

WHAT IF ...

# WE THOUGHT DIFFERENTLY ABOUT CLINICS?

## OPTIMIZING THE OUTPATIENT ENVIRONMENT

We began by examining the influence a clinic's physical design has on organizational efficiency. Once we understood that relationship, we developed innovations that improve clinical workflow and productivity.



PROMEDICA HEALTH AND WELLNESS CENTER  
SYLVANIA, OHIO

### WHAT WE DID

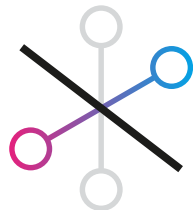
Our team created a case study of the ProMedica Health and Wellness Center project in Sylvania, Ohio. The center was the result of 11 physicians consolidating their practices into a single location. The study was conducted in two phases: existing and post-occupancy.

### THE CHALLENGE

Our team was tasked with the design of a building that could house a collaborative care model for practices that did not currently share staff, space or a consistent operational model. We completed design diagnostics of existing clinical environments through interviews, shadowing, behavior mapping, environmental analysis and spatial analysis. The result was a standardized layout that maintained a consistent workflow for all clinical teams.

### THE BUSINESS CASE

ProMedica aimed to create a collaborative practice and care model by leveraging the building's support spaces, effectively optimizing the usage of real estate.



**About the Idea Fellowship:** The Idea Fellowship exists to incite curiosity and exploration. Launched in 2015, the fellowship gives recipients one year and 800 hours to answer a question that begins with, "What if..."

**The Research Team:**  
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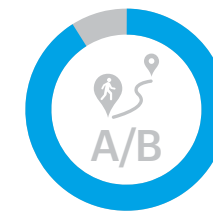
**Learn More:** [Click here](#) to learn more about this HKS research project.

### WALKING DISTANCE



**36% REDUCTION**

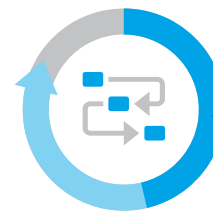
Average overall clinical team walking distance was reduced by 36%, or 1 minute and 55 seconds per patient encounter. That's a difference ranging from 28 minutes to more than an hour during an average clinical day.



**91% REDUCTION**

Discrepancy between clinical team walking distances were reduced by 91% between clinical teams A & B.

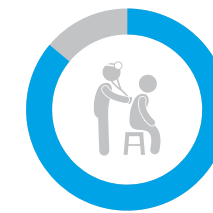
### STANDARDIZATION AND MODULARITY



**47% to 80% POTENTIAL INCREASE**

Clinic modules are standardized and connected, allowing flexibility and growth. ProMedica will be able to increase overall clinic utilization 47-80% within the same physical space by leveraging the schedules of current physician as well as potential new hires.

### PATIENT SATISFACTION



**86% OVERALL SATISFACTION**

Patient satisfaction increased by 2.2% on average.

### CONSOLIDATION/COLLABORATION MODEL



When compared to the existing practices, the collaborative model of care reduces the space requirements of the combined physician practice by an average of 6%, saving the system about \$641,000 in construction cost.

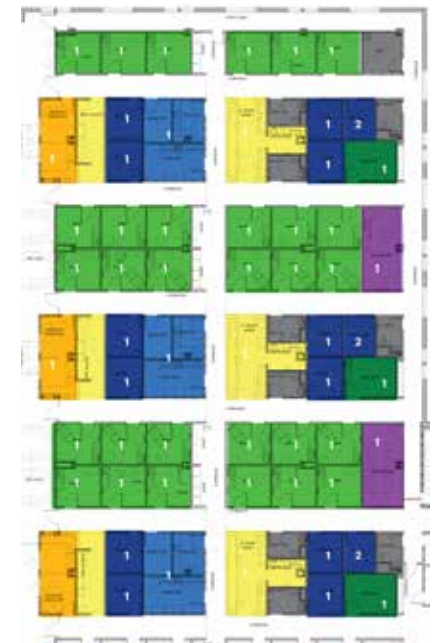
### WHAT THE FINDINGS MEAN

**i** Standardized and modular building layouts create spaces that are adaptable, flexible and efficient.

**i** Design has a substantial and notable impact on optimizing a staff's workflow.

### ROOM TYPE VARIATIONS BEFORE AND AFTER

	WESTGATE		PORT SYLVANIA		DIGESTIVE HEALTH		SUNFOREST	
	PRE	POST	PRE	POST	PRE	POST	PRE	POST
Caregiver Work	3	1	7	1	2	1	4	1
Check-in/out	1	1	1	1	2	1	2	1
Exam	3	1	2	1	2	1	4	1
Special Procedure	3	1	1	1	2	1	3	1
Business Office	0	0	1	0	3	0	3	0
Storage/Cleaning/Equip	3	1	2	1	1	1	1	1
Office	4	2	2	2	3	2	2	2
Staff Collaborative/Break Area	2	1	2	1	2	1	1	1



THROUGH THE CREATION OF A STANDARDIZED PLAN LAYOUT, THE WORKFLOW BECOMES UNIVERSAL AMONG ALL CLINICAL TEAMS.