The Everett Clinic Smokey Point Medical Center
Smokey Point, Washington

ABOUT | DESIGN INTENTIONS

The Everett Clinic (TEC) is a nationally recognized, physician owned clinic group providing care to more than 250,000 patients throughout Washington each year. With the Smokey Point Medical Center, TEC had, for the first time in their nearly 90 year history, the opportunity to build a flagship building and create a new prototype multi-specialty clinic from the ground up.

The new medical center houses over twenty different medical specialties in a two-story 60,000 SF clinic designed to reflect TEC’s values and streamline and enhance the patient experience by decreasing wait times and providing comprehensive care in a single easy-to-access location located adjacent to a major interstate.

The building was designed using Lean methodologies and delivered within an aggressive schedule and construction budget.
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Transforming The Patient Experience

When The Everett Clinic embarked on the planning and design process to build a new medical facility from scratch, they had the chance to dramatically reimagine their workplace, minimize waste, and provide an even more enhanced and supportive environment for patients and their families.

With a focus on minimizing waste and any non-value-added steps, the medical center was designed with a focus on patient flow so providers can serve patients quickly and efficiently as they move through stages of care and with the flexibility to reconfigure space to meet changing patient needs.

“A I love the exam rooms. I really appreciate the fact that they put the scales inside the exam room. Another thing I really like is they are now taking blood in the exam room. So everything that’s been done has been done with the patient in mind.”

THE EVERETT CLINIC PATIENT

Patient pause areas are designed to support low to no volume wait times.

Affordable Elegance

An aggressive 24-month design and construction schedule and very modest construction budget of $13.6 million ($225 per square foot) drove the design.

The tilt-up concrete shell provides a low maintenance, durable finish that was produced on site using local sand and gravel and accented by Northwest harvested cedar. The entry on the south side is flanked by a steel and wood canopy surrounded by storefront windows, welcoming patients to the facility. The Northwest-harvested wood accents provide a sense of inviting warmth and contrast to the concrete. Vertical reveal irregularly spaced across the concrete façade create visual impact, scale, and texture to mitigate the mass of what is essentially a “big box.” In addition, the glass curtain wall and storefront windows allow natural daylight to penetrate deep into the building.

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To achieve the most efficient, patient-centered solution, ZGF used a cross-functional, Lean approach to programming and design. This involved working from day one with an integrated team of care providers, doctors, nurses, medical assistants, laboratory and radiology technicians, receptionists, janitors, and patients assembled to work collaboratively with the architect, contractor, project manager and Clinic leadership to create a facility fully focused on TEC’s number one core value: Do what is right for the patient.

Jettisoning the traditional programming through design development approach, the whole team —using eight Integrated Design Events held over eight months—collectively made operational and design decisions to achieve facility outcomes in support of TEC’s goals for the project, including reducing non-patient care space by 30%, reducing lead time to shorten patient visits, optimizing adjacencies to overlap support, providing space that promotes teamwork, and increasing room flexibility to decrease operational downtime.
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LEAN PLANNING & DESIGN

Outcomes
With the “Voice of the Patient” front and center throughout the entire planning and design process, key Lean outcomes include:

• Simple and intuitive interior space plan and palette so patients can self-guide
• 33% increase in efficiency of overall square footage.
• 23% reduction in non-patient care space yielding $2.1 million savings.
• 30% reduction in the number of exam rooms (from 82 to 62 rightsized rooms) with 92% increase in flexibility.

TOTAL NET SQFT: 35,908 NSF
BUILDING GROSS: 58,349 GSF
NET-TO-GROSS: 1.62

TRAVEL DISTANCE ANALYSIS

Outcomes
Just-in-time approach to stocking medical supplies on portable carts eliminates the need for storage.
Multi-disciplinary care teams (primary care and specialists) work in an open plan office environment (no private offices) to enhance team-based patient care.
Separate and dedicated patient and provider zones and paths of travel enhance the patient experience.

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TRAVEL DISTANCE ANALYSIS

End

AIA Academy of Architecture for Health | Research Initiatives Committee
Case Study Format Developed By:
Our goal is to cut the time that a patient spends waiting by more than 25%. That means having patients in an exam room and talking to a medical assistant about their health issues about two minutes after arriving at the clinic. 

MARK MANTEI, COO, THE EVERETT CLINIC

Exam rooms were upsized to allow care to be more easily brought to the patient and accommodate a range of specialists.

PHOTOGRAPHER Doug Scott

The facility has no dedicated physician offices. Instead, care teams are co-located to encourage collaboration across care specialties.

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