

# Planning a Groundbreaking Ambulatory Care Center in Canada

## Case Study

### Jim Pattison Outpatient Care and Surgery Center

Vancouver, British Columbia

**WORK PERFORMED:** 2005-2010

**SIZE/SCOPE:** 180,000 GSF

**BUILDING COMPLETION:** 2011

**ARCHITECT OF RECORD:** Kasian Architecture

### CHALLENGE

Surrey Memorial Hospital was faced with severe capacity issues as its growing inpatient and outpatient services competed for space on its landlocked campus. The hospital leadership commissioned Cynthia Hayward, due to her extensive experience in the United States, to develop an ambulatory care strategy to potentially off-load some of its outpatient services to free up capacity within the hospital. The majority of outpatient services were fragmented and dispersed throughout multiple buildings and floor levels — resulting in complicated wayfinding and lengthy walking distances for patients and their families. This also resulted in lengthy turnaround times for routine outpatient procedures as processes and spaces were oriented to inpatient care. The fragmentation of services created both staffing and space inefficiencies and the proliferation of outpatient services within the hospital facility inhibited the ability to deliver inpatient and other acute care services.



**Jim Pattison Outpatient Care and Surgery Center**

**Design Firm:** Kasian Architecture

### OUTCOME

Key benefits of the Jim Pattison Outpatient Care and Surgery Center include:

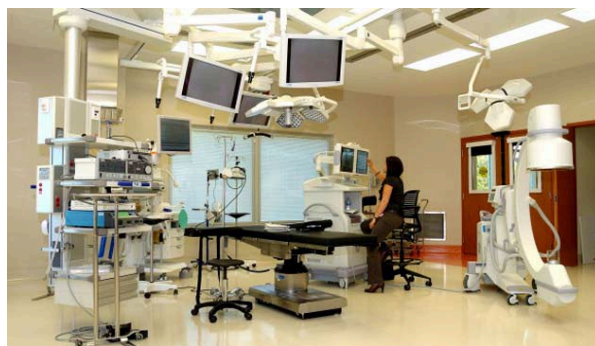
- Improved customer service with convenient access and quicker turnaround time for ambulatory patients.
- More efficient use of staff, equipment, and space by consolidating services using similar processes and spaces.
- Decompressed the congested hospital site and facilities.
- Quicker construction time than could be achieved at the hospital site which expedited the resolution of capacity issues.
- Demonstrated commitment to the community — with space for education, health promotion, screenings, wellness, and other community functions.

“The Jim Pattison Outpatient Care and Surgery Center will improve access to quality health care for families in Fraser Health. It’s a beautiful facility that has been designed with patients in mind including considerations of the diverse community it serves. The larger exam rooms will accommodate not only the patient but families as well.”

Michael de Jong  
BC Minister of Health

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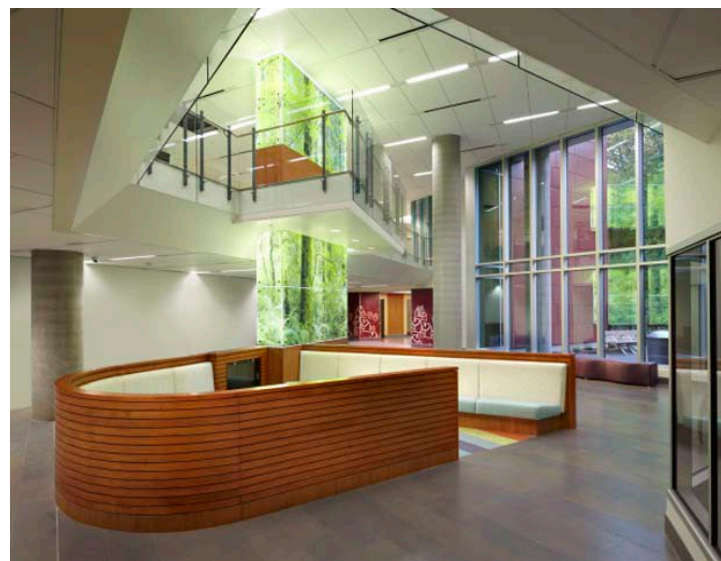
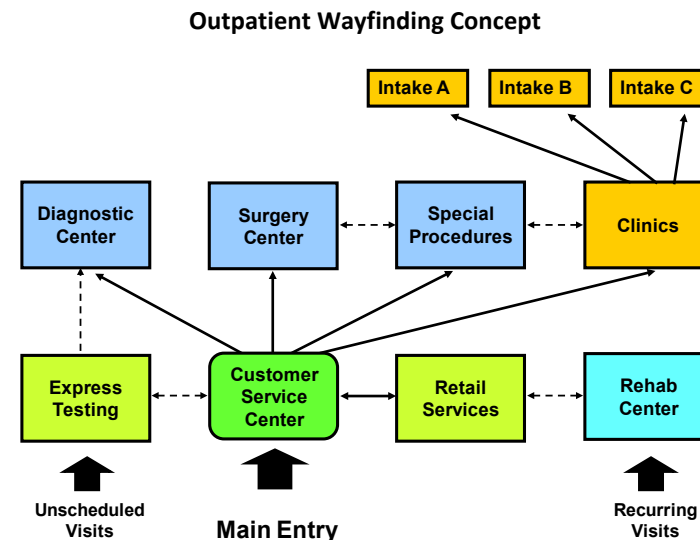
**Developing the ambulatory care strategy.** Cynthia reviewed all ambulatory services currently provided on the hospital campus and documented the current location, scope of services, workload, and resources (staff, equipment, and space). She then Identified ambulatory care services that could potentially be relocated to a new off-site, freestanding facility and developed key facility parameters in order to estimate the potential size and cost of the new facility. She also summarized the resulting additional capacity that would be freed up on the hospital campus.



## State-of-the-Art Operating Room

**Programming the new facility.** Cynthia prepared a functional and space program for the new facility to house a wide range of diagnostic and therapeutic services including an ambulatory surgery suite and unique time-share clinic space. The Jim Pattison Outpatient Care and Surgery Center was **one of the first free-standing comprehensive ambulatory care facilities of its type in Canada.**

**Readiness assessment.** In the fall of 2010, with the new facility under construction and the opening scheduled for June 2011, Cynthia was subsequently commissioned to conduct a high-level readiness assessment based on the original vision and her experience with U.S. outpatient facilities. She reviewed the specific programs and services, functional layout, and space allocation — as designed and being constructed — and identified eight critical success factors to be addressed as part of occupancy planning ensuring a successful move-in in the spring of 2011.



### Entrance Lobby and Reception Area