



The complex challenges associated with the design/build/transition/occupancy of a newly-built healthcare environment call for industry experts working together towards successful solutions.

Since 2000, the provision of 5THink's Operational Transition/Move Occupancy expertise has been complementing the efforts of architect and construction colleagues in service to our mutual healthcare clients.

Our Firm

5THink was founded by a group of forward-thinking individuals with a compelling desire to use collective experience and energy in creating a financially sound, successful firm, focused on the healthcare industry. We deliver customized Transition Services: **Operational Planning** to the clinical and non-clinical departments and **Comprehensive Move Occupancy Planning and Implementation**. 5THink provides our clients with communication and coordination structures that ensure operational needs are effectively integrated into overall project outcomes.

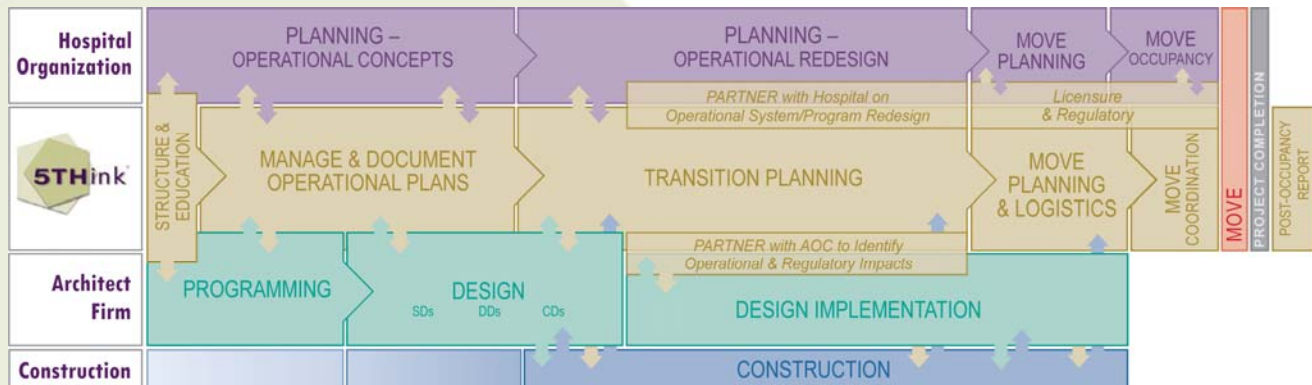
Our Services: Operational Planning

5THink developed our business with a comprehensive knowledge of the complexity of hospital operations. We bring awareness of the system changes and move planning demanded for an organization to successfully transition from an existing to a new environment.

- We understand the operational intricacies of clinical and non-clinical processes
- We understand the complexities of engaging system-wide change
- We understand the correlation between the transition timeline and the construction schedule

Our Process Model

Our process model demonstrates our effective method of providing continuity of information about operational goals, correlated with a construction schedule, through to completion of the new environment.



5THink provides the link between project teams, hospital leadership, the architect firm and the construction team.

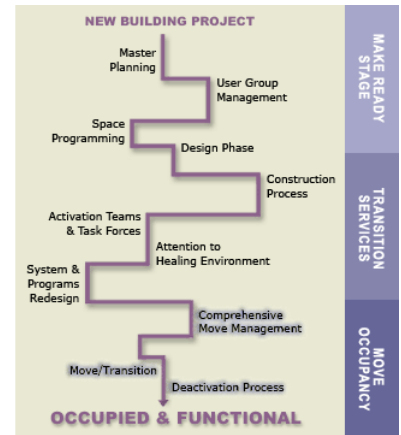
- During Programming and Design activities, 5THink facilitates enhanced communication within the user group meetings, inclusive of provision of “best practice” concepts. Additionally we ensure documentation of the “operational concepts” that are being translated into a building design.
- As the architect and construction management focus on building the new environment, 5THink engages with the hospital leadership and staff to convert the “operational concepts” into practical system and program redesign that will effectively “fit” in the newly constructed space.
- Once the process of system and program change is moving toward completion, 5THink unfolds a move planning process to lead the organization through the detailed logistics of the physical move. The expertise of our firm will provide the needed support to achieve the regulatory compliance demanded by State and Quality regulators and the efficient, effective, and safe relocation of patients, equipment and staff.

Move Occupancy Planning & Implementation Services

From receiving and staging to storing and moving, 5THink processes address every component of Move Occupancy Management.

We work with the organization and vendors in an integrated approach that gets a hospital well organized and thoroughly prepared to move. During the logistics process routes are planned; "From-To" tracking sheets are completed; move manuals are developed; staff is organized; patient and family needs are met; the Command Center is readied.

The physical move is carefully sequenced and scheduled with patient safety as our foremost priority. The move itself is guided to completion. **It all adds up to a careful and comprehensive Move Management process.**



Our Project Approach

At the onset, 5THink becomes acquainted with an organization to achieve consensus on project goals and objectives. 5THink's tools and templates serve as structure and guidance for the staff and are customized to uniquely meet each project's needs.

These tools and templates – captured in our *Operations and Move Manuals* – are distributed in concert with educational sessions. These sessions ensure clarity on how we will mutually work together to succeed in accomplishing the goals throughout the project. 5THink also establishes a *customized Extranet* to serve as a repository for all documentation created during the project and to provide an effective communication avenue for the broad project team.

Project Oversight Services / Specific Service Line Management

For clients who have an internal transition team and process established, we offer Project Guidance and Oversight. For select areas where additional support is needed, we can provide direct services with associated tools.

USER GROUP MANAGEMENT

5THink instructs and manages the *User Group Process*, enhancing communication between architects and hospital staff. Our long-term facilitation, through personnel turnover within teams, allows for efficient maintenance of staff involvement throughout the life of the project.

EDUCATION, TRAINING & ORIENTATION

Should a hospital lack an internal training department that can attend to the details of all transition required training, 5THink comprehensively organizes and manages Education, Training and Orientation to ensure that regulatory requirements are met.

REGULATORY PREPARATION

5THink works with an organization to provide identification of all licensing and regulatory issues associated with the occupancy of a new hospital environment. Through this precise effort, all areas of required compliance are successfully demonstrated to regulatory agencies.

MOVE MANAGEMENT & LOGISTICS

Integration and coordination of schedules of new and/or existing furniture, fixtures and equipment among trades, staff and vendors is essential to a successful transition. 5THink fully engages and manages this tracking process or complements internal resources responsible for this undertaking.



For more information on our firm, including detailed Case Studies from our client list below, we invite you to visit our website at www.5THink.com



Partial Client List

5THink's clients include universities, community hospitals, health systems and providers.

- Childrens Hospital Los Angeles *Los Angeles, CA*
- County of Los Angeles (LAC+USC Medical Center) *Los Angeles, CA*
- Glendale Adventist Medical Center *Glendale, CA*
- Glendale Memorial Hospital *Glendale, CA*
- Houston Methodist Hospital System *Houston, TX*
- Kaiser Permanente Los Angeles Medical Center *Los Angeles, CA*
- Providence Little Company of Mary Hospital *Torrance, CA*
- Loma Linda University Medical Center – ECH *Loma Linda, CA*
- McAllen Medical Center *McAllen, TX*
- Miller Children's Hospital *Long Beach, CA*
- Miracle Mile Medical Center *Los Angeles, CA*
- OrthoColorado Hospital *Denver, CO*
- Parker Adventist Hospital *Parker, CO*
- Providence Saint Joseph Medical Center *Burbank, CA*
- St. Anthony Central Hospital – Centura Health *Denver, CO*
- St. Anthony Hospital *Gig Harbor, WA*
- St. Francis Hospital *Santa Barbara, CA*
- St. Francis Medical Center – Centura Health *Colorado Springs, CO*
- Saint John's Hospital & Health Center *Santa Monica, CA*
- Santa Clara County Health Services *San Jose, CA*
- Sharp Memorial Hospital *San Diego, CA*
- University of California at Irvine Medical Center *Orange, CA*
- University of Colorado Hospital *Denver, CO & Aurora, CO*
- USC Norris Cancer Hospital *Los Angeles, CA*

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