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Participant Name: ________________________________
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Provider Name: The Center for Health Design Provider Number: Z009

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<td>Realizing the Benefits of a Human-Centered Approach in Behavioral Health</td>
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1. The ________ shapes behaviors better than rules.

2. Open and accessible nurse stations can instill a sense of ________.

3. Everything we do in design evokes a ________ response.

4. An example of a word from a positive behavioral environment includes __________________________.

5. An example of a positive First Impression strategy includes: ________________________________.

6. An example of a human-centered design strategy for a Therapeutic Environment includes:
   ________________________________
   ________________________________.

7. Name one of the two types of density affecting the patient experience:
   ________________________________.

8. Name one of the three types of environments referenced in post-occupancy examples:
   ________________________________.

NOTE: To have your credit uploaded to the AIA, you must purchase a CEU Management fee from The Center for Health Design store. This $10.00 fee covers the administrative cost of uploading CEUs to the AIA. https://www.healthdesign.org/store/products/events-webinars
9. Examples of improved outcomes measured in the post-occupancy examples include:
__________________________________________________________

10. When evaluating project costs design teams should encourage their clients to weigh
_________ __________ versus ____________________.