



Hosking Klute Healthcare

Excellence in Facility Planning

About HKH

Hosking Klute Healthcare is the go-forward name of the RSM McGladrey TriBrook Healthcare Operations and Facilities practice. On May 1, 2008 RSM spun off the TriBrook practice to its principals, exiting the business of facility planning, programming and medical equipment planning. The continuing healthcare facilities planning practice is now under the direction of its former principals, James E. Hosking FAAHC FHIMSS FACHE and Robert W. Klute AIA ACHA.

HKH's national practice serves clients in large urban markets as well as suburban communities and rural areas. Our credentials include over 3,000 engagements in all types of healthcare organizations: community and regional

hospitals and systems, academic health science centers, physician groups and ambulatory care networks, state and local government agencies, specialty hospitals and critical access facilities.

As management consultants to healthcare providers and their advisors, we understand the dynamics of the healthcare marketplace and the challenges clients face. Successful facilities planning must not only incorporate change but also challenge people to develop creative, cost effective solutions.

HKH consultants bring over 60 years of collective expertise to helping clients address facilities issues within the context of a long range vision.

Firm History

HKH & RSM/TriBrook Healthcare
Operations and Facilities

Founded in 1972 – TriBrook Group

1996 – TriBrook/AM&G

1999 – American Express Tax &
Business Services/TriBrook

2005 – RSM McGladrey/TriBrook
Healthcare Operations and
Facilities*

2008 – Hosking Klute Healthcare, Inc.

*National practice focused on
hospitals and health
systems*

*Over 3,000 engagements –
1,300 clients*

*Over 30 new/replacement
hospitals planned*

*Industry leader in
integrating performance
improvement into facility
planning*

As we transition RSM/TriBrook to the next level, we will build on its rich legacy and great reputation for quality and service. We pledge to continue providing our clients with the objectivity and expertise needed to help them arrive at the right solutions for their facility needs.

(*) RSM McGladrey's TriBrook Healthcare Operations and Facilities practice is not affiliated with the independent practices TriBrook Healthcare Consultants, Tampa, Florida, or TriBrook Group, Ltd. of Clarendon Hills, Illinois. Both of these practices are operated by former colleagues with whom we may collaborate from time to time.

Facility Planning Services

CORE SERVICES

Performance-driven functional space programming
Master facility development planning
Replacement facility viability analysis
New facility activation and occupancy planning
Facility second opinion review

OTHER SERVICES

Medical equipment and technology planning
Operational performance improvement
Optimization of clinical care delivery
Improvement of capacity and process management
Information technology planning
Business and program planning

Planning Approach

Project “guiding principles” embedded in all planning activities.

Performance-driven planning process.

Facilitative approach.

Core process framework forms the planning process.

Smart use of industry benchmarks and better practices.

Identification of short-term opportunities for improvement.

Focus on long-term flexibility in operational and facility solutions.

Experience

URBAN MEDICAL CENTER 550 Beds

Services: Master Site Planning, Market Analysis, Conceptual Facility Planning

Activities:

Located in an affluent urban residential neighborhood, buildings on our client's 1.5 million Sq. Ft. campus date back to the early 1900's. Faced with aging facilities, and limited site and capital resources, HKH (as RSM/TriBrook) was engaged to develop a campus master plan in 2004.

Over the next three years we worked on plans to acquire an adjacent public school site, develop community support, and prioritize facility needs to replace the Medical Center in place over time. Campus re-development challenges included adjacent light rail tracks, property on multiple city blocks, inpatient services in seven buildings with varying floor heights, and major municipal utilities in streets.



Outcomes:

- Prepared plan for a phased replacement of key clinical services and beds over time.
- Successfully developed strategy to acquire a major expansion site from the Board of Education.
- Developed a plan to phase out older buildings.
- Identified opportunities to improve operating costs through facilities modernization.
- Facilitated consensus building around a preferred redevelopment option, strategic priorities and limited capital resources.

Experience

MIDWEST COMMUNITY HOSPITAL REPLACEMENT 100 Beds

Services: Operational Planning, Functional Space Programming, Design Consultation, Medical Equipment Procurement, CON Assistance

Activities:

Our client is located in a rural community outside a major metropolitan area which is rapidly changing to ex-urban. HKH (as RSM/TriBrook) worked with a multi-disciplinary team of professionals from the conceptual planning stage of the project through occupancy to create a replacement hospital on the existing hospital's site .

The major goal of leadership was to improve operational performance in the new facility while maintaining the flexibility to accommodate rapid growth in a changing marketplace.



Outcomes:

- Operational programs that identified future processes in terms of key inputs and decision points, work and patient flows, performance metrics and other requirements.
- Identified opportunities for operational improvements resulting potential savings of 6 to 10% (at least \$4M).
- Assisted during schematic design to ensure that architectural desires did not lead to a larger, or less functional design.
- Developed a plan for standardization across all functional areas.
- Programmed space to provide to support operational concepts and provide future flexibility.
- Negotiated and procured planned medical equipment within a limited capital budget.

Experience

NEW MOUNTAIN STATE REGIONAL MEDICAL CENTER 136 Beds

Services: Master Planning,
Space Programming, Design
Support, Equipment
Budgeting and Planning
Services

Activities:

This 595,000 Sq. Ft. regional facility serves residents from three states. It specializes in trauma and cardiac care, but offers a full range of services. HKH (as RSM/TriBrook) participated in the development of the master site and facility plan for the green field site. We worked with the team from the onset to address and define the impact the project's unique space sharing concepts would have on the plan.

The resulting functional space program allowed the design team added flexibility in designing the dramatic architectural solution recently opened.



Outcomes:

- Clinical support areas for trauma surgery and cardiac catheterization are integrated into a single procedure suite that shares all support areas and has universal procedure rooms that serve both specialties.
- Architectural solution for this facility created a “resort like” design. Great emphasis was placed on the patient experience from the beginning of functional programming.
- Project was “fast tracked” to get it on-line without budget overruns ,resulting in an earlier opening date than traditional construction schemes.
- Developed a strategic partnership between imaging and physiological monitoring equipment that resulted in large savings to the client.

Experience

URBAN MEDICAL CENTER 300 Beds

Services: Master Site and Facility Planning, Functional Space Programming and Operations Assessment

Activities:

Our client is an urban Catholic medical center faced with aging downtown facilities, limited expansion opportunities, and a challenging site. Despite a poor payer mix and two major university hospitals nearby, leadership committed to stay and serve the community.

Over the last 7 years HKH (as RSM/TriBrook) worked with leadership to develop a master plan and implement a strategy of niche programs to attract a broader market base to help finance community services and rebuild facilities. The phased plan replaces the facility over an extended period of time.



Outcomes:

- Assisted leadership in integrating a diverse group of physicians into a comprehensive women's center with shared infrastructure.
- Developed functional groups of services to share support areas and flex between adjacent suites.
- Evaluated multiple site options to modernize facilities over time while maintaining cost-effective operations on a limited urban site.
- Facilitated consensus building around a preferred facility option, facility priorities and a limited budget.
- Addressed operational, functional and access issues related to a multiple block urban site with one-way streets, a 35-foot slope and significant municipal issues.

Firm Principals

The principals of Hosking Klute Healthcare are active in their respective professional organizations. Our consultants are leaders in the development and advancement of strategic, operational, and facility development concepts.

While we recognize the increased level of competition concerning facility planning services and respond to competitive conditions in a very reasonable way, we will not compromise the scope and quality of our services.



JAMES HOSKING
jhosking@hoskingklute.com

James Hosking is a fellow of the American Association of Healthcare Consultants (AAHC) and is current chair-elect of the Board of Directors. He has also been honored with fellow recognition in the Healthcare Information and Management Systems Society (HIMSS) and the American College of Healthcare Executives (ACHE).



ROBERT KLUTE
rklute@hoskingklute.com

Mr. Klute is a 30 year member of the American Institute of Architects (AIA) and is a credentialed member of the American College of Healthcare Architects (ACHA).

Value

STRENGTHS

- All team members bring 20+ years of management consulting experience
- Experience in complex patient care environments.
- “Best of Breed” approach to team formation, including substantial operations improvement experience.
- Adhere to standardized planning process and methodology tailored to client needs.
- Mix of clinical, non-clinical and planning perspectives.

HKH Benefits

We are senior level professionals who are recognized experts, seasoned and proven

We bring value and objectivity to the facility planning process

We provide focused personal attention at the principal level

*We are independent
We have no vested interests*

We are 100% healthcare



Contact

Corporate Office

1460 Golden Bell Court
Downers Grove, IL 60515-1301
Main 630.541.3939
FAX 312.264.0755
info@hoskingklute.com
www.hoskingklute.com

James E. Hosking FAAHC FHIMSS FACHE
Managing Principal
Direct 630.248.3340
jhosking@hoskingklute.com

Robert W. Klute AIA ACHA
Principal
Direct 630.258.1050
rklute@hoskingklute.com