



# *Hospitality QuickStart*

*Programming and Planning Services for your new Hospital Hospitality House*

## **Consultation with Experts in Building and Operating a Hospital Hospitality House – Designed to Save Your Team Valuable Time and Money**

Available only through the Healthcare Hospitality Network (HHN), *Hospitality QuickStart* is a specialized comprehensive consulting program designed to help you plan and design your new hospital hospitality house, or in planning for an expansion of your existing house. Experts in designing, building and programming hospital hospitality houses guide your team in establishing a common starting point to be utilized in all aspects of programming, planning, and concept definition of your hospitality house.

HHN's *QuickStart Consultants* guide your team through a process customized to meet you where you are in the planning stages, and taking you through the next crucial steps toward realizing your community's dream of hospitality housing. *QuickStart Consultants* are hand-selected for each project to ensure the right blend of expertise is available to your team.

### **What you get with HHN's *Hospitality QuickStart*:**

**Engineers, architects, and hospitality house experts provide 15 hours of services using specialized tools to aid in the development of your house project.** These tools may include:

**Mission, Vision and Business Case Analysis** – This necessary step has the greatest cost-effective influence on the outcome of your project. HHN experts provide advice, best practices and lessons learned.

**Space Program** – The space program is the foundation of the designer's work and is based on your needs as articulated by your mission/vision and business plan. It acts as a guide during the study and preparation of space layout. It is also a communication tool between the designer and the client. It is the client's responsibility to define the space program for the design professional. By reviewing our prototype programs you will be able to evaluate and define your needs and requirements.

**Floor Plans** – Suggestions for adjacencies and relative locations of all rooms on each floor, suggested furniture and equipment in each room, exterior elevations of the house, and three-dimensional line drawings of front and rear views.

**Specification** – Detailed outline of building systems in the prototype with definition of materials and quality of finishes, including narrative descriptions of mechanical and electrical systems options.

**Construction Budget Summary** – Detailed construction cost take-off of the prototype drawings in an interactive Excel spreadsheet format, which allows for customization to reflect local conditions, changes to the prototype, labor rates, and donated products or services.

**Construction Cost Take-off Drawings** – Prototype floor plans that describe the assumptions by area or linear feet used for the construction cost estimate.

**Project Schedule** – Suggested planning, design, and construction schedule.

**Request For Proposal (RFP) Documents** – Sample forms and recommended processes to follow when issuing an RFP.

Through the generous support of the Beaumont Foundation, funds may be available to assist in the purchase QuickStart.

## **The Key to Success: Completion of Visioning, Programming, Planning, and Pre-design Work!**

The adage “form follows function” is a foundational concept for a hospital hospitality house to understand. The “function” is the mission, vision, operational philosophy and characteristics (i.e., look, feel, operation, etc.) of the house. The “form” is the building and spaces that support the “function.” HHN *QuickStart Consultants* customize the following process and methodology to guide your team through critical discussions and decisions:

- 1. Define your Mission, Vision and Develop a Business Case Analysis** – Review and understanding of your organization’s guiding philosophies and goals become the foundation for planning your hospitality house. If you have not created your mission and vision, or have not articulated the business case, *QS Consultants* can assist your team in developing them.
- 2. Examine, Question, and Develop Your Space Program** – Through questionnaires and conversations, *QS Consultants* help you define the space you need. A sample space program helps you think through the specific areas needed in your hospital hospitality house.
- 3. Review Prototype Floor Plans** – The *QS Consultants* provide sample floor plans for study and discussion to understand the relationship of adjacencies of the various spaces. If you already have floor plans developed, *QS Consultants* will review those with your team.
- 4. Revise Specifications and Mechanical/Electrical Systems** – *QS Consultants* aid your team in identifying and determining the quality of materials, finishes, mechanical and electrical systems to suit your specific needs.
- 5. Confirm the Project Budget** – *QS Consultants* provide an interactive spreadsheet budget summary that can be adjusted to reflect the changes made to the space program, adjacencies, and specifications.
- 6. Develop a Project Schedule** – A sample project schedule is provided as an interactive spreadsheet that you populate and use to track major project tasks with a timeline for each.
- 7. Prepare a Request For Proposal (RFP)** – Once the space program, adjacencies, and specifications are complete, an RFP can be prepared for architects and/or contractors. *QS Consultants* can provide guidance in developing your RFP.

### **How Hospitality QuickStart will be delivered to your team:**

*Hospitality QuickStart* is customized to meet your organization’s specific needs and delivered to your team via conference calls, email and the Internet. *QS Consultants* work with your team to identify specific project goals and outcomes. *QS Consultants* use shared desktop services and the Internet to walk through the tools with your team. On-site services can be arranged with the *QS Experts* on a fee and expenses agreement. After 15 hours of service, additional consultation hours can also be arranged directly with the *QS Consultants*.

*The Arizona Transplant House completed construction of our Village at Mayo Clinic several years ago. The need for expansion was evident and we began the process of determining our needs, where we would build the kind of environment we wanted for our guests. This was a long and tedious process that could have been expedited if Hospitality QuickStart was available at that time. To have all the information and expert guidance in one easy to use service is a definite advantage to anyone considering either remodeling an existing facility or building a new one.*

*Tom Davie, Executive Director  
The Village at Mayo Clinic*

### **Schedule an informational call by contacting HHN:**

Healthcare Hospitality Network, Inc.

Karylenn Echols, Executive Director

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