



BSA

CONNECTED HEALTHCARE CONTINUUM

WHERE AI MEETS EMPATHY | 10.30.2025

MEET YOUR TEAM



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LEARNING OBJECTIVES

HUMAN-CENTERED DESIGN

across the healthcare continuum to improve patient outcomes, staff wellbeing, and caregiver experiences

INTEGRATING AI

with intentional design to create environments that enhance compassion, inclusivity, and dignity in care delivery

REAL-WORLD EXAMPLES

of how AI and design interventions have successfully improved equity, access, and patient engagement in healthcare environments

INTERDISCIPLINARY PLANNING

to align technology, space, and human needs to transform healthcare experiences for both patients and providers

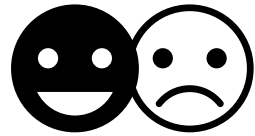


Healthcare is at a crossroads where AI is accelerating innovation, but compassion and human connection are at risk.



EMPATHY

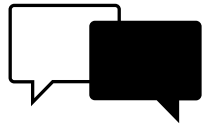
DEFINITION



EMOTION
PROBLEM + FEELING



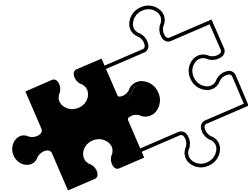
What is the patient problem that needs to be solved at this moment?



EXPERIENCE
WHAT IT IS LIKE



What is the experience that must be delivered to address the problem?



SOLUTION
WHAT WE PROVIDE



What kinds of solutions are required to deliver on the required experience?

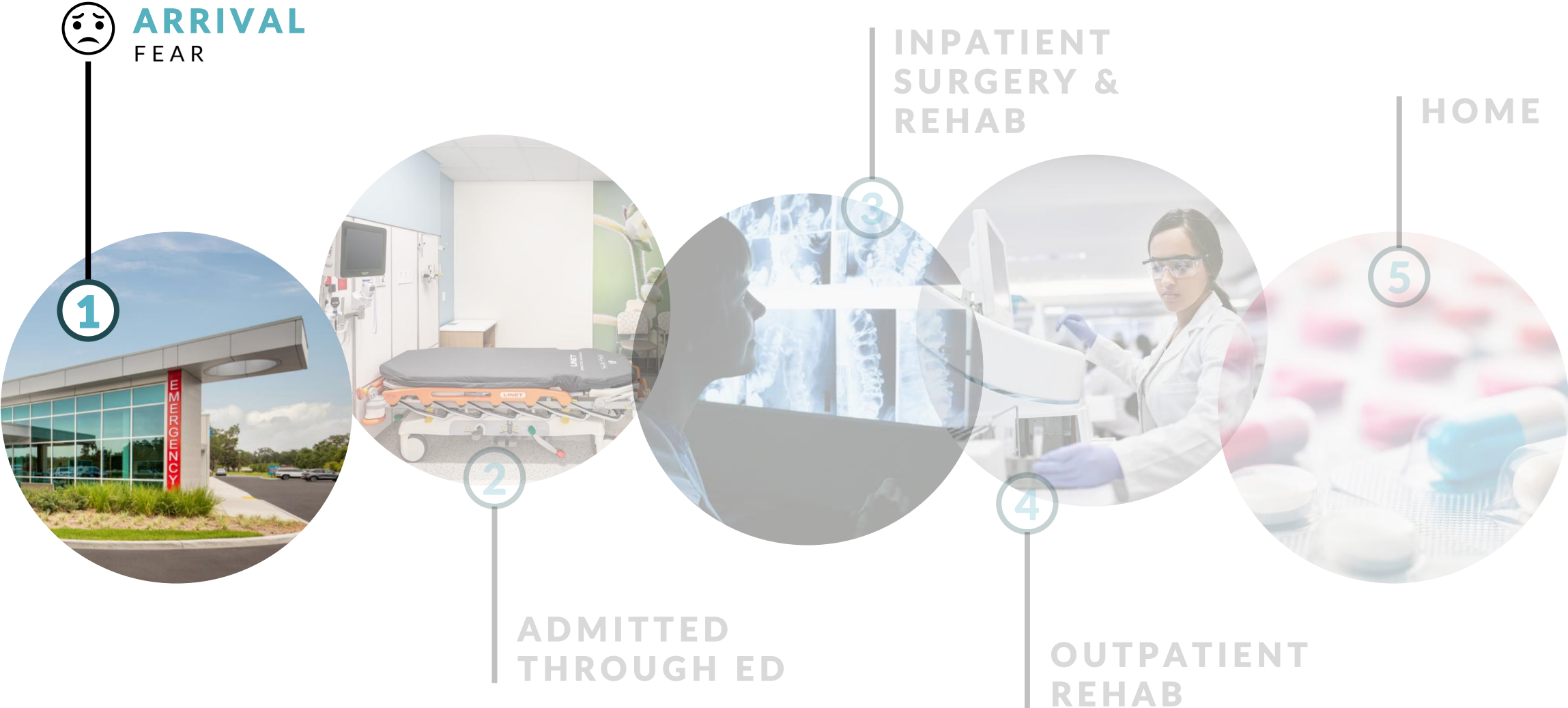
MEET MARK

THE EVENT

- 61-year-old Male
- Father, Grandfather, Husband
- Drummer, Music Lover
- Uncontrolled Diabetes, Heart Disease, High Fall Risk Due To Medications
- Lives in a Two-story Home



PATIENT JOURNEY



MARK

AMBULANCE ARRIVAL EXPERIENCE

- Mark is Currently Unresponsive
- Not Moving to Stimulation at All





Family
Connection

Real-time
Scanning Portal

Self Rooming

Hospital Team Notification

Face Detection/Registration

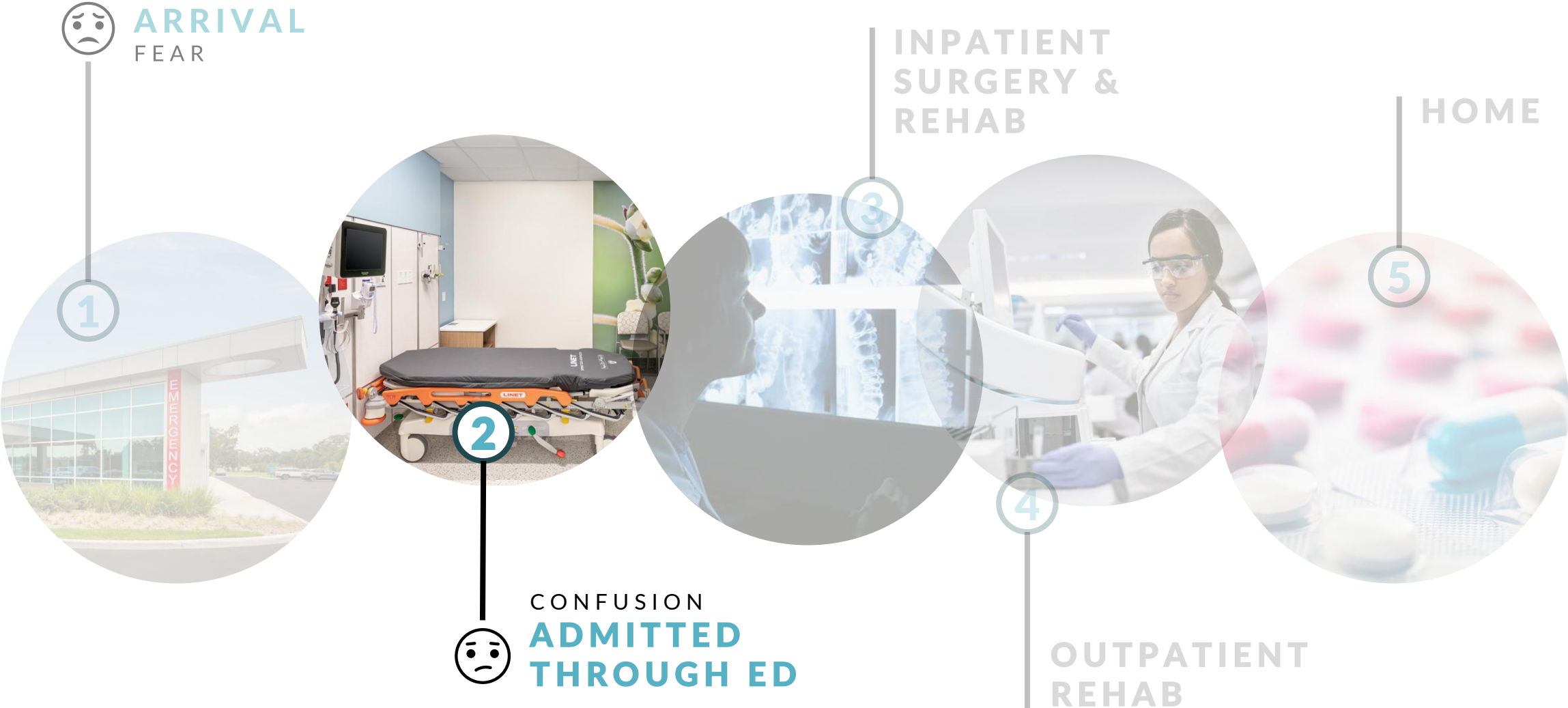
EMERGENCY

EMERGENCY

EMPATHY THROUGH ANTICIPATION



PATIENT JOURNEY





Ambient Listening for Charting

Occupancy Sensing Lighting

Remote Monitoring

Remote Registration

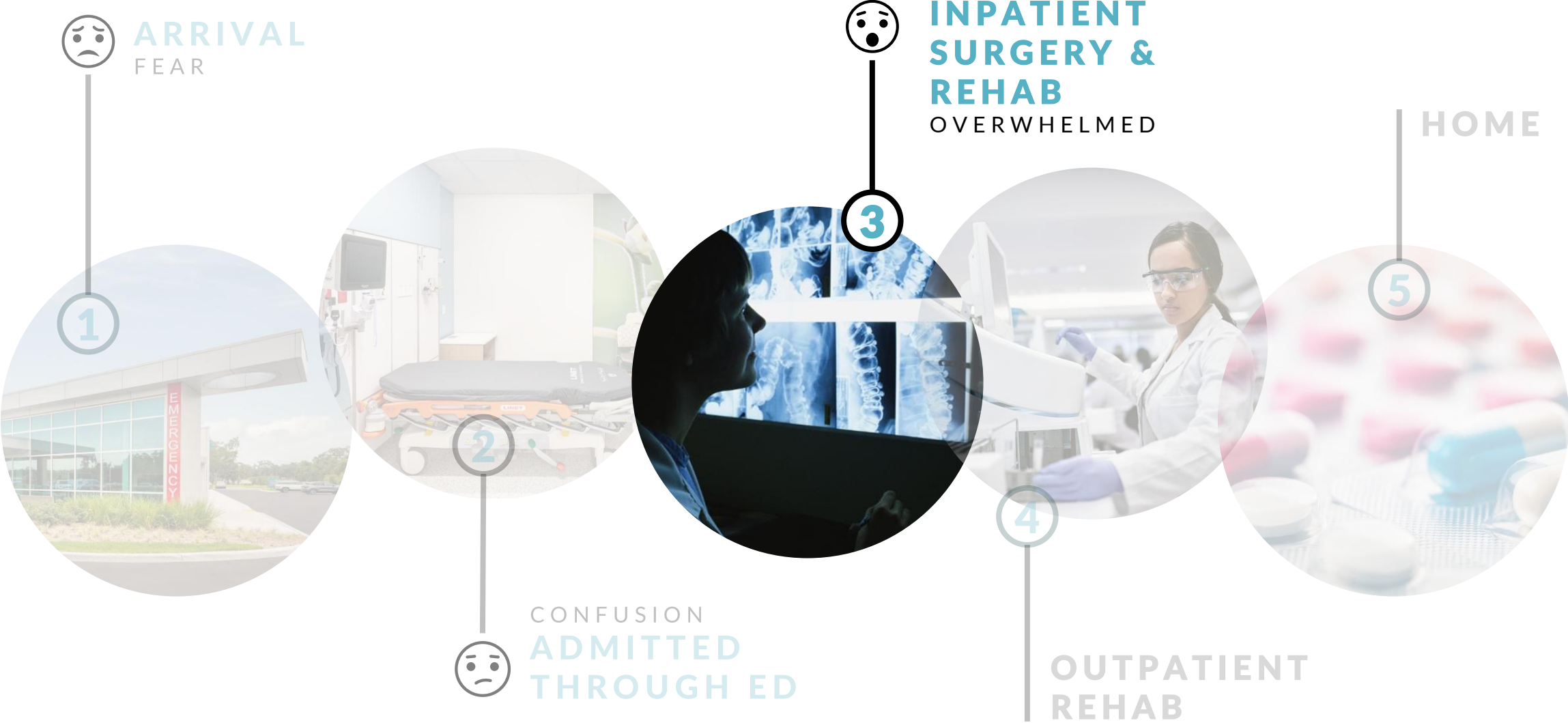
Care Team, Schedule

Family Connection

EMPATHY THROUGH PRESENCE



PATIENT JOURNEY

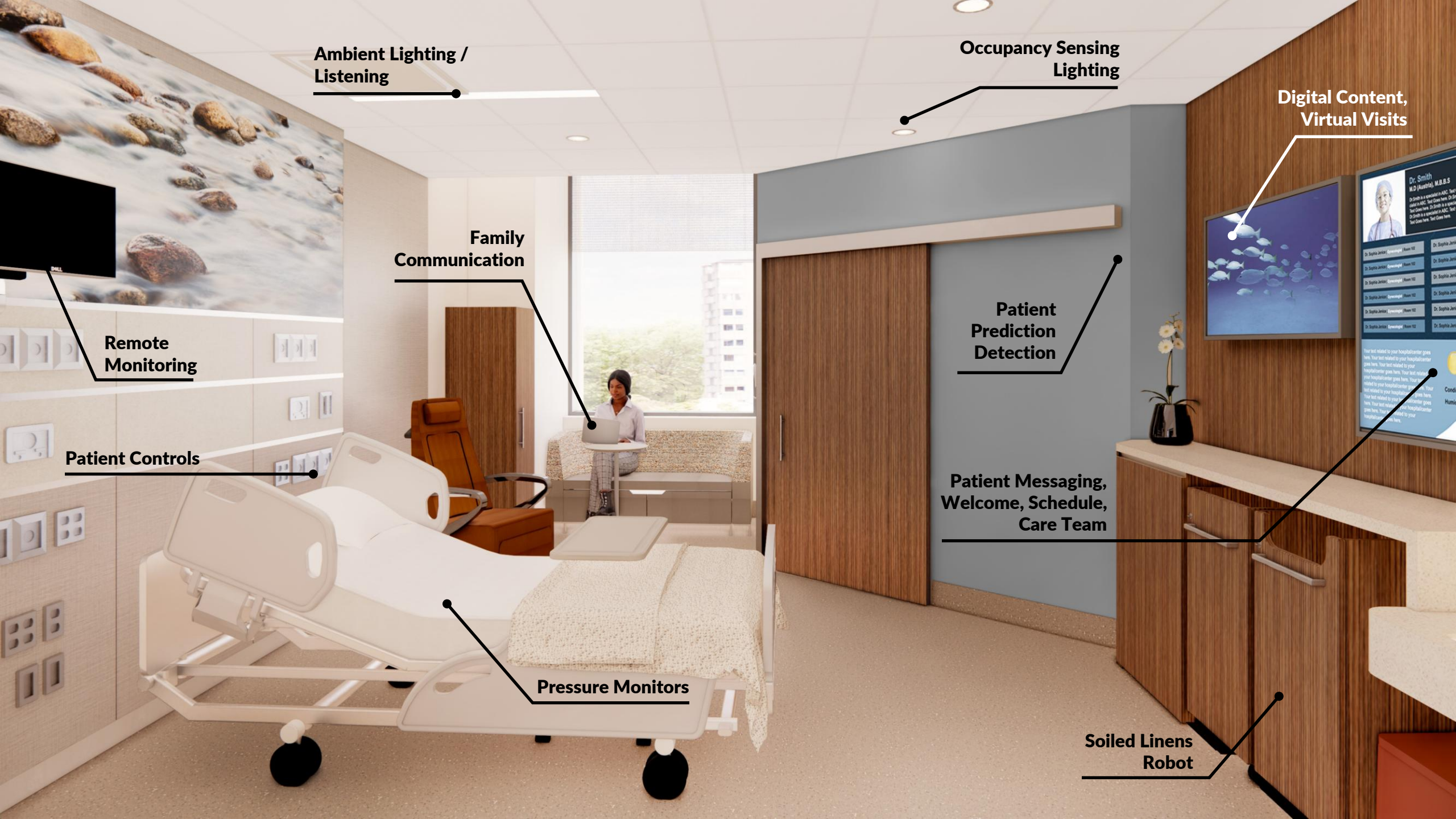


MARK

INPATIENT SURGERY & REHAB EXPERIENCE

- Surgical Repair
- Impulsive at Times
- Primary Wheelchair Use





**Ambient Lighting /
Listening**

**Occupancy Sensing
Lighting**

**Digital Content,
Virtual Visits**

**Family
Communication**

**Remote
Monitoring**

Patient Controls

**Patient
Prediction
Detection**

**Patient Messaging,
Welcome, Schedule,
Care Team**

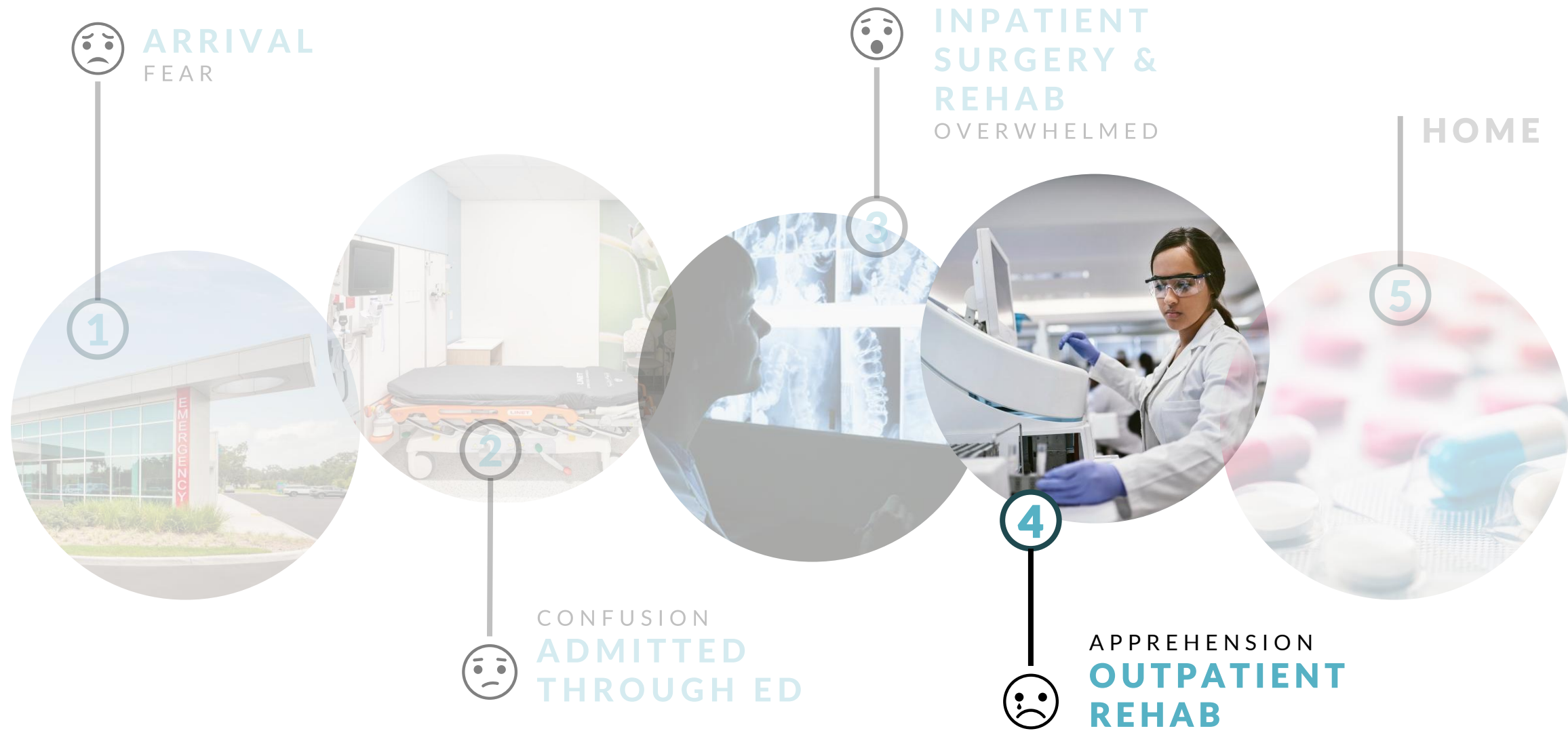
**Soiled Linens
Robot**

Pressure Monitors

EMPATHY THROUGH PERSONALIZATION & PRECISION



PATIENT JOURNEY



MARK

OUTPATIENT REHAB EXPERIENCE

- Came in unable to independently get upstairs
- Can use a rolling walk for very short distances with help from spouse
- Dependent on Wife/Family for Care



Ambient Lighting/Listening

AI Powered Vision
& Motion Tracking

Scheduling/Individual
Preferences

Assisted
Lifting

AI Assisted Cleaning

Prosthetics and Splinting

Automating Assessments/
Real-time Monitoring



A futuristic illustration of a smartphone displaying a person's profile, surrounded by glowing icons representing health data like heart rate, blood pressure, and glucose levels, symbolizing digital health monitoring.



PATIENT JOURNEY



Ambient Lighting/Listening

Occupancy Sensing
Lighting

Family Communication

Digital Content,
Virtual Visits

Automating Assessments/
Real-time Monitoring



EMPATHY THROUGH EMPOWERMENT



MARK

HOME & FUTURE EXPERIENCE

- Mark is home
- Sleeping in his second story bedroom
- Playing drums again



THANK YOU



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