

Heather Duffey

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PROFESSIONAL EXPERIENCE

HED Harley Ellis Devereaux-Southfield, MI Medical Specialist/Interior Designer

February 2019-July 2020

Client facing and support role, my focus was on discovery of client needs, programming, schematic design concepts and overall final design. Utilizing AutoCAD, Revit, Excel, and Word programs.

- Ascension Health System, Macomb Oakland Webber Cancer Center-client facing, programming, schematic design and final design and documentation.
- McLaren Health System, Flint ICU feasibility study and Acute Rehabilitation Center Additions.
- Covenant Community Cares, Detroit-a new facility for public well-being and health. Encompassing a dental school through the University of Detroit Mercy, an Outpatient Health Clinic and a Community Center.
- North Ottawa Community Health System-study and planning for consolidating a large facility into a new micro-hospital. Programming and schematic design of Imaging Center, Lab, ICU, Operating Suite inclusive PACU pre and post-surgery.
- Genesee Health System-Mental Health Facility- encompassing all the mental health programs in one new facility. Creating a gateway into Flint, providing the people with resources involved in the fallout of the Flint Water Crisis. Programming, schematic design, final design. Incorporating the variety and intricacies of Child and Family Services, Neurodevelopmental Center of Excellence, Autism Center and Community Outreach Services.
- West Virginia University Health-Master planning the overall campus, also planning within Ruby Memorial Hospital, Chestnut Ridge Mental Health Facility, Professional Office Center, Eye Center, Children's Hospital, Cancer Center and BRNI Neuroscience Institute.
- Responsible for building and system concepts and documentation process from schematics through construction administration phases within the discipline.
- Conduct material and product research as required for project development.
- Prepare and document required code research for project.
- Documentation and submittal reviews during bidding and construction administration.

MarxModa, Herman Miller Furniture Dealer-Detroit, MI Interior Designer

August 2016-February 2019

In this hands-on client facing/interacting role, my focus was on aligning client needs and expectations with current programs and working to problem solve ever changing deliverables. Utilizing AutoCad and CAP2020.

- Providence Hospital Corporate Services Center - client faced reduction in workspace of 8% with headcount increasing by 5%. Solution was to evaluate current standard, evaluate shared workstation options, and introduce new standard program for customer service/ call center. End result: Project was under budget, client and end users happy with new work station environment.
- Lake Huron Medical Center, Wound Care Center - Client moving into new space, wanted all new design, though budget mandated re-use of some furniture/equipment. Furniture inventory conducted. Needs analysis of team completed. Solution incorporated using new items in areas that the department could use as a team (conf room, meeting space, break rooms) while updating (new fabrics/colors) existing system furniture to meet both clients demands and budget restraints.
- Other day to day skills in this role include: attending client meetings, writing and reviewing proposals, managing client inventory, space planning, budget management, bid process, developing specifications, coordinating field measurements, utilizing AutoCAD (include drawing of plan, elevation, 3D and installations documents).

Phoenix Medical Group, PC-Southfield, MI
Cardiac Sonographer, RDCS

October 2015-August 2016

Cardiac Sonographer, RDCS: Registered Diagnostic Cardiac Sonographer. Performing Trans-Thoracic echocardiograms and Cardiac Nuclear Stress Studies. Assessing patient needs, evaluating and helping form diagnosis hypothesis with Cardiologists. This role has added invaluable experience to my design background by truly understanding the needs of patients and all staff within the healthcare model. The ability to communicate with healthcare colleagues having worked clinically in the hospitals alongside varies healthcare professions.

Garden City Hospital-Garden City, MI
Cardiac Sonographer, RDCS

January 2014-October 2015

Cardiac Sonographer, RDCS: Registered Diagnostic Cardiac Sonographer. Cardiac Performing Trans-Thoracic and Trans- Esophageal echocardiograms and Stress testing. Assisting in heart catheterization. Assessing patients and performing echocardiography during heart procedures and surgeries. Working closely in various settings within the hospital to ensure patient care and safety. Coordinating with Cardiology as well as Vascular surgeons for patient diagnosis and treatment plans. This particular experience allowed me to be in all aspects of the hospital, to see and understand what is needed and important to make a hospital function and operate to achieve maximum potential of spaces.

William Beaumont Hospital-Royal Oak, MI
Senior Registrar

May 2003-August 2016

Numerous positions throughout the health system Scheduling, Interviewing, Registering and Assisting patients, Authorizations, Revenue cycle, Billing, Cash collections, Verification of Insurance and HIPAA Compliance.

Learning the processes and the workflow inside the hospital, has assisted me greatly in designing for office environments, knowing the intricacies and requirements of end users to help them ergonomically, improve their work experience and improve productivity.

Albert Kahn Associates, Inc-Detroit, MI
Interior Designer

September 1995-June 1999

In this client facing role, my focus primarily in the Healthcare and Commercial segments centered around solving design problems and managing budget expectations.

- Sparrow Hospital Professional Building - New Building • Chrysler Assembly Stamping Plant - Redesign and configuration of 50,000 square feet of office space. Design hurdles included new technology deployment, staff increase, and additional meeting space requirements.
- Other aspects of the role included: managing client meetings, maintaining Budget Control, utilizing Computer Aided Design and Drafting, ensuring design is meeting American Disabilities Act Compliance, Building and Egress Code Compliance.
- Worked with clients on selection of materials, finishes and systems furniture, including developing design specifications and space planning.
- Coordination between architects, construction partners and clients.
- Additionally, Field Measurements, Selection of Materials, Finishes and Systems Furniture, Space Planning, Design Specifications and Development of Client Presentation Materials/presentation boards, etc.
- Other client projects included Automotive projects, Chrysler, GM, GMAC and Ford. Institutional projects; Oakland University and University of Michigan.

EDUCATION

Bachelor of Science in Interior Design
Eastern Michigan University - Ypsilanti, MI

RDCS, Registered Diagnostic Cardiac Sonographer
Carnegie Institute - Troy, MI

Undergraduate Studies
Michigan State University – E. Lansing, MI

VOLUNTEER OPPORTUNITIES

Autism Program Volunteer 2019

We Care event bringing Christmas to underprivileged youth in Detroit 2016 and 2017

Life Remodeled, Detroit 2016-2018

Michigan Heart Walk, Team Beaumont Spring 2010, 2013, 2015, 2019

Cancer Survivor Luncheon, Set up and registration, Beaumont Hospitals, Spring 2009-2016

Shades of Pink Breast Cancer Walk, Set up and registration, Spring 2011-2016

Guest Lecturer for the Gift of Hope Program, Beaumont Hospital 2010-2013

Susan G Komen 3-day walk for breast cancer 2007