



innovations in healthcare



Building Excellence

If you think of a healthcare facility as a bleak

environment with insensitive lighting, stiff furniture and views of acoustical tile ceilings from a rigid bed, think again. Picture a medical facility highlighted in warm, tender colors, integrating a positive experience at every step. How about an atmosphere that fosters a patient's comfort and contentment? One that brims with warmth, ease, and welcome? *Is this your vision?*

If you answered “yes”, then allow the Miron Healthcare Services team to assist in making your dream of an innovative healthcare facility a reality.

Miron Healthcare Services, along with a fresh wave of cutting-edge healthcare facilities, is reinventing the concept of typical healthcare and reviving the spirit of the ideal patient experience. Our revolutionary approach, working with staff and patients, is to create unique patient experiences and positive patient attachments for your facility, placing the

emphasis on healing environments. Our approach is based on how patients feel as they become immersed in your facility.

Miron Healthcare Services understands that patients' surroundings affect their well-being.

Here is our list of the top innovations for the patient experience this year.

imagine this...

Reflect the Environment

Integration of regional materials into the facility through locally grown plantings, harvested wood and locally procured sculpture and fauna.

Let the Sun Shine In!

Saturating recovery rooms in natural light leads to shorter patient stays and higher patient and staff satisfaction.

Bring the Outside In

Surroundings within the facility are as calming and peaceful as the outdoors. Imagine paintings of local exterior impressions viewed by patients as they enter the facility. A connection back to the familiar is made—back to a sense of peace... just like home.

Be More Productive with 'CAFS'

Computer Aided Flexible Spaces, work spaces that are easy to store, manage and use, eliminate the need for large cubicle areas.

Appropriately Sized Private Rooms

Private rooms with room for family members, staff and equipment. Infection control is increased while aiding in personal comfort.



Can we do a better job?

...of planning and building a more compelling healing environment for your patients?

Flex Rooms

Include the flex room concept so nurses move patients less often. All rooms are equipped to provide critical systems, such as anesthesia gases and heart monitors. This design feature cuts down on noise and the infections that may pass from patient to patient in shared rooms.

Incorporate 'Third Spaces'

Include hospitality cafés where Starbucks baristas assist in preparing the coffee of the day. Juices, coffee and snacks are made-to-order and easily accessible.

Eliminate What We Don't Want to Hear

Noise reduction through planning of room placement and material selection. Flooring, sound insulation, ceilings and corridor openings.

Private Reservations Rooms

Unique settings where patients have the ability to discuss any item in confidence. Distinctive cube design with individual family areas.

Make Creativity a Habit

Begin to carve out innovation spaces – high-energy think tanks, team spaces that provide digital projection, 'sticky' areas, and whiteboards.

Nursing Pods

No longer are large, cluttered desks required. Everything a caregiver requires is at their fingertips with easy access for ultimate service.

A Neighborhood that Cares

Localized healthcare 'neighborhoods' or workspaces, grouped according to discipline, foster knowledge sharing. Each has a dedicated pod for instant interaction and discussion.

Patient Loyalty

Satisfaction is over. Patient-centric strategies have moved from patient satisfaction and brand awareness to patient loyalty. Twenty-one targeted questions identify and understand the attachment levels of customers, employees, managers and the community to your brand. This effective analysis exposes current levels of consistency, stability, confidence, trust, dedication and attachment.



more ideas for in-patient facilities...

Advanced Data Retrieval System

ADR has been around for some time, however, the way we use it has changed. Providing physicians with information such as secure access to patient records via a portable handheld device or tablet PC. This includes up-to-the-minute lab results, radiology reports, vital signs, and medication lists.

Learn from Eastern Medicine

Rooms that overlook Zen gardens support the healing process and help patients recover faster. Views of natural elements and the ability to absorb the warmth of the sun elevate patient moods. The interior and outdoor flora of the facility can captivate the senses and invite more of the same: tranquility and relaxation.

Provide Therapeutic Art that Heals

Art, strategically placed throughout the facility, enhances the healing environment and reduces stress for patients and staff. Peaceful, relaxing areas designed to add to the meditative state.

Holistic Gardens

Create a spiritual awakening within the patient. Butterfly gardens, koi ponds, grains of sand that create both mental and physical repose.

Daybed Flexibility

Visitors enjoy in-room daybeds to remain connected to their family and friends throughout treatment.

"Let Me Do it Myself!"

Include personal patient environment controls in all rooms. Self controls are designed with ultimate patient comfort in mind.

Restock Without Waking

Include ISD in the design, In-patient Supply Distribution, so supplies are re-stocked without ever entering into the in-patient room.

Bring it to the Park

Peaceful, relaxing areas for informal conferences, lunch, provider/patient-wide meetings and family downtime.

Mind the Gap

For the past sixty years, patients have complained. It's time to listen and offer new patient gowns. Designed with the patient—not the hospital—in mind. Easy to use 'tear-away' gowns that soothe and comfort.

Pull Right Up

Separate maternity entrance providing a special experience for patients allowing for ease of service.

'Begin to Care' in Maternity Care

Moms have been asking for this for years. Mother and child share the same nurse for the entire stay.

New Mother Gowns

Designed with the breast-feeding mother in mind.

Health-Related Retail Shops

Gift shops focused on healing and recovery, adding value to patient well-being.

Blissful Bedding

Provide ideal bedding, such as 300-count thread linens and choice of pillow firmness upon arrival.

Why See It?

'No-see' equipment is hidden and stored behind paintings, lessening patient anxiety and stress.

"It's My Pleasure to Assist!"

Concierge services to assist every step of the way, including elderly guidance.

Hospitality – Not Hospital

Room service that allows patients to order their meals via telephone or wireless handheld from a 24-hour staffed room service department.

"Is Joe Here Somewhere?"

Nursing areas equipped with patient way-finding technologies. No longer are you required to search for a patient.

Welcome Packet

Begin to understand the unique preferences and desires that a patient expects. What music, movies, and reading materials will make their stay more comfortable? Eliminate the 'one-size-fits-all' approach.



more ideas for out-patient facilities...

Improved Patient Exam Room Communication

No posters, no flyers. Provide the latest clinical happenings and events via broadcast through exam room plasma screens.

Instant Patient Name Recognition

Process flow design allows nursing staff to know the patient's name without 'broadcasting' or asking for it.

Ease of In-Room Scheduling

Rather than sending the patient to another secondary (sub) waiting area, patients are scheduled for their diagnostics and imaging right in the exam room.

Completely Integrated Physician Offices

Spaces that serve multiple patient and family functions. Teleconferencing capabilities including 'just-in-time' physician coordination.

Patient/Physician Conference Areas

Large conference desks are eliminated, adding to patient and family interaction. Barriers are reduced creating outcomes of care, personalization, comfort and well-being.

Help with Teen Outreach

Confidential counseling, suicide intervention, and prevention activities are available in a 'teen-friendly' environment.

Private Rooms in the ASC

Private pre and post-surgical patient rooms for comfortable and seamless recovery, enhanced infection control and greater privacy.

Wellness, Fitness and Complementary Medicines

Space dedicated to wellness and fitness for patients and staff to use when convenient for them and offerings of complementary fitness programs such as yoga and meditation.

Therapeutic Bodywork

Feature a variety of massage services such as prenatal massage and more.

Help the Kids

Childcare drop-in services for children 12 and under with playground, arts and crafts, and scheduled activities.

Keep Meds from Leaving

Prescriptions filled immediately through physician interaction in the exam-room setting.

Instant Registration

ThinkPad registration processes eliminate queue times and provide instant communication in the admitting area.

I-Spot Registration Process

Separate areas designed to increase physician scheduling access by 70%.

Lending Libraries

Access to educational pods and resources through the Internet with web sites available for all to use.

"What Do I Hear?"

Soundscapes are available and accessible at numerous clinical impression areas.

Eliminate Patient Lines

Begin a pre-registration process and eliminate wait times. Typical check-in times are 10 to 14 minutes, reduce to 35 seconds.

Patient Procedure Pod Casts

Broadcasts sent to the patient before their arrival help eliminate the anxiety and stress often associated with a hospital visit. Replace with outcomes like: ease, control and comfort.

'Orthopants'

Special pants designed with the orthopedic patient in mind. Created by innovative orthopedic surgeons, the 'orthopants' allow complete freedom of patient movement and relaxation.



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