

Project Case Study: Behavioral Healthcare – Mercy Hospital



Project Name *Mercy Hospital Behavioral Health Unit*

Project Location *Miami, Florida*

Project Size *32-bed unit*

Building Type *In-patient psychiatric care facility within a full-service hospital*

Project Team *Mercy Hospital's Director of Behavioral Health Services*

Wood Designs

Norix Group Inc.

- Product List**
- *Madera™ X-Base Tables - Wild Cherry top*
 - *Attenda® Series Platform Beds – Lagoon*
 - *Headboards for Attenda® beds – Wild Cherry*
 - *Deluxe Attenda® nightstands- Lagoon with Wild Cherry top*



Attenda® Floor Mount Bed, and Nightstand

CASE STUDY

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DESCRIPTION:

Mercy Hospital has served the healthcare needs of the Miami/Dade County community for more than 60 years. In 2011, Mercy became part of the Hospital Corporation of America family. HCA, located in Nashville, operates approximately 163 locally managed hospitals and 110 freestanding surgery centers in the U.S. and England.

In 2011, Mercy Hospital received the prestigious Magnet™ award, which recognizes quality patient care, nursing excellence, and innovations in professional nursing practice. The American Nurses Credentialing Center (ANCC) administers the Magnet™ program. In order to achieve Magnet™ recognition, organizations must pass a rigorous and lengthy process that demands widespread participation from leadership and staff. Mercy Hospital was also a recipient of the 2011 HealthGrades Patient Safety Excellence Award™, indicating that its patient safety ratings are in the top 5% of U.S. hospitals – one of only 268 hospitals in the country to receive this designation.

Mercy Hospital, a 437-bed full-service hospital, operated a residential behavioral health unit from 1967 to 2008. In 2008, the in-patient unit closed. However, in 2011, Mercy Hospital decided to re-open the psychiatric unit with a complete renovation, due to increasing demand for in-patient mental health services. The psychiatric unit is a Baker Act receiving facility (The Florida Mental Health Act).

The psychiatric unit is ideally situated facing the shoreline of Biscayne Bay. The hospital's goal is to be the “best-practice behavioral health unit in south Florida” by offering a program that provides tri-lingual acute inpatient psychiatric care to treat a wide range of diagnoses, including co-occurring disorders. The behavioral health program provides patients with both individual and group based therapy programs and is one of the few behavioral health facilities with a licensed art therapist on staff.

OVERALL PROJECT GOAL/PHILOSOPHY:

Mercy's Director of Behavioral Health Services and key patient care staff sought to create a safe, therapeutic environment - integrating design elements from nature.

Patient rooms have sunny ocean views, offering spaces for quiet contemplation. Patients are otherwise encouraged to socialize and participate in group activities. There is a dayroom where patients can dine, watch TV, or visit with family and friends. Dolores Alvarez-Rivero, Director of Behavioral Health Services at Mercy, is interested in maintaining a home-like atmosphere in the psychiatric unit where patients can participate in normal, everyday activities.

Furnishings Goal:

The facility serves an all-adult patient population, including geriatric patients, with varying levels of mental acuity. The furniture must accommodate a diverse clientele, and Mercy takes patient and staff safety very seriously. Prior to completing the project, furniture was evaluated for patient safety and comfort in both the dayroom and patient rooms. The critical factors in the selection process were that products had to fit the specific needs of a mental health unit, be extremely durable and long lasting, and be easy to sanitize.

Secure/Safe Goal: *Select furniture that can be anchored to the floor, with seamless construction to deter bedbug infestation and inhibit hiding of contraband, and no ligature points.*

Functional Goal: *Provide furniture that is extremely strong, durable. Beds should offer a high degree of comfort. Surfaces should resist wear or fading and be hygienically sound.*

Aesthetic Goal: *Balance issues of normalcy with patient safety. Utilize colors and textures as design tools to create a therapeutic environment that helps reduce tension and assists in behavior modification. Select colors and styles that emphasize the ocean side environment and harmonize with the building's interior surfaces and aesthetics.*

Cost-Effective Goal: *Select furnishings that will last at least 10+ years, extending replacement cycles as a means of controlling costs. Initial furniture costs need to meet the overall approved budget for the renovation.*

Maintenance Goal: *Ensure that furniture will be easy to clean, with colors and finishes that will be unaffected by cleaners and sanitizers.*



Attenda® Floor Mount Bed, and Deluxe Nightstand

PROCESS:

Overview of Furniture Selection Process:

Mercy's Director of Behavioral Health Services, Dolores Alvarez-Rivero, and her team, were responsible for making furnishing selections. The team enlisted the services of Mike Sanghavi of Wood Designs, a Florida-based commercial furniture dealer, early on in the process. He discussed size and finishes options, provided drawings, helped choose color palettes, procured furniture and fixtures, and coordinated delivery and installation.

In turn, Mike Sanghavi brought in product specialists John Aiello and Lee Winer from Norix Group, a manufacturer of specialized furniture solutions. They led the presentation to the Mercy team that focused on the safety and performance attributes of Norix' Attenda® series, a collection of furnishings designed specifically for mental health facilities.

Norix representatives provided actual furniture pieces, like the Attenda® nightstand, which allowed staff to examine and evaluate the product's features in situ. Because of Norix' long-established presence in behavioral health facilities, Mercy staff were able to visit nearby facilities and talk to staff members about the product's performance. "The patient care staff at Mercy was directly involved - considering sizes, reviewing the technical specs, and selecting finishes," adds John Aiello.

The Attenda® series is available in a collection of colors developed specifically for therapeutic environments. Norix' Naturals Collection color palette was developed by interior design consultant Tara Hill, whose firm specializes in healthcare and rehabilitative interiors. In a whitepaper titled, The Contributions of Color published in 2010, Ms. Hill describes how color can be used to evoke a sense of the natural world and serve to humanize institutional environments. To connect the hospital's interior color scheme with the seaside vistas that surround the campus, the team at Mercy selected patient-room furnishings in the aptly-named color Lagoon.

The rotationally molded Attenda® beds offered one-piece, seamless construction, to deliver the best combination of safety, sanitization, and extreme durability. Durable laminated headboards, and coordinating nightstand tops helped create a look of normalized, "wood-look" furniture. For the dining areas, Norix Madera™ tables were selected. Madera tables featured high-pressure laminate tops and a durable molded edge: ideal for food service applications. Madera combines the residential look of natural wood grain with intensive-use durability. Constructed of "green" materials — no Urea formaldehyde added, with low VOC's. "Norix has a product that works very well for patients in these units," points out Mike Sanghavi of Wood Designs. "Regular hospital furniture or dorm furniture is not always appropriate in a mental health setting."

Furniture Installation:

For this renovation project, a high level of coordination and flexibility was needed with regard to delivery and installation. Wood Designs coordinated the logistics and performed installation services. Furniture deliveries at the hospital's loading dock had to be sequenced along with regular daily deliveries of supplies.



Madera® X-Base Table

POST-OCCUPANCY EVALUATION:

The behavioral health unit opened as scheduled in March of 2012 and commenced operations immediately. The newly renovated unit now provides state-of-the-art safety in a calm, seaside setting. Working with Wood Designs and Norix, Mercy hospital was able to meet all of their furnishings goals and budget, without compromising quality or safety.

Additional information:

Mercy Hospital Press Release

<http://www.mercymiami.com/about/newsroom/mercy-hospital-opens-behavioral-health-unit>

Magnet™ Designation

<http://www.nursecredentialing.org/Magnet.aspx>

HealthGrades

<http://www.healthgrades.com/about>

The Contributions of Color

http://www.norix.com/contributions_colors.asp

ANCC

<http://www.nursecredentialing.org/>

Baker Act

<http://www.dcf.state.fl.us/programs/samh/MentalHealth/laws/2011BakerActRevFINAL.pdf>

ABOUT NORIX GROUP:

For more than 25 years Norix has served the shelters industry, providing secure furnishings and fixtures for every application. The product line has expanded to include other industries and environments such as corrections, behavioral healthcare, transportation, educational institutions, fire/police stations, commercial facilities, and military installations. All furniture is designed for safety, security, and extreme durability. Norix intensive-use furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. The privately held company is headquartered in West Chicago, IL with sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments, a news and information blog serving architects, designers, administrators, and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit: www.norix.com.



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