

Reimagining the Hospital Without Beds

Group Health Bellevue Medical Center

Bellevue, Washington

WORK PERFORMED: 2005-2006

SIZE/SCOPE: 200,000 GSF

ARCHITECT OF RECORD: NAC Architects

BUILDING COMPLETION: 2008

CHALLENGE

Cynthia Hayward directed all aspects of the planning and programming for the replacement of the existing Eastside Hospital in Redmond with an **innovative hospital without beds** in Bellevue. In lieu of providing inpatient beds and a full-service emergency department, Group Health planned to locate its new facility on the Overlake Hospital Medical Center campus. This would allow Group Health members requiring inpatient or emergency care to access the new 104-bed Overlake South Tower and emergency department via a pedestrian tunnel connection.



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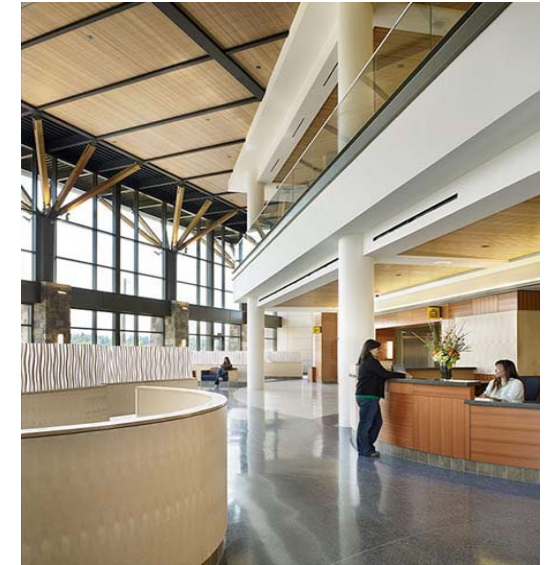
Design Firm: NAC Architects

The planning process had been underway for almost a year when Cynthia was asked to provide a second opinion regarding the previously-developed space program which appeared to replicate the existing hospital department “silos” and inefficient processes.

OUTCOME

The 200,000 GSF Group Health Bellevue Medical Center houses clinic space for physicians in more than 20 medical specialties. The center also features a 26,000 GSF ambulatory surgery center and provides diagnostic imaging, laboratory and pharmacy services as well as a retail store for home medical products. Parking is provided for 680 cars in a four-story garage below the building.

Group Health decided to incorporate the facility planning principles and universal exam room size and layout, developed for the Bellevue Medical Center, into all subsequent new and renovated Group Health facilities.

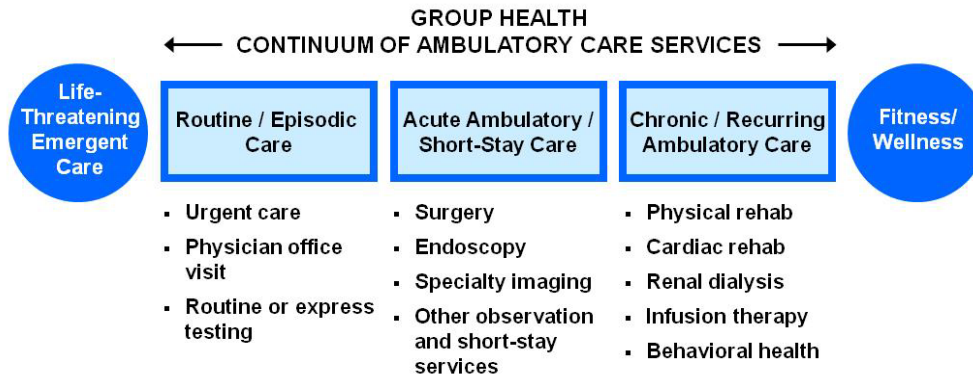
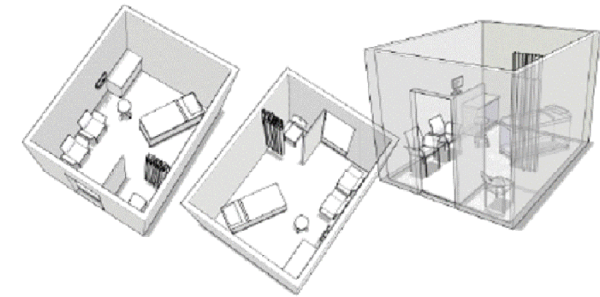


Central Customer Service Center

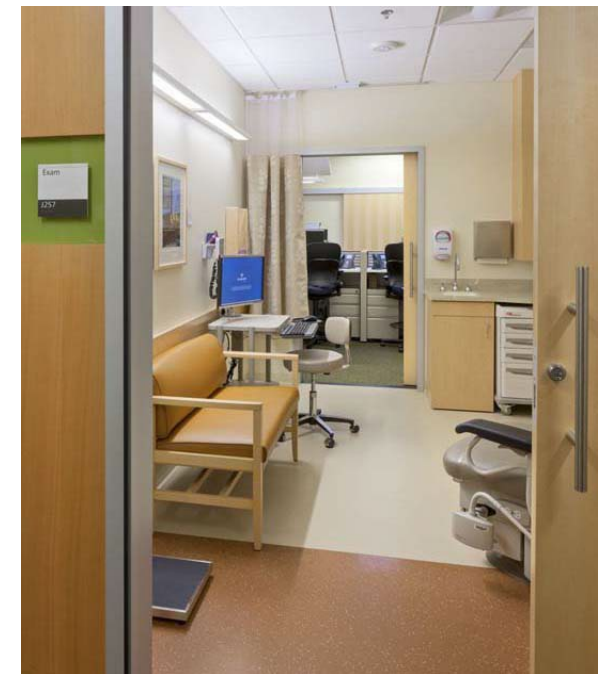
Case Study

Computer modeling. Cynthia modeled future exam room need and the corresponding clinic footprint based on various scenarios. Variables included the average exam room turnaround time by specialty, target exam room occupancy rates, and the building hours of operation.

Innovative concepts. Cynthia facilitated multidisciplinary user groups to rethink the proposed organization of clinical services and facility layout to be patient-friendly, efficient to staff, and flexible to accommodate a changing mix of medical specialties over time. With consensus on key facility planning principles, she reprogrammed the new facility with patient-centric, multidisciplinary services and flexible **time-share clinic space** based on a large **universal exam room** and staff **touch-down workstations** in lieu of remote offices.



Universal exam rooms size and layout. Based on various design studies, Group Health adopted a universal exam room size and layout to facilitate patient-staff interaction and provide the flexibility to accommodate different medical and surgical specialists. A larger exam room was designed to strengthen the connection between patient and staff and the **clinic module has been adopted as the standard for all future Group Health development.**



Typical Exam Room Using Universal Concept