

*nbbj*

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◦ TRANSITION  
SERVICES





# Transition Services

Transitioning to a new care setting is one of the most critical, strategic responsibilities a healthcare organization may ever undertake. Its all-encompassing scope and complexity will demand monumental time, effort, dollars. The need to provide structure, training, and resources must not be under-estimated. At the same time the situation provides a once in a lifetime opportunity for innovation and improvement.



In any significant transition—whether shifting to a new process, undergoing a renewal program, or building and moving to a new campus—gaps emerge between the vision behind the change and the operational realities. Time passes, memories fade, and those original decision makers may have moved on as well.

As leaders in the planning and design of healthcare environments, NBBJ not only understands these challenges first hand but has perfected strategies to assure a seamless transition by assisting healthcare organizations to thoroughly plan the transition—physically, operationally, and emotionally. This results in not only a safe move into your newly built environment, but also guarantees that you can successfully care for patients well into a new future.

Experienced NBBJ nurse leaders who serve as project managers, with the support of logistic, analytic, organizational design, graphic and other specialists, will expertly facilitate your management team and guide your organization through the process. Transition Services can provide the tools, talent, structure, training and resource management required to help you execute an initiative of this magnitude.

As an example of our services, we invite you to watch a short video of our work at Valley Medical Center in Renton, WA. NBBJ safely and efficiently transitioned into a new Emergency Services Tower with an emergency department three times as large and with a different delivery model. NBBJ was also the first in the industry to conduct Live Simulations: <http://vimeo.com/34930774>

## TRANSITION SERVICES TOOLS & METHODS:

Design research	Post operation evaluation	Milestone management
Team organization	Performance outcome analysis	User guides
Readiness assessment	5S workplace organization	Manuals and Playbooks
Budget development	Lean tools	Equipment planning
Project scheduling	Process improvement	Equipment procurement
Facilitation	Physical move plan	Equipment Installation
Collaboration portal	Systems integration plan	Licensing & registration
Forms and templates	Communications plan	Decommissioning
Patient move coordination	Training/orientation plan	Live simulations
Engaging change	Policy development	Pre-occupancy evaluation
Move rehearsals	Protocol development	Post-occupancy evaluation
Command center development	Process change analysis	

# Select Projects

## Woman's Hospital

### Baton Rouge, LA

Size: 850K SF | Beds: 300 beds | Services Provided: Discover, Strategize, Manage, Facilitate, Train, Implement | Duration: 19 months



Woman's Hospital in Baton Rouge, LA, a Magnet designated, Level III specialty hospital handling 8,300 deliveries annually, successfully relocated its entire operation to a new five-building campus six miles away in August of 2012. Our team guided the hospital from the inception; setting up the organizational structure needed to move decisively and safely. NBBJ's Transition Services Team facilitated extensive operation redesign, departmental, patient, and physician office moves, as well as ensuring staff was trained and oriented to new processes, environment roles, and technology. Full scale simulations also proved invaluable.

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## Spaulding Rehabilitation Hospital

### Boston, MA

Size: 378K SF | Beds: 135 beds | Services Provided: Full suite of transition services except IT integration and facilitated simulations | Duration: 16 months



Spaulding - Boston, a nationally acclaimed acute rehabilitation hospital, relocated its entire operation 2 miles away to a hospital design that required a fundamentally different treatment model. A full suite of transition services were provided but the orientation and training offering was particularly beneficial. Spaulding education specialists from nursing and human resources at the hospital and system level were guided in creating a 3-tiered program for over 1,000 personnel that included a general orientation program; a clinical orientation that included equipment and integrated communication system training, and a just-in-time component. The NBBJ transition risk mitigation plan was pressed into real use because the physical move schedule coincided with the Boston Marathon bombing incident. All victims requiring rehabilitation services (as well as other patients) benefited from a successful and safe transition.

<https://vimeo.com/87795361>

## Cedars-Sinai Medical Center

### Los Angeles, CA

Size: 450K SF | Beds: 240 beds | Services Provided: Discover, Strategize, Manage, Facilitate, Train, Implement | Duration: 18 months



Cedars-Sinai Medical Center engaged NBBJ to assist with the operationalization of its Advanced Health Sciences Pavilion including a Heart Institute, Neurosciences Institute and a Procedure Center—integrated to enhance translational medicine and patient experience. NBBJ started by providing Change Management services for the Procedure Center, focusing on managing the complexity of co-locating the Operating Room, Interventional Radiology and Catheterization Lab. The scope evolved to include operational planning for the Heart Institute, Neurosciences Institute, and the Procedure Center; Lean operations improvement for the entire medical center's Pre-Procedure Testing Program; and Live Simulations with professional actors for the whole Pavilion.

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## Seattle Children's Hospital

### Seattle, WA

Size: 330K SF | Beds: 80 beds 38 ED treatment rooms | Services Provided: Strategize, Coaching, Facilitation, Command Center & Patient Move Coordination | Duration: 16 months



Seattle Children's Hospital's new facility, named Building Hope, opened in 2013 with new cancer, emergency and critical care beds. Designed to optimize the performance of hospital staff by putting them closer to the point of care, the hospital enlisted the expertise of NBBJ to help define the guiding strategy for their transition - focusing on mitigating risk while successfully moving critically ill infants, juvenile inpatients, and their families into the new facility. Patient safety was assured through a properly trained staff that confidently and quickly adjusted in the new setting in which to deliver care more efficiently. A successful transition was realized as a result of meticulous planning and facilitation including conducting patient 'move rehearsals', move-team coaching, and move command center planning and oversight.

