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Infrastructure and  
OperationsAssociation of University  
Centers on Disabilities

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William Kent  
Sr. Vice President  
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Dear Bill,

On behalf of the faculty and staff of the Division of Developmental and Behavioral Pediatrics and, most importantly, the patients and families that we serve, we wanted to write a note of thanks to CCHMC for providing such an excellent facility for the care of our patients.

One of our staff commented earlier today that it is not so much what the families say about the facility, but rather the sense they convey of their increased comfort and ease while in the new building, that lets us know each day how much they appreciate the new facility. Our faculty and staff have noticed that the design of the facility helps children and their families become more at ease. Staff have observed that patients enter the clinic rooms less agitated and more composed than when we were located in E Building. Several families volunteered similar observations to staff:

*I like how peaceful the new place is. My son didn't like where we had to go to check his blood pressure [in the old facility]. It was right by the door, a very busy place, he would always try to run and get away. I know that the blood pressure room is still near the door, but at least there is plenty of room for him to get up and walk around in there when he needs to. He doesn't feel like he has to run and hide anymore. He doesn't feel like he's trapped in this little /tty bitty room where people do things that he doesn't like. He has room to walk around and explore the place so he's not so worried. I don't see as many meltdowns in the new building! Coming to the doctor isn't so horrible anymore.*

*When we used to go to the old building, my child would become upset as soon as we walked in the building. The waiting room was small! and crowded. My child had such a hard time with the noise of the sliding doors and elevators in the waiting room. On top of that,*

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*there were lots of people walking in and out of the area. It was a really stressful area for my child, especially since he doesn't like to wait. But now we walk into the new building and my child doesn't have to deal with the busy waiting area. The main hallway is calm and bright. The waiting room is big and spacious. We have the space to keep to ourselves during those times when my child doesn't want to be near other people. He usually has such a tough time waiting, but in this new building, I haven't noticed him being as stressed when we wait.*

*I can't believe how much calmer this new clinic is. When you called our name to go back into the clinic [in the old facility}, there were always tons of people walking in the halls. The halls were small and it was cramped. Sometimes my daughter needs to get out of the room and walk around. But, there really wasn't any room for us to walk. My husband or I would stay in the room and talk to the doctor, while the other one walked with my daughter. But the hallway was so busy and we felt like we were in everyone's way. We felt like we had to leave the building and go outside for a walk, but then it was always a battle when it was time for us to go back in. Or if it was winter time, it was too cold outside and there was no place for us to go. Now we can walk up and down lots of hallways and never even leave the clinic. My husband and I can take turns talking to the doctor if we need to, and we're just an earshot away and they can find us easier.*

We recognize that this new facility represents a significant investment for the medical center and appreciate the care and thought that went into the design, construction, and post-construction phases of the project. We realize that we had many requests and offered many suggestions to the design team; much of what we requested represents new ideas and approaches. We are grateful that the team respected the input members of the division and our patients and their families offered and implemented many of these innovations (e.g., custom cabinetry to obscure sinks for at least some of the rooms, more natural lighting and windows, easy access to parking through an attached garage, etc.). We believe it has resulted in a facility which is truly state-of-the-art for the care of children with developmental and behavioral concerns. Comments from parents and staff have confirmed these impressions:

*I am happy to see the closets [the custom cabinetry that serve to obscure the sinks} inside the rooms. My child is obsessed with playing with water, turning the sinks on and off, touching all the paper towel and soap dispensers. Before, it was such a struggle to hear the doctor when she was trying to talk with us. My child would be getting into the sink area and would get very mad when I had to pull him off the sink. I didn't feel like I really could hear the doctor or have enough time to ask the questions I wanted to. But now you have these great closets that keep the sinks neatly covered up. When we're in the room with the doctor, I feel that I can actually focus some of my time on talking with the doctor. I don't have to constantly pull him off the wall. It makes for a much better appointment and we don't leave here feeling so stressed out.*

*I walked into a room the other day to check on a family. The snow was falling in big downy flakes and all three children were standing at the window watching the snow fall. The mom commented that the windows were the best toys she could have. Her kids had been watching the snow for the last 5 minutes and she got all the paperwork filled out and got to talk with the nurse without interruption.*

*When asked what she thought about our new setting, one mom said that it was so much easier to get here once she parked in the garage. That used to be the hardest part of the visit. Her son is incredibly afraid of elevators and in this building they just had to park and go straight across to the new area. It used to take her 20-30 extra minutes just to get in and out of the car. On today's visit, her son got out, realized they didn't have to do the steps and came in without incident.*

*One mother was heard commenting that the visit today marked a milestone for her daughter. With her daughter's disability [she requires bracing due to spina bifida}, in the old building they would have had to use a wheelchair from the parking lot to the clinic because the walk was so long. Today, the patient walked from the car into the clinic waiting area. She told her mom, "Not one person stared at me because I was in a wheelchair today."*

The feedback from our patients, their parents, and our staff have been uniformly positive. Every day we witness this increased sense of

calmness and the diminished distress experienced by patients and their families and know that this is an important and tangible step forward in making the patient and family experience less stressful so it "isn't so horrible anymore." We hope that by sharing these observations and comments, you can share in the much deserved pride about the contribution of this new facility, which we believe marks an important milestone for the institution. On behalf of our patients, families and staff, we ask that you convey our appreciation to the remainder of the design, construction, and project management team that together have helped to bring this project to such a successful completion.

Sincerely,



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Developmental and Behavioral  
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for Developmental Disabilities