

Advocate Lutheran General Hospital Cardiac Catheterization Suite

Park Ridge, Illinois



SQ FT
18,800 DGSF



OWNER/AFFILIATION
Advocate Health Care



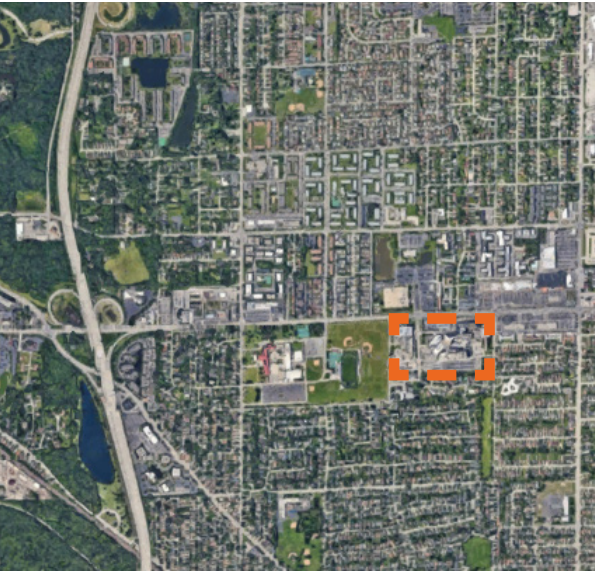
ARCHITECT(S)
Philips Design &
Anderson Mikos
Architects



COMPLETION DATE
2017



LOUNGE



NORTH

SITE MAP

ABOUT | DESIGN INTENTIONS

Philips Healthcare Transformation Services worked alongside Anderson Mikos Architects and Power Construction to provide insight into **future technologies** and to engage the Hospital in the co-creation of optimized **physical design, staff workflows and enhanced patient and family journeys**. A New Standard has been adapted by a design team in which helped to **align project scope with market strategy, streamline workflow and training, and improved department layout while implementing a clear vision** for the new Cardiac Cath & EP department. Reduced wait time, enhanced patient tracking, educational information, and options for socializing, focused work, and quiet provide many options for family members within a lounge.



ENTRANCE



LOUNGE

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citation from design concept

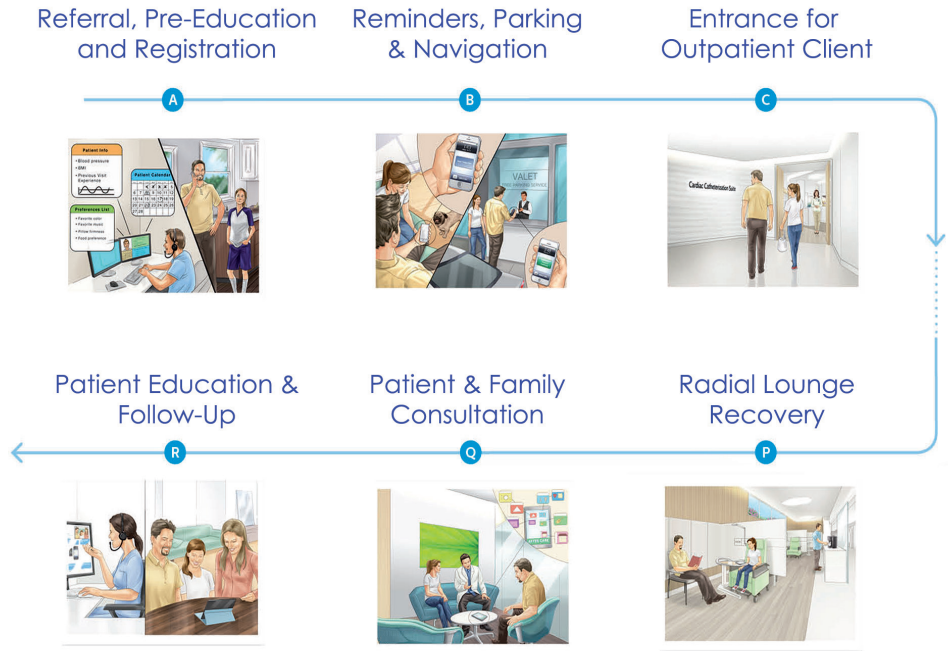
SERVICE STRATEGY

SERVICE STRATEGY

Envisioning and scripting the ideal future experience while highlighting key service and environmental touchpoints.

- ▶ Patient Education
- ▶ Wayfinding
- ▶ Patient Tracking
- ▶ Patient Prep & Recovery
- ▶ Procedure
- ▶ Consultation
- ▶ After-care

The improved experience touchpoints for all patient types, families, and staff have been thoughtfully designed to **reduce stress and improve dignity for all**. Results include **reduced wait times, better aftercare outcomes, and reduced recovery time**. And optimized department layout, workflow, staff training, satisfied staff, patients and family are all inputs to positive financial value.



IMPROVED EXPERIENCE

55% estimated reduction in waiting time from arrival to procedure preparation

The new Suite features a concierge, iPad check in with educational information and patient tracking offered to families. Directed processes will allow most patients to be escorted directly to the preparation area where other process improvements will optimize the total lengths of stay for all.

24% Anticipated reduction in recovery time for transradial patients

Recovery options include private bays or the new Radial Lounge. Designed as an alternative recovery solution this concept has been proven to be a significant patient satisfier while also reducing recovery times by getting patient back in their street clothes and allowing them to recover vertically in a hospitality lounge. Amenities include a refreshment station and personal televisions for education and entertainment.

22% reduction in staff steps per shift

Enhanced training allows for all patients to recover within the unit (former practices had them transported to the hospitals PACU). This saves over 1 mile of travel for patient transport every week and enhances patient safety.

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STRATEGY

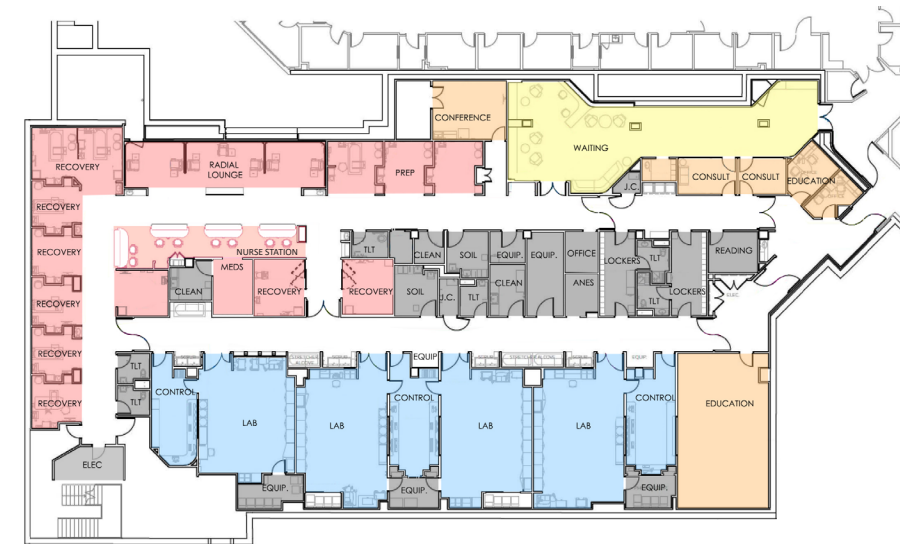
The **multidisciplinary** design workshops, interviews, shadowing, and observations were critical to project success. These tools generated distinct personas for staff, families, and a variety of customers identifying their needs, fears, and desires for each step in their journey - from the time before arrival through to aftercare.

These distinct journeys were mapped out to define the critical experience touchpoints that would impact their care the most. The touchpoints were then mapped to define an **“emotional seismograph”** to identify key high and low points of the existing journey.

The team then envisioned and scripted the ideal future experience. **Service strategies, spatial design, and technology** were then developed to create flexible and personalized solutions.

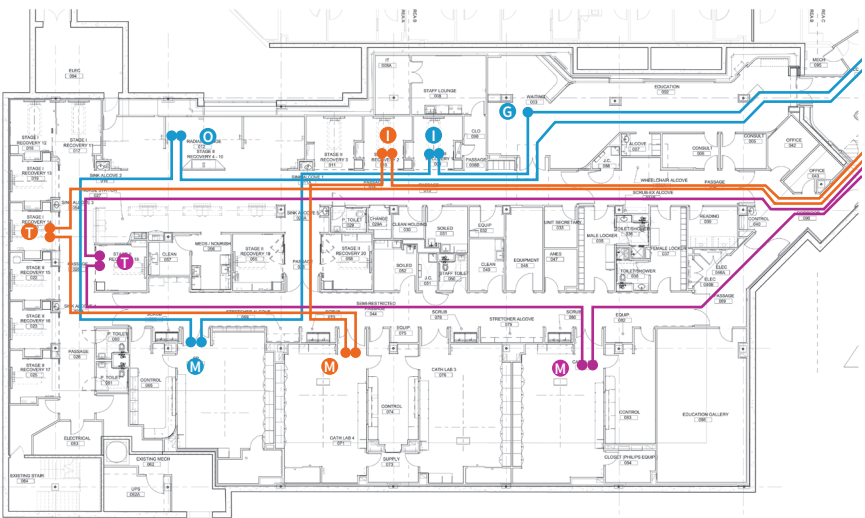
An inclusive design process ensured the participation of the entire team in co-creating the solutions leading to overall acceptance of the change.

GROUND LEVEL:



- Clinical and non-Clinical Support
- Prep & Recovery
- Reception and Waiting
- Patient & Family Support
- Cath Labs

Note: “Departmental Square footages take-off based on ‘Analysis of Departmental Area in Contemporary Hospitals calculation methodologies & Design Factors Report, 2014



- Outpatient
- Inpatient
- Emergency
- G - Patient & Family Waiting Area
- I - Prep Bay
- M - Cath & EP
- T - Stage II Recovery
- O - Radial Lounge

CIRCULATION FLOW

KEY SPACES:

- Prep Rooms (129-154 sf)
- Recovery Rooms (99-152 sf)
- Education Room (718 sf)
- Radial Lounges (134-178 sf)
- Cath Labs (837-1052 sf)
- Soiled Room (116 sf)
- Clean Room (96 sf)
- Consult Rooms (85-110 sf)

DEPARTMENTAL GROSS SQUARE FOOT TAKE-OFFS

	Net	Gross	N/G ratio
Cath Lab Suite	3327 SF	4589 SF	1.38
Prep & Recovery	2640 SF	4020 SF	1.52
Clinical & non-Clinical Support	2246 SF	3181 SF	1.41
Registration/Waiting/Education	2463 SF	3411 SF	1.38

TRAVEL DISTANCE ANALYSIS

- Outpatient Waiting Room to Prep 45ft - 70 ft
- Outpatient Prep to Cath Lab 76ft - 118 ft
- Outpatient Cath Lab to Radial Lounge 93ft - 121 ft
- Outpatient Recovery to Consult 125ft - 160 ft
- Inpatient Prep to Cath Lab 93ft - 121 ft
- Inpatient Cath Lab to Recovery 50ft - 146 ft
- Emergency Cath Lab to Recovery 158 ft

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BENEFITS

Benefits include **55% estimated reduction** in waiting time, **22% reduction** in staff steps per unit, **7% increase in procedure volume** per day and patient facility **satisfaction score improvement from 12% to 75%** within the first year. The project is an example of a working model that improves patient, provider, healthcare, and hospital staff performance and sets a new standard in healthcare.

PROJECT SUMMARY:

Project: Advocate Lutheran General Hospital Cardiac Catheterization Suite
Project location: Park Ridge, Illinois
Owner/Client: Advocate Health Care
Architect: Anderson Mikos Architects
Strategic Design Consultant: Philips Design
General contractor: Power Construction
MEP engineer: KJWW Engineering Consultants
Photographs: Craig Dugan Photography
Illustrations: Philips Design
Construction cost: \$8.4M
Department area GSF: 18,800 DGSF
Cost per square foot: \$446
Construction start date: October 2016
Substantial completion date: August 2017



LOUNGE

AIA/AAH DESIGN AWARD WINNER

Category: Renovations/Remodeled: Primarily built within existing hospital or clinical space

JURY COMMENT

- ▶ This project took an altogether undistinguished space and created a suite with a consistent, aesthetically pleasing feel. Despite the challenge of placing updated high-technology functions in an existing hospital, the integration of technology and architecture is seamless.
- ▶ The goal of elevating the patient experience is supported by the quality of the detailing, supported by a “healthy” materials palette.
- ▶ The submission illustrated the thoughts that drove the planning to optimize the processes and clinical work flows.
- ▶ The jury’s key word for this project: Seamless.

CATH LAB & CONTROL ROOM

Enhanced visibility and reduced clutter promote safety, performance, and quality in control rooms.

The labs provide materials as needed, **reduce stock inventory, and enhance safety** all in a tunable environment that inspires confidence.

The new prep/recovery bays **offer personalized tunable feature panels and colored lighting** in an environment.

Recovery options **include private bays or the new Radial Lounge**. Designed as an alternative recovery solution this concept has been proven to be a significant patient satisfier while also reducing recovery time.



PRIVATE BAY

The new prep/recovery bays offer personalized tunable feature panels and colored lighting in an environment designed to enhance safety while decreasing stress and anxiety.



PRIVATE BAY



COLORED LIGHTING