



## Saint Mary's Health Care, Hauenstein Center

Client Profile: Healthcare Organization

Strategic Project Goals: Space Utilization • Work Process • Collaboration

Saint Mary's Health Care's centerpiece of their future focus is a new, \$60 million facility. The Hauenstein Center, the only program of its kind in the country, will bring together both inpatient and outpatient neurological services all under one roof for the diagnosis and treatment of neurological diseases providing an exceptional level of service and convenience for patients and their families.

Saint Mary's human resources department recommended that Fusion's RSVP tool and process be used in a pilot version to gain information and strategic insights into the current work environments of the 200 plus people that are relocating into the new facility. Fusion was able to implement our process and gain valuable planning information for the management of the various departments that was used to help with the decision making in the schematic design phase.

Findings from the process confirmed the primary focus for the new facility is space utilization. Using the opportunity of a new facility to strategically plan and support the workflow within each department, each floor and the entire building. New insights were also gained that supported the importance of fine tuning the work process of the various departments to improve productivity in their current work environments and planning process's for the new facility. It also became apparent that in order for Saint Mary's Health Care to support their collaboration goal special attention was needed in designing the quantity and types of spaces with the correct implementation of user friendly technology.

*Saint Mary's Health Care is designing a facility that conforms to and enhances their unique style of care. Their model of care relies on a philosophy of partnering with physicians across disciplines, establishing collaborative relationships with the community, and delivering uniquely customized patient care. Combined with their commitment to offer the latest technology and therapies it's simply a better way to deliver health care.*

*Fusion Business Services comprehensively assessed the current work environment at Saint Mary's Health Care through twelve key business topics, providing valuable insight into what became strategic project goals that supported their vision for the new facility.*