

Providence Southwest & TGBa Bring New Medical Home to Hawks Prairie

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The Hawks Prairie area near Lacey, Washington, is fast growing, and Providence Southwest's new medical facility supports the community's evolving health needs.

Taylor, Gregory, Broadway Architects (TGBa) has worked with Providence Medical Group Southwest Washington on a number of outpatient facilities. The latest, a 28,500-square foot medical facility, embodies the medical home concept that Providence promotes. "The Providence Southwest team continues to move services closer to the patients and away from the hospitals," says Kent Gregory, TGBa Principal. "It's a trend that brings medicine to the patient – a customer convenience factor."

Another trend that the medical facility

tracks is that of a retail center location. The new Hawks Prairie facility is actually the anchor building in a newly developing retail center, yet maintains distinct, civic-oriented elements. "Designing a medical building that conforms to typical retail center expectations is a recurring challenge," Gregory acknowledges. The TGBa team is familiar with the retail location trend for healthcare facilities, and is adept at addressing the zoning codes usually involved. "It's about finding the fine balance between a location's design

being approachable and accessible, yet giving those needing medical care privacy."

Providence Southwest's design objectives meld well with TGBa's methods. Both organizations employ Lean principles, improving quality and removing waste from processes. That efficiency is why the TGBa team applies the 3P (Production Preparation Process) in design. As Gregory explains, "One of the largest waste areas is the intelligence and creativity an organization

has within its own staff. We find that working with stakeholders is the most efficient and effective way to design a building. This facility is a good example of its success."

As Gregory describes it, the people who are going to be using the building – physicians, nurses, medical assistants and staff – are brought together and led through a process that provides them



Providence Medical Group Hawks Prairie

with insight to their own processes. Then they create new processes and the space around it to support quality performance. Eventually, it comes down to their creation of the best three design options. Space planning is typically straightforward, he shares, and “Nearly every time, the group evaluates those options and picks out the best, most efficient of the three. They are the authors of their own space – which means they will make sure it’s going to work for them and help them perform. That’s the magic in the method.”

The resultant Hawks Prairie facility not only supports the work of the medical teams that care for the area’s residents, it provides a medical home for those residents. Designed to accommodate up to 16 providers, currently the facility houses Hawks Prairie Internal Medicine, Olympia Endocrinology, Hawks Prairie Family Medicine, a full service laboratory and Providence St. Peter Hospital diagnostic imaging services. Beginning this fall, Hawks Prairie anticipates providing Physical Therapy services to their patients with

the addition of a full-time Physical Therapist to the facility.

Through the medical home model, patients gain a much more comprehensive form of care, pulling in more wellness activities, as well as collaborative areas. The facility’s design features a large central offstage area that enhances provider collaboration, as well as a shared medical appointment room (SMA). The SMA lets providers have a space to give mini-educational workshops, such as diabetes care, wellness workshops. The providers are able to teach people with similar health challenges together, enhancing a sense of community and creating a near-instant support network for patients.

This medical home model encourages higher quality care, and the setting supports that. The Providence organization is a large, important care provider, and the building, though positioned in a retail center, reflects the scale and character of the care. As Gregory states, “Providence Southwest has been emphatic about the tie-in be-

tween the building environment and healing. They wanted a building that was “extroverted” – open, accessible, with serene, natural colors.” The aesthetic appeal is apparent in the building’s colors and textures, the extensive natural light and the two-story high distinctive mural of cut-steel plate derived from a photograph of trees.

The overall experience between the two organizations, TGBa and Providence Medical Group SWR has been a positive one. According to Judy Backhaus, who’s the Physician Services Manager with Providence Medical Group SWR, “TGBa definitely “walks their talk” – sharing how they have applied the LEAN/3P process to their own office. They walked us, step-by-step, through some difficult decision-making along the way. Just last week, a provider now in this new facility, stated his new clinic “turned out really sweet” and he is very happy!”

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