TOGETHER, WE
ENHANCE
EXPERIENCE
& EMPOWER
PEOPLE
THE CULTURE OF HEALING
EXCEPTIONAL EXPERIENCE STARTS WITH EXCEPTIONAL DESIGN.

Patients choose doctors, not buildings.

But when people walk through your doors, what they experience impacts how they feel when they’re in your hands.

We do our best work with ambitious leaders in health, who want to design an experience that patients seek out over a lifetime; and one that attracts and retains the best talent. Together, we enhance the healing experience and the professional workplace; shorten the distance between medical breakthrough and patient bedside; and empower people with a sense of control, calm, and well-being when they are at their most vulnerable.

Positively affecting people, from your patients to your professionals, is the most important thing we do.
AMBULATORY CARE

We understand the importance of a cohesive experience—across multiple buildings and locations—with design that sets the stage for your values and distinctive brand.

We combine timeless design principles—such as access to daylight, intuitive wayfinding, and clear arrival hierarchies—with research and knowledge about the forces driving the future of healthcare delivery.

Our designs embrace operational efficiency, while providing ease of care and patient convenience; they’re seamless, adaptable, and multi-disciplinary. We understand the core patient experience cycle—arrival, orientation, transition—and integrate it throughout the entire patient journey, from their front door to yours.

HIGHLIGHTED PROJECTS

TriHealth Thomas Comprehensive Care Center
Montgomery, Oh
Full Architectural Services
135,000 SF

UC Health Prototype MOB
Varied Locations (3)
Full Architectural Services
4,900 SF/ea

UofL Novak Center
Pediatric MOB
Louisville, Ky
Exterior Lead Design & Medical Planning
174,000 SF
Collaborated with EYP

The Christ Hospital
Montgomery Outpatient Center
Montgomery, Oh
Full Architectural Services
81,000 SF

Allegheny Health Network
Westmoreland MOB
Pittsburgh, Pa
Full Architectural Services
23,300 SF

Mercy Health
Mason Montgomery
Cincinnati, Oh
Full Architectural Services
55,000 SF
AMBULATORY EXPERIENCE

UC Health Physicians
- Over 35 Outpatient Clinics
- Lindner Center of HOPE Accelerator
Cincinnati Children’s
- Over 35 Outpatient Clinics
The Christ Hospital Health Network
- Green Township Outpatient Center
- Montgomery Surgery Center
- Montgomery Outpatient Center
- Liberty Township Outpatient Center
- Green Township Bldg II Site Planning
- Ft. Mitchell Outpatient Campus Study
The Christ Hospital Health Network
- Over 35 Outpatient Clinics
The Christ Hospital Health Network
- Over 35 Outpatient Clinics
UC Health Physicians
- Westmoreland MOB
TriHealth
- Good Samaritan Hospital MOB
- Kenwood MOB
- Anderson MOB
- West Chester MOB
- Western Ridge MOB
- Anderson Surgery Center Exterior Design
- Thomas Comprehensive Care
- Liberty Township MOB
- Butler County MOB
Mercy Health
- Rookwood Medical Center
- Mason Montgomery MOB
- Mercy Health Bon Secours Outpatient Prototype Studies
TriHealth
- Good Samaritan Hospital MOB
- Kenwood MOB
- Anderson MOB
- West Chester MOB
- Western Ridge MOB
- Anderson Surgery Center Exterior Design
- Thomas Comprehensive Care
- Liberty Township MOB
- Butler County MOB
UC Health Physicians
- Westmoreland MOB
- Midtown MOB
- Primary Care Prototype
- University Pointe
The Urology Group
- Ambulatory Surgery Center
- The Urology Center
Miller Valentine Group
- Precision Radiotherapy
Wellington Orthopedics & Sport Medicine
- Anderson Mayfield Clinic & Spine Institute
Red Bank Surgery Center
St. Elizabeth Healthcare
- North Unit MOB
- MOB III
Kings Daughter Medical Center
- Grayson MOB
University of Louisville Physicians
- Novak Center
Bugshan Investment
- Saudi Arabia Clinics & Day Surgery
Norton Healthcare
- MOB Studies
**Collaborated with additional firm

PUBLICATIONS & PRESENTATIONS

The Future of Ambulatory Care
Cleveland Clinic Patient Experience Summit, 2016
- Jason Groneck with Dwina Zachary

Order up! What Retail can Teach us about Designing Environments of Choice
AIA Ohio, 2016
- Marcene Kinney & Angela Mazzi

A NEW BRAND OF CONSUMERS
Loth Healthcare Symposium, 2016
- Angela Mazzi

Salutogenesis in Design
BSSU/AIA Spring Lecture, 2016
- Angela Mazzi

5 Design Ideas for Healthcare Waiting Rooms
Healthcare Design Magazine, 2016
- Steph Shroyer

TriHealth Kenwood MOB Case Study
NAIDP Chapter, 2016
- Ted Huster

From Car to Exam: Ideas for Simplifying the Visitor Experience
Healthcare Symposium, 2016
- Michael Lied, Erin Schmidt, Anne Schwab

Waiting Room Trends
Healthcare Symposium, 2015
- Steph Shroyer, Marcene Kinney, Michael Lied

Waiting Rooms: How to Design to Impress
Healthcare Design (HCD), 2016
- Steph Shroyer, Amy Mees, Michael Lied
EMERGENCY DEPARTMENT (ED)

When patients leave an ER without being seen, something isn’t working. Emergency department volumes fluctuate. Planning for those fluctuations means more patients can get timely treatment. We help you balance the volume highs and lows so you can get the most out of your space and ensure staff has the resources and supplies it needs, when it needs them.

Safety, security, quality, supply chain, flow, and a dignified patient experience all contribute to the efficiency and optimization of EDs. We bring these elements together at every scale—from 10 bed EDs in community hospitals, to stand alone EDs in busy urban environments, to multiple ED units within healthcare systems.

Post ED renovation, Hardin Memorial reduced LWOBS from 5.3% to 2.1%
This paper recommends evidence-based strategies to improve the patient experience by promoting flow, quality of care, safety and security.

Evolving a design concept takes time and careful attention to detail. By focusing on a clear set of outcomes, applying both precedent and observation, a distinct and innovative design emerges.

There’s no shortage of ideas to solve the puzzle of emergency department bottlenecks. This article explores everything from fast-tracks to results waiting and lets you know what works, what doesn’t, and why.

Angela’s presentation focuses on salutogenesis and other cognitive research to provide evidence-based solutions that promote well-being. Part of the Through the Patient’s Eyes Series.

This paper recommends evidence-based strategies to improve the patient experience by promoting flow, quality of care, safety and security.

**ED EXPERIENCE**

UPMC Mercy
ED Renovation & Expansion

Mage-Womens Hospital of UPMC
ED Renovation and Addition

McCullough Hyde Memorial Hospital
ED Expansion Study

Hardin Memorial Hospital
ED Renovation & Expansion

Children’s Hospital of Pittsburgh
ED Expansion

UK HealthCare
• Patient Care Facility ED**
• Pediatric ED**

The Christ Hospital Health Network
ED Renovation

St. Claire Regional Medical Center
ED Renovation

Mercy Health**
Rookwood Free Standing ED

Cincinnati Children’s
ED Renovation

Cleveland Clinic - Hillcrest Hospital*
ED & Pediatric ED Renovation & Expansion

Cleveland Clinic - Euclid Hospital*
ED Expansion & Renovation

Cleveland Clinic - Twinsburg*
ED

Mercy Health Fairfield Hospital
ED Level II Trauma Center

TriHealth
Good Samaritan ED Renovation
Bethesda North ED Registration & Triage
Liberty Urgent Care

St. Elizabeth Healthcare
Grant ED Expansion

**ED PUBLICATIONS & PRESENTATIONS**

Optimize Your High Volume ED
Healthcare Design, 2018
Jason Groneck

ED Design Consideration - Two Different Approaches to Workflow Healthcare Facilities, 2017
Benjamin Earls

Angela Mazzi

The editor of this book chose to feature our project as a case study as exemplary planning and design of their emergency department.

Angela Mazzi

Angela’s presentation focuses on salutogenesis and other cognitive research to provide evidence-based solutions that promote well-being. Part of the Through the Patient’s Eyes Series.

Emergency Department Design Trends
Health Facilities Management, Magazine: 2015
Angela Mazzi

There’s no shortage of ideas to solve the puzzle of emergency department bottlenecks. This article explores everything from fast-tracks to results waiting and lets you know what works, what doesn’t, and why.

High Volume Healthcare as a Livable Environment: Strategies from the ED AIA Online publication. 2014
Angela Mazzi, Stephanie Shroyer, Jason Groneck

This paper recommends evidence-based strategies to improve the patient experience by promoting flow, quality of care, safety and security.

Evolution of the ED
AIA Academy of Architecture for Health, Academy Journal: 2012
Angela Mazzi

Evolving a design concept takes time and careful attention to detail. By focusing on a clear set of outcomes, applying both precedent and observation, a distinct and innovative design emerges.

*Completed by GBBN team member while employed by another firm.
**Collaborated with additional firm
NEONATAL INTENSIVE CARE UNITS (NICU)

Our NICU designs combine expertise and empathy. We understand the nature of the NICU’s highly specialized care as well as the physical and emotional highs and lows that families and staff experience in this emotionally intense environment.

Controlling light, temperature, and noise around vulnerable premature babies is critical to their survival. Equally important is the balance of privacy and proximity: Rooms private enough for parents to stay close yet accessible enough for nurses to get there in a heartbeat.

Decibels and lighting degrees; patient rooms arrayed into manageable neighborhoods for staff coverage; family support and respite spaces, intuitive wayfinding, and security considerations all come into play in the NICU environment.

HIGHLIGHTED EXPERIENCE

Cincinnati Children’s NICU
Cincinnati, Oh
Medical Planning & Full Architectural Services
28,000 SF Renovation

TriHealth Good Samaritan NICU
Cincinnati, Oh
Medical Planning Full Architectural Services
28,000 SF Renovation

UK HealthCare* NICU
Lexington, Ky
Medical Planning & ADR
39,000 SF Renovation
Collaborated with HGA Architects, Inc.

Children’s Hospital of Philadelphia NICU Renovation
Philadelphia, Pa
Programming, Design, CDs, CA
39,900 SF Renovation
INTENSIVE CARE UNITS

An ICU—be it pediatric, coronary, or neurological—is a complex environment. More resources—from specialist physicians and nurses to medical equipment—need to come to the patient. Lighting and acoustics require careful consideration. Thanks to advances like portable ventilators, patients may spend less time in bed and more time moving about, often accompanied by family who want to remain by their loved one’s side.

In addition to its medical complexity, an ICU is an intense and emotional atmosphere. Respite spaces—where staff and families can find a moment of relief from a stressful environment—create breathing room that can enhance the healing process.

EXPERIENCE

UK HealthCare
Patient Care Facility ICUs**

TriHealth Good Samaritan Hospital
ICU 7A Renovation

TriHealth Good Samaritan Hospital
ICU 7B Renovation

TriHealth Good Samaritan Hospital
Neuro ICU

TriHealth Good Samaritan Hospital
Cardiac ICU

TriHealth Good Samaritan Hospital
NICU

UPMC Mercy
ICU Study

TriHealth Bethesda North Hospital
NICU

Mercy Health Fairfield Hospital
NICU

Cincinnati Children’s
NICU

Cincinnati Children’s
CICU

Cincinnati Children’s
PICU

St. Elizabeth
SICU

**Collaborated with additional firm
SURGERY

Ensuring your operating rooms are flexible, efficient, and optimized impacts your bottom line. Getting ORs right is as critical as the surgeries performed within them.

We understand the complexity of surgical environments—the flows, the codes, the equipment, circulation, turnover, safety, and the technological advances impacting the future of surgery—and what it takes to get them right.

We deploy the right tools—such as full-size mock ups, close collaboration with surgical teams, and our established relationships with specialty consultants and equipment manufacturers—to design optimum spaces.

HIGHLIGHTED PROJECTS

Cincinnati Children’s Surgery Master Plan & Phased Implementation
Cincinnati, Oh
Full Architectural Services

The Urology Group Surgery Center
Cincinnati, Oh
Full Architectural Services

UK HealthCare Surgery Suite
Lexington, Ky
Full Architectural Services
Collaborated with AECOM

The Christ Hospital Health Network
Liberty Surgery Center
Cincinnati, Oh
Lead Exterior Design
ADR Interiors
Collaborated with HKS

The Christ Hospital Montgomery Surgery Center
Montgomery, Oh
Full Architectural Services
EXPERIENCE

We have experience in the following surgery typologies:

ORTHOD

HEART

UROLOGY/GYNECOLOGY

ENDOSCOPY

CYSTOLOGY

NEURO

EAR, NOSE, THROAT

EYE

C-SECTION

TRANSPLANT

FETAL

HYBRID

Cincinnati Children’s Surgery, Master Plan & Implementation

Nationwide Children’s Surgery Master Plan

The Christ Hospital Health Network

Montgomery Surgery Center

The Christ Hospital Health Network**

Liberty Surgery Center

The Christ Hospital Health Network

Fl. Mitchell Surgery Center Study

The Christ Hospital Health Network

Green Township Outpatient Center w/ Surgery

The Christ Hospital Health Network

Redbank Surgery Center

UK HealthCare**

Surgery Suite

St. Elizabeth Healthcare

Surgery Renovations

The Urology Group

Surgery Center

TriHealth

Over 10 Surgery Projects

Mayfield Clinic & Spine Institute

Surgery Center

Cleveland Clinic, Hillcrest Hospital*

Surgery Center

Salem Community Hospital*

Surgery Center

* Work performed by team member while with another firm.
**Collaborated with additional firm.

SURGERY PUBLICATIONS & PRESENTATIONS

Reworking the Healthcare Workspace

Healthcare Design Magazine, 2014

= Erin Schmidt, Angela Mazzi

A Place for Healing: The Crucial Role of Design in Healthcare

Healthcare Innovation by Design Webinar, 2012

= Angela Mazzi

A Look at the Future of Healthcare Design

HealthTech Facilities Alliance and Council

= Angela Mazzi

Epicenter of Innovation: A discussion of global healthcare trends

AIA Ohio Convention, 2017

= John Blignaut, Angela Mazzi
CANCER CARE

Nearly 1 in 3 Americans will be diagnosed with cancer in their lifetime.*

As treatment continues to advance, one thing never seems to change: A patient’s feeling that they’re defined by a diagnosis and controlled by cancer.

We enhance the healing process through consultation rooms, infusion spaces, and waiting areas that restore the spirit and renew energy. We craft workspaces that support the collaborative, multi-disciplinary nature of today’s cancer treatment.

We believe space has the power to help everyone dealing with cancer feel more empowered and in control.

*Source: American Cancer Society

EXPERIENCE

The Christ Hospital Health Network
Montgomery Cancer Center

Cincinnati Children’s
Cancer & Blood Disease Institute

UC Health Physicians
Precision Radiotherapy & Linear Accelerator Expansion

McCullough Hyde Memorial
Outpatient Oncology Center

UC Health Medical Center
• UC Barrett Cancer Clinic Renovation
• UC Barrett Cancer Center Master Plan

UK HealthCare
Markey Cancer Center, Inpatient Floor Fitout

TriHealth Cancer Institute
• Thomas Center
• Butler
• Western Ridge
• Kenwood

University of Louisville
Novak Center
Collaborated with EYP

St. Elizabeth Healthcare
Edgewood Cancer Care

PUBLICATIONS/PRESENTATIONS

Tackling Staff Opt-Out & Burnout: Radical Workspace Antidotes
ASHE PDC Summit, 2019
Melissa Dulisse, Angela Mazzi & Erin Schmidt

What does workspace have to do with it? Radical approaches to work & educational space
Healthcare Design, 2018
Melissa Dulisse, Angela Mazzi & Erin Schmidt

Identifying the Positive in Oncology Environments
Healthcare Symposium, 2014
Angela Mazzi & Erin Schmidt

The Healing Power of Design: CCHMC Pet Center
ASHJ, 2015
John Blignaut & Aaron Anderson
“At sixteen I had surgery on a collapsed lung. I remember being scared, but one detail has always stuck with me. The elevator we rode from the parking garage to the concourse opened to a blank wall with nothing but a closet. I wasn’t sure where to go or what was next.”
—Maggie, third year design student, University of Cincinnati

When space planning and medical planning take place in separate silos, so much can get lost in translation, like how to establish hierarchies that guide patient arrival, empower them with confidence, and reduce anxiety.

We integrate space and medical planning from the beginning because the final result—be it concourse, clinic, or campus—creates a better, more efficient experience for everyone.
EXPERIENCE

Strategic Planning
- TriHealth Cancer System-wide Planning
- Cincinnati Children’s Critical Care Building
- UK Healthcare Patient Care Facility

Medical Planning
- UK HealthCare NICU
- Cincinnati Children’s Critical Care Building
- Bugshan Investment Saudi Arabia Clinics & Day Surgery Ambulatory Center
- Mercy Health Deerfield Healthcare Campus

Building Planning
- Cincinnati Children’s Arrival Renovation
- UPMC Shadyside Bed Tower Renovation
- The Urology Group New Surgery Center
- TriHealth Group Health Multiple MOBs
- The Christ Hospital Liberty Medical Center
- University of Louisville Physicians Novak Center

Medical Planning
- UK HealthCare NICU
- Cincinnati Children’s Critical Care Building
- Bugshan Investment Saudi Arabia Clinics & Day Surgery Ambulatory Center
- Mercy Health Deerfield Healthcare Campus

Building Planning
- Cincinnati Children’s Arrival Renovation
- UPMC Shadyside Bed Tower Renovation
- The Urology Group New Surgery Center
- TriHealth Group Health Multiple MOBs
- The Christ Hospital Liberty Medical Center
- University of Louisville Physicians Novak Center

PLANNING PUBLICATIONS & PRESENTATIONS

From Car to Exam: Ideas for Simplifying the Visitor Experience
- Healthcare Symposium, 2016
  » Michael Lied, Erin Schmidt, Anne Schwab

The Future of Ambulatory Care
- Cleveland Clinic Patient Experience Summit
  » Jason Groneck

Preparing for the next 50 Years
  » John Blignaut, Jack Randall

Communities Healthy by Design
- AIA Cincinnati Urban Design Salon, 2018
  » Angela Mazzi

Preparing for the next 50 Years
  » John Blignaut, Jack Randall

What are hospitals doing to our cities?
- Healthcare Design
  » Michael Lied, Angela Mazzi

Creating a Facility Master Plan for Pediatric Long Term Care
- Pediatric Complex Care Academy Journal, 2012
  » Steve Kenat

Sick Cities: Is Design the Cure?
- Design REALIZED Webinar, 2015
  » Michael Lied, Angela Mazzi

Home Sweet Home: The Health Hub of the Future
- SXSW (South By South West) 2016
  » Angela Mazzi
HEALING GARDENS, GREEN SPACE, & RESPITE

Turnover of registered nurses costs a hospital between $5.2M - $8.1M annually; 50% of RN’s have considered leaving nursing due to stress.*

Staff burnout is real. Respite moments can rejuvenate the spirit through light, color, and access to nature. A calm spot to pause or a place to briefly step away for some fresh air (that’s mere steps from the unit) can address burnout and help retain top talent. Small moments—strategically placed—send a powerful message to employees: You are valued.

We believe so strongly in the importance of respite spaces that we have donated the funds for their creation at both TriHealth and The Christ Hospital Health Network.

*Source: Advisory Board

HIGHLIGHTED PROJECTS

Cincinnati Children’s
Clinical Sciences Pavilion
Rooftop Terrace
Cincinnati, Oh
Full Architectural Services

The Christ Hospital
Liberty Outpatient Center
Respite Outdoor Areas
Butler County, Oh
Full Architectural Services

UK HealthCare
Patient Care Facility
Green Roof
Lexington, Ky
Full Architectural Services

Cincinnati Children’s
Family Pet Center
Cincinnati, Oh
Full Architectural Services

Mercy Fairfield Hospital
Inpatient Unit Respite Spaces
Fairfield, Oh
Full Architectural Services

University of Louisville
Physicians Novak Center
Louisville, Ky
Exterior Lead Design & Medical Planning
Collaborated with EYP
EXPERIENCE

Cincinnati Children’s
Clinical Sciences Pavilion Courtyard, Rooftop Terrace, & Research Courtyard

Cincinnati Children’s
Family Resource Center & Garden

Cincinnati Children’s
Cancer & Blood Diseases Institute Lounges

Cincinnati Children’s
Location A Concourse

Cincinnati Children’s Cafeteria

University of Louisville Physicians
Novak Center**
Roof Gardens & Staff Break Spaces

University of Louisville Physicians
Novak Center
Novak Center Bridge

Tridec Health Thomas Comprehensive Cancer Care
Mary Jo Cropper Dressing Rooms

UPMC Presbyterian Hospital
Lawn Oasis

**Collaborated with additional firm
LEARN & ADVANCE

Professionals accredited in the following

Sample of Speaking Engagements

- AIA Ohio
- AIA Cincinnati
- South by Southwest
- ASHE PDC Summit
- TEDx
- Healthcare Design Conference
- Healthcare Symposium
- BD+C Accelerate Live
- LOTH Healthcare Symposium
- Cleveland Clinic Patient Experience Summit
- Healthcare Design Conference
- Healthcare Symposium
- BD+C Accelerate Live
- LOTH Healthcare Symposium
- Cleveland Clinic Patient Experience Summit

Sample of Publication Contributions

- Healthcare Design
- Advisory Board Design Showcase
- IIDA Perspective
- American College of Emergency Physicians
- American College of Emergency Physicians
POSITIVELY AFFECTING PEOPLE IS THE MOST IMPORTANT THING WE DO.