



TRANSFORMING AROUND NEW MODELS OF CARE

Building for outpatient vs. inpatient care

MHP MEDICAL CENTER

BSA



Building around new models of care.

Over the past 92 years, Major Hospital has seen two expansions in 1960 and 1980, along with the demolition of most of the original 1924 facility in 1981. In 1976 about 70 percent of care was inpatient. Today, almost 75 percent of business is outpatient. Advances in medical technologies and changes in the patients' needs over the past 40 years led hospital officials to decide to construct a new hospital, built around those new models of care, rather than continue to expand at the current location.



Intentional Design

Because this new facility is in a rural setting, the design reflects the services it offers. The building design and organized layout benefits the community of Shelbyville most appropriately through the use of clear and simple wayfinding. This replacement hospital focuses on the goals of flexibility, patient and family centered care, staff efficiencies and improved medical outcomes.

The hospital focuses on outpatient services with a small percentage of inpatient services. An emergency department, imaging, ambulatory care center, surgery, birthing center, ICU, medical and surgical unit and post surgical unit are included in the new facility.

The entire second floor is designated to physician offices and exam space. This centralized all of the specialty clinics to one location, making it much more convenient for patients.



One unique space is the heart of the hospital, the Ambulatory Care Center (ACC). The ACC is an outpatient area that serves a few important purposes: improving patient flow, decreasing the time patients are waiting for care, and ultimately improving the patient experience. The center acts as a holding area for those that may not need to be admitted but still need time for observation and care. This concept reduces patient flow congestion in the emergency department and makes emergency department exam rooms available for additional patients that require emergency care. This area can also be used for patients scheduled for infusions or other similar outpatient treatments.

Another unique design element is that patient room showers are eliminated. This concept increases patient and staff safety, improves operational efficiency and reduces cost. In lieu of the individual showers, a spa area is on the third level inpatient unit.

The spa offers a variant of therapies combined with traditional medical care to create a comprehensive approach to healing.

Value-based Facility

During the design process, Major Hospital and the BSA LifeStructures design team focused on creating a space that truly met the needs for a rural healthcare facility as well as increased the quality of care they received while there. Keeping Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) guidelines for reimbursement was really a win-win for both the hospital and patients. The number one goal of the HCAHPS is patient satisfaction when it comes to the overall environment and a patient's experience with the hospital staff. Environmental scores can be affected by noise, wait times, cleanliness and infection control. There are many things that we do to address such concerns.





Every Detail Counts

Many details were considered while designing Major Hospital, again to reach the ultimate goal of patient satisfaction, from the time they walk through the door until they step out of the facility.

Upgraded pre-registration services include navigators who greet each person who walks through the door to ensure they get where they need to go. Traditional waiting rooms are eliminated and replaced with open, free flowing, more comfortable family rooms. Technology was used to incorporate electronic boards for families in order to track the progress of patients during procedures. Electronic services such as text alerts are also sent to each family member or visitor who want to be notified on the status of their loved one so they can come and go as needed.



Noise reduction is achieved through a variety of design elements. Sound transmission through the walls is reduced by the use of acoustically insulated wall assemblies designed specifically for each particular room type. Floors and ceilings incorporate high absorptive finish materials that absorb airborne sound and reduce the overall noise level in the space. Electronic sound masking installed above inpatient room ceilings creates white noise to improve patients sleep patterns and aide in the healing process. Specialty castors on medical carts are used to reduce impact noise in the corridors.

Infection control was a high priority as hard, nonporous materials were used on nearly every surface. The elimination of curtains, traditional fabrics and carpet was a means to reduce opportunities for pathogenic microorganisms to harbor causing contamination and giving rise to infection. Casework was designed to have few crevices and be easily cleanable. Each private patient room, both inpatient and outpatient, houses dedicated medical equipment within each space. Reducing the transportation of medical equipment from patient to patient minimizes healthcare associated infections known as nosocomial infections or hospital acquired infections (HIA's.)

Environment goes beyond Design – Ready for Day 1

Even after the hospital was constructed and complete, BSA LifeStructures continued to work with the hospital in transition and operations planning while creating real-life simulations for staff. This continued to go back to the original goal: best possible patient environment and satisfaction – even from day 1 of opening the facility.



Reflection of the Community

Beyond the design and the brick and mortar that makes a hospital, Major Hospital shows a true reflection of the community it serves. History of Shelbyville and the story behind how the hospital was first created is shown through artifacts and a history wall near the lobby. Heritage and a sense of pride is shown throughout the building.





ARCHITECTURE
ENGINEERING
PLANNING
INTERIORS

BSA

bsalifestructures.com
800.565.4855

BSA LifeStructures, a national, interdisciplinary design firm, creates inspired solutions that improve lives. BSA provides architecture, engineering, interior design, and planning services for spaces that support and enhance healing, learning and discovery – facilities known as LifeStructures.