## HEALTHCARE

## PLANNING AND DESIGN

## CREATING SUCCESSFUL HEALING ENVIRONMENTS



HUMAN BEINGS IN THEM:"
-G. WAYne hunter, AIA, PARTNER, DIRECTOR OF HEALTHCARE DESIGN

For Mary Downey, major surgery turned out to be a more positive experience than she thought possible, given the tumor that was removed from the left side of her brain. Along with crediting the skills of her neurologist, Downey is also convinced that the hospital environment itself played a role in her recovery.
"I wouldn't go so far as to recommend brain surgery, but if you have to have it, I know a really good place." The medical center Downey is talking about was designed by NTDSTICHLER ARCHITECTURE.

Since 1953, NTDSTICHLER has been a recognized leader in healthcare design with projects ranging from new facilities of all sizes and complexities to muchneeded renovations.

The philosophy behind the firm's success is simple: To create designs that enhance the health and well-being of patients and their families as well as the healthcare professionals who serve them. Hospitals designed to function smoothly and adapt easily to innovations in modern healthcare. Places that are as attractive to top neurosurgeons as they are to new moms.

Large or small, each project at NTDSTICHLER involves a collaborative partnership between the firm's clients and its principals-people with a passionate commitment to the creation of environments that are, in every sense of the word, healthy.

NOT ONLY WELCOMED, IT'S AN INTEGRAL FT. WORTH, TEXAS

PART OF OUR DESIGN PROCESS."
-MAHA ABOU-HAIDAR, AIA, ASSOCIATE PRINCIPAL, SENIOR PROJECT DESIGNER

Sheri Dahlstrom, Chief Nursing Officer at Banner Mesa Medical Center, was amazed.
"The ability of the design team to listen to everyone's input and capture the wide variety of stakeholders' opinions was a work of art," she says.

It wasn't just the questions that the NTDSTICHLER designers and architects asked. It was all the notes they took, too, listening to the answers. At NTDSTICHLER, working closely with clients and endusers is such standard procedure, the firm has special


SIOUX VALLEY HOSPITAL WOMEN'S PAVILION POST-PARTUM ADDITION SIOUX FALLS, SOUTH DAKOTA


THE ESQUISSE DESIGN PROCESS IN ACTION
seeks to identify the structural and aesthetic elements that will incorporate the real-world insight of doctors, nurses, patients, administrators, and support staff.

At these intensive work sessions, held at a site convenient to the client, the NTDSTICHLER design team opens its ears and its notebooks before returning to its drawing boards and initiating design concepts for the project.

## EVIDENCE-BASED DESIGN BRINGS SUCCESS THAT CAN BE MEASURED

NTDSTICHLER doesn't
consider a job done until it has had the chance to study and quantify the results. Today NTDSTICHLER has at its fingertips statistical research that illustrates the effects of various design elements on things like patient outcomes, market share, personal satisfaction, and operational performance.


Can elements of design actually hasten the process of healing? NTDSTICHLER's research says it can.

## THE DIFFERENCE IS IN THE

DETAILS Colors. Textures.
Patterns. Artwork. The placement of windows to offer views of hills, treetops, and gardens. The positioning of headboard walls to give patients more privacy when someone opens their door. The designers at NTDSTICHLER

## HOW INNOVATIVE DESIGN HELPED ONE HEALTHCARE CENTER GAIN A COMPETITIVE EDGE At

 Scottsdale Healthcare's Shea Campus in Arizona, the NTDSTICHLER-designed Women's Center was built to provide a comprehensive, full-service experience for women of all ages. Features include a healing spa with massage therapy, de-centralized nursing stations, and spacious private rooms with panoramic views, computer outlets, and entertainment centers. The first year after the Women's Center opened, statistics showed:- Increase in market share33\%
- Increase in the number of births-28\%
- An $11.2 \%$ decrease in the nursing turnover rate
- 27 new positions filled by nursing recruiters during a time of shortages at other hospitals
- Patient-satisfaction rating98\%


SCOTTSDALE HEALTHCARE SHEA WOMEN'S CENTER SCOTTSDALE, ARIZONA
know that details like these matter-not just in terms of how patients feel, but also in terms of a healthcare facility's success in today's competitive marketplace.

## SOOTHING ENVIRONMENTS

 -INSIDE AND OUT The goal of the firm's interior design department is to achieve total integration between architecture and interior design to create a healing and healthenhancing environment that

CHAPA DE INDIAN HEALTH CENTER
AUBURN, CALIFORNIA supports patient care and contemporary professional practice. The result? Therapeutic settings that reduce stress and offer options, as well as provide connection to nature, social support, and pleasant diversions.

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RECOVERY TIME, STUDIES SHOW THAT THE BUILT ENVIRONMENT CAN MAKE A POSITIVE DIFFERENCE." —LINDA J. MITCHELL, CID, PRINCIPAL, DIRECTOR OF INTERIOR DESIGN



## FACILITY MASTER

PLANNING-IF YOU BUILD IT, WILL THEY COME? In the
healthcare industry today a Facility Master Plan from NTDSTICHLER is the closest thing to a crystal ball.

Offering clear-sighted analysis based on studies, data, and on-site fact-finding, a Facility Master Plan makes it easier for healthcare executives to make the right choices-about everything from where and when to build to how much money to spend or set aside.

The Master Plan is specifically designed to support the client's stated initiatives, clinical service lines, and centers of excellence. It looks at and addresses current, interim, and future departmental needs, changes in healthcare delivery systems, advances in medical technology and information systems, and the structural, physical, and aesthetic condition of the buildings.

Before NTDSTICHLER recommends a particular plan, multiple concepts are considered and debated. The plan that's ultimately selected spells out specifics like parking requirements, phasing plans, coordi-

## LESS IS MORE At

NTDSTICHLER architect-
initiated change orders are less than $1 \%$ of the project's total. The national average is $9 \%$.
nation of interior upgrades, and phase-by-phase cost estimates.

## PROJECT MANAGEMENT

 MEANS, "WE'RE ON IT."In projects as large and as important as healthcare facilities, thousands of details need to be managed and coordinated. At NTDSTICHLER, time-tested systems are already in place to track everything from costs to schedules. A project's day-to-day expenditures are continually matched against the estimates contractors, construction managers, and principals approved back in the program-


PARADISE VALLEY HOSPITAL
PEDIATRIC UNIT
NATIONAL CITY, CALIFORNIA

AND HELP OUR CLIENTS PLAN FOR IT."

—RONALD A. STICHLER, AIA, PRINCIPAL

ming and design phases.

CENTRAL CLINICAL LABORATORY FACILITY PASADENA, CALIFORNIA

NTDSTICHLER believes that good communication is the cornerstone of a successful working relationship. So throughout each project, Project Managers make sure that clients have easy access to information and updateswhether it's over the phone, in regular meetings, or through the firm's Web site. By logging on to www.ntdstichler.com, clients can monitor progress with a password that opens the page on the site devoted to their project.

From the community it serves, to the patients it helps heal, to the professionals who daily pass through its doors, a well-designed healthcare facility benefits everyone. Call on NTDSTICHLER ARCHITECTURE to build upon your vision of all that a healthcare facility can be.

