

Share Our Success

At the Forefront of Healthcare

BY KATE SURIANO AND
GLENN SEERUP



Glenn Seerup

At the forefront of Architectural and Design for the Healthcare community is Jensen & Halstead, Ltd. As the oldest architectural company in Chicago, going on their 140th Anniversary, J&H has found their niche. Having an extensive resume of countless hospitals, senior living communities, rehabilitation centers, outpatient buildings, and nursing centers, J&H has mastered the planning, execution and delivery of their services in the most efficient way possible providing for long-standing relationships with many satisfied clients. In addition to their architectural services, J&H has acquired Studio One Design.

Merging the interior design company offers their clients a "one stop shop" approach and was a natural combination as Studio One Design is also a leader in the Healthcare community and follows the same principles of Client satisfaction. Bringing the two companies together allows them to work efficiently together but also maintain the ability to work as separate entities for those whom don't need both services.

Jensen & Halstead, Ltd and Studio One Design have witnessed the changing evolution and been at the forefront of the changing technologies of the Healthcare industry. From the hospital and outpatient centers to senior living and rehabilitation, people demand and expect a high level of care and to be comfortable in an environment that tends to cause anxiety. The trends have swung in a direction that allows these healthcare communities to run more like a top notch hotel.

This includes the aesthetics, patient flow and services provided for the clients. In senior living communities you now have in-house banking, shoppettes, beauty salons, full service spas, pools, exercise rooms, restaurant style dining, concierge services and luxurious living quarters with countless interior options. In an effort to create a comfortable environment for a Senior population with ever-increasing demands for an active lifestyle, facilities are now bringing the Community to them. Hospitals as well are looking to upgrade their look in an effort draw in today's patients which are demanding a comforting environment. New patient rooms resembling 5-star hotels are becoming the norm.

Patient experience is now the driving force behind many facilities much like in the Hospitality industry.

There are some challenges in translating the Hospitality model into Healthcare. The Hospital is always open and always occupied. Maintenance, Construction, and Housekeeping all must be done indiscreetly and with as little disruption to the public as possible. Questions of protecting people from the construction debris, moving departments from one location to another while still fully operating, understanding the intricacies of the Mechanical, Electrical, and Medical Gas systems, and complying with Local, State, and Federal Regulations are just a few hurdles that seasoned Healthcare Architects and Designers are intimate with and excel at.

Another important challenge is ensuring that all of the Medical equipment is installed in a way that works efficiently and is done in a manner sympathetic to the public in the areas of accessibility and sensitivity to their comfort. Great efforts are being made to place these large, intimidating pieces of equipment in a soothing, warm environment to reduce the fears of the patients.

All of the emphasis on Patient experience has also trickled down to the staff training area as well. In the past, the focus was entirely on efficient patient throughput and staff was not concerned as much with how the patient felt, as much as how fast they could get them through the process. This has led to new hiring practices and training procedures for staff.

With the diminishing resources and the harm the world has done to the environment, attitudes in design are changing as well with more focus on recycling, green products, and higher efficiencies in the Mechanical, Electrical, and Plumbing systems. J&H is devoted to this cause and is sending their employees for training and accreditation in LEED (Leadership in Energy and Environmental Design). Soon over 40% of the Architectural and Design staff will be LEED accredited.

The "Baby Boomers" are getting older and the population keeps rising. The healthcare community has to keep up both in accommodating all of the new patients but also with the changing demands and needs of today's society. What once was hot today will be in the history books tomorrow. The challenge is to stay ahead of the game by coming up with innovative solutions to help the Healthcare facilities in their physical and methodological transitions.

To learn more about Jensen & Halstead, Ltd and Studio One Design, visit their websites at www.jensenandhalstead.com or www.s1d.com.

MASTER OF SCIENCE IN Medical Informatics

OFFERED IN PARTNERSHIP WITH THE FEINBERG SCHOOL OF MEDICINE

Northwestern University's Master of Science in Medical Informatics (MMI) program provides medical and technology professionals with the knowledge and skills necessary for leadership roles in this emerging field. This eleven-course program focuses on the use of technology to improve the communication, understanding and management of medical information on an enterprise-wide level. MMI graduates will be poised to become leaders in clinical information technology, research and education, and health care administration. Earn your MMI degree by taking evening courses on Northwestern's Chicago campus or completely online using the latest web technology.

Apply today! www.scs.northwestern.edu/grad/mmi • 312-503-4682



NORTHWESTERN
UNIVERSITY

SCHOOL OF
CONTINUING
STUDIES

Educating Mind and Spirit

University of St. Francis is a national leader in health care education for working professionals. This academic quality is matched by our commitment to technology and innovation in course delivery, with evening, weekend or online courses.

Programs include:

- B.S.N.
- R.N.-B.S.N. Fast Track (totally online)
- M.S.N.
- Organizational Leadership (B.S.)
- Health Services Administration (M.S.)

Concentrations include:

- Adult Nurse Practitioner
- Clinical Nurse Specialist
- Teaching Certificate Program
- RN BS to MSN
- Health Care Leadership (B.S.)
- Business Administration (M.B.A)
- Management (M.S)
- Training and Development (M.S.)

The following graduate degrees have healthcare concentrations:



Call today - (800) 735-7500
Visit our website at
www.stfrancis.edu

Engaging mind and spirit™

500 Wilcox Street, Joliet, IL 60435
(800) 735-7500 • www.stfrancis.edu

UNIVERSITY OF
ST. FRANCIS®
Respect. Service. Integrity. Compassion.

MEDICAL ANSWERING SERVICE BY...

the
Doctors'
Exchange

"One Less Thing
to Worry About"

Established 1921

www.doctors-exchange.com

"I recommend Doctors' Exchange because of their fair prices and reliability." — C. Williams, M.D.

"In my 20 plus years with this practice we have had six answering services and you are by far the best overall service." — L. Jordan, medical practice manager

"I endorse The Doctors' Exchange as my answering service of choice for physicians." — J. Guillot, M.D.

"I have been with The Doctors' Exchange since 1955 and have enjoyed an excellent working relationship with you. Thanks for the many years." — D. Persich, M.D.

"Not only is our after-hours service professional and efficient, we've saved 36% on this year's costs for our 47 doctors, 8 offices, and 12 on-call groups." — IMG Healthcare, LLC.

"Great job! We should have left our other answering service provider a year ago." — J. Mareta, medical director

Call 1-866-388-0777 for details.