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## Creating Great Spaces to Work and Heal

Customer Name



**HermanMiller** Certified Dealer

Dealer Name



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Herman Miller and Dealer  
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## Supporting Patient-Centered Care

Herman Miller for Customer Name

HermanMiller Certified Dealer

Dealer Name



# Patient-Centered Solutions for Healthcare

Customer Name



# Patient-Centered Solutions for Healthcare

Customer Name



## Why Herman Miller

From our early days as a small-town furniture company to the global family of brands that we are today, Herman Miller has always been about people—our colleagues, our neighbors, our customers, and our partners. At Herman Miller, people are important because they give us purpose. The following five attributes illustrate how that purpose translates into how we run our business, and how we bring value to you.

### We Are a Leader in Problem-Solving Design

We take our inspiration from the ways people live, work, heal, and learn. Then, we partner with the world's most respected designers to develop original solutions where people need them most.

### We Offer Knowledge You Can Use

By taking our human-centered insights and applying them to our customers' unique issues and goals, we help create tailored solutions that deliver real results to people and organizations.

### We Make Products You Can Trust

With Herman Miller, you're not just buying a product, you're investing in a relationship. Our commitment to you doesn't end when our product leaves the factory. Delivery, services, warranty, and timeless style are all part of the deal.

### We Are a Reliable Partner

Whether across the globe or just across town, Herman Miller is where you need us to be. We offer a full suite of products and services through our family of brands, like Design Within Reach, Nemschoff, and Geiger, as well as through our extensive dealer and distributor network. Because we start with human-centered design to solve big problems and we work everywhere, we can tailor the perfect solution to your particular needs.

### We Live by Our Values

We are dedicated to our core values: serving humanity, environmental stewardship, inspiring people, solving problems, going above and beyond, building relationships, and welcoming change. We don't do things because they're easy or to meet the bottom line—we do them because we believe they're the right thing to do.



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## Why Nemschoff

Nemschoff has been pioneering healthcare furniture solutions since 1957. We begin by observing the activities of those who actually use our products: patients, their family and guests, and caregivers. We ask questions, listen to issues, and study their desired outcomes to uncover new insights that can improve the healthcare experience for all.

We combine Nemschoff's commitment to research, design, and craftsmanship with Herman Miller's research-led approach to deliver inventive designs based on ergonomic and healthcare expertise. We balance this commitment to design with lean manufacturing and hand-tailored details to deliver outstanding value. We also back all of our products with our Limited Lifetime Warranty--a promise we can stand by thanks to our unique combination of materials, multi-step processes, and high-quality construction.

Nemschoff's healthcare solutions are proudly made in Sheboygan, Wisconsin, a community where furniture craftsmanship spans multiple generations.



## Deliver the Future of Healthcare

In healthcare, the ever-accelerating rate of change is staggering. Your space needs to keep up with the demands of today, and rise to tomorrow's challenges without compromise. When you partner with Herman Miller, you benefit from our demonstrated ability to help healthcare organizations open their doors faster so they can begin serving patients—and generating revenue—sooner, pivot more quickly to enable change, and elevate the experience for caregivers, patients, and their guests.

### Increase Speed to Market

Put your plans on the fast track. Reduce the complexity that comes from fragmented specification and purchasing by standardizing on Herman Miller across your entire floor plate. Our single-sourcing and streamlined strategies help facilities open faster to get you back to providing care and generating revenue.

### Optimize Your Investment

Be ready for change. Over the long term, you can rely on our adaptive designs, lean expertise, and industry-leading warranty to add up to consistent standards and lower total cost of ownership.

### Elevate the Experience

Achieve your vision for performance. Our human-centered, research-based environments improve the experience for your staff, patients, and their families because they are comprised of product solutions designed to optimize performance and reduce human struggle.



Increase Speed to Market



Optimize Your Investments



Elevate the Experience

## Patient-Centered Approach



Our values have taught us to focus on the people using our designs as a source for insight and problem solving. Since our start, this philosophy has helped us become a pioneer of patient-centered solutions for healthcare.

Caring staff, patient-centered operations, and well-designed facilities work together to support an excellent patient experience—a significant metric for attracting and retaining patients, maximizing reimbursement, and achieving better outcomes.

We know through the American Society for Healthcare Engineering (ASHE) that HCAHPS scores can be directly affected by the physical environment. They base this on three important and related factors: people, process, and place. These are the same factors that have driven our focus and approach in the healthcare market for the past 50 years.

At Herman Miller, design starts with people. We study how people work—our cognitive and emotional motivations as well as our physical postures, movements, and interactions. The understanding we gain informs the products, processes, and environments we create.

From our heritage of human-centered, research-driven, problem-solving design to our future-ready solutions, we're uniquely positioned to help you empower your people, streamline your processes, and optimize your spaces to deliver a better experience for all.

## Healthcare Environment Specialists

Collaboration is central to the way we work with you. We believe that solutions informed by multiple perspectives are the most thoughtful, comprehensive, and lasting.

In order to foster collaboration with our customers, we've assembled an expert team of Healthcare Environment Specialists. These specialists contribute talents, training, knowledge, and new ways of seeing the healthcare environment. Their focus is to increase the performance of your healthcare facilities. They understand the complex relationships in healthcare delivery systems—from patient care to code compliance, from staff retention to construction planning. They translate their expertise into workable solutions for you.



### Clinical Strategists

Registered nurse managers with clinical and administrative experience. They help you create clinical environments that enhance staff effectiveness.

### Healthcare Application Strategists

Specialists focused on developing creative solutions. They formulate ways to support your changing work processes and procedures.

### Healthcare Designers

Credentialed designers with healthcare-related expertise. They work with you on all aspects of facility design and project planning.

### Healthcare Sales Consultants

Trained sales team experienced in healthcare environments. They help you coordinate all aspects of facility design and implementation.

### Healthcare A&D Specialists

Credentialed architects and designers with clinical experience. They provide education and training from a design perspective.





## Healthcare Experience Center

Building a new healthcare space is both exciting and challenging. Along the journey, we believe it's important to step back and see the potential for your project to positively affect how people think, work, and heal.

The Herman Miller Healthcare Experience Center is a first-of-its-kind collaborative environment devoted to helping you achieve the transformative power of space.

The Healthcare Experience Center provides a unique opportunity to collaborate with Herman Miller Healthcare's team of design, clinical, research, and product experts. Together, we'll develop solutions that positively affect critical issues such as staff workflow and efficiency, patient comfort and privacy, infection prevention, and adaptability. Our dialogue is guided by your project plans, so everything is tailored to your project's unique needs.



## Research-Based Design

We conduct extensive research that illuminates patient, family, and caregiver needs that, in turn, shape our products and interior solutions.

Healthcare environments are complex to plan for and manage. The functional requirements are varied and demanding, and, inherent to the nature of healthcare, the stakes are high.

For over 40 years, Herman Miller Healthcare and Nemschoff have gathered inspiration and insight by spending tens of thousands of hours inside healthcare environments, identifying problems by observing and talking with those who provide and receive care. This discipline has informed the design of industry-defining products, including Co/Struc storage, the Nala patient chair, and Compass—the modular system of flexible and interchangeable components designed for change.



Dual-arm controls maximize accessibility from any position or posture.



Pivoting arms give caregivers better access and leverage.



Improved kinematics provide a back pivot location that mimics the movements of the body.



The Wingback design, with optional adjustable neck pillow (shown), features a cradled headrest for enhanced comfort and support.



Enclosed casters and an open design between the arms, back, and seat prevent debris from getting trapped, allowing easy and efficient cleaning.



Red and green visual cues with central brake and steer pedals on each side of the recliner offer optimal visibility.

## Cleanability

Herman Miller and Nemschoff recognize that cleanability in the healthcare environment is vital. A large selection of our performance fabrics were designed to allow for disinfection by cleaning with diluted bleach. Our casegoods and modular components stand up to cleaning with strong chemicals and have features such as seamless, wrapped surfaces, sloped tops, and/or overlapping tiles to reduce the potential for liquids to seep into unseen areas. In addition, many products were designed to be raised off the floor so the room can be cleaned quickly and thoroughly. Our procedure/supply carts were likewise designed for easy cleaning, with every surface easily accessible.



### Nemschoff MicrobeCare™ Antimicrobial Solution

MicrobeCare is an antimicrobial treatment that effectively controls bacteria, fungi, algae, and yeast on a wide variety of Nemschoff products. It kills 99.99% of microbes and prevents microbe mutation. MicrobeCare is safe and has recorded proven results in highly sensitive healthcare environments.



#### Step 1

Microbes are attracted to treated surfaces and punctured.



#### Step 2

Due to the positive and negative ion exchange, there is deep penetration into the core membrane.



#### Step 3

Physical rupture of the cell and electrocution by positively charged nitrogen molecules destroys the cell.



## Healthy, Productive, and Engaged

The Thrive Ergonomic Portfolio pairs human factors and ergonomics expertise with research-driven products for a total ergonomic solution. Every element in the portfolio complements and enhances the functionality and appeal of individual settings and office landscapes. That helps you create a work environment where everyone can thrive.

### The Thrive Ergonomic Portfolio includes:

- Office Chairs
- Collaborative Furniture
- Tables
- Technology Support
- Power Access
- Lighting
- Desk Accessories

**80%**

of workers who use a computer are affected by musculoskeletal disorders.

American Optometric Association, 2016, Arif et al., 2015, Akinbinu et al., 2014, Rosenfield, 2011

**64%–90%**

of computer users experience symptoms of Computer Vision Syndrome (CVS).

Bernard et al. 1994; Katz et al. 2000; Robertson et al. 2008; Schlossberg et al. 2004

## Group Purchasing Contracts

Herman Miller is committed to GPO participation. GPO contracts have already been competitively solicited, so you save time and money by avoiding the bid process. And by aggregating the demand of multiple health systems, you get the best prices on Herman Miller products.

You'll find everything you need to furnish your entire floor plate on GPO contract.

### Our GPO Partnerships

- Ascension
- First Choice
- Healthcare Purchasing Alliance (HPA)
- HealthTrust Purchasing Group (HPG)
- Intalere (formerly Amerinet)
- Provider Supply Chain Partners (PSCP)
- Premier
- Vizient



### Cabinets & Carts

Anesthesia, "C" Locker, Computer, Endoscopy, Linen, Medication, Procedure, Storage, Supply, Transport



### Storage

Bookcases, File Cabinets, Pedestals, Shelving, Storage Cabinets



### Modular Casework

Exam, Patient, Procedure Rooms, Med Rooms, Lab & Pharmacy, Caregiver Stations



### Tables

Height-Adjustable, Coffee, Conference, End, Folding, Mobile, Process, Work, Overbed



### Seating

Bench, Guest Chair, Lounge, Patient, Sofa, Loveseat, Recliner, Stacking, Stools, Task, Treatment, Transport



### Offices/Workstations

Private, Open Office, Touchdown

**97%** On-Time, Complete, Defect-Free



## Lean Initiatives

Many health systems are adopting lean practices to eliminate waste and improve quality of care while controlling costs.

Speed to market is becoming increasingly important for health systems. Applying lean practices to planning environments leads to reduced waste, increased accuracy, and faster project completion.

Herman Miller can help you in the pursuit of lean initiatives. We integrate our deep knowledge and experience with lean practices to help health systems maximize their investment, plan ahead, continuously improve, and enable change.

Our clinical strategists are trained in the application of lean principles in healthcare facility design. Our clinical products are designed to support maximum flexibility, which is a key enabler of lean initiatives.

Our own lean initiatives have allowed us to reliably deliver to customers what they need when they need it, resulting in a reliability score that has averaged 97 percent over the past several years.

**39%**

of healthcare construction projects are over budget and behind schedule. We streamline processes, so you can open facilities faster and generate revenue sooner.

## Our Family of Brands

Our powerful collection of brands delivers design and innovation leadership. We're uniquely qualified to solve for the needs throughout the entire floor plate, with a diverse selection of expressive furnishings.



HermanMiller

GEIGER

Nemschoff

naughtone

maharam



calebrook  
bosson  
saunders

maars LIVING WALLS

HAY

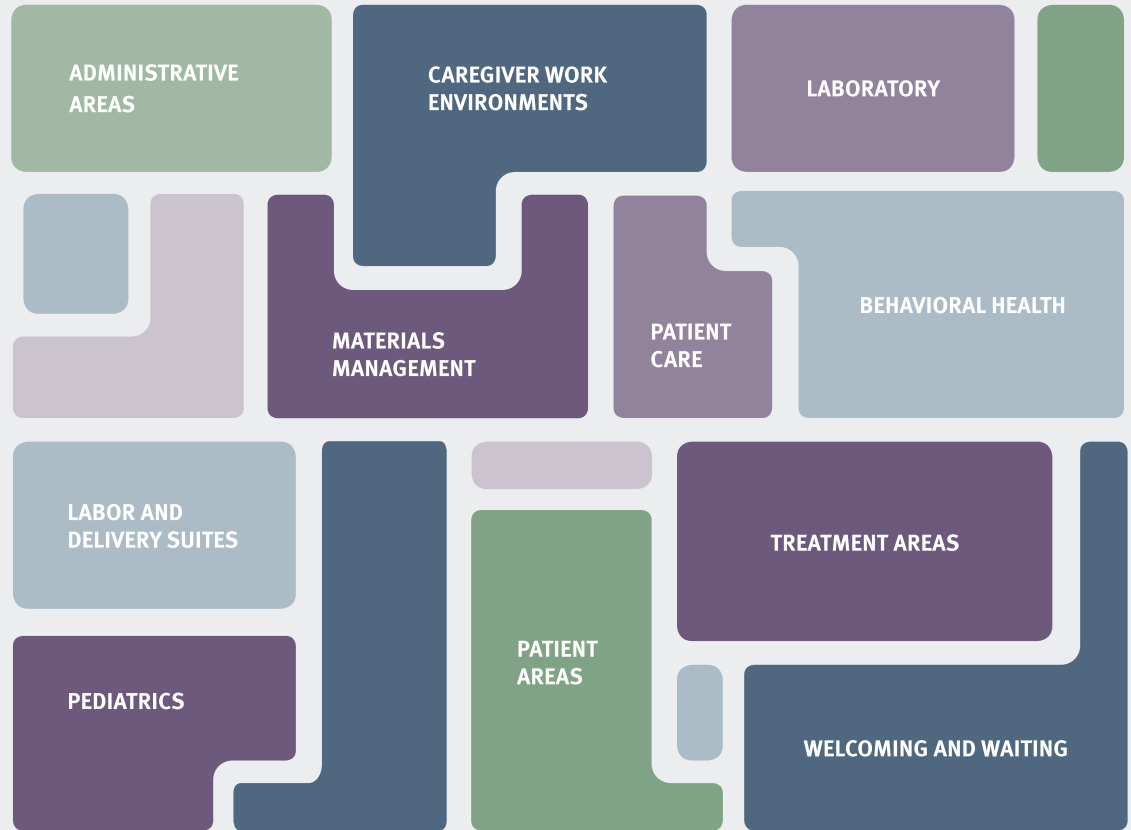


## Solutions for Every Healthcare Setting

For more than 40 years, we have invested in a complete portfolio of solutions to address needs across the continuum of care. These solutions—which span the Herman Miller Family of Brands—reflect our commitment to human-centered design.

From clinical products to administrative systems, our solutions thoughtfully complement one another.

Our product portfolio represents the industry's most comprehensive product offering for healthcare interiors. With this unmatched breadth, we're uniquely able to help you create a seamless functional and aesthetic experience—across a single facility or an entire healthcare system.



**29%**

of healthcare capital is spent on renovations to meet evolving population health needs. Our adaptive environments help you save renovation costs.



## Administrative Areas

The work environment is a visible sign of your organization's culture and sends a message to your staff and potential recruits of the value you place on them.

The people who lead and manage the day-to-day business of your healthcare facility need work environments that give them the tools to increase their productivity, comfort, and satisfaction.

Provide the right solutions for your staff and organization. Our breadth of offering gives you choice in cost, aesthetics, and functionality. You can meet varying needs for privacy or collaboration, technology, meeting and training areas, and storage.



# Behavioral Health

Informed by our work with leading facilities, we have developed a family of well-designed solutions that provide quality craftsmanship and meet the demanding conditions of Behavioral Health environments.

Our Behavioral Health products were designed for use in both inpatient and outpatient facilities where safety and security are of the utmost concern. They provide a comforting, residential feel, while meeting the functional and quality requirements of these areas, including a limited lifetime warranty.

Our comprehensive and flexible product offering includes caseworks, desks, beds, and seating, with custom solutions available to meet your unique needs.

Combined with our full family of products, we can furnish all areas of a Behavioral Health facility, including exam and consult rooms, administrative areas, and welcoming and waiting room spaces.

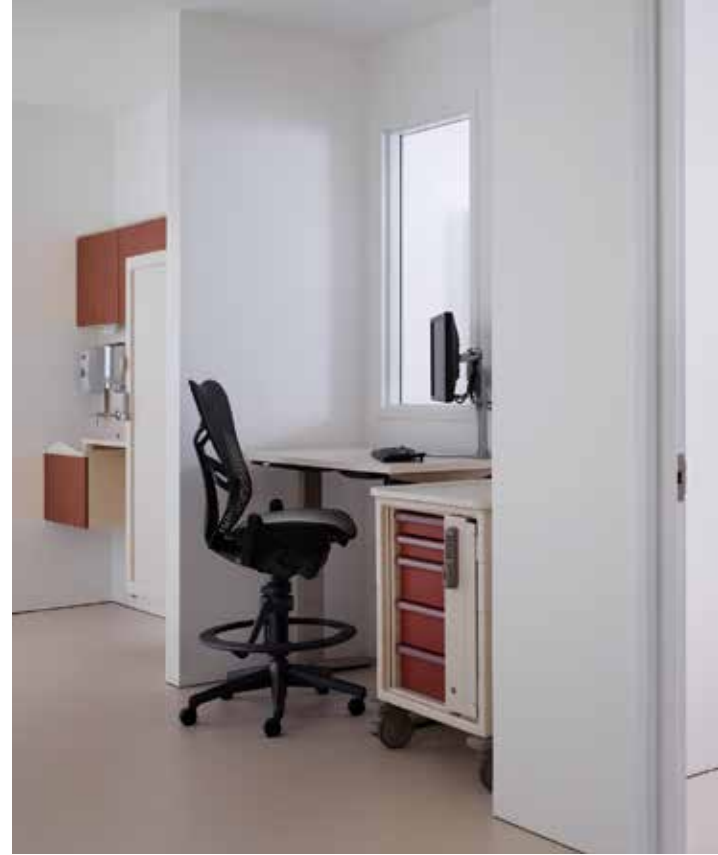


# Caregiver Work Environments

Caregiver workstations are complex environments where simultaneous activities take place. Caregivers shift constantly from direct patient care to administrative tasks and information sharing.

Concentrated work, peer collaboration, and consultations with families and patients work best when the setting matches the activity and the need for quiet, privacy, or open conversation.

The caregiver's work environment includes medication areas and equipment/supply storage, information retrieval and documentation areas, observation areas, break rooms, and meeting spaces. Our solutions address specific functions while retaining a cohesive look and feel, even as they extend into adjacent patient and family spaces.



# Laboratory

Why should built-in lab casework dictate how your equipment and work areas are arranged?

Modular, movable lab furnishings from Herman Miller Healthcare put you in control, with interchangeable components that embody flexibility, from first installation to repeated reconfigurations.

Design your lab to support your staff and processes. Office furnishings, ergonomic task chairs and stools, monitor support and work tools, and filing and storage will outfit the entire lab.





# Materials Management

The supplies, services, and labor required to manage medical/surgical and patient care materials can amount to nearly half of a hospital's total operating budget. It makes sense to continually improve processes and reduce the waste of excess dollars, time, and inventory.

From the warehouse to the patient's room, our storage and transport products provide an efficient, interchangeable way to handle supplies.

Our products feature modular and interchangeable components. That spells flexibility and savings in cost—and in the number of times supplies must be handled.



## Patient Care

Exam rooms must be designed to support both a consult and a physical exam. They must also be optimized to adapt for continuous improvements to enhance the delivery of patient care.

Color, lighting, materials, and textures can soften the clinical and institutional feel often associated with patient units. Comfortable surroundings add a level of familiarity to the patient's experience.

Our modular products can be expanded, contracted, redeployed, and rearranged—a cost-effective way to keep pace with the changes in your facility.





## Treatment Areas

Developed specifically for treatment areas, Terra Casegoods for Treatment Areas provide modular components that combine to support a variety of healthcare applications, including infusion bays.

Adjustability, personal control, and an efficient use of space respond to the diverse needs of patients, families, and caregivers. And while it's designed to withstand tough healthcare environments, Terra projects a warm, inviting look that helps patients and guests feel at ease.

The addition of our physician stools and recliners or patient chairs completes the treatment area.



# Welcoming and Waiting

Create a positive first impression with inviting designs that anticipate and accommodate the needs of patients and guests.

We make comfort a priority, designing every chair to help people relax, whether they're sitting for minutes or for hours. Our high-quality fabrics and finishes keep furniture looking fresh despite constant use. Choose from a wide variety of lounge chairs, multiple and tandem seating, plus seating, and powered table options.

With so many designs, materials, scales, and configurations, it's easy to transform any space into a place that says, "Welcome."





## Senior Living Centers

Senior Living Centers encompass a variety of senior care and housing options, including independent living, assisted living, retirement communities, nursing homes, care homes, and memory care. Herman Miller Healthcare and Nemschoff, along with the entire Herman Miller Family of Brands, have products to furnish them all. From welcome and lounge areas to café and dining room areas to individual living spaces, we offer comfortable and inviting furnishings that are made to last.



## Compass System

A modular system of interchangeable components for hospital and outpatient facilities, Compass is used to create applications for patient rooms, exam rooms, caregiver work areas, and other clinical spaces.

Compass components are easily assembled, removed, rearranged, and refreshed. Storage can be quickly relocated, headwall utilities can be easily accessed, added, or modified, and damaged product can be easily replaced without demolition. The result is unmatched flexibility.



## Mora System

A versatile casework solution to furnish spaces across a facility, Mora was designed to keep people focused on each other. Functionally, Mora provides intuitive ways to organize technology and supplies in support of natural human interactions.

Mora is made to foster better clinical relationships—purposefully designed to remedy basic storage problems and to enhance interactions and relationships between caregiver and patient. And while it solves for these problems, it's elegant aesthetic also works hard—and beautifully—in other settings, across the healthcare landscape.



We've considered Mora's every detail. It fits flush to the wall for a clean, architectural look thanks in part to the lasers we use to make Mora's edges consistent, durable, and minimal for a nearly seamless look. Precision manufactured in our facilities, Mora includes an integral backsplash and sink, beautiful and practical additions to any infection prevention program.



**Canvas Kit of Parts** allows you to quickly and easily change your office landscape. It lends itself to personalization to meet individual needs and preferences. And Kit of Parts protects your investment by adapting to the future of work. The wide but cohesive array of choices helps you create complete, unified landscapes that are flexible, beautiful, and scalable.

## Canvas Office Landscape

Canvas Office Landscape is our largest and most agile platform of furniture products. Its breadth lets organizations express who they are while addressing all their workplace needs—from private office to open plan. Canvas is highly adaptive in performance, so it combines in many ways to help people do their work now and when it changes. And because Canvas is beautifully cohesive in design, it looks good wherever it's used.





When trapezoid surfaces are selected, Renew Link reduces distractions by shifting the shape of the work surfaces to an angled pattern. This offsets the seated (or standing) orientation of people working close to one another and creates individual comfort zones that feel generous and private. Individuals are turned at a shallow angle so they have open sight lines for concentrating on their work; turning slightly allows them to check in with colleagues nearby. They can choose to orient their attention while varying their postures naturally.

## Renew Link

Renew Link delivers everything organizations like about benching systems (specifically, their high density), while addressing many of the things workers would like to change about them (low privacy and high distraction). And by accommodating both sitting and standing working postures, it brings a new level of individual choice to shared work environments.





## Locale

Locale helps organizations utilize and manage open office plans with a system that enables people to seamlessly transition between working together and alone, and in seated or standing postures. By removing visual and physical obstacles and condensing the architectural scale of an open office plan into a tightly knit neighborhood, Locale helps people stay better connected to their work and each other.

A thoughtful composition of Locale's elements encourages people to freely and intuitively cycle from individual work to collaborative group and social activities. With close proximity to each other and to everything they need to comfortably complete their tasks, people can be more focused, creative, and free to do their best.



## **Ethospace Nurses Station**

Ethospace Nurses Station combines flexibility, comfort, and durability with unique components for clinical requirements.

The constant interplay of activities throughout the nurses' station will be best served by flexible and responsive furnishings. Ethospace Nurses Station, along with a complement of adaptable clinical and administrative products, lets you design for image, process, variable staff size, and function. And for the dynamic nature that defines the nerve center of the patient care area.

## Co/Struc System



Co/Struc offers an efficient, integrated way to handle change in healthcare environments. It is a modular, adaptive system, meaning it was designed from the outset to allow for change. Co/Struc excels wherever it is used—patient care areas, pharmacies, caregiver work areas, and labs. Its integrated design provides functional and aesthetic consistency.

## Procedure and Supply Carts

Our tough, durable Procedure and Supply Carts are designed to meet the demands of today and make changes easy as needs change.

A modular cart system means universal sizes and easily interchangeable drawers and accessories. Our flexible and adaptive solution expands storage and transport capabilities, saves time and money, and improves efficiency and productivity.



## Patient Chairs

Designed for unparalleled comfort and support, our high-backed patient chairs are suitable for any part of a healthcare environment.

Complementary footstools enhance patient comfort even more and can be stored out of the way when not in use. Coordinated colors and finishes provide design continuity with other furnishings in the patient room and create a sense of hospitality that makes them feel inviting while meeting the stringent requirements of clinical spaces.



## Recliners

In treatment, resting, or even asleep, patients and guests receive support from our recliners 24 hours a day.

We offer a broad range of styles and scales, including Plus, to address specific needs. Adjustable back chairs, which feature a back recline, and CompactComfort models, which offer a back recline and footrest, combine exceptional comfort with a small footprint. Recliners offer full back and foot extensions, and many can be positioned completely flat to provide a comfortable sleeping surface.





## **Sleep Chairs, Settees, and Sofas**

Welcome friends and family into the healing process by providing a dedicated place for them to stay by the patient's side both night and day. Available in a wide variety of sizes and configurations that accommodate one or two people, our sleep seating is designed to host guests in complete comfort whether they are sitting upright or lying in a sleeping position. Transitioning the furniture from seat to bed and back is designed to be safe, easy, and mechanism-free.



## Enduring Quality

From design to delivery, sales to service, Herman Miller holds itself to the highest levels of quality. We confidently back every product with a Herman Miller Promise—a warranty that covers virtually everything from casters to end caps. We stand by every product, 100 percent.

Herman Miller testing and production methods go beyond industry standards so that every product goes beyond expectations. Our products work harder for our customers because they're built to the same standards that they're designed. And we strive for consistency to ensure that every manufacturing facility delivers the same quality and reliability, every time.





## Sharing the Journey

As you begin your journey toward creating the ideal healthcare environment, our goal is straightforward—to provide you with furnishing solutions and knowledge that support your goals and help you to better meet the needs of today without compromising the needs of tomorrow.

When you choose to work with us, you partner with a company that provides more than excellent products. The knowledge, expertise, and insights of our healthcare specialists combine with our products to create a better healthcare experience for everyone.

We provide worry-free service and installation for your project, and we back it with an industry-leading warranty. And, as we have for more than 100 years, we begin with the person and design solutions that are evidence-based and research-driven.

