

Intro / Project History

The community of Zanesville, Ohio has long been a two hospital community. For 16 years the Genesis Healthcare System had been operating the Good Samaritan and Bethesda Hospitals only one and a half miles apart from each other, providing disjointed care to the community. Alongside the increasing cost of healthcare and unsustainable business model within such a close proximity, consolidation was inevitable as much as necessary.

As an organization, Genesis was already elevating its standards for patient care delivery through intensive change management initiatives. With consolidation, arrived a new facility that would amplify these initiatives providing a platform for responsible, best practice community healthcare, within an environment that promotes healing and continues to elevate the patient and family experience.

The challenge would be to plan and design a comprehensive quality community healthcare facility meeting these initiatives and providing Zanesville a socially and economically responsible design. Challenges of an existing building would have to be met; while additions to the campus would reestablish and build upon the tradition and history of the hospital already woven into the community fabric.

The \$150 million project would include emergency, surgery, critical care patient unit and new main entry in a 4 story 200,000 sf addition to the existing hospital. The 250,000 sf renovation included 194 private patient beds, surgery pre-post, observation, endoscopy, dialysis unit, laboratory, imaging, kitchen and expanded dining. Additionally, a new 40,000 sf cancer center and 60,000 sf medical office building were added to the main hospital forming the comprehensive medical campus.

Building Exterior / New Additions

Precast, as the primary exterior material of the new patient tower and cancer center echo that of its predecessor but are softened by its subtle manipulation using form lined panels and introduction of large expanses of glass, making the facility more approachable. Warmth, color and modulated scale were added through the use of terracotta tile, inspired by local pottery tradition, and frit patterning on portions of new windows. Simple modifications of the existing facility's exterior were made to introduce the new motifs of expansive glass and terracotta, bringing the entire campus to a cohesive design.

Wayfinding / Facility Organization

Understanding where to go is of utmost importance to reduce anxiety and stress associated with visiting complex hospital facilities. The new patient tower, cancer center and medical office buildings all establish clear entries bringing visitors and patients into the facility exactly where needed.

Once inside, clinical destinations are organized around the new main lobby and a three story day lit, accessible courtyard directly adjacent to all public elevators. The courtyard not only provides access to natural light and views, it also acts as an organizational beacon, helping visitors orient themselves and provides a central point of access to multiple layers of public amenities.

The patient and visitor experience is further enhanced through clarity of wayfinding and circulation within the facility. "On-stage" circulation and spaces, used for family and visitors are separated from

"off-stage" circulation and spaces used for movement of materials and support functions providing a clearly defined, understandable and calm environment.

Courtyards

Six courtyards distributed throughout the hospital additions and new buildings help to decompress the plan and reduce the facility scale to a more humanistic level. The courtyards provide a connection to outdoor views and continual access to natural light throughout all levels of the facility while providing indoor and outdoor places of respite to sit, relax, eat or reflect.

Private Patient Rooms

The renovation of the existing facility provided all new private patient rooms, centered on delivering the best care to patients in an environment of healing and comfort. Patient rooms are designed to provide patients and families with amenities to contribute to their healing and comfort, including dedicated family lounge and overnight accommodations, private bathrooms with showers, patient controlled lighting and night lighting sensitive to circadian rhythm.

The floor to ceiling windows in the existing facility provide a tremendous source of natural light while offering privacy and visual texture without affecting the quality of light due to a horizontal banding frit pattern applied to the lower portion of the windows.

Nursing Units / Quality Work Environment

The careful planning of nursing units reduced unnecessary steps by staff and help distribute critical support spaces evenly throughout the inpatient cores. Access to medications, supplies and equipment, not in the nurse server, can be reached in the units core support spaces with as few steps as possible.

Nursing stations have been strategically placed along exterior windows, filling the patient units with natural light, creating a more approachable environment and adding to the quality of the work environment.

Cancer Center / Infusion Bays

Inspired by first class airline sleeper cabins, the infusion bays allow patients to convalesce in the closeness of care of the wrapping forms, allowing direct access to patient care amenities and varying degrees of privacy. The infusion bays are situated to offer direct views of the green space and walking paths just outside.

Socially Responsible and Sustainable Design

Through lean and metrics based design principals, the reuse of the existing facility and new additions resulted in a reduction of 28% in the emergency department, 6% in surgery and 22% in inpatient units, effectively reducing 63,000 sf from the original program, saving an estimated \$14 million for the community of Zanesville. Due to the consolidation, operating costs have been reduced by millions every month. The facility continues to see positive change with a 19% improvement in staff responsiveness and 33% overall reduction in wait times. Receiving an "A" rating for patient safety, the hospital is ranked amongst the safest hospitals in the United States. The successful investment in the Genesis Healthcare consolidation keeps quality healthcare within the community of Zanesville viable now, and well into the future.