



HEALTHCARE INSIGHTS





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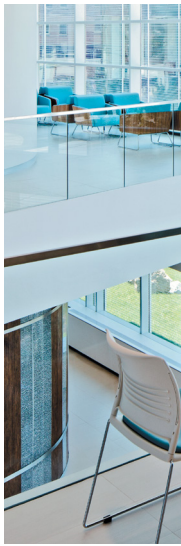
INTRODUCTION

Healthcare: A Shared Dedication

On a mission.

From administering care, to welcoming new babies, to helping patients live fuller, healthier lives, healthcare delivery in all its forms is a remarkable mission.

Every day, healthcare workers provide medical care and promote health and wellness while addressing the other realities of healthcare—the demands of changing demographics, increased consumer expectations, heightened environmental concerns and emergent technology.





The Changing Nature of Healthcare

Supporting evidence-based design.

In significant numbers, the aging Baby Boomers are poised to reshape our healthcare system. More people will be living longer, but also managing more chronic conditions and using more healthcare services.

In response, healthcare construction needs are rapidly evolving. The facilities of yesterday look nothing like the facilities of today, which surely will look nothing like the facilities of tomorrow.

Equally urgent is the current nursing shortage, one that is expected to worsen. It's a challenge made greater considering more staff will be needed to care for a growing and aging population.

It requires partnership and leadership.

KI is already there.

Ahead of the curve.

At your side.

With genuine understanding and a commitment to innovation, KI provides insightful solutions to help healthcare facilities operate more efficiently and effectively today—and well into the future.

We fully support an evidence-based design

philosophy which encourages the development of healthcare products and environments that are therapeutic, supportive of family involvement, efficient for staff performance and restorative for workers under stress.

We continually monitor the industry, examine trends and respond to the changing dynamics of healthcare. As a result, the real needs of healthcare are addressed in our processes and in our industry-tested furniture designs. They reflect the next generation of work solutions and create environments that are caring, comfortable and above all, safe.

By 2030, the number of U.S. adults aged 65 and older will double to about 71 million and place unprecedented demands on the nation's health care program.

- U.S. Department of Health & Human Services

Our distinctive furniture and wall systems combine for a beautiful aesthetic. Moreover, they offer optimum comfort and privacy to patients, as well as support to families as they become part of the care-giving process. It's furniture that is comfortable rather than clinical, yet offers the practicality, durability and functionality appreciated by staff and administration.

It's also designed with a sense of sophistication to meet the high-quality expectations of today's demanding consumers. Additionally, healthcare facilities that desire strong brand differentiation will find compelling inspiration in KI products and services.

KI solutions further enhance staff performance, supporting mobility, productivity, even morale. We listen to our clients; then we work together to identify the best furniture solutions for facilities, their staff, patients and families.

From seating and sleepover solutions, to workstations, storage and textiles, KI is dedicated to one overriding goal: to support the mission of quality healthcare.



Patient-Centered Approach

Environments that invite, comfort, heal.

Uncertainty is a shared experience for patients, too, and healthcare facilities can be unsettling places for them. From the moment they arrive, throughout their stays and on follow-up visits, patients are making assumptions about the care they'll receive and are seeking reassurances.

Healthcare environments play a critical role in how patients interpret the quality of their treatment and view their overall experiences. By creating a healing, nurturing environment, a healthcare facility can enhance its patient-centered care. It can ensure each patient's comfort, privacy, dignity and respect and help build lasting patient relationships.

Partnering in patient advocacy.

KI shares the industry's unwavering commitment to patient well-being. Utilizing evidence-based design, together we can help reduce patient anxieties, integrate patient-centered care into every corner of a facility's environment and create uplifting, healing spaces for patients.

The impacts of healthcare environments on patient health, safety, care and outcomes are real. From the healing properties of color to the benefits of private rooms, patient advocacy is in each detail and every surrounding. Nowhere is this more evident than in the patient's room.





A room for one, with space for all.

Patients are treated as guests, and patient care areas are no longer cold, utilitarian spaces. Private rooms are the expected standard and their benefits are overwhelming. They help minimize the likelihood of infection spreading from one patient to another, allow families to participate in care giving and reduce environmental stressors such as noise. Private rooms also better support the range of activities that take place there, bridging interaction between patients, families and staff.

Today's patient-centered facilities rely on KI to help them transform the overall patient experience. Our furniture solutions complement the private room environment with residential aesthetics that are conducive to healing — soothing and homelike, but with the required durability and cleanability needed in healthcare facilities.

As the utilitarian rooms of yesterday give way to comfortable, therapeutic environments, KI's evidence-based solutions provide added comfort and safety to enhance patient relationships, increase patient satisfaction

and support patient outcomes. Our quality furniture is built specifically for the needs of the healthcare industry.

In fact, safety is the number one factor in the design and development of our furniture solutions. We deliver all the comforts of home, while maintaining utmost safety.

Style joins function in all of KI's patient-room furniture. Designs with feminine influences help patients feel nurtured and comforted, while our well-built and adaptable structures prolong facility investments.

Quality and satisfaction – guaranteed.

If furniture is uncomfortable, then it's likely the one thing patients will remember about their entire healthcare experience. When furniture does its job, all they'll remember is the quality care they received.

Built to withstand the rigors of 24/7 use and backed by a KI warranty, KI solutions work seamlessly in the patient-room environment, supporting positive patient experiences and impressive patient satisfaction levels.

Focused on Families

Extending the caregiving team.

Families have increasingly become an important part of the patient's care team and can have a positive influence on patient outcomes. They play an active role on the team, often staying in patient rooms overnight and for extended periods.

Technology and the media have put more medical information at consumer's fingertips. As a result, family members feel more informed and empowered to provide better care and support for their loved one.

Inpatient stays are getting shorter. The more involved families can be while their loved ones are hospitalized, the easier it will be for them to continue care once patients have been

discharged. This is another reason healthcare facilities actively encourage family involvement.

A family of products for families of patients.

KI can help incorporate family-friendly spaces throughout a facility, as comfortable waiting areas or within patient rooms. Our multi-functional, flexible furniture optimizes space and efficiently supports family participation in the care process.

KI furniture plays an important role in alleviating stress and in creating a relaxed, residential atmosphere for family members. Through evidence-based furniture design and placement, waiting areas become welcoming environments, ideal for intimate gatherings



and private conversations. Family waiting areas reflect relaxed retreats, providing families with comfortable furniture.

Always safe, user-friendly and highly intuitive, KI healthcare furniture solutions accommodate guests from a wide range of ages and physical capabilities, and include practical, durable features to withstand the rigors of 24/7 use.

The comforts of home.

Providing family members with generous, in-room guest seating and comfortable sleep solutions is paramount to family support. KI's award-winning guest seating, tables and sleepover solutions empower families to make the space their "home away from home."

In fact, we pioneered the field of sleepover solutions—a prime example of evidence-based design—and continue to introduce innovative designs that lead the industry.

KI sleepover solutions efficiently meet the demand for guest accommodations. They are designed to allow optimum use within the often-limited and widely varied footprint of the patient room.

Our sleepover solutions not only keep families close by, but they also provide an extra level of comfort to aid guests in getting ample rest. They feature smooth sleeping surfaces and offer a longer, wider sleeping area. Our intuitive designs also allow guests to effortlessly convert the units to a sleeper or sofa without staff assistance.

Equally important are the elements of safety and cleanliness. Designed with built-in cushions that

never touch the floor, our sleepover products support a clean and safe environment. All textiles are easy to clean and offer antimicrobial and stain-resistant properties.



To further accommodate overnight guests, KI sleepover units feature built-in storage. Such integrated storage compartments maximize limited room space and provide guests with convenient places to store belongings, preventing them from feeling as though they're ever in the way of care delivery. In-room desks and worksurfaces support additional guest needs and activities, from accommodating technology to providing a convenient place for books and magazines.

Supporting family.

Family involvement can be expected and effective. With it, patient healing is enhanced and patient satisfaction increases. KI solutions help to successfully engage family members and adequately accommodate their daily and overnight needs.

Supporting the Staff

Designing a rewarding environment.

Nowhere is industry uncertainty greater than in the healthcare trenches. Patient conditions improve and decline, new modalities and technologies are adopted, compliance rules and regulations change.

A well-structured healthcare environment reduces the demands on medical staff and is critical to their performance and safety. By creating a positive, comfortable and highly flexible workplace, an organization supports worker competence and promotes productivity. Not only can the environment reduce errors and increase care effectiveness and efficiencies, it also boosts morale and increases job satisfaction. It can further influence three other factors important to quality care—turnover, recruitment and retention.

A facility's environment must likewise support rapid changes in medical and information technology, evolving workflow systems, issues of compliance and patient privacy.

Administrative and support staff also depend on proficiently designed workplaces to meet their current responsibilities while addressing the digital future of paperless and wireless healthcare.

Understanding your needs.

Delivering solutions.

From patient-care areas to administrative offices, KI builds hardworking, evidence-based workplace solutions that effectively address the ever-changing nature of healthcare.

With an emphasis on safety, our superior-quality furniture and work systems secure a productive and rewarding workplace. They help to improve outcomes, support wellness delivery and keep space as efficient as possible.

KI solutions are essential for supporting the specialized dynamics of healthcare facilities, with elements that improve access between staff and patients and foster better communications. KI furniture delivers mobility, flexibility, user-friendly mechanisms, cleanability, durability, smart space-saving advantages and better aesthetics.

Current care delivery models together with technology give today's staff more valuable



patient time. While healthcare has moved toward decentralized nurses stations as one example, there's still a need for space that encourages shared communication and team building. KI responds with products like mobile desking and charting stations.

Our highly adaptable seating and height-adjustable desking further address mobility, safety, well-being and productivity. They're ergonomically designed to provide superior back support and reduce fatigue through a more healthy and productive sit-stand style of working. Adaptability further supports staff work practices, bedside charting tasks and changes in shifts and users.

KI products help to assure the utmost patient privacy and maintain HIPAA compliance. Whether enclosing patient registration, buffering waiting areas, or surrounding workstations, we offer products and suggestions to help HIPAA compliance.

Optimizing administrative office areas.

Addressing the ever-changing nature of healthcare environments requires sustainable solutions and flexible products that support evidence-based design. With genuine understanding and a commitment to innovation, KI provides insightful solutions to help healthcare facilities.

The variety of professions working throughout various office spaces and their different work styles, preferences and needs demand a variety of furniture considerations. KI offers a wide range of quality systems and components to optimize space in administrative areas and create fluid, flexible environments.



Comfortable and durable, KI furniture easily adapts to changing office needs. Height-adjustable desking and seating and other ergonomically friendly elements allow users to choose from a variety of working positions regardless of their specific body dimensions.

Adjustable privacy screens and panels can be attached to desking units to create configurations that support private or interactive workspaces. To maintain the appearance of clean and organized workspaces, power and data can be discreetly managed through modules or hardwiring under table surfaces.

KI's architectural walls further provide a welcome level of flexibility and ease. Comprised of only a few basic parts, our walls can be installed quickly and with minimal disruption. Their effortless mobility allows for the quick reconfiguration of workspace based on changes in its use or in the number of employees who must work there.

Additionally, our architectural walls can be refurbished, rearranged, reupholstered and easily reconfigured without requiring new building materials, which minimizes renovation waste and optimizes budgets. Because there's no demolition, there's never any drywall dust, mess, noise or harmful fumes.

Equally important is KI's longstanding commitment to the healthcare furniture market. Clients can easily standardize on KI's administrative product portfolio and feel confident that they're working with a partner who will provide critical long-term strategic and product support as well as business stability.

KI Response to Key Healthcare Considerations for Patients, Families and Staff

Safe environment	Safe Environment Safety is the most important factor in all design and development; BIFMA standards followed or exceeded.
Optimizing patient room footprint	Multi-functional, flexible furniture with mobility that easily facilitates a variety of room arrangements; storage is integrated; customization is available.
Patient skin integrity	Breathable fabrics that offer antimicrobial and stain-resistant properties; evidence-based design; solutions developed based on credible research to support the best possible patient outcomes.
Family & guest accommodations	Sleepover solutions and built-in storage options; intuitively designed for easy use without staff assistance; quality guest seating; desks and workspaces for computers, technology, guest activities.
Infection control, cleanability	Easy-to-clean fabrics; finishes that stand up to repeated, stringent cleaning-agents; no loose cushions.
24/7 use	Furniture built to withstand rigorous use; backed by KI warranties.
Bariatrics	Bariatric furniture built strong yet complements overall aesthetics.
ROI	Field replaceable components that allow simple part replacements when needed; classic designs that maintain integrity.
Physical demands on nursing staff, repetitive activities of administrative workers	Ergonomic solutions that reduce pain and injuries; products that offer easy mobility, adjustability.
Shift workers and multiple users in workspaces	Workstations that allow task diversity and include height-adjustable desking and seating to support sit-stand working style.
Decentralized nurse station design	Mobile desking, charting stations.
Increased technology and documentation activities	Adaptable computer workstations, height-adjustable seating and desking.
Noise levels, privacy needs, HIPAA compliance issues	Architectural walls with acoustical properties; systems that ensure privacy.
Adjusting to facility space planning needs	Architectural walls; flexible, easily reconfigured workstations.

Healthy Solutions

Enhancing the well-being of patients, family and staff.

A measurable difference.

While the impressive visual qualities of KI architectural wall are immediately apparent, it's often the inherent qualities of the product that bring the greatest value to healthcare environments; qualities that enhance the physical and emotional well-being of patients, families and healthcare staff and drive positive measurable outcomes.

These include:

Improved Air Quality – no chemical emissions (versus drywall construction which produces dirt and dust as well as hazardous offgassing).

Infection Control – variety of finishes support cleaning with a 1:10 bleach solution.

Privacy Support – best-in-class STC ratings support privacy and HIPAA compliance.

Enhanced Daylighting and Views – glass panels provide exposure to light which positively impacts human health and performance.

Reduced Construction Time – lean principles of building and operations provide opportunity to expedite the construction timeline and revenue generation.



Pallas Textiles—Thoughtfully designed for healthcare.

As the benefits of a holistic healing approach have come to light, the importance of interior design has received new emphasis. The right combination of colors, patterns, textures, fabrics and finishes are essential to the healthcare environment. They instill a sense of calm and promote healing. They also establish expectations about the quality of care a facility delivers. Residential aesthetics are increasingly replacing institutional ones, reflecting a departure from clinical environments to those that suggest home or hospitality.

Soothing influences, practical features.

From lobby seating to fabrics for privacy curtains, Pallas Textiles can help create spaces that support the healing process. With tranquil patterns, restorative colors, superior cleanability and built-in antimicrobial technology, its quality textiles and wall coverings reflect a sense of well-being to meet the needs of patients, family and staff.





Lyra lounge chairs, Lyra occasional tables



Top: MyWay lounge seating
Bottom: Soltíce Metal multiple seating and occasional table



Top: Hub modular seating, Dōni stack chairs, Apply café stools, Pirouette tables
Bottom: MyPlace rounds, Soltice Metal bariatric chairs, multiple seating and occasional tables
Back Inside Cover: Genius architectural wall





KI is a trusted expert for furniture and wall systems around the globe.
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