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

Participant Name: ____________________________________________
AIA Member #: ____________________________________________

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

I purchased a CEU Management fee    Yes □ No □ Order #___________

<table>
<thead>
<tr>
<th>Attended</th>
<th>AIA</th>
<th>Webinar Title</th>
<th>LU Hours</th>
<th>HSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes □ No □</td>
<td>WEB14C39</td>
<td>Designing the Future of Integrated Behavioral Health</td>
<td>1.0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1. What are the key issues related to design for Behavioral Health?
   a. One-quarter of the US population experiences a mental health diagnosis
   b. Boarding time in the Emergency Department may be up to 3 times longer
   c. Patient safety and quality are compromised
   d. All of the above

2. What is one of the key determinants for addressing the Behavioral Health issues in the ED?
   a. Dedicate more rooms for Behavioral Health patients to address patient throughput
   b. Admit patients to the hospital directly to avoid the ED
   c. Improvements in patient throughput could result in financial savings

3. What goals are important to improve the care delivery experience for Behavioral Health?
   a. Promote dignity by segregation of patient and visitor circulation
   b. Remove Behavioral Health care from the ED setting
   c. Co-mingle Behavioral Health patient with the general population

4. The most critical consideration for design of Behavioral Health facilities is safety for patients and for staff.
   a. True
   b. False

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
5. One of the measurable constructs to consider when planning a Behavioral Health facility includes:
   a. Length of stay
   b. Size of the department
   c. Plans for future growth

6. What is the value of a Crisis Stabilization Unit?
   a. Provides an environment comfortable for families
   b. Safeguards patient dignity and protects staff safety
   c. Reduces wait time

7. What is the intended purpose for the ‘Living Room’ concept?
   a. It is a common program component for Behavioral Health that provides a pleasant place for waiting
   b. It serves as a place where the physical environment works synergistically with the organizational and operational processes.
   c. It allows for a place where staff can be off stage

8. How did the integrated behavioral care delivery model inform the design for this facility?
   a. Examination of patient experience and throughput revealed that there was direct synergy between the ED and the existing Behavioral Health Center.
   b. The ‘Living Room’ was considered the central component necessary for success
   c. The staff could be cross-trained to work in the ED and the CDU

9. How does the CSU impact patient throughput?
   a. Patients bypass the general ED and are directed to the CDU for treatment
   b. Staff follows the patient throughout the treatment process reducing the number of handoffs.
   c. Following medical clearance, patients can be evaluated in a separate area that allows for observation and assessment, separate from the medical treatment areas.

10. The process issues that need to be addressed in the care of behavioral health patients include:
    a. Streamline the transfer of patients of Behavioral Health patients to the CDU
    b. Utilize the CDU to evaluate patients prior to admission, transfer or departure
    c. Institute proper training of staff
    d. All of the above.

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