

Health Sciences Center Ambulatory Care Clinic: Building a community of care



Photography: Stationpoint Photographic

The Health Sciences Center (HSC) ambulatory care clinic brings together 13 clinics into a single building to enhance learning, foster collaboration, and ultimately improve patient experience.

Fittingly, HSC chose the former Ellen Douglass School to house this new clinic. Founded in 1960, the school provided ground breaking educational programming opportunities for children with disabilities. With the transformation of the building to an ambulatory care clinic, a legacy of community and care continues at the site and within the neighbourhood. Keeping the façade of the historic former school, the new building will expand to 46,000 sq.ft. with over 70 clinic rooms and serve up to 100,000 patients each year.

Reducing Anxiety by Design

When designing the space, project firm, MMP Architects was tasked with maximizing efficiency while improving patient experience. Supported by evidence-based

design, they utilized an on-stage and off-stage approach in order to minimize patient stress and increase staff collaboration and efficiency. On-stage areas are characterized by patient spaces. Separated from the constant hum of staff activity and supporting equipment, these spaces are designed to reduce anxiety. This includes making it quick and easy for patients to get to exam rooms. Explains Kristin Reischek, Interior Designer, MMP Architects, “In this space patients don’t have to traverse long winding, maze-like corridors typically found in hospital settings. Instead, short, intuitive hallways are easy for anyone to navigate.” To create a more enjoyable waiting experience, seating clusters in the waiting areas are small and positioned next to windows. The result is a more comfortable, lounge-like feel.

Encouraging Collaboration

Resources in the off-stage, staff areas are consolidated for efficiency and collaboration. Large open plan spaces are comprised of three types of work zones and have direct connections to exam rooms. The first work zone is a touchdown area with height-adjustable desks with



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removable privacy screens and ergonomic task chairs for comfort during focus work. The second zone includes booths that support communication and privacy needs. The final zone is designed for collaboration with a standing height table and stools that encourage quick conversations or review of patient files. These spaces are augmented with separate staff lounges that offer comfortable and calming areas for to support moments of respite.

Trusted Partnership

Concludes Hailey Connor, Interior Designer, MMP Architects, “Furniture is an important element within a space – it completes the look. As the building materials are purposefully neutral and classic, we were able to use fabric and finishes as the ‘jewelry of the space’ to provide color and personality while evoking a sense of calm and comfort.” The project had a small budget, so it was vital to ensure every dollar stretched as far as possible. While exam rooms were standardized to increase efficiency and ensure consistency in care to patients, it was still a challenge to ensure both the vision and budget could be met. Says Kristin, “We brought Global in as a consultant at the beginning of our planning process. Their understanding of durability, cleaning and disinfection protocols and where we could ‘smart spend’ by eliminating product

features based on use was extremely helpful. Working with a company with their own in-house testing also provided us with peace of mind and confidence that the furniture solutions we specified will provide value for years to come.”

FEATURED PRODUCTS

Wind Linear Lounge, River+ Lounge, Bakhita Stacking, Sonic Stool, GC Sidero Guest, Swap Table

ARCHITECT

MMP Architects



