



ADELANTE HEALTHCARE

Sustainable Healthcare For All

ADELANTE HEALTHCARE MESA

1705 W. Main Street, Mesa, AZ 85201
www.adelantehealthcare.com | (877) 809.5092

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



AVEIN SAATY-TAFOYA, CEO

A MESSAGE FROM THE CEO

In 2010, I was introduced to an “Evidence-based Design” approach to healthcare, which uses credible data to influence the design process with the goal of improving well being for both patient and staff, reducing stress and increasing safety. This level of innovation prompted me to dive deeper into Adelante’s own patient experience. Through resultant interactions with members of the Clinic Design Project, I was introduced to the Center for Health Design and the Pebble Project leading to our creation of a team of senior staff and consultants who fueled our vision through Evidenced-based Design.

People have asked me, “*Why try so hard? After all, Adelante Healthcare is a safety net clinic with limited resources and challenging regulatory demands.*” The simple answer is, we are passionate about removing the barriers to access to healthcare for all, and adamant that it is possible to improve health status and quality of life for the patients in our care. Our vision is to be a national model for comprehensive primary care, and to be the provider and employer of choice in the communities we serve. In order to realize this vision, Adelante needed to elevate the ways in which we deliver our services and the spaces in which we engage patients and employees.

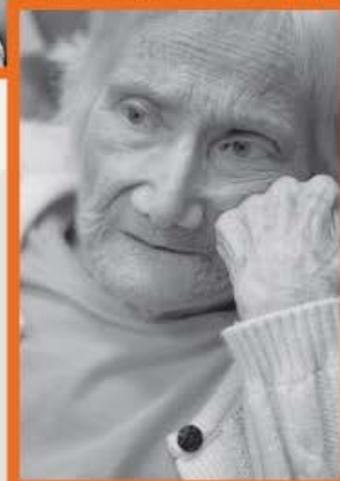
Our new building, the first LEED Platinum community health center interior in the nation, is the culmination of our research bringing together this learning in a singular space. The environments we have been fortunate to create are having a measurable impact on both patient and staff satisfaction. With each post occupancy evaluation, we continue to document what has been effective and make modifications. While our Evidence-based Design beginnings may be humble, we aspire to help inform the next iteration of design and set the bar ever higher for all ambulatory clinic environments.

I would like to extend my thanks to each member of my staff, both current and past whose tireless efforts provide our patients the highest quality of care at the clinical level, our Board of Directors for supporting our new direction, the Virginia Piper Foundation, Dr. Sally Downey and the East Valley Institute of Technology, Jain Malkin Inc., the Center for Health Design, Ms. Deborah Wingler, our Pebble Partners, LGE Construction, Cawley Architects, A Design InVision, Green Ideas, Aaron Kuhl, the City of Mesa, Mesa Medical Partners and One World Properties all of whom have helped to make this building a reality.

A handwritten signature in black ink, appearing to read 'Avein', located at the bottom right of the page.

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



ABOUT ADELANTE HEALTHCARE

Adelante Healthcare is a 501(c)3 non-profit, Federally Qualified Health Center founded in 1979. Today we serve 30,000 patients in geographically and medically underserved communities across Maricopa County from Wickenburg to Gila Bend to Mesa. Our seven locations employ 230 people including 33 medical, dental and behavioral health providers. Low-income uninsured individuals and families make up 20% of our patients and over 75% of those we serve have incomes below 200% of the federal poverty level.

OUR MISSION

Adelante Healthcare continually seeks to improve the health of our communities by providing quality, comprehensive primary health care within each patient's ability to pay.

OUR VISION

To be a nationally recognized model for community-oriented primary health care and the provider and employer of choice in the communities we serve.

SERVING A PURPOSE

We believe it is time to transform the places and ways in which healthcare is delivered, addressing the root causes of delayed care to reduce health disparities in underserved populations. Adelante is working to solve these complex problems, making strategic and innovative interventions accessible to the communities we serve, preventing and mitigating health crises.

PATIENT SERVICES

- AUDIOLOGY
- DENTAL
- FAMILY MEDICINE
- INTEGRATED BEHAVIORAL HEALTH
- INTERNAL MEDICINE
- LAB
- NUTRITION/WIC
- OB/GYN
- PEDIATRICS
- PHARMACY
- STUDENT HEALTH

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

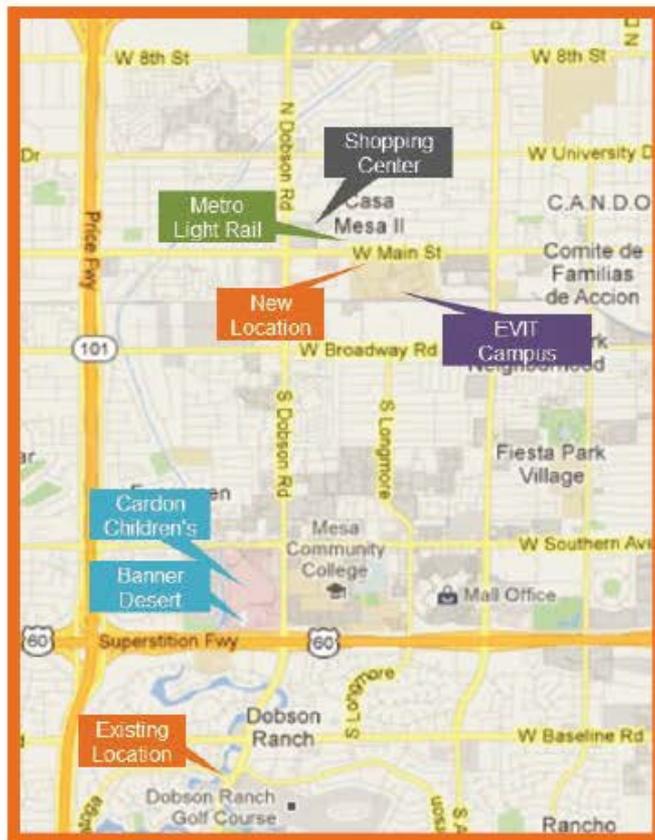


PROJECT GUIDING PRINCIPLES

- Create a **WELCOMING ENVIRONMENT** that invites in the community
- Provide a more **PERSONAL HEALTHCARE EXPERIENCE** that fosters a sense of belonging and comfort
- Increase **PATIENT PARTICIPATION** in improving and managing their own health
- Establish a **CULTURE OF SAFETY** to ensure an exceptional level of clinical care
- Embrace **GREEN CONCEPTS** for reduced costs of maintenance and resource use
- Guided by evidence-based design concepts to promote **PATIENT CENTERED CARE**
- Adaptive use of **TECHNOLOGY** facilitates a warm patient experience.

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



SITE CONSIDERATION MAP

SITE SELECTION CONSIDERATIONS

- **Downtown Mesa Location:** proximity to existing patient base, areas of greatest unmet need, and stronger demographic trends in service area (growth, income and aging population lead to better payor mix for Adelante and long term financial sustainability)
- **East Valley Institute of Technology Campus:** nominal land lease, shared parking, and integration within a vocational school to include Allied Health and Culinary program rotations and provide health care to 3K students and 350+ faculty
- **Retail factors:** adjacency to other businesses and improved access for clientele via Metro Light Rail, Main Bus Route, and foot traffic
- **Proximity to Banner Desert and Cardon Children's Hospitals:** ER volume over 140K visits annually, over 75% of which could be better served in a primary care environment
- **New site is 3.7 miles north of the existing site**

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



BUILDING EXTERIOR

BUILDING INFORMATION

PROJECT NAME	Adelante Healthcare Mesa
BUILDING SIZE	42,500 SF
SITE SIZE	2.38 Acres
PATIENT CAPACITY	20,000+
PATIENT VISITS (ANTICIPATED)	60,000
LEED (SUBMITTED)	Gold-Certified (Base Building) Platinum-Certified (Interiors)
DISTINCTIONS	Center for Health Design Pebble Project

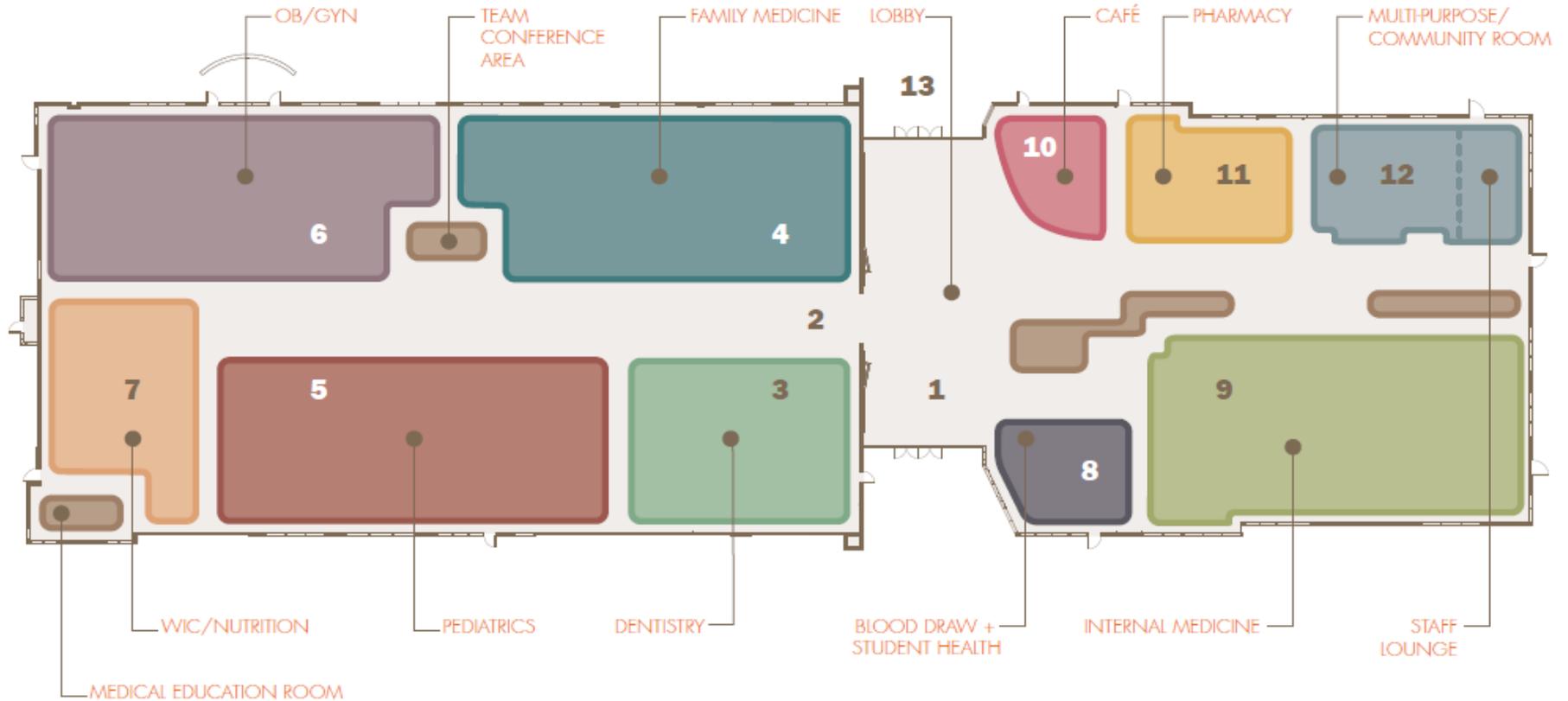
PROJECT TEAM

TENANT	Adelante Healthcare
DEVELOPER	One World Properties
ARCHITECT	Cawley Architects
INTERIOR ARCHITECTURE	Jain Malkin Inc.
CONTRACTOR	LGE Design Build
PROJECT CONSULTANT	A Design InVision

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

HEALTH CENTER - FLOOR PLAN



ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

TOUR STOPS



1



2



3



4



5



6

1 LOBBY GREETER: Two story atrium features natural light, art installations, comfortable seating, and private client consult rooms.

2 MAIN CIRCULATION: Interiors submitted for LEED Platinum Certification. Skylights bring natural light to interior. Use of carpet reduces noise levels. Wayfinding created through highlighted soffit colors and finishes unique to each department. Patient use rooms are located on exterior walls to maximize window views. Clustered exam rooms, physician offices, and decentralized medical assistant workstations increase communication and create patient-centric environment. Comfortable open reception areas foster a “living room” hospitality concept while separating sick from well patients.

3 DENTISTRY: Open operatories with outside windows, private consultation area, and latest x-ray technology.

4 FAMILY MEDICINE: Nature photography for positive distraction, separate sick and well waiting areas, team conference room and informal “talking” rooms.

5 PEDIATRICS: Interactive art for kids by artist Kris Kollasch reinforces health education and wellness concepts. Informal “talking” rooms (photo) are interspersed with standard exam rooms to create a multi-use room for casual conversation with parents.

6 OB/GYN: Designated Lactation/Wellness room to support nursing moms, Non-stress Test room with comfortable furniture for prenatal patients undergoing treatments or long monitoring visits, enlarged ultrasound room accommodates family.

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



7



8



9



10



11



12

TOUR STOPS

7 WIC/NUTRITION: sustainable wood workstations are located to take advantage of natural light. Private office space on interior has transom windows to enable light to flow into core. Student Education room provides location for didactic sessions.

8 INTERNAL MEDICINE: Located away from family services, providing greater privacy and accessibility for seniors and adult patients with entry close to main lobby. Soothing colors, architectural soffits, and nature themed art reduces anxiety. Talking rooms with shared exam room promote doctor/patient interaction and increase exam room usage.

9 CAFÉ: Free Wi-Fi and the indoor and outdoor seating provide a focal point for gathering. The menu offers nutrient dense, locally sourced, affordable food options.

10 PHARMACY: Dual access from lobby and exterior for customers. Signage directs patients to drop off and pick up with private consultation area for clinical pharmacy visits.

11 MULTI-PURPOSE/COMMUNITY ROOM: Large space accommodates up to 150 people and can be separated to enable various configurations and uses. The staff lounge has an outdoor patio and ample natural light.

12 CLINIC EXTERIOR: Submitted for LEED Gold certification for building core & shell. Sunshading reduces glare and heat from the desert sun without detracting from natural light, a 1/5 mile walking path encircles the building. Native drought tolerant plants reduce water consumption.

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona



INTERIOR DESIGN

- All furniture was specified using best practices. In addition to being sturdy, providing ample support, cleanable and long-lasting, measures were taken to meet Adelante's specific functional needs.
- In waiting rooms, individual chairs were selected over ganged-seating to give patients more options and choice.
- Exam rooms are equipped with a mobile table for a laptop to allow care providers to share clinical data with patients.
- All Talking room, conference area, education room, community room, and café tables are foldable to allow for mobility, flexibility, and sharing between spaces.
- To contribute to LEED certification, all interior furniture was manufactured within 500 miles of Mesa, Arizona.
- Skylights are integrated along the main circulation spine of the facility to incorporate natural light and reduce electricity costs.
- Colorful walls and soffits differentiate departments

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

INTERIOR DESIGN CONCEPT

Embrace the geology of desert canyons, carved from rain water and rivers running through them. Design details throughout the main lobby express water: “waves” on greeter desk, iridescent blue tile behind desk, blue-green color palette, curved “wave” banners hung from the ceiling and serpentine seating. Beyond the lobby, throughout the clinic, the color palette is drawn from the desert: sage green, terra cotta, orange and tan. Each clinic has a unique palette to provide identity and pride for the clinical staff. Functionally, clinic corridors connect allowing for contraction or expansion depending on daily scheduled patient volumes of each department. This provides scheduling flexibility based upon demand and staffing availability.



GREETER DESK AND CAFE



GREETER DESK

ADELANTE HEALTHCARE MESA

2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

PEBBLE PROJECT

Adelante Healthcare Mesa is a Center for Health Design Pebble project with a research agenda responding to four principal objectives.

ENGAGE

ENGAGE the public with our care team, fostering a sense of community.

Response: Access to healthy food options in an on-site café providing a place for patients as well as the community to learn about nutrition. Free Wi-Fi and proximity to light rail system create a comfortable place to gather and feel welcome.

EXPERIENCE

EXPERIENCE healthcare in a dynamic and personal way.

Response: Pagers are offered at reception desks to give patients the freedom to experience the amenities in and around the building. Exam rooms have patient controlled display systems for audio, visual and mood enhancement.



PEDIATRIC RECEPTION CEILING

ENABLE

ENABLE the public with skills and knowledge to improve quality of life.

Response: **CONTAINER GARDENING** to enhance food choices; **COOKING DEMONSTRATIONS** to introduce healthy ways to prepare meals; **FARMERS' MARKET** to provide a gathering place for the community to access local fresh produce; and provide **WELLNESS & LACTATION ROOMS** to help mothers receive training in breastfeeding.



ADELANTE HEALTHCARE MESA

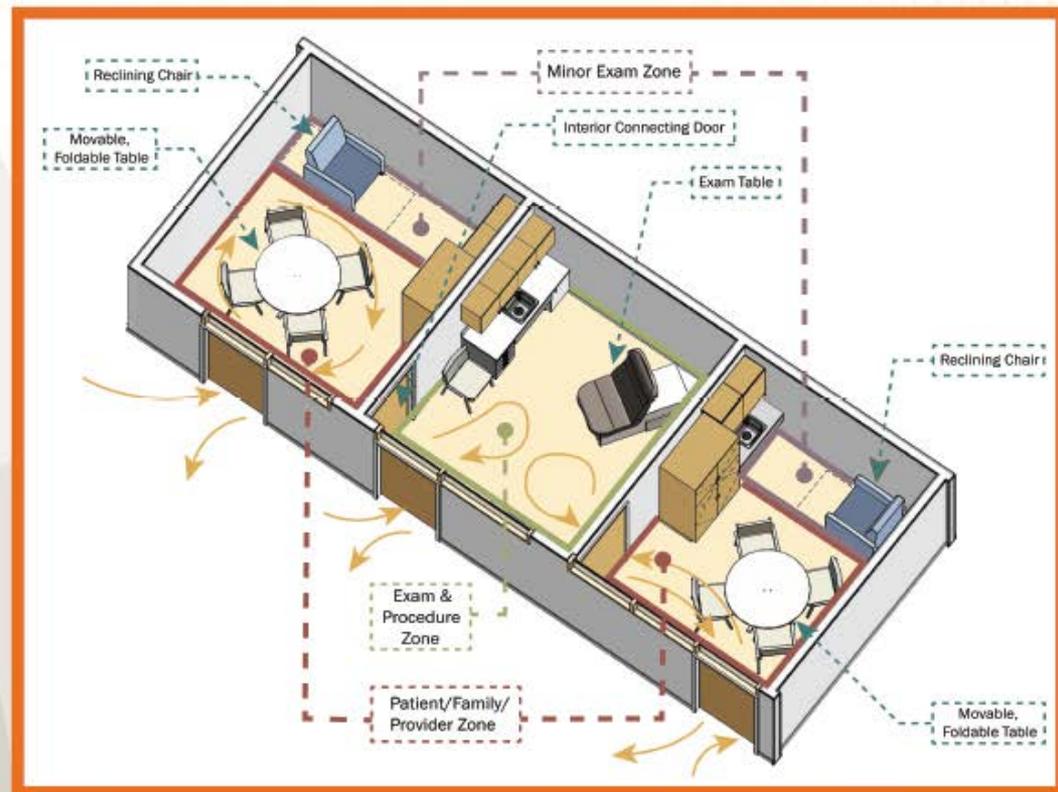
2012 Healthcare Design Conference | Tour Site: Mesa, Arizona

EMPOWER

EMPOWER patients to participate in managing their health.

Response: Creation of one exam room nestled between two “talking rooms” in Internal Medicine introduces new process flow intended to increase throughput while also providing a “safe” space for consultation and conversation in the absence of medical diagnostic equipment. It can be used for new patient interviews, or a visit to discuss test results. It is also a place where patients’ families can remain while the patient, if required, is escorted to the exam room through the internal communicating door without having to send the family member back to the waiting room.

This concept allows for better utilization of exam rooms as they can be cleaned and turned over while the provider finishes discussions with the patient. These rooms also offer flexibility for a variety of patient care activities and consultations.



TALKING ROOM CONFIGURATION AT ADULT MEDICINE