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HDS Architecture and Walsh Bros. complete 8,250 s/f Mount Auburn Hospital Primary Care Center

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Mount Auburn Hospital Primary Care Center recently completed a \$1.85 million redesign and extensive expansion in its first floor location of the hospital's South Building. To the casual observer, the new furniture, gleaming woodwork and welcoming staff combine to make the center inviting and comfortable. However, for hospital leadership and medical staff, the recent opening of the 8,250 s/f Primary Care Center represents the culmination of years of careful planning.

"The project not only seeks to improve patient outcomes but also aims to achieve the perfect patient experience," says Mount Auburn Hospital CEO Jeanette Clough. The philosophy behind this dynamic change in approach to primary care is based on what has come to be known as "Patient Centered Medical Home" (PCMH).

HDS Architecture designed the center to reflect and promote the principles of the PCMH model of care by co-locating patient care teams, enhancing the use of patient health information and creating an inviting, welcoming environment for patients. Hans Strauch, principal-in-charge from HDS said, "We worked closely with Mount Auburn Hospital's physician team and studied other successful similar practices at other hospitals to incorporate the best aspects of each at to come up with a unique design that reflected Mount Auburn's vision. "

The four "pillars" of the PCMH model are:

- * Team-based care- A team consisting of physician, physician's assistant or nurse practitioner, medical assistant and administrative assistant working with other health care professionals to provide comprehensive and coordinated care. The team works together to address immediate health problems as well as care for long-term health issues and preventative care.
- * Population management- the health care team actively manages the whole health of the patients in the practice by watching and connecting with patients proactively, reaching out to at-risk patients regularly.
- * Managing high-risk patients- the team identifies and guides patients at highest risk for medical problems and they utilize case managers, social workers and community resources for patients with complicated medical or social situations.
- * Engaging patients in their healthcare- the team identifies health goals in partnership with patients and helps patients become engaged participants in their own health.

HDS's design for the center includes four physician and medical support staff teams surrounded by exam rooms and treatment spaces. These team spaces are open plan with low walls and upper glass partitions. "We designed the new space to encourage effective and efficient collaboration for the medical staff and to provide a visually transparent, warm and calming environment for patients," said Strauch.

The new center has been well received by patients, said Mount Auburn Primary Care staff: "Our

patients are thrilled with the new space and consistently remark on how beautiful it is."

Walsh Brothers, construction manager for the project, is one of New England's leading construction management firms with an emphasis in medical, educational, research and cultural facilities. The family owned firm was founded in 1901.

HDS Architecture, founded in 1989, specializes in design of sophisticated medical and corporate facilities, retail centers, residential communities and mixed use urban development.

HDS Architecture architect

Thompson Consultants MEP engineer

Walsh Brothers construction manager

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