



NEW SPACES SHOULD CHANGE HOW WE WORK, NOT JUST WHERE

HOW PRIVACY, PROCESS AND PATIENTS CHANGED
THE WAY ONE ENDOSCOPY CENTER RAN THEIR
ENTIRE PRACTICE.

01 WHITEPAPER

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When designing a new space, particularly in the healthcare field, it's important to not only challenge the aesthetic but to also reframe the entire conversation around how people in the space are going to use it. From work to play and everything in between, the design of a space shouldn't be seen as a new take on an old way of doing things; it should usher in a new way of doing things that makes the space and the people better. Faster. Greater.

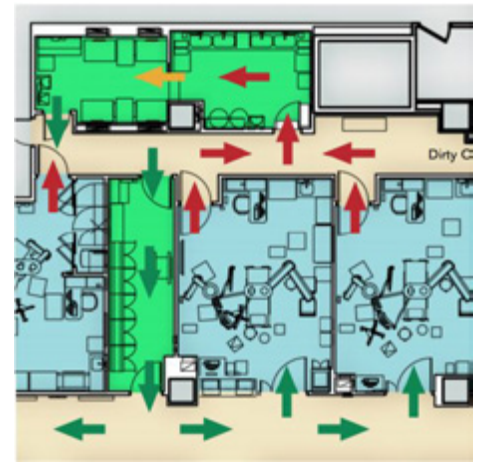
In other words, a new space should change everything.

This is the story of how Hord Coplan Macht approached designing the Bunting Endoscopy Center at Mercy Medical Center in Baltimore, Md., a 16,000+ sq. ft. unit with six procedure rooms and 20 prep and recovery rooms that will be able to treat about 9,000 patients a year for upper and lower GI procedures. In addition to the numerous immediate challenges the project presented, a total understanding of all the steps and roles involved in a procedure was needed – essentially a picture of the entire process from start to finish from the perspective of nurses, doctors, support staff, and especially patients. From this vantage point (and with a host of paper models and mockups), HCM was able to create not only an elegant design for the space proper, but also a fresh and insightful perspective into the work and workflow itself.

One specific area of focus was in finding the balance between patient safety and providing privacy for those undergoing an already intrusive procedure.

A CHOREOGRAPHY OF CLEANLINESS

How HCM implemented a one-way workflow to maximize infection control



Clean scopes come in through front door > Dirty scopes exit through rear door > Through the dirty scope corridor > Decontamination > High-level disinfecting > Clean scope storage room > Repeat

Most endoscopy centers have a simple curtain separating patients during prep and recovery, so when HCM proposed completely private rooms, some of the nurses raised the point that patients needed to be under frequent monitoring and having them in separate rooms would make it impossible for staff to monitor the patient's recovery. As a win/win solution, HCM designed nursing alcoves located immediately outside of each pair of rooms so the nurses and anesthesiologists could have a direct line of sight to both patients while the rooms themselves remained completely private for the patients and their families to recover together.

It's a really uncomfortable, invasive, embarrassing procedure to have to go through so we really wanted to provide privacy and dignity for the patients.

The concept of patient privacy was woven through the entire design process from start to finish.



In addition to the prep and recovery rooms, HCM designed the center with an eye toward fostering a dignified patient experience from check in to check out. This included the deliberate integration of art glass in the waiting room to limit visibility from the corridor, as well as individual registration spaces. Integration of warm lighting was also essential as the space is located underground with no natural light. A separate exit leading directly to the elevator was also added so that patients leaving the center after a procedure didn't have to go through a waiting room full of other patients.

Privacy, technology, and patient safety were top priorities when designing the Bunting Endoscopy Center. And to design a space that would maximize those three aspects, HCM had to challenge the way nurses and doctors worked within it. How exactly do you accomplish that? By leveraging case studies from other projects and other hospitals, the HCM team worked with both administration and staff to make these workflow and design decisions together for the good of the patients.

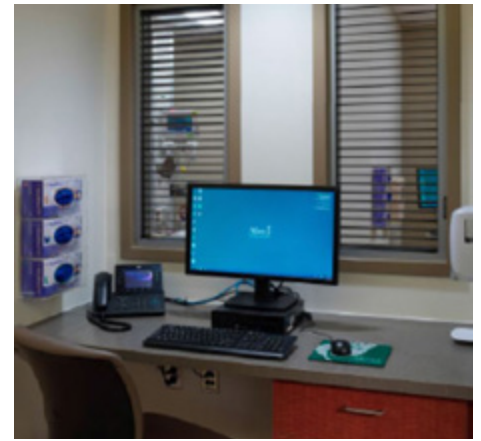
HCM also placed a major emphasis on technology. By integrating a state-of-the-art two-way AV network, doctors have

the ability to record procedures and make notes or use for educational purposes later. They can also live-broadcast procedures and have two-way communication with other doctors watching from a conference room or broadcast an educational session anywhere in the world.

In terms of workflow for doctors, HCM designed each of the six procedure rooms to be identical to the others. This uniformity of space allows the doctors and nurses to focus on the procedure at hand instead of the peripheral tasks such as equipment management, storage, and prep. The spaces are uniform in their layout so that staff can be mentally unencumbered by the space and free to work quickly and with agility for whatever a procedure might call for.

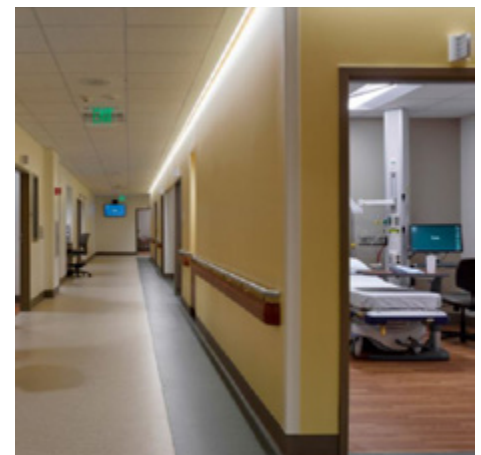
And speaking of agility.

After the project build was already underway, safety guidelines for scope processing changed in the middle of construction. While a grandfather clause would have allowed the space to finish construction without penalty, the project team decided to make the extra effort to



get the space compliant with the newest guidelines mid-build.

Listening can be a dangerous thing. It will challenge not only a final project design but everything that touches the space itself. This means open minds are as necessary as skilled hands when it comes to designing the spaces of the future. For Hord Coplan Macht, it meant having the commitment to partner with Mercy staff and administration to tackle not just the creation of a beautiful space but the process of the entire center as well. This commitment to understanding paired with a strong sense of partnership is what creates great work.



SPECIALTIES INCLUDE:

- All-private prep and recovery rooms
- Art glass to limit visibility into waiting room
- Separate registration kiosks with glass
- Private exit and elevator post-procedure