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Quantum Health is a fast-growing, Columbus-based consumer navigation and care-coordination company. When they needed to **create flexible spaces** in their 22,000 sq ft expansion, **they worked with LOTH, conducting internal user exercises and visiting Steelcase headquarters** in Grand Rapids, Michigan. In the Discovery Exercise survey, each participant was asked to rank their individual top issues. The Results included:

1. Build a shared **understanding of the organization's culture, values, and vision**
2. Support the ways people **work as individuals and in teams**
3. Enhance the **transfer and exchange of knowledge in the workplace**

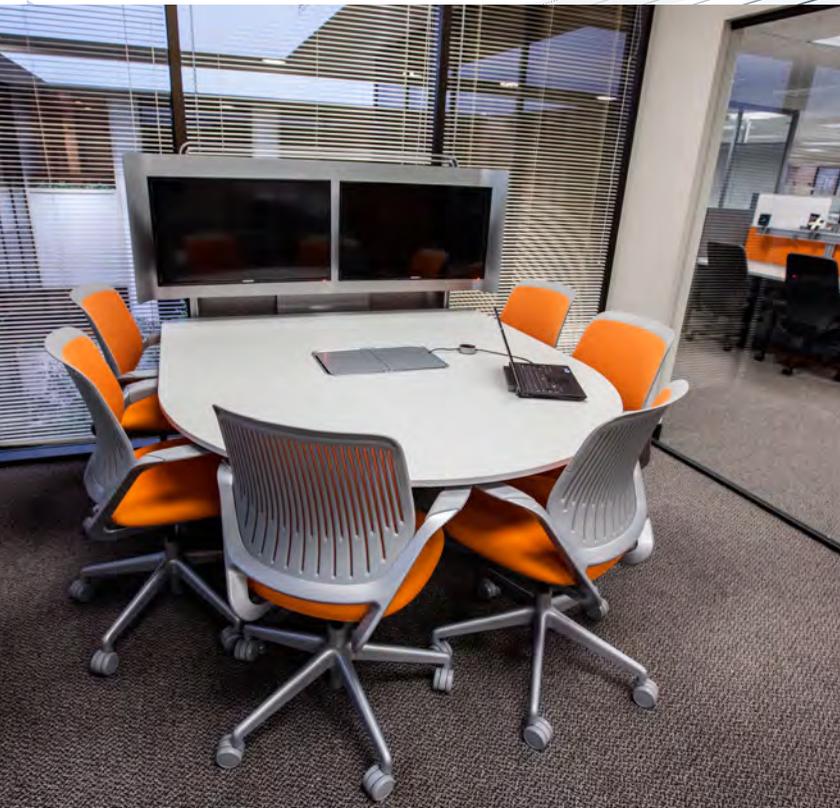
The company's "Pod" work environment localizes Care Coordinators in client-dedicated groups of 20-25. The Pod model is to **enable collaboration, continuous learning, and enhanced customer service**, a situation hindered by the current tall panels.

Eric Zechman, Vice President, Information Services at Quantum, said part of the goal was to address stress and wellness in the workplace. **"We really needed places for people to congregate – to relax, unwind, and have fun."**

### Challenge:

- **unique company culture:** preserve and enhance established workplace values
- **attract & retain:** workplace must enrich Quantum's supportive atmosphere
- **privacy:** ensure that sensitive calls remain private without using tall panels
- **increase collaborative experience:** analyze how Pods interact with other Pods and what constitutes collaboration between Pods
- **brand building:** use the space as a brand tool to attract new clients and employees
- **wellbeing in the workplace:** provide adaptable workspaces that support worker health and comfort

**LOTH**  
used  
a hands-on  
approach  
to involve  
employees  
in  
the solution



## Solution/Results:

- **“Discovery Exercise”**: a hands-on, collaborative workshop for employees determined key workplace issues
- **cafeteria & lounge space**: internal communication and socialization with flexibility and fun
- **transition to open environment**: a new configuration based on low panels allows communication between teams and gives associates the opportunity to view the outdoors
- **conversations**: low panels provide sound buffering during sensitive calls
- **collaboration**: space now supports formal and informal interactions and collaboration, on site not off
- **branding**: project image of creativity and current technology; support Quantum’s culture, values and vision
- **height-adjustable workspaces**: sit-to-stand increases opportunities for physical activity in support of wellbeing goals



*“It looks fantastic and it’s holding up very well. Everything is very fresh and modern, and people can move the furniture around. The space is always being used.”*

Eric Zechman, Quantum Vice President, Information Services

*“The whole space opens people’s eyes to think differently, work differently, and interact differently. The room really speaks to what the company represents.”*

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