



SHERRI REYES, MA

Principal Consultant

Sherri is a highly accomplished behavioral healthcare provider and executive with over 30 years of experience. Her expertise flows from her genuine passion for creating therapeutic environments that prioritize patient well-being and recovery as well as patient and staff safety. Understanding the profound impact these spaces can have, Sherri dedicates herself to assisting owners and design teams in crafting environments that are not only safe and compliant but also functional and profitable.

EDUCATION

Doctoral Coursework
Completed in Clinical
Psychology, Florida State
University

Master of Arts in Clinical/
Community Psychology,
University of North Carolina at
Charlotte

Bachelor of Science in
Psychology, University of Florida

Lean Sigma Green Belt

PROFESSIONAL EXPERIENCE

Community Health Systems,
Regional Operations Director

Westwood Lodge Hospital &
Lowell Treatment Center, Chief
Executive Officer

Timberlawn Mental Health
System, Chief Operating Officer

Mesilla Valley Hospital, Chief
Executive Officer

St. Petersburg College, Adjunct
Faculty

Health South Rehabilitation
Hospital, Clinical
Neuropsychology Clinician

Sherri's deep experience operating behavioral health continuums of care and analysis skills as a Lean Sigma Green Belt enables her to critically evaluate operational processes, identify areas of improvement, and propose changes that streamline workflows and optimize staffing efficiencies. With her empathetic touch, operational expertise, and appreciation of the behavioral health environment, Sherri's guidance will leave a lasting impact on the lives of her clients and all those who will inhabit these transformative spaces.

EXPERIENCE

[Kedren Children's Village | Los Angeles, CA | Operational Consultant | 2027 | \\$140M](#)

This project includes inpatient, a crisis residential treatment program, psychiatric urgent care, primary care, BH outpatient, and transitional housing.

[Rio Grande Center | Operational Consultant | Harlingen, TX | 2026 | \\$120M](#)

This project featured 50 maximum security forensic beds aiming to create a secure environment conducive to rehabilitation and safety, reflecting the center's dedication to advancing mental health care standards.

[Lubbock State Hospital | Lubbock, TX | Operational Consultant | 2026 | \\$121M](#)

This project showcases 50 maximum security forensic beds designed to foster a secure environment conducive to rehabilitation and safety, underscoring the center's commitment to advancing standards in mental healthcare.

[North Texas State Hospital | Wichita Falls, TX | Operational Consultant | 2026 | \\$452M](#)

This project involved 200 inpatient beds across civil, forensic, child, and maximum security units, catering to diverse mental health needs. Each unit was meticulously designed to provide specialized care and security measures tailored to its occupants, ensuring a safe and supportive environment for treatment and rehabilitation.

[Panhandle State Hospital | Amarillo, TX | Operational Consultant | 2026 | \\$159M](#)

In partnership with Page and Architecture +, Panhandle State Hospital embarked on a project to construct a specialized facility featuring 75 forensic inpatient beds, ensuring comprehensive care and security measures for individuals involved.

"Given the opportunity to work with Sherri again in the future, I would not hesitate. I am confident the work she does can be an asset to any organization."

Scott York, CEO, Alaska Psychiatric Institute





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OPERATIONALLY -INFORMED PLANNING AND DESIGN

Sherri's leadership at hX brings a unique value proposition to the design and planning of Behavioral Healthcare facilities. With decades of experience as a clinician and administrator, her expertise is unmatched in the industry. When designing these facilities, it's crucial to consider two different costs. The first is the cost of designing and constructing the project. The second, and perhaps most important, is the cost of operating the facility successfully for years to come. Staffing is the largest operational expense for behavioral health programs, so decisions about space and adjacencies must prioritize operational flows and efficiency opportunities. The healthcare sector is grappling with staffing shortages and inflation. Facilities struggle to fill necessary positions and maintain effective shifts. Designing behavioral health buildings to support excellent patient care while maximizing staffing efficiencies is imperative. Optimally designed spaces can enable operations to function with up to 20% fewer Full-Time Equivalents (FTEs).

Cabarrus County Regional Mental Health Treatment Center | Concord, NC | Behavioral Health Operational Consultant | 2026 | \$44.5M

This 60,000 SF Mental Health Treatment Center serves adults and pediatrics. Programs include Behavioral Health Urgent Care (separate units for adults and pediatrics), facility based crisis (pediatric), and residential treatment (pediatric).

Mecklenburg County Facility Based Crisis Center | Charlotte, NC | Behavioral Health Operational Consultant | 2026 | \$17.9M

This Net-Zero project includes a 21,000 SF, Mental Health Treatment Center that provides services for adults in crisis. The center includes a Behavioral Health Urgent Care and an Acute Inpatient Unit.

Permian Basin Behavioral Health Center | Midland, TX | Behavioral Health Operational Consultant | 2026 | \$TBD

In partnership with HKS, this 200-bed psychiatric hospital for adults, pediatrics, geriatrics and forensic populations includes crisis observation units, procedure suite, PHP/ IOP programs and outpatient support for adult and pediatric populations.

UCLA Resnick Neuropsychiatric Replacement Hospital | Los Angeles, CA | Behavioral Health Operational Consultant | 2025 | \$260M

In partnership with HOK, this 119-bed Academic Medical Center Psychiatric Hospital for adults, pediatrics, and geriatric populations is a challenging renovation in an existing building with low ceiling heights and an inefficient structural grid. Various innovative care solutions created a highly therapeutic and safe environment.

Starmount Katie Blessing Center | Charlotte, NC | Operational Consultant | 2026 | \$62M

This project entails the revitalization of a preexisting structure, spanning 38,500 GSF. Elevating its architectural narrative, it includes a two-story addition, an expansive outdoor behavioral health garden, and a state-of-the-art gymnasium. Orchestrating a seamless transition to a grandeur 72-bed inpatient behavioral health hospital, it adheres to the highest safety standards, signifying a commitment to functionality and compassion within the community.

Galveston County Behavioral Health Center | LaMarque, TX | Planner and Associate Architect | 2024 | \$13M

In partnership with Huitt Zollars, hX led planning and design for a 12 patient extended observation unit and 12 resident crisis respite units for the County of Galveston. The project included the reuse of an existing 22,000 SF building with the addition of a new entry lobby.

"Sherri has vast experience working with design teams to help them understand the needs of this unique patient population and is an expert at incorporating key operational drivers in design conversations so the whole team can maximize our success."

Beth Moser, Sr. Director Project Management
Facilities Management Department, Community Health Systems





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During the programming phase of the project, Sherri leads the operational planning work. She collaborates with clinical teams and establishes operational flows, daily programming, and ideal staffing. These discussions inform the space program and planning diagrams, ensuring that key operational drivers are embedded in the core design concept. Every design decision throughout the project is evaluated to align with the staffing and operational plan.

In the detailed design phases, Sherri advises the team on the operational implications of different design options. Her clinical expertise supplements the client's clinical leadership, ensuring their input is effectively incorporated to create a building that supports their core mission. Additionally, Sherri's extensive experience walking psychiatric units with Joint Commission surveyors allows her to anticipate flagged items and maintain long-term compliance with the program.

UTHealth Houston - John S. Dunn Behavioral Sciences Center | Houston, TX | Behavioral Health Consultant | 2022 | \$98M

In partnership with Perkins&Will, this 240,000 SF project includes a 264-bed Academic Medical Center Psychiatric Hospital with dedicated spaces for staff and student education and research and an off-unit therapy mall and dining facilities.

San Antonio State Hospital Campus Reuse Master Plan | San Antonio, TX | Behavioral Health Operational Consultant | 2023 | \$TBD

In partnership with HKS, hX developed a masterplan for the existing San Antonio State Hospital Campus through the reuse of existing buildings and development of available space. In addition to increasing Inpatient capacity, the masterplan includes a campus-style recovery village that addresses identified gaps in the communities continuum of care and improving social determinants of health for its residents.

John's Hopkins All Children's Hospital | St. Petersburg, FL | Principal / Behavioral Health Operational Consultant | 2022 | \$TBD

hX developed a comprehensive operational plan for a new Behavioral Health Service line, including 110 beds (inpatient and residential treatment), crisis stabilization, emergency department support, PHP/ IOP, ECT, outpatient therapy and psychiatry, and a centralized intake department. The review included a comprehensive site analysis, programming, staffing evaluations and assistance in writing the business plan.

UNC Health - New Psychiatric Hospital | Hillsborough, NC | Managing Principal/ Behavioral Health Operational Consultant | 2022 | \$TBD

hX developed a preliminary program, plan, and site analysis for a potential new psychiatric hospital to replace and expand the services offered at existing facilities.

Nemours Children's Hospital | Wilmington, DE | Principal / Behavioral Health Operational Consultant | 2022 | \$TBD

Working with partner firm Architecture+, Sherri led the operational master plan and supported the programming and planning of this proposed new psychiatric addition.

CHS Behavioral Health Operational Consulting* | 2015-2020

As a Regional Operations Director, Sherri oversaw behavioral health operations across 13 states, taking charge of strategic initiatives, key clinical and financial indicators, revenue cycle processes, regulatory compliance and capital plans. She also provided extensive Behavioral Health Operational Consulting services as an in-house corporate subject matter expert for additional states on an as-needed basis.

Universal Health Services* | Westwood Lodge Hospital & Lowell Treatment Center | 2007-2010 | Chief Executive Officer

Sherri consistently exceeded budget expectations through growth initiatives and efficient expense management. She identified and implemented operational efficiencies across hospitals for inpatient and outpatient services. Sherri was key in crafting facility-specific strategic plans targeting inpatient, partial hospitalization, and community-based outpatient services. She demonstrated commitment to improving key metrics, including patient satisfaction, employee engagement, continuous quality improvement, and risk management scores.



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Mesilla Valley Hospital* | Oct 2006- Mar 2007 | Chief Executive Officer

Sherri excelled in leading comprehensive hospital operations in Southern and Northern New Mexico, showcasing proficiency in CMS, CYFD, DOH, and Tricare/MAXIMUS surveys. The facility surpassed the FY 2006 budget by 123%, increasing the margin from 20.1% to 24.9%. She was pivotal in refining case and utilization management processes, contributing to a 93% increase in outpatient net revenue from FY 05 to FY 06. Demonstrating a positive work environment commitment, Sherri reduced staff turnover from 5.1% to 1.8% through HR supervisor training and retention programs. Additionally, she successfully lobbied New Mexico legislators, senators, and the governor for behavioral health initiatives while collaborating closely with community leadership on emergency preparedness and proactive responses to community needs.

*experience prior to founding hX