE!**



Healthy Patient  
Healthy Team  
Healthy Project

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Healthy Patient **DONE!**

- Personalized
- Mind-Emotional
- Body-Physical
- Spirit-Soul



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Healthy Patient **DONE!**

- ✓ Health is connected to the health of the planet
- ✓ Uses a variety of healing methods



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Healthy Team **DONE!**

Diverse group of professionals  
Learn to "Trust" one another



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**Design - Outcomes** **DONE!**

**Patient**

- ✓ Decreases agitation
- ✓ Decreases the risk of infection and falls
- ✓ Facilitates faster recovery



**Staff**

- ✓ Happy with the project results due to their involvement (ROI)
- ✓ Less risk of medical error
- ✓ Fewer staff injuries
- ✓ Less nurse/staff turnover = better outcomes with less expense

The Center for Health Design/Healthcare Leadership - 2008 White paper

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**Healthy Project** **DONE!**

**The Healthy Team needs structure to succeed**

1. Initiation –defining & approval
2. Planning – team, timeline, cost
3. Controlling - communication
4. Implementation –getting it done.
5. Close Out – delivery of space

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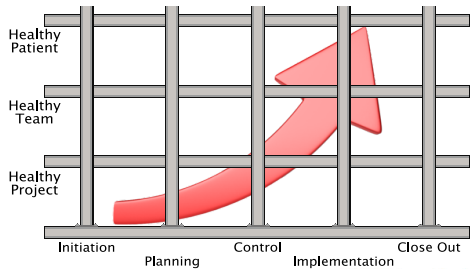
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**Healthy Project** **DONE!**



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**Healthy Project** **DONE!**

**Project Management = Structure**

- ✓ **Healthy patient in mind**
- ✓ **Healthy team with articulated intention**
- ✓ **5 components of Project Management process**
- ✓ **Understanding Integrative Medicine**
- ✓ **Connection to the health of the planet**

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**Integrative Medicine** **DONE!**

- ✓ **Equal or better outcomes with less cost and trauma**
- ✓ **Relationship- patient and the physician**
- ✓ **Best practices from East and West - such as massage and acupuncture**
- ✓ **Implications for design**

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**Health of the Planet** **DONE!**

EHHI/Feb. 2003; ACS Reports CT is Among States w Highest Cancer Rates in Nation

- ✓ **Sustainable design**
- ✓ **Energy efficiency**
- ✓ **Use of "Green" materials and resources**
- ✓ **Indoor air quality**
- ✓ **Measurement & feedback**

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**UOH** **DONE!**

**Contributors to healing environment**

- ✓ Sustainable materials
- ✓ Color
- ✓ Privacy
- ✓ Noise
- ✓ Smell

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**UOH** **DONE!**

**Conventional & Integrative Medicine**

- ✓ Furniture configurable for multi-use
- ✓ Storage
- ✓ Flexible for emerging technology
- ✓ Building relationship
- ✓ Education built in

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**UOH** **DONE!**

**Staff needs**

- ✓ Need to be physically comfortable
- ✓ Accessible to patient
- ✓ Able to interact comfortably with patient
- ✓ Need a place to rest

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**Balance of Process** **DONE!**

- ✓ **Facility manager as leader/glue**
- ✓ **Team diversity crucial**
- ✓ **Trust and respect each other**
- ✓ **Team collaboration “intention” for the space**
- ✓ **Project structure helps to share knowledge and creates less fear**

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**DONE!**

- ✓ **Responds to challenges of patients, staff & family**
- ✓ **Uses proven best practices in addressing whole patient**
- ✓ **Uses 5 steps of proven Project Management Methodology**
- ✓ **Provides flexibility for caregiver to use conventional and/or integrative medicine**
- ✓ **Explains how to incorporate ‘green’ methodology into hospital design**

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**When You Get Back** **DONE!**

- ✓ **Ask three questions**
  - ❖ **Do we have a clear intention for the project that takes into account the patient as a whole person?**
  - ❖ **Do I have a diversified team with the correct members?**
  - ❖ **Is there a clear project management methodology being used to run the project?**

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**DONE!**

**Thank You**  
**Cathy@Healthwelldone.com**

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