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/ BRIGHTER**

**ACHE 2023 CONGRESS**  
on Healthcare Leadership

**Staff ROI: 10 essential design  
components your facilities  
should include to attract and  
retain staff**

# Disclosure of Relevant Financial Relationships

- The following faculty of this continuing education activity has no relevant financial relationships with commercial interests to disclose:
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  - Clyde “Ted” Moore III, AIA, ACHA, LEED AP BD+C
  - Steve Templet, AIA, ACHA, ASHE

# Faculty

- Angela Mazzi, FAIA, FACHA, EDAC, ACHE  
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- Steve Templet, AIA, ACHA, ASHE  
Associate, Sizeler, Thompson, Brown Architects
- Clyde “Ted” Moore III, AIA, ACHA, LEED AP BD+C  
Operations Manager, Healthcare Architecture, Haskell

# Learning Objectives

- Name five ways that the built environment impacts, performance, behavior, patient outcomes and staff satisfaction.
- Understand the design interventions that have been found to most impact staff burnout and the ways that Executive leadership can drive higher design objectives on projects.

# Agenda

- The staff crisis in healthcare
- Do staff spaces really matter?
- Interventions that maximize ROI

# Working Together

FACILITY DESIGN AND PLANNING  
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Creating successful healthcare spaces together

# The Staff Crisis in Healthcare



MORAL DISTRESS



BURNOUT



TURNOVER

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# The “I’m Fine” Culture

- Relies on individual management vs. organizational resources
- Lack of time to use resources/perceived weakness for needing them
- Toll increases as work demands and emotional distress increase
- Leads to leaving the profession



# Data

**61%**

PHYSICIANS HAVE  
FEELINGS OF  
BURNOUT

**22%**

NURSES SAY THEY MAY  
LEAVE THEIR POSITION  
IN THE NEXT YEAR

NURSE TURNOVER  
EXCEEDED THE  
NATIONAL AVERAGE  
RATE

**6.5 M**

LOWER WAGE  
WORKERS WILL  
PERMANENTLY LEAVE  
THEIR JOBS IN THE  
NEXT 5 YEARS

ONLY 1.9 M ARE SET  
TO TAKE THEIR PLACE

Source: Sg2 2021 Workforce Analysis

# More Data

**400**

AVERAGE  
PHYSICIANS  
SUICIDE PER YEAR

New York Times 1/21/2021

**>50%**

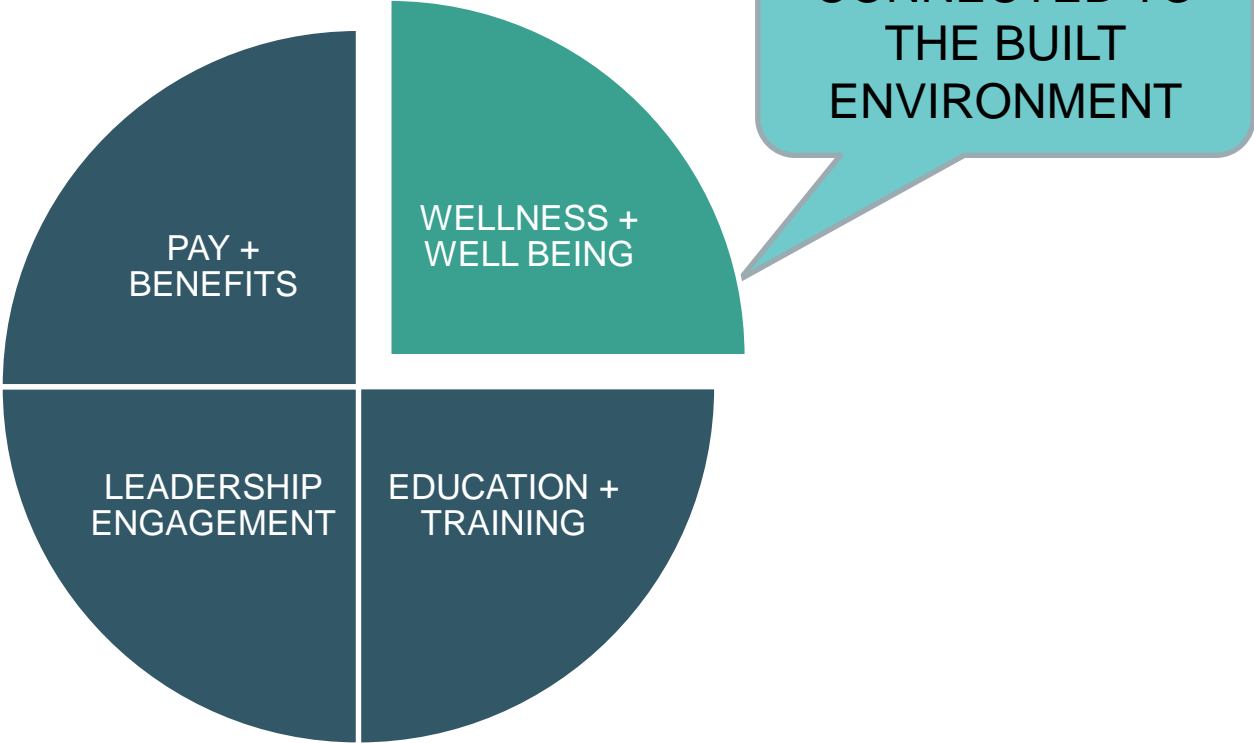
NURSES SAY THEY FEEL  
GUILTY FOR TAKING A  
BREAK

Healthcare Dive 11/8/22

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# Retention Strategies

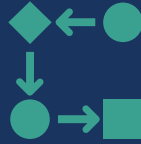


Source: Sg2 2021 Workforce Analysis

# Do Spaces Really Matter?



BUILD RESILIENCY



SUPPORT  
WORKFLOW



FEEL VALUED

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# Lack of regenerative space



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# Typical Staff "Lounge"



# Overtasked spaces

Training



Break and Lockers and conference and...



# Inadequate Clinical Workspace



No space for collaboration

Not Enough Seats

Isolated and fragmented



# Interventions to maximize ROI



BEST PRACTICE VS.  
CODE MINIMUM



LOCALIZED  
RESPITE



MEANINGFUL  
AMENITIES

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# 1. Thoughtful Integration



1. Resources are where you need them
2. Strategic Storage



Hardin Memorial Hospital, Emergency Department



TriHealth Bethesda North Hospital  
Cath Lab Staff corridor

# 2. Separation of Functions



1. Clear separation of clinical, workspace, and respite areas



TriHealth Western Ridge Outpatient Building



Cincinnati Children's Hospital Medical Center, CBDI Inpatient Unit

# 3. Disaster Conditions

1. Overnight accommodations
2. Access to resources for personal use



# 4. Eating and Drinking



1. Space provided on unit for access to hydration
2. Space on or just outside of unit for eating



Norton Health Novak Center for Pediatric Care



Baptist MD Anderson Cancer Center

# 5. Toilet

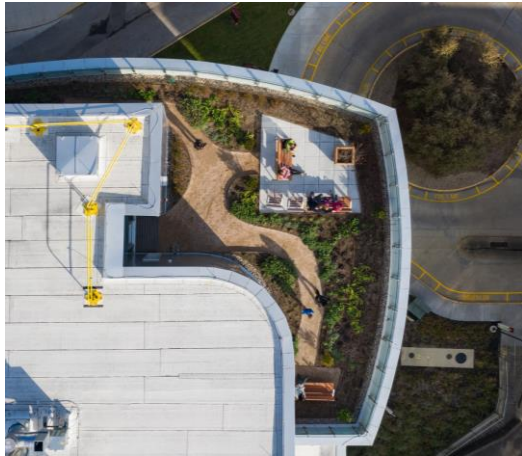
1. Access to staff toilets on unit
2. Adequate number to avoid having to leave unit or wait



# 6. Connection to Nature



1. Fresh air (balconies, roof garden)
2. Daylight and views



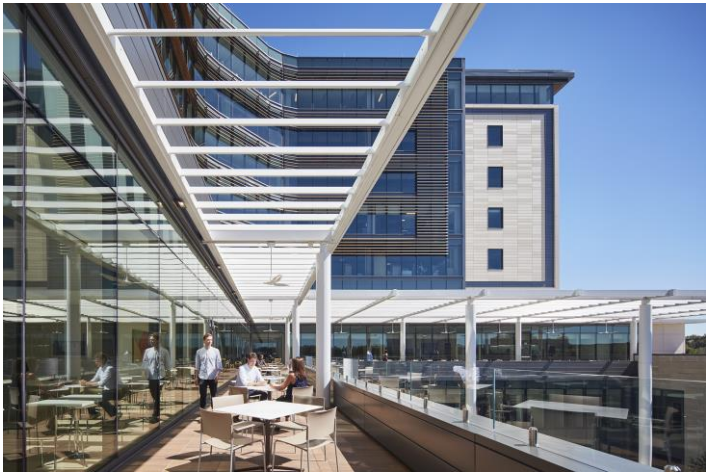
Norton Health Novak Center for Pediatric Care



TriHealth Thomas Center for Comprehensive Care



Christ Hospital Liberty Campus



EXTERIOR VIEW 2  
OPTION 2



COURTYARD VIEW  
OPTION 2

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# 7. Emotional Release/Flex



1. Privacy/Discretion
2. Ability to access when needed
3. Flex room shared among units for private meetings (emotional support team)



TriHealth Thomas Center for Comprehensive Care



TriHealth Western Ridge Outpatient Building

# 8. Personal Resources



1. Commissary/Place in Materials Management to accept personal deliveries
2. On-call rooms
3. Exercise space

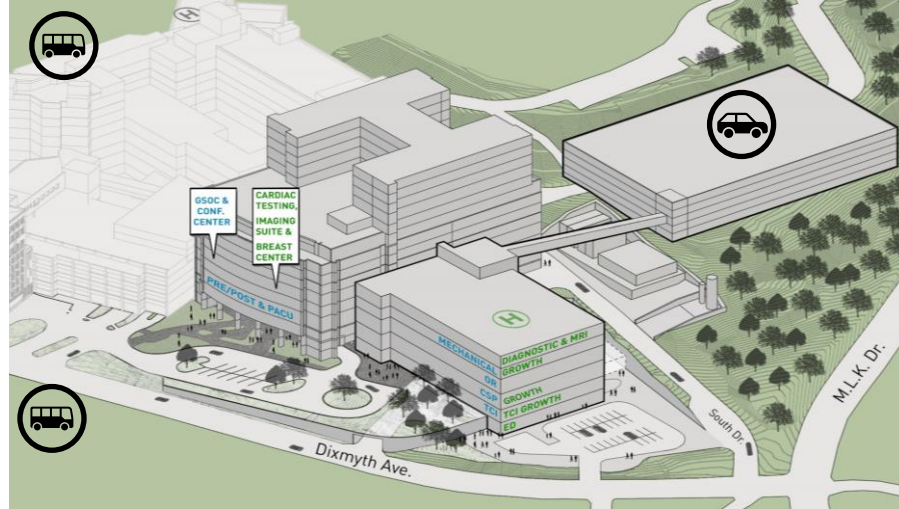


# 9. Transportation

1. Convenient parking
2. Transit hub in main area of campus or multiple locations



Baptist MD Anderson Cancer Center Parking Garage



TriHealth Good Samaritan Hospital Master Plan

# 10. Telemedicine Space



## 1. Quality acoustics/ergonomics to support telemedicine time blocks



TriHealth Bethesda North Hospital workroom



Norton Health Novak Center for Pediatric Care



Bob Secours Mercy Health Deerfield MOB

# Applications to Practice

- Utilizing architecture solutions grounded in research to impact operations issues
- Improving outcomes by reducing turnover and increasing staff engagement

# Faculty Biography/Contact Info

[amazzi@gbbn.com](mailto:amazzi@gbbn.com)

Angela Mazzi's research on socio-cultural contexts provides perspective on how culture reflects in architecture and user experience. This has led her to focus on experience as a factor in healing in behavioral health design.

Angela is Past President of the American College of Healthcare Architects and President-elect of AIA Cincinnati. She is also the founder of Architecting, a community consisting of a podcast, online learning, and weekly clubhouse room "Architects as Healers: Buildings as Medicine." Her research linking wellness to design has been published in many healthcare journals and presented at national and international conferences. She is a peer reviewer for Health Environment Research and Design (HERD) Journal and Academy of Architecture for Health Journal and 2022 recipient of the HCD10 Top Healthcare Architect Award.

# Faculty Biography/Contact Info

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Ted Moore's experience includes leading several fully integrated project delivery teams, as an AEC team leader, in the delivery of new and/or renovated medical centers in several states. His passion is in the creative planning and design of a comforting patient, family, and staff experience that is an ideal environment for the efficient delivery of healthcare. His extensive experience in the design of new hospitals, new clinics, hospital renovations, with a focus on NICU/PICU/Adult intensive care units, orthopedics, labor and delivery, surgical suite design, specialty clinics, cancer treatment centers, and emergent care areas. Ted is the current 2023 ACHA President for the Board of Regents.

# Faculty Biography/Contact Info

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Steve Templet is a native of South Louisiana and has a total of 32 years of professional experience, with a concentration in healthcare and senior living projects. He currently serves as an Associate in STBA's Healthcare Design Group leading teams on the firm's most complex healthcare projects. In 2002 he earned his Healthcare Board Certification and was selected to be inducted into the first class of the American College of Healthcare Architects. He currently serves as the 2022 ACHA Board President, after serving for several years as a Board Regent and as the chair of their Certification Review Committee. He has presented at numerous educational sessions at national design conferences, most often regarding resiliency of healthcare spaces and managing the unique complexity of healthcare projects. In 2019 he completed the requirements for Board Certification in Interior Design as part of the AAHID.



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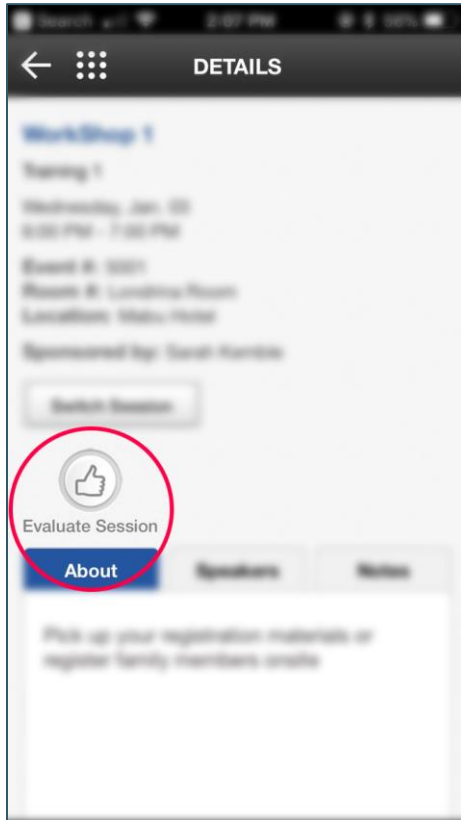
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