



ICONS and Innovators Webinar Series
 CEU Verification Form & Quiz

To earn AIA Continuing Education Units, purchase a CEU Management fee, complete the verification form and quiz questions and submit to Natalie Gonzalez at ngonzalez@healthdesign.org.

Participant Name: _____

AIA Member #: _____

Provider Name: **The Center for Health Design** Provider Number: **Z009**

I purchased a CEU Management fee Order # _____

Attended	AIA	Webinar Title	LU Hours	HSW
Yes <input type="checkbox"/> No <input type="checkbox"/>	WEB23C08_ON	Caregiver Well-being in Mental and Behavioral Health Environments	1.0	Yes

1. _____ is an occupation-related syndrome encompassing emotional exhaustion, detachment or disengagement from patients and one’s work, and a reduced sense of personal accomplishment.
2. The average annual turnover rate (2022) in mental and behavioral healthcare is:
 - A. 5%
 - B. 26%
 - C. 31%
 - D. 100%
3. Which of the following are key drivers of staffing challenges in mental and behavioral healthcare:
 - A. Geographic mal-distribution of MH/BH providers
 - B. Historical stigma
 - C. Higher rates of workplace violence
 - D. All of the above
4. Staff respite spaces should be located:
 - A. As close to the care desk (hub of action) as possible
 - B. Separate from patient treatment spaces
 - C. In a different building
 - D. As far away from patients as possible

NOTE: To have your credit uploaded to the AIA, you must purchase a CEU Management fee from The Center for Health Design store. This \$12.00 fee covers the administrative cost of uploading CEUs to the AIA. <https://www.healthdesign.org/store/products/events-webinars>

ICONS and Innovators Webinar Series
CEU Verification Form & Quiz



5. What factors often lead to consideration for staff dining options?
 - A. Security protocols (increased time to enter/exit)
 - B. The travel distances due to overall building length (increased time to enter/exit)
 - C. Staff are human and need to eat!
 - D. All of the above.

6. When planning for efficiency of staff operations, designers should employ which solution:
 - A. Dedicated staff circulation to consolidated staff zones
 - B. Combined staff and patient circulation paths
 - C. Separate staff and patient zones as far apart as possible
 - D. All of the above

7. Strategies to extend the mental healthcare workforce that may require additional space in a facility include:
 - A. Including peer support specialists as a provider type
 - B. Accommodating students, interns, and residents
 - C. Providing dedicated on-site mental healthcare training
 - D. All of the above

8. Which of the follow improve patient well-being but have little or no effect on staff well-being:
 - A. Natural light and views to the exterior
 - B. Proper acoustics
 - C. Well-designed artificial lighting
 - D. None of the above

9. In addition to technological security systems, the strategy for security that depends on understanding the needs and day-to-day condition of a patient is known as _____ security.

10. What is an effective tactic to increase staff through-put at secure building entries:
 - A. Revolving doors
 - B. Automated sallyports / portals
 - C. Increasing security staff
 - D. Eliminating the secure perimeter

NOTE: To have your credit uploaded to the AIA, you must purchase a CEU Management fee from The Center for Health Design store. This \$12.00 fee covers the administrative cost of uploading CEUs to the AIA. <https://www.healthdesign.org/store/products/events-webinars>