



Lorissa Keller MacAllister, PhD, ACHE, BSW, AIA, NCARB, LEED AP, EDAC  
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Lorissa MacAllister PhD, AIA, NCARB, LEED AP, EDAC, is the founder of Enviah,PC, a strategic consulting firm that ensures people and places are performing at their optimum. She is a researcher, speaker, architect, and writer who blends her years of experience and expertise in healthcare and architecture to pioneer a unique approach to design in the healthcare industry and beyond. Lorissa has dedicated herself to guiding organizations to the next level of integrated performance by systematically aligning operations, spaces, processes, culture, sustainability, business performance, revenue, and user experience. Through Enviah, Lorissa creates environments that are fully integrated with the organizations' people, technology, and systems. Using an evidence-based model and Dr. Lorissa MacAllister's pioneered approach, Enviah ensures industry-leading outcomes by improving experiences, saving money, and increasing operational efficiencies. This work creates healthcare environments where people thrive while helping healthcare providers more effectively accomplish their mission.

Dr. MacAllister's research includes the exploration of patient room and unit physical layouts and their impact to patient self-reported outcomes at Emory University Hospital in Atlanta, Georgia. Additional research includes the exploration of healing environments as a Senior Fellow at the Samueli Institute. She speaks nationally to help bring about transformative change that benefits stakeholders, patients, the community, and the environment.

### Education

Georgia Institute of Technology, PhD in Architecture, 2015 (President and George Fellow)  
University of Michigan, Masters in Architecture, 1999  
University of Vermont, Bachelor of Science, Social Work, 1995

### Registration and Certifications

Women Business Enterprise National Council (WBENC) Certified Business  
Registered Architect – MI  
American Institute of Architects- (AIA)  
Leadership in Energy and Environmental Design (LEED) 2.0 Accredited Professional  
National Council Architectural Registration Boards (NCARB)  
Evidence Based Design Accreditation Certification (EDAC) - [Individual Recognition](#)  
American College of Healthcare Executives (ACHE)

### Awards and Recognitions

The Center for Health Design, **Touchstone Award Silver**, 2022  
The Center for Health Design, **New Investigator Research Award**, 2015  
University of Michigan, **Athena Award**, 2014  
AIA Michigan, **Young Architect of the Year**, 2012  
AIA Grand Valley, **Young Architect of the Year**, 2011  
249<sup>th</sup> Point of Light, **George H. W. Bush**, 1990

### Government Appointment

#### 2020 – 2023 Certificate of Need Commission, State of Michigan

Governor Gretchen Whitmer appointment to The Certificate of Need (CON) Commission has the responsibility to develop, approve, disapprove, or revise CON Review Standards that are used by the CON Program Section to issue decisions on CON applications. The Commission evaluates the Review Standards for modification on a three-year rotating schedule as identified in the Commission Workplan. The Commission also has the authority to make recommendations to revise the list of covered clinical services subject to CON review.

### Research Work Experience

2015 **New Investigator Research Grant**, Atlanta, Georgia  
Recipient

With an expert team assembled, and with extensive previous work in the field, the main focus of this work is to create a tool and further evidence that the environment improves the patient experience of care, and that designers and architects can play a critical role to shape the outcomes. The study will result in an improved checklist for measuring supportive environment features, a research report discussing empirical relationships between design and patient self-reported outcomes as a draft journal article, and a presentation at Healthcare Design and other design-oriented meetings.

#### **2012- 2016 Samueli Institute, Washington DC**

##### **Senior Research Fellow, Healing Spaces Specialist**

The Samueli Institute is a non-profit organization that has its roots in science. The foundation has been focused in particular in the human response and engagement to healing through the developing science of the eight concepts which has formed the framework of Optimum Healing Environment (OHE): developing healing intentions, experiencing personal wholeness, cultivating healing relationships, creating healing organizations, practicing healthy lifestyles, applying collaborative healthcare, building healing spaces, and fostering ecological sustainability. As the Built Environment Specialist, Optimal Healing Environments provides significant content expertise and strategic planning contributions to the mission and goals of the Samueli Institute's knowledge translational services (KTS) and Optimal Healing Environment (OHE) activities.

### **Work Experience**

#### **2010 – Present Enviah, Grand Rapids, MI**

##### **President and Founder**

Enviah is a Strategic Consulting firm grounded in research and leading edge indicators that have proven results to take an organization to its next level. Lorissa is developing a new way of planning. This includes integrating operational understanding in a more preliminary planning process. Operations include clinical process/protocols, business revenue/ reimbursable models, evidence based design and green design. This integrated planning process will help to create a guide on how businesses can strategically improve their outcomes, whether regulatory, cultural, process or financial and how space may inform them.

#### **2003-2010 Progressive AE, Grand Rapids, MI**

##### **Healthcare Strategic Business Unit Leader**

For 6 years, Lorissa built a healthcare practice in a regional full service 120 person architectural firm. The 20 person dedicated healthcare staff completed about 4 to 6 million dollars annually in design fees in the last year. The most notable project is a 34 million dollar multi-story addition to Spectrum Health Blodgett Hospital's patient unit, ICU, and Surgery. Lorissa worked to establish key relationships with regional facilities to provide services on an ongoing basis to facilities and the hospital executives through planning. As a result, eight of these facilities have master agreements with Progressive AE for ongoing work. Lorissa worked to create a differential process within the healthcare practice through the creation of evidence based design standards, which impact ergonomics, productivity and healing environments. There have been proven results that redesign has an impact on outcomes. Lorissa's key roles at Progressive AE included Business Development, Staffing, Key Sales, Planner, Project Manager, and Principal in Charge of all strategic relationships.

#### **2001-2003 AECOM (previously URS), Grand Rapids, MI**

##### **Healthcare Planner**

Worked as a Healthcare Planner and programmer for multi-million dollar projects ranging from \$30 Million to \$260 Million. Projects were throughout the nation and the full service firm was headquartered in Grand Rapids with over 300 people in the office. As the key planner for many of the projects, Lorissa worked at a high level with the clients to identify how capital should be spent and what the long range plan should be. URS is a 45,000 person international network of offices providing a wide range of services. The Grand Rapids Office served as the headquarters for the Healthcare Architecture work.

### **Presentations and Publications**

Representing nationally the industry of healthcare sustainability including how hospitals are being more sustainable in their facility operation and also in design. Lorissa has also shared her insights on how the right planning in healthcare results in positive outcomes.

### **Recent Publications**

MacAllister, L., Markel, M., Kashman, S. (2022). **Designed to Care**. Healthcare Executive magazine featured article.

MacAllister, L. (2021) **Resetting for post-pandemic occupancies.** *American Hospital Association Health Facilities Management Magazine Column, Studying space.*

MacAllister, L., Wayne, J. (2021). **Walking Meetings: The Future of Safely Collaborating at Work.** *Psychology Today.*

MacAllister, L. (2021) **Evaluating found space in health facilities.** *American Hospital Association Health Facilities Management Magazine Column, Studying space.*

MacAllister, L. (2020) **Optimizing value in health facilities planning.** *American Hospital Association Health Facilities Management Magazine Column, Studying space.*

MacAllister, L., Wayne, J. (2020). **5 Ways to Make Your Home a Healing Space.** *Psychology Today.*

MacAllister, L. , Zimring C., and Ryherd E. (2019) "**Exploring the relationships between patient room layout and patient satisfaction,**" *Health Environments Research and Design J. 12(1), 91-107.*

DuBose, J., MacAllister, L., Hadi, K., Sakallaris, B. (2016). **Exploring the Concept of Healing Spaces.** *Health Environments Research and Design.* 0,0. First Published 16 December 2016.

MacAllister, L., Bellanti, D., Sakallaris, B. (2016) **Exploring Inpatient's Experience of Healing and Healing Spaces: A Mixed Methods Study.** *Journal of Patient Experience.* 0,0. First Published 15 December 2016

MacAllister, L., & Mannen, D. (2016). **Dignity by Design: A Shift from Formalistic to Humanistic Design in Organizations.** In Kostera, M. Editor & Pirson, M. Editor. *Dignity and the Organization (Humanism in Business Series).* (221-244). London: Palgrave Macmillan.

MacAllister, L., Zimring, C., Ryherd, E. (2016). **Environmental Variables that Influence Patient Satisfaction: A Review of the Literature.** *Health Environments Research and Design.* 10,1:155-169.

MacAllister, L. (2016). **Evidence-Based Design: Definition and Application in the Healthcare Setting.** Sodexo. May 2016

MacAllister, L (2016) "**Improving the Patient Experience Through the Health Care Physical Environment,**" American Hospital Association's Hospital's in Pursuit of Excellence Guide.

## Recent Presentations

**"Increasing Brand Value by Elevating the Human Experience"**, MGMA Summit: Moving Healthcare Forward, March 2024

**"Improving Healthcare Outcomes by Optimizing Healthcare Environments"** Malcom Baldrige Foundation Leader Dialogue March 2023

**"Transformative Tools to Measure Value,"** AMRPA 2022 Educational Conference & Expo, October 12, 2022

**"Performance Under Pressure: Outcomes, Value and Culture,"** AMRPA 2022 Educational Conference & Expo (Lorissa, MacAllister, Enviah; Bruce Brasser, Mary Free Bed Rehabilitation Hospital; Sally Wagner, Mary Free Bed Rehabilitation at Covenant Healthcare) October 12, 2022

**"Impact of Nursing Unit Design on Overall Patient Experience and Call Light Response,"** The 23<sup>rd</sup> China Hospital Construction Conference (CHCC), 2022 – Lorissa MacAllister, Ph.D., Hui Cai, Ph.D. Associate Professor, Chair, Department of Architecture University of Kansas and Francis Fullam, Assistant Professor, Health Systems Management featuring research at Rush University Hospital July, 2022

**"Health in All Design, Increasing Brand Value by Elevating the Human Experience: Qualitative Considerations,"** Environmental Design Research Association (EDRA) 53 Conference, June 1, 2022

**"Impact of Nursing Unit Design features on Overall Patient Experience and Perceived Room-level Noise,"** Environmental Design Research Association (EDRA) 53 Conference, June 1, 2022

**“Our Environment, Our Health: Designing Environments to Promote Health”** The University of Vermont: Virtual Immersion Weekend Presentation. 2022, 2021.

**“Win-Win: Teaming for Success in Challenging Times”** Society of American Military Engineers (SAME) Virtual Conference. November 6, 2020.

**“All Systems GO - Designing Consistent Care Experience Across the Continuum”** American Medical Rehabilitation Providers Association (AMPRA). Virtual Conference, October 8, 2020.

**“Building a Healthier Workplace”** American Heart Association, Virtual West Michigan Wellness Symposium, October 5, 2020.

**Transformative tools that deliver value-based care: One organization’s Drive to be a National Leader”** American Medical Rehabilitation Providers Association, October 14, 2019, San Diego CA.

**“Increasing Brand Value by Elevating the Human Experience”** American Medical Rehabilitation Providers Association, 14 October 2019, San Diego CA. and Georgia Technology Healthcare Symposium, April 20, 2019

**“Be in the Know: New Research, New Results”** Healthcare Design Conference, November 13, 2017.

**“Design with Compliance in Mind.”** Michigan Institute Society Healthcare Engineering, September 28, 2017.

**“Innovating a Healthcare Culture.”** Panelist. National Center for Healthcare Leadership 2016 Human Capital Investment Conference. Chicago, IL. November 15, 2016.

**“Be in the Know: New Research, New Results”** Healthcare Design Conference, November 14, 2016.

**“Improving the Patient Experience through the Health Care Physical Environment”** HPOE, 21 September 21, 2016.

**“Designing Environments that Heal, Parts 1 – 3,”** The Beryl Institute, Fall 2016.

**“People/Process/Place: Enhancing the Patient Experience through the Built Environment”** 2016 Beryl Institute Patient Experience Conference, Dallas, TX 13 April 2015; Upcoming presentation to PDC Summit, Spring 2017.

**“The Environment of The Patient Experience: Proactive Design in Practice”** 2016 Beryl Institute Patient Experience Conference, Dallas, TX 13 April 2016.

## **Board Affiliations**

**Saint Paul the Apostle School Board, President – 2017- 2020**

**Chair, American Hospital Association Planning, Design and Construction Patient Experience Track - 2015**

**Center for Health Design Research Coalition – 2015-Present**

**American Hospital Association American Society of Healthcare Engineers, Member Value Advisory Board – 2015 -2019**

**Mercy Health Saint Mary Board of Trustees, 2015 - 2019**

**Decade, Board of Directors, 2013-2020**

**Cascade Engineering, Board of Directors, 2004 – 2023**

**Chair, PDC Patient Experience Track - 2015**

**KCAD March Advisory Board, 2014 – 2020**