

PROGRAMMING, PLANNING, AND DESIGN

# ICONIC DESIGN + CLINICAL EXCELLENCE

You can have *both*



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PRESENTERS:



*Louis Meilink, Jr., AIA, ACHA, ACHE*  
Principal, Ballinger



*Dr. Randall Oyer, MD*  
Medical Director, Oncology Program,  
Lancaster General Health



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Senior Associate, Healthcare Planner, Ballinger



*Amy Floresta, AIA, LEED AP*  
Senior Associate, Project Manager, Ballinger



EVALUATE DESIGN DECISIONS AFTER ONE YEAR OF OCCUPANCY.

DESCRIBE THE IMPACT OF PATIENT CHOICE AND ENVIRONMENTAL CONTROL ON PATIENT SATISFACTION.

IDENTIFY HOW NEW OPERATIONAL MODELS IMPACT STAFF COMMUNICATION AND COLLABORATION.

ASSESS THE EFFECTIVENESS OF ON-STAGE AND OFF-STAGE CIRCULATION.

# VISION

PROVIDE AN EXTRAORDINARY  
EXPERIENCE EVERY TIME





# MISSION

TO REDUCE THE BURDEN OF  
SUFFERING DUE TO CANCER IN  
THE COMMUNITIES WE SERVE

THE EXPERIENCE BEGINS...



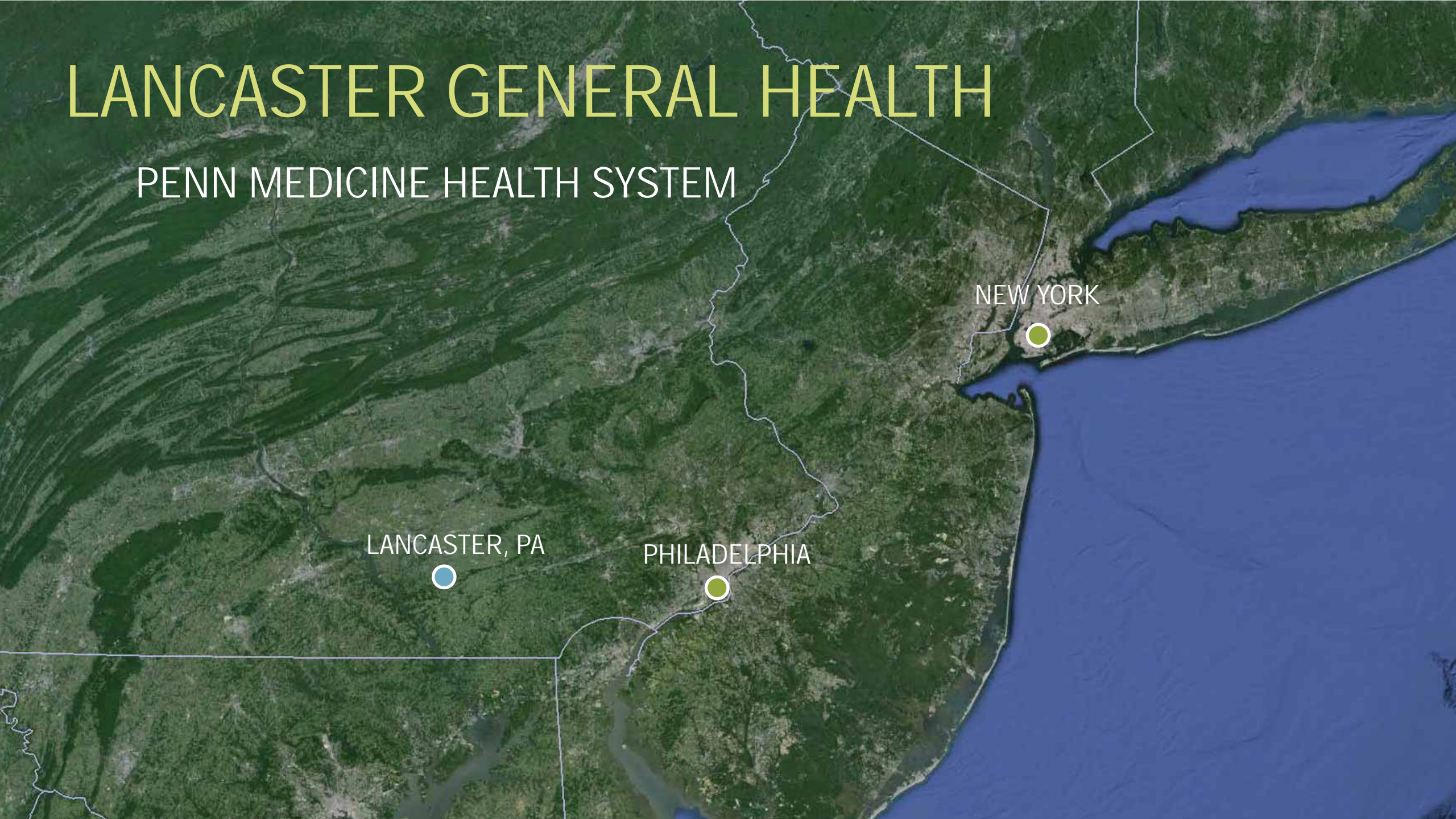
# LANCASTER GENERAL HEALTH

PENN MEDICINE HEALTH SYSTEM

NEW YORK

LANCASTER, PA

PHILADELPHIA



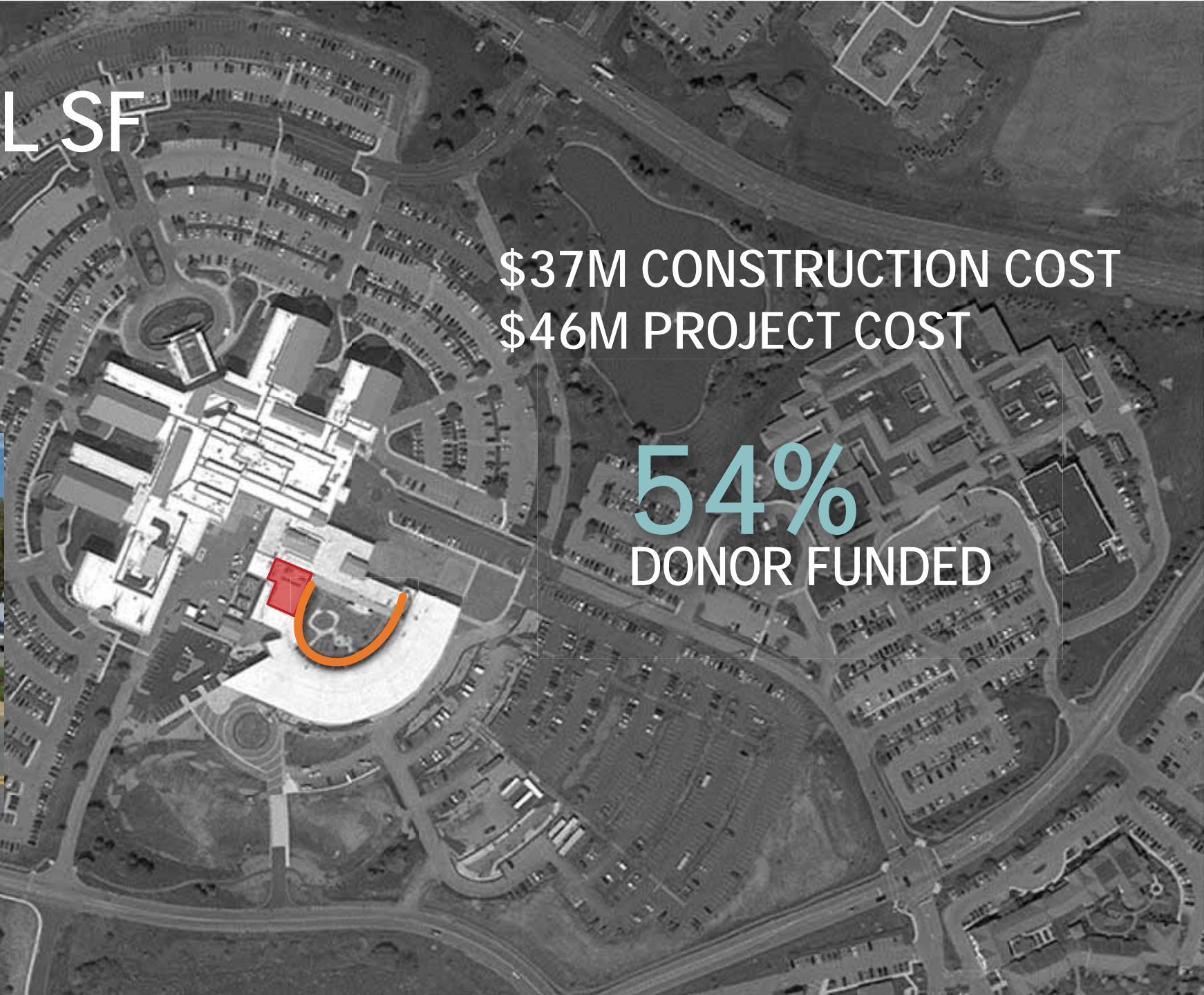
**102,700 TOTAL SF**

86,700 SF new

16,000 SF renovation

**\$37M CONSTRUCTION COST**  
**\$46M PROJECT COST**

**54%**  
**DONOR FUNDED**











# MULTIDISCIPLINARY CLINIC

5 NEIGHBORHOODS

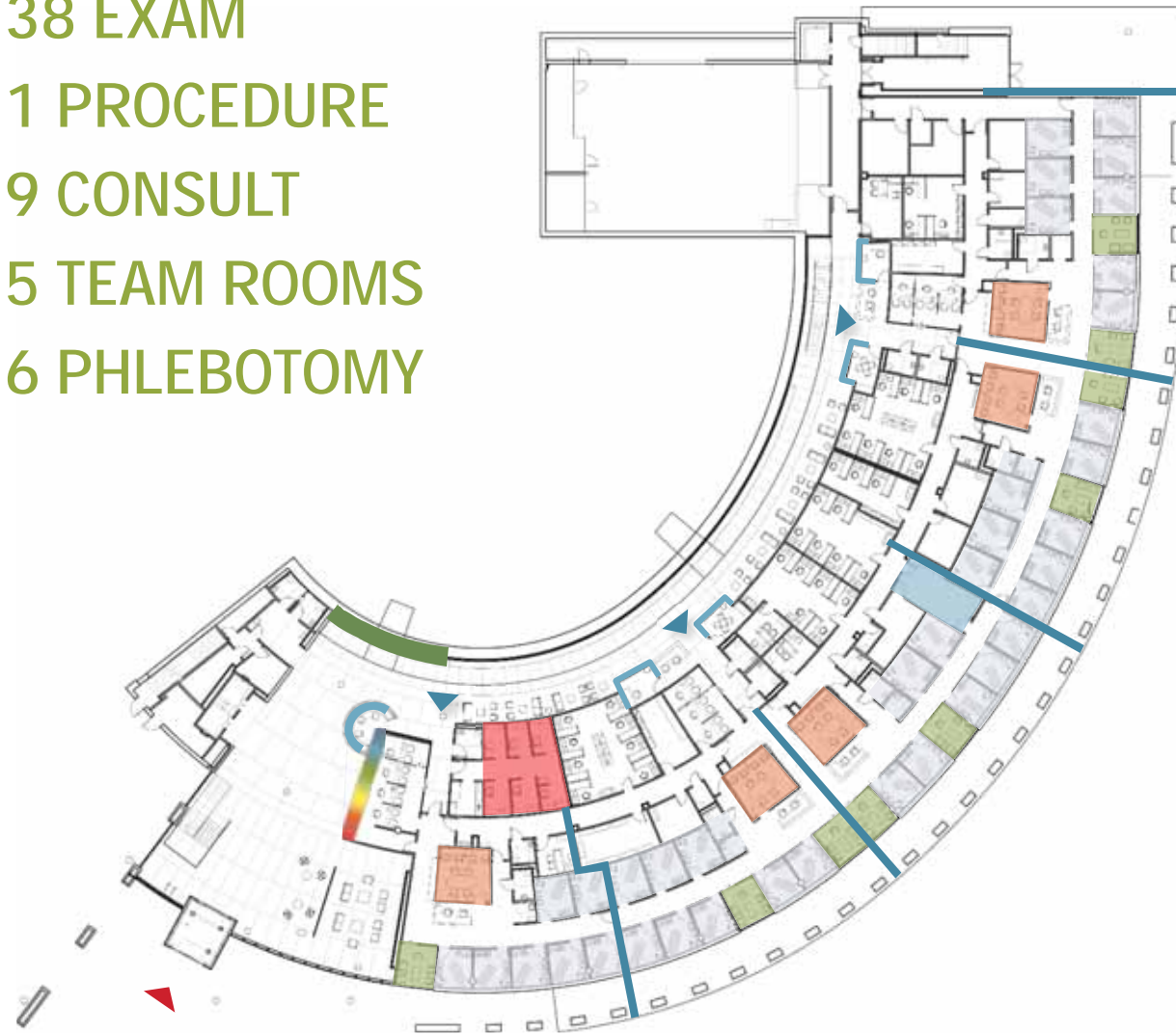
38 EXAM

1 PROCEDURE

9 CONSULT

5 TEAM ROOMS

6 PHLEBOTOMY



# INFUSION THERAPY

4 NEIGHBORHOODS

24 BAYS

7 PRIVATE ROOMS

2 FAMILY LOUNGES

# RADIATION ONCOLOGY

4 EXAM + 1 HOLDING AREA

6 RADIATION TREATMENT  
MODALITIES INCLUDING  
CYBERKNIFE

2 TEAM ROOMS







ANN B. BARSHINGER CANCER INSTITUTE

## 1. MASTER PLANNING

HOW VISIBLE SHOULD THE CANCER CENTER BE AND HOW WILL IT INTEGRATE WITH THE EXISTING CAMPUS?



## 2. IDENTITY AND ICON

IS THERE A DESIRE FOR AN ICONIC  
OR SIGNATURE BUILDING FORM?





### 3. BUILDING INTEGRATION



**HOW CAN TREATMENT NEEDS BE BALANCED WITH SOCIAL AND BIOPHILIC NEEDS OF THE PATIENTS?**

## 4. PROGRAM

A wide-angle photograph of a modern hospital lobby. The space is bright and airy, featuring large glass windows on the right side that offer a view of a landscaped outdoor area with trees and a building. The interior is furnished with several groups of comfortable-looking armchairs in neutral tones (beige and brown) and small glass coffee tables. A person in blue scrubs is walking in the background. The ceiling has recessed lighting, and the floor is highly reflective. The overall atmosphere is clean, professional, and patient-friendly.

**HOW WILL A MULTIDISCIPLINARY CARE MODEL  
ALTER PATIENT AND STAFF INTERACTIONS AND  
EXPERIENCES?**

## 5. PROGRAM

TO WHAT DEGREE MAY PATIENTS HAVE  
CONTROL OVER THEIR ENVIRONMENT?



WHAT RELATIONSHIP SHOULD THE CANCER CENTER HAVE TO THE EXISTING FACILITY?  
WHAT SORT OF CONNECTIONS?

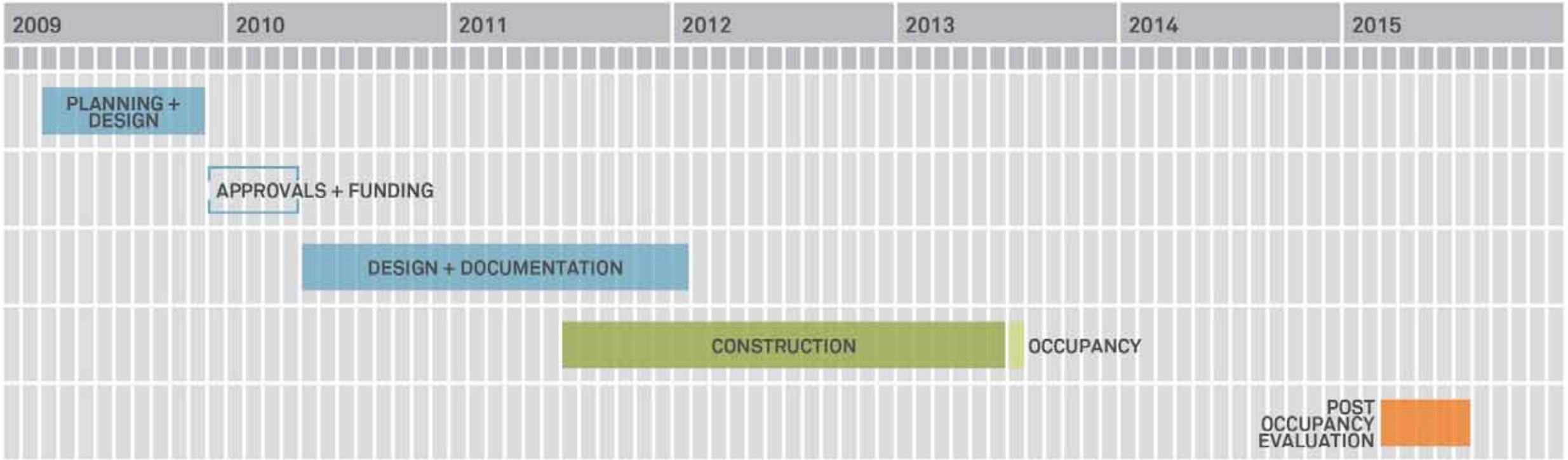


## 7. MASTER PLANNING

WHAT ARE THE DEMANDS FOR FUTURE GROWTH AND EXPANSION STRATEGIES?



# SCHEDULE



# DATA COLLECTION TYPES

SURVEY OF PATIENTS

SURVEY OF STAFF

ONSITE OBSERVATION

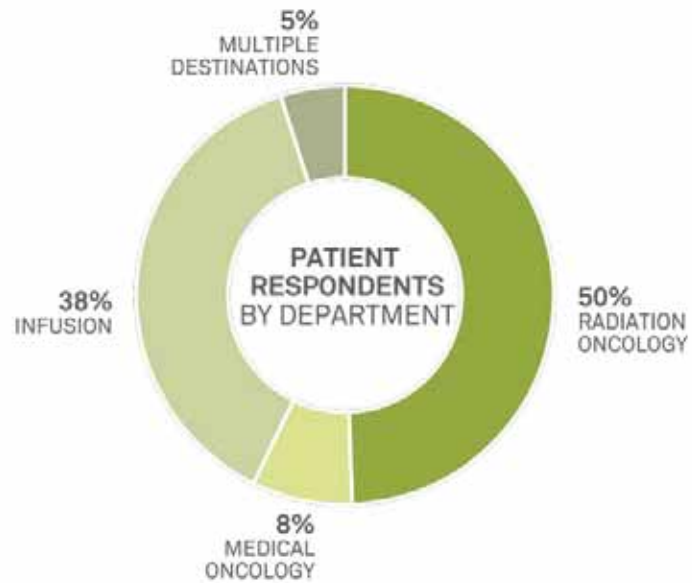
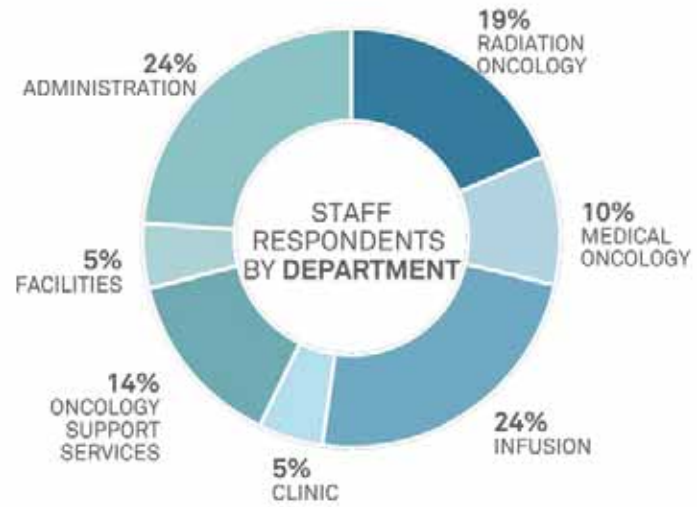
- Before and after daily interviews the team investigated the building issue and conversations

ONSITE INTERVIEWS WITH STAFF

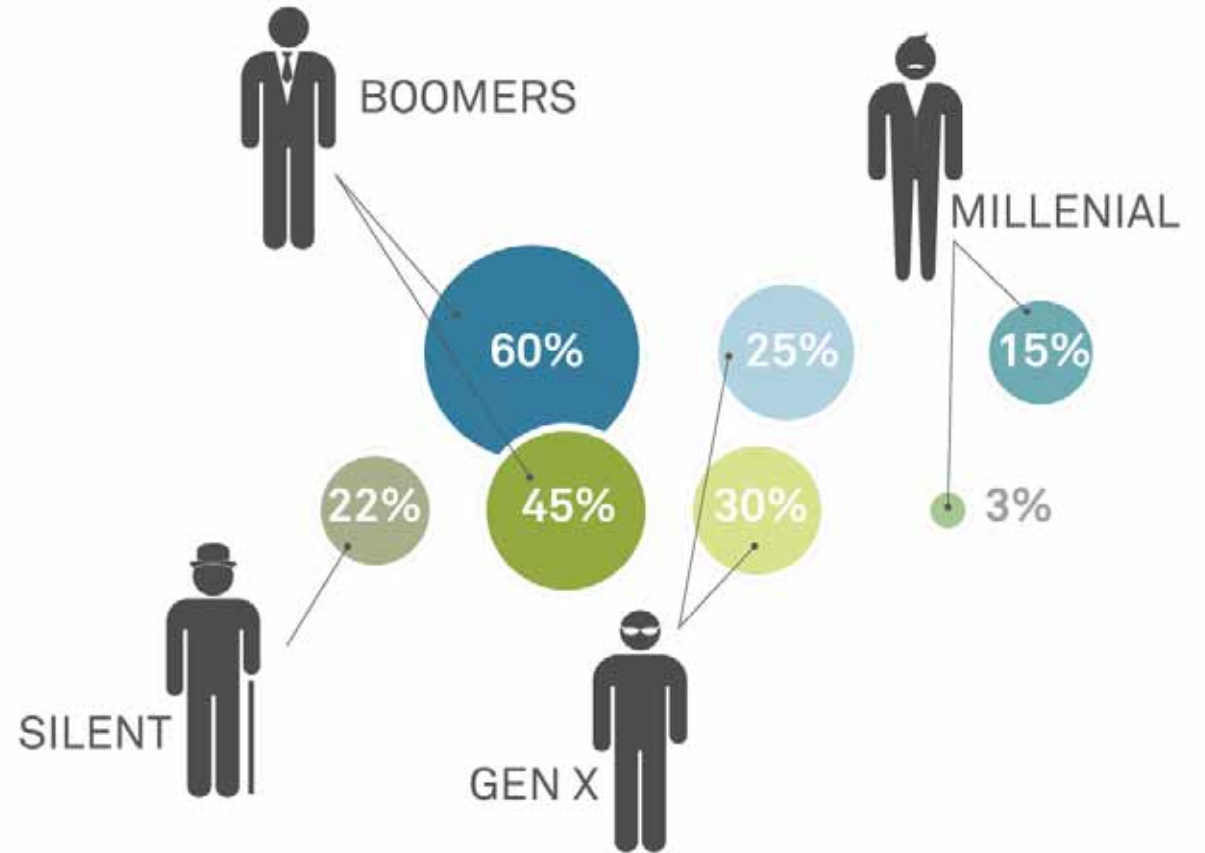
- 60+ Participants
- 3 Days of Meetings



# DEMOGRAPHICS OF RESPONDENTS

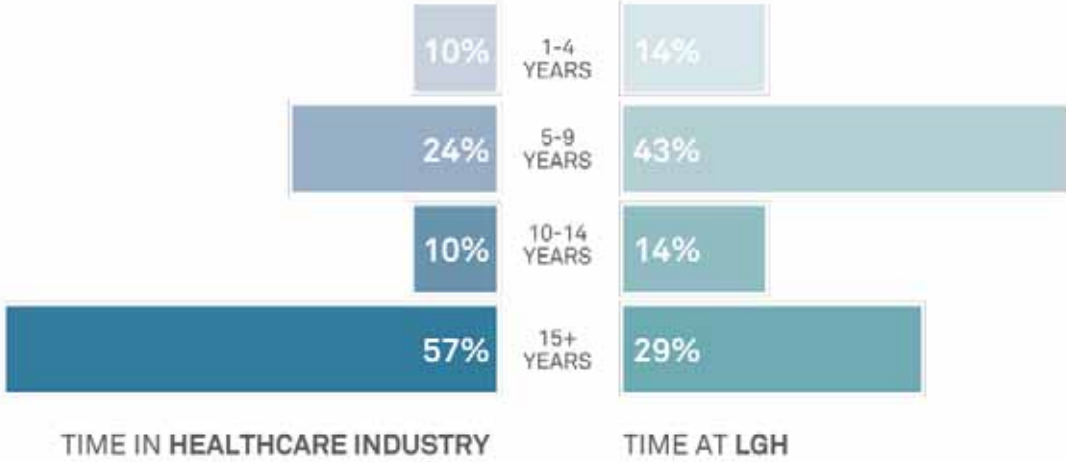
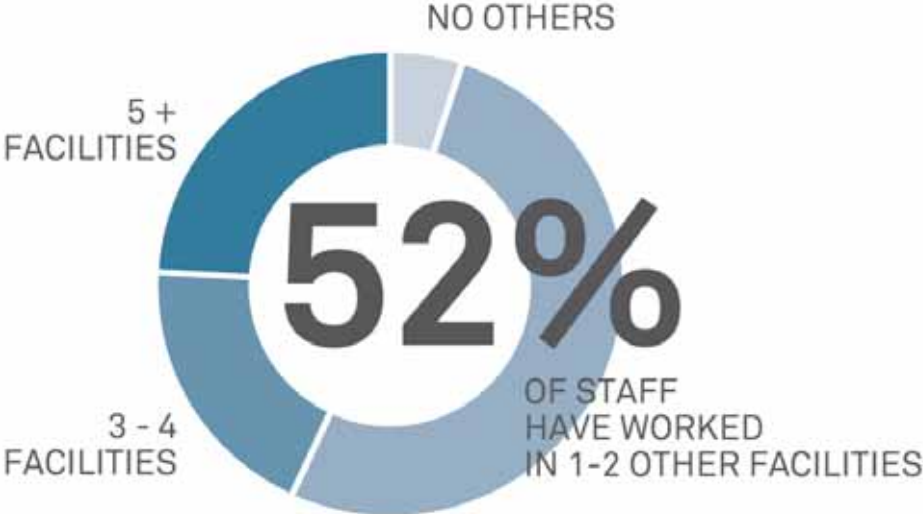
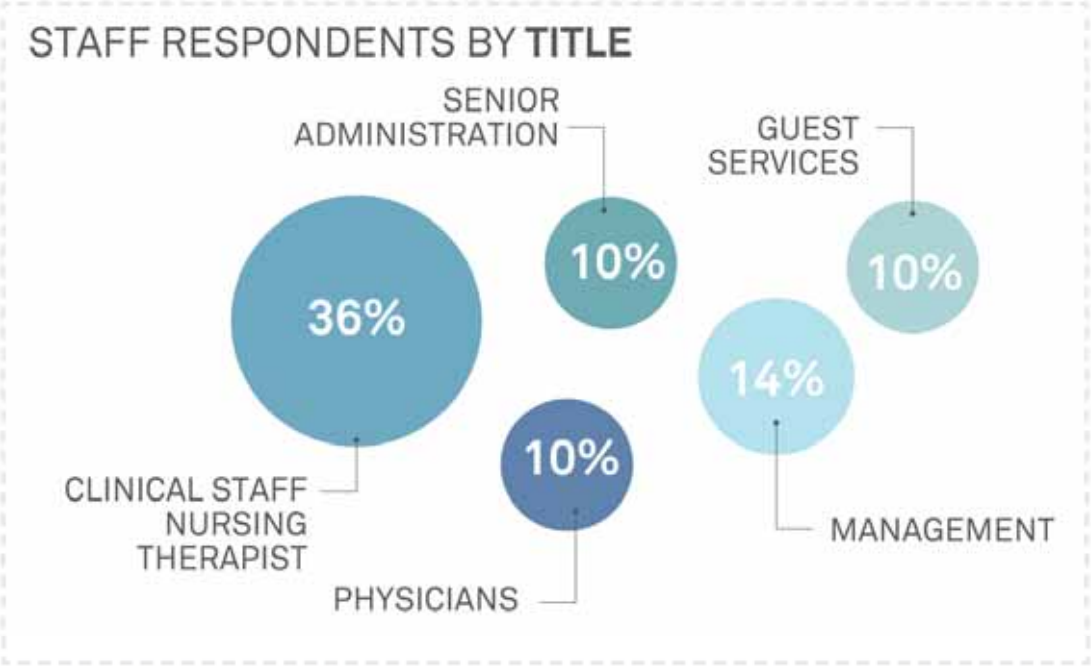


## RESPONDENTS BY GENERATION





# DEMOGRAPHICS OF RESPONDENTS

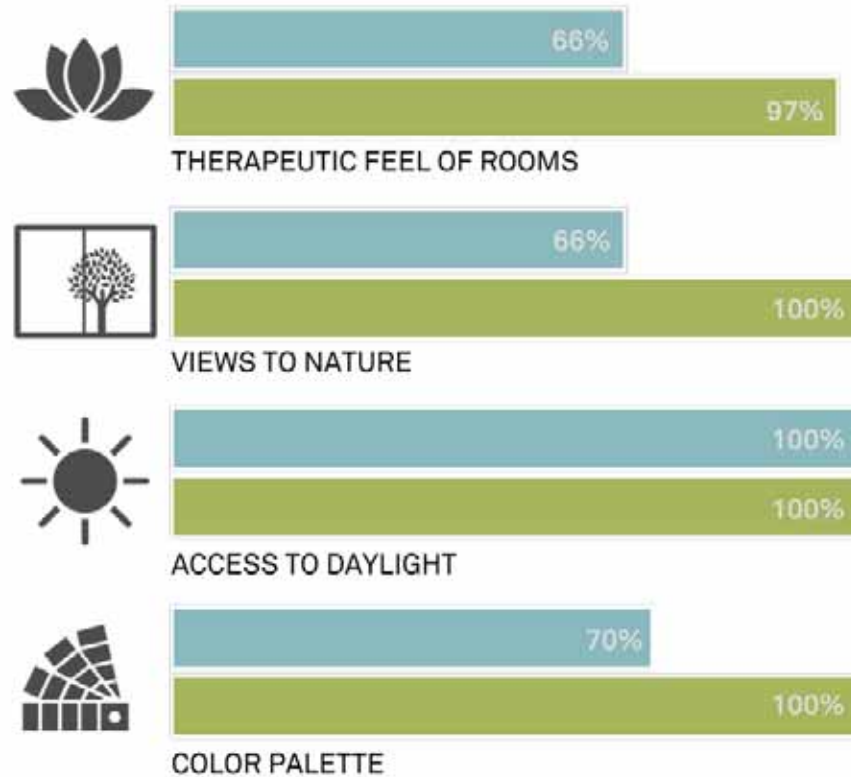


# ICONIC SUCCESS




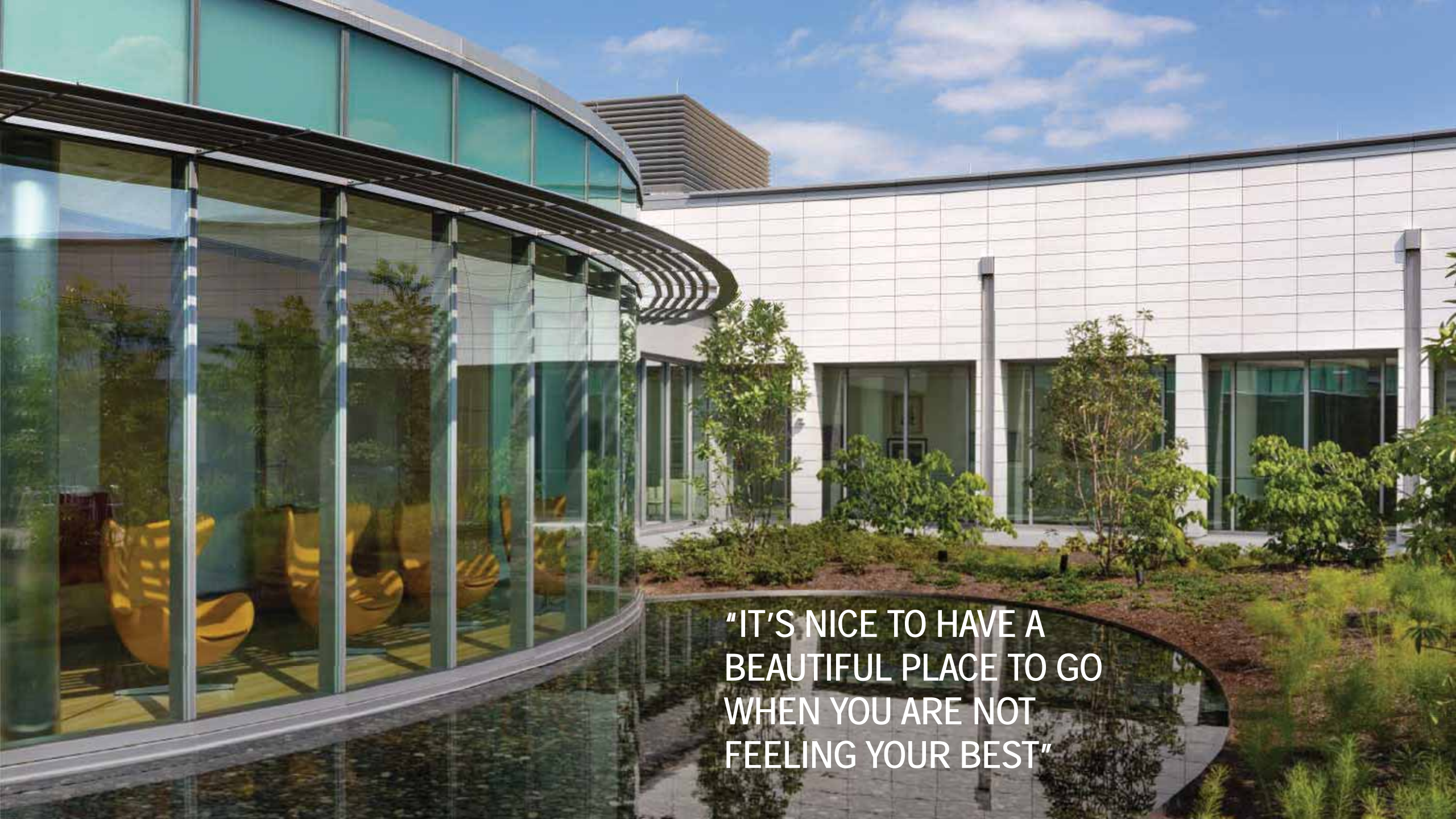
ANN B. BARSHINGER CANCER INSTITUTE






**100%**  
 ARE SATISFIED WITH  
 THE INTEGRATION OF NATURE  
 IN THE PATIENT CARE EXPERIENCE

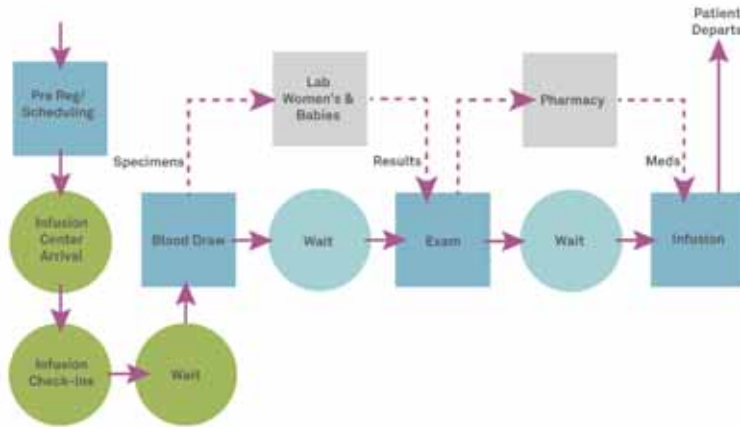
WHILE **88%** REPORT SATISFACTION  
 WITH DAYLIGHT,  
 COMMENTERS STATE:  
  
**"SOME ROOMS GET  
 TOO MUCH LIGHT"**



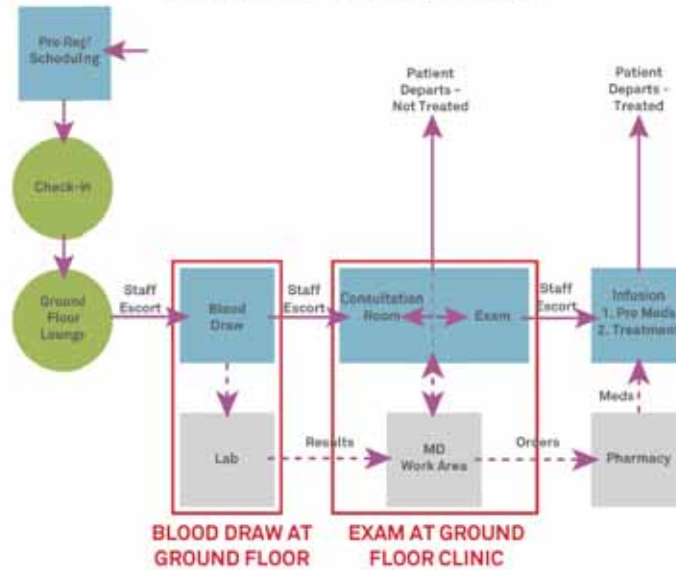
“IT’S NICE TO HAVE A  
BEAUTIFUL PLACE TO GO  
WHEN YOU ARE NOT  
FEELING YOUR BEST”

# CULTURE SHIFT: OPERATIONAL MODELS

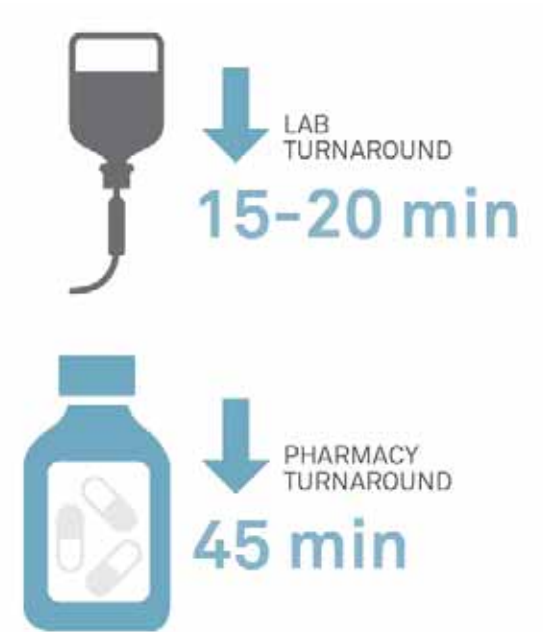
## INFUSION - PRIOR PROCESS



## INFUSION - NEW PROCESS



ENABLERS  
1. LAB TURN AROUND 15-20 MIN  
2. PHARMACY 45 MIN



# CULTURE SHIFT: OPERATIONAL MODELS

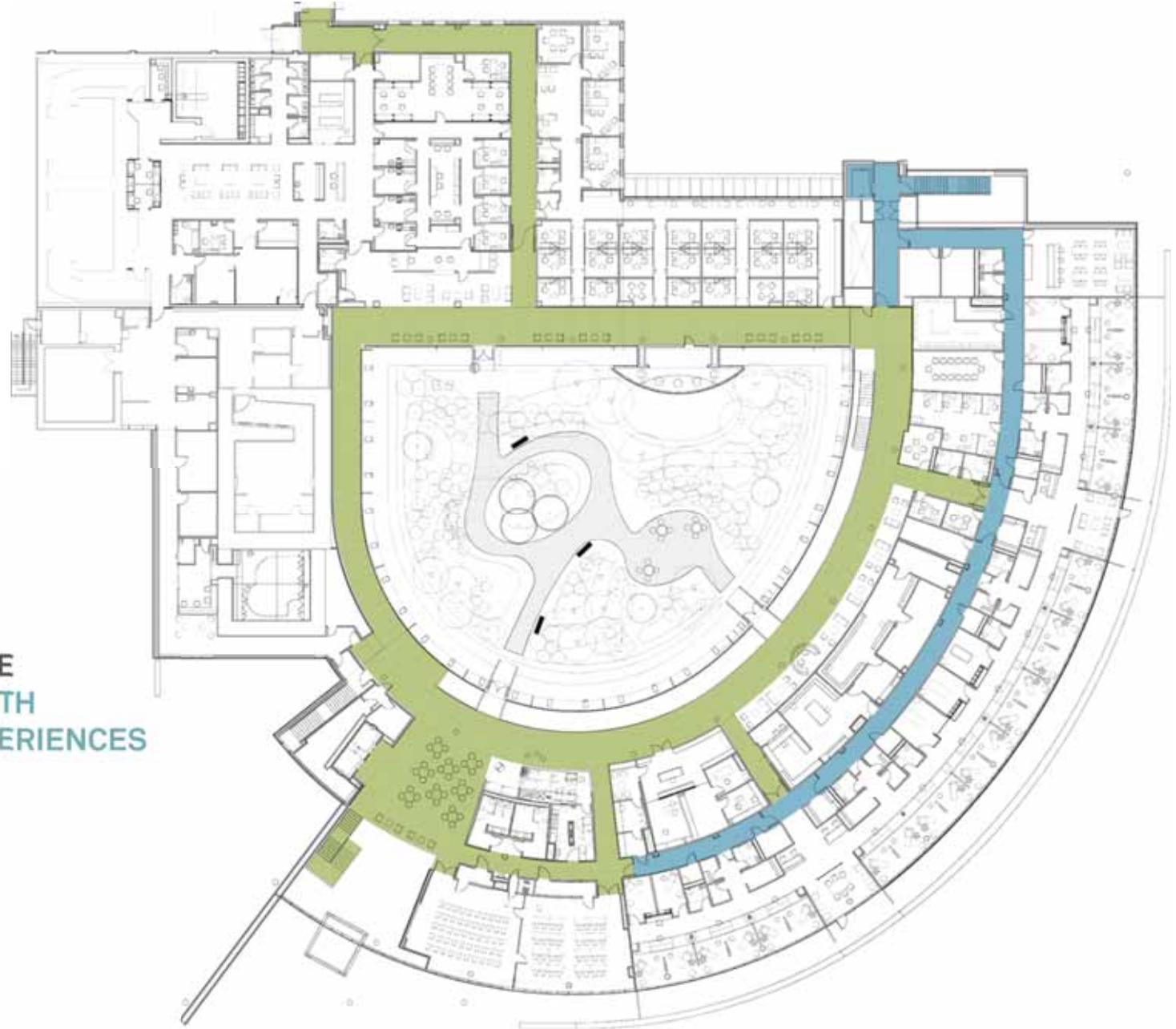


**88%**

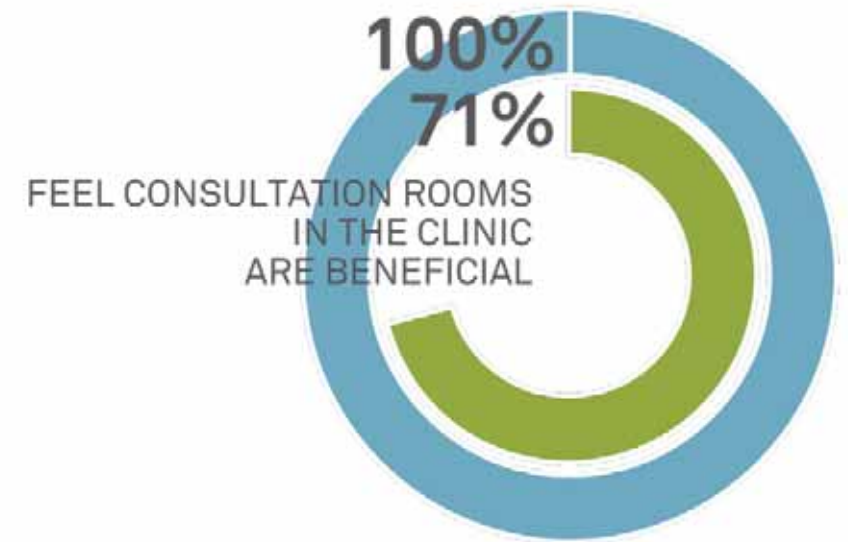
STAFF FEEL THE SEPARATE  
CORRIDORS IMPROVED BOTH  
THE PATIENT + STAFF EXPERIENCES

**95%**

PATIENTS ARE SATISFIED  
WITH SEPARATE CORRIDORS

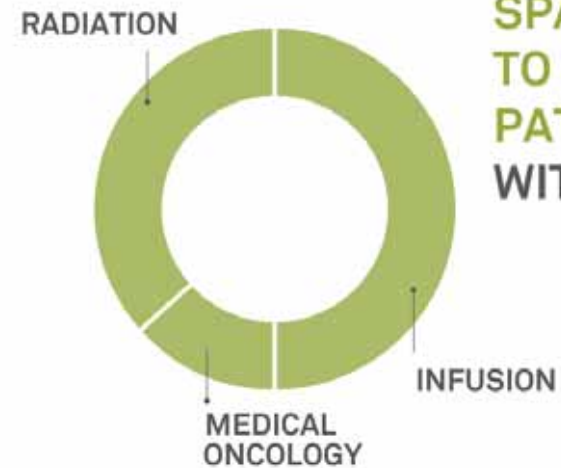


# CULTURE SHIFT: CARE COORDINATION

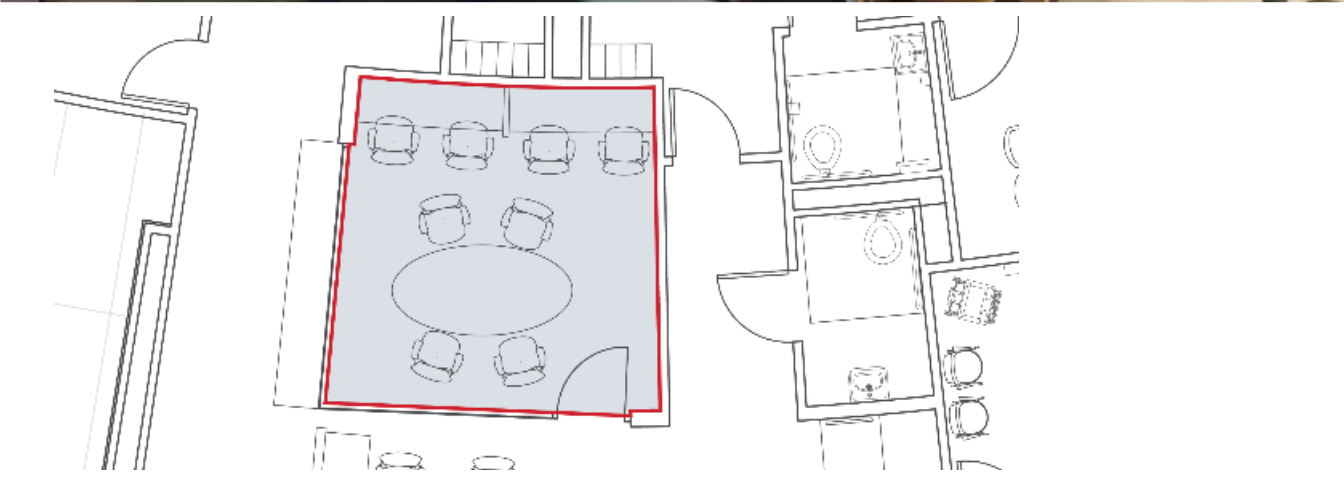
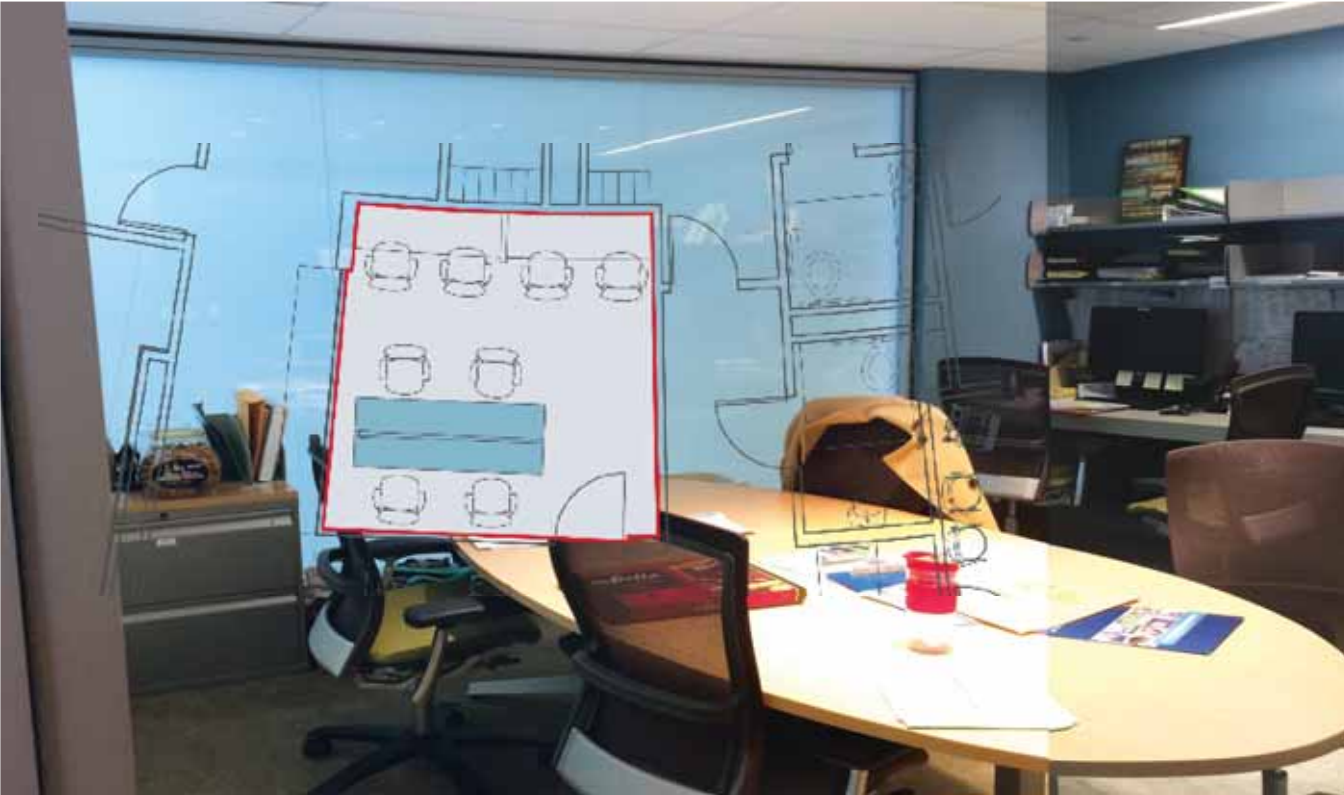


**97%**

PATIENTS FEEL THERE ARE  
SPACES AVAILABLE  
TO COORDINATE  
PATIENT CARE  
WITH PERSONNEL

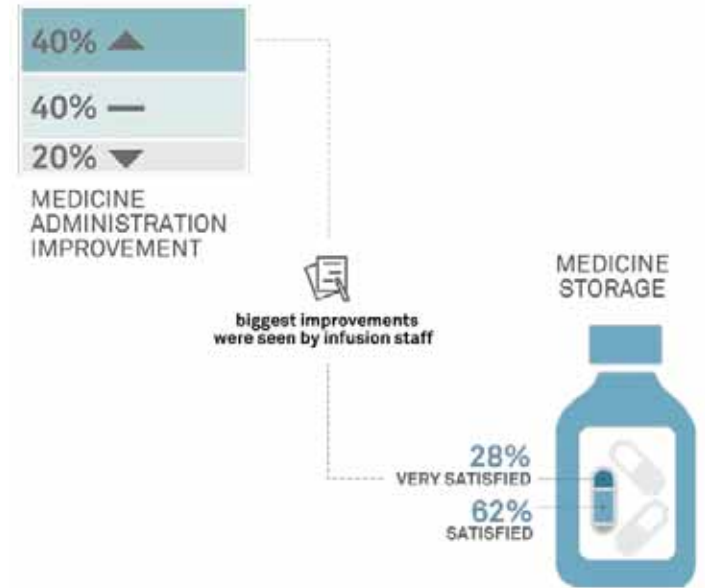
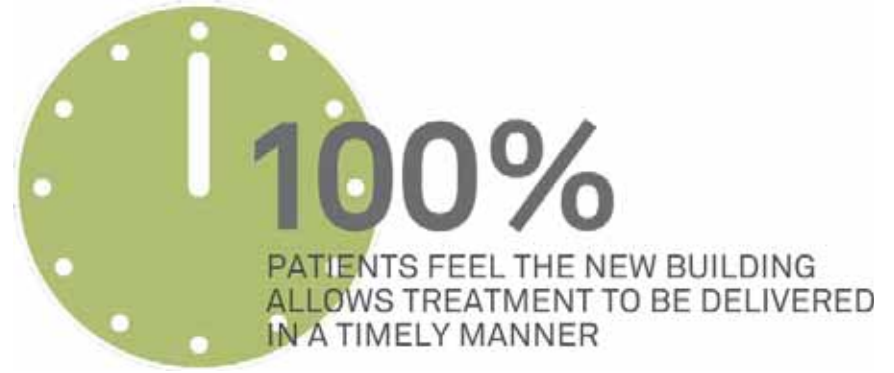


# CULTURE SHIFT: COLLABORATIVE SPACE / TEAM ROOM

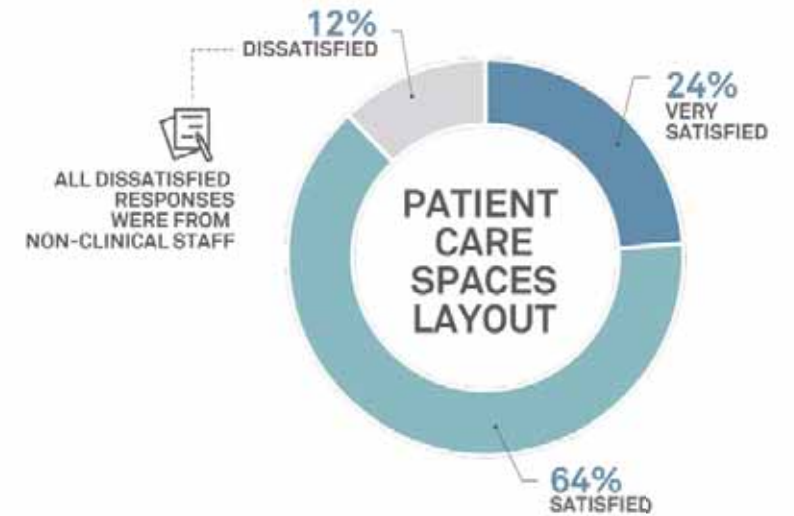




# PATIENT CARE MODEL



# PATIENT CARE SPACES



9 OUT OF 10

PATIENTS SAY THE DECENTRALIZED NURSE STATIONS HAVE CHANGED OR IMPROVED THE WAY THEY FEEL CARED FOR



# PATIENT EXPERIENCE : INFUSION



40<sup>OUT OF</sup>  
41

PATIENTS FEEL THE VARIETY OF CARE AREAS ALLOW THEM TO INTERACT WITH OTHER PATIENTS OR SELECT PRIVATE AREAS AND REPORT FEELING COMFORTABLE.

98%

FEEL THE VARIETY OF FLEXIBLE SPACES FIT THEIR NEEDS

STRONGLY  
AGREE

AGREE

# PATIENT EXPERIENCE : INFUSION



# PATIENT EXPERIENCE : INFUSION

**63%**   
ARE DISSATISFIED WITH  
SOUND TRANSMISSION

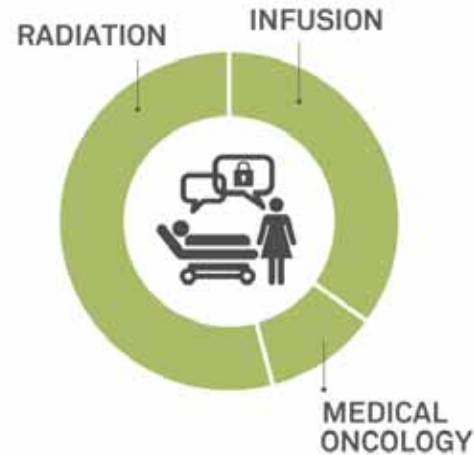
**97%**

APPRECIATE THE ABILITY FOR  
PATIENTS TO CONTROL THEIR  
IMMEDIATE ENVIRONMENT

 **ONE** DISSATISFIED PATIENT  
WAS IN INFUSION

**92%**

**PATIENTS** FEEL SUFFICIENT ABILITY TO  
HAVE PRIVATE CONVERSATIONS  
IN PATIENT CARE AREAS



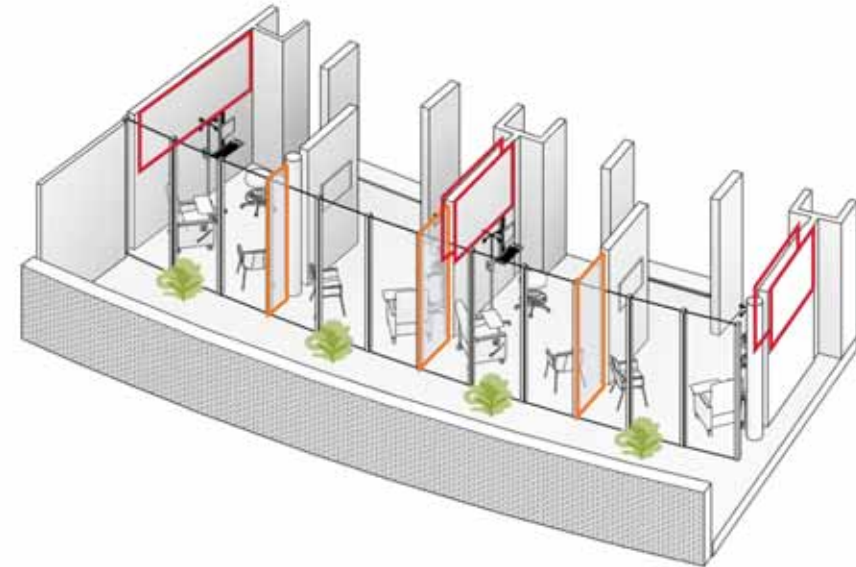
# PATIENT EXPERIENCE : INFUSION



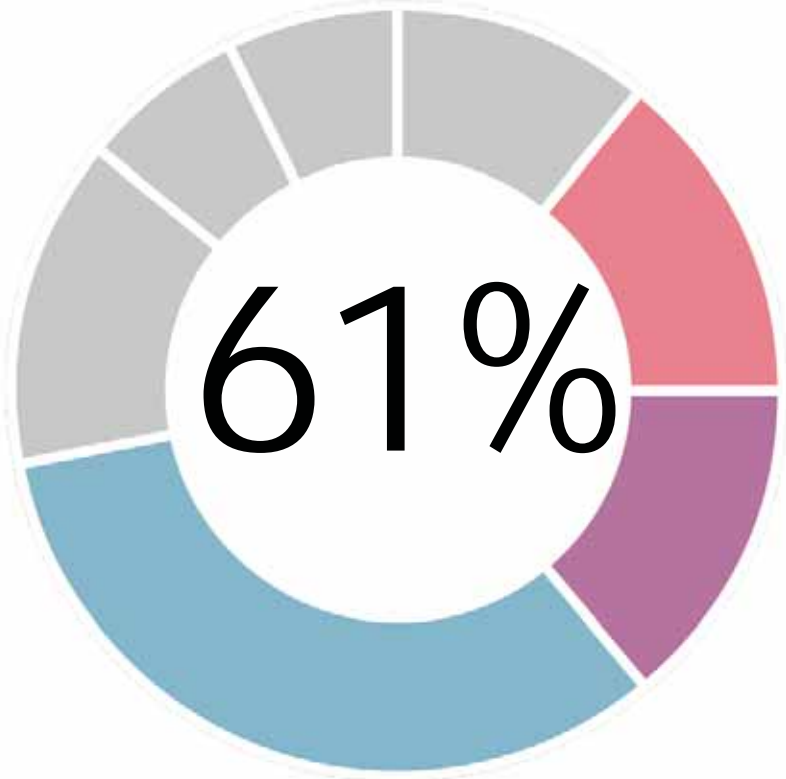
VIEWS/BIOPHILIA

PRIVACY PANELS

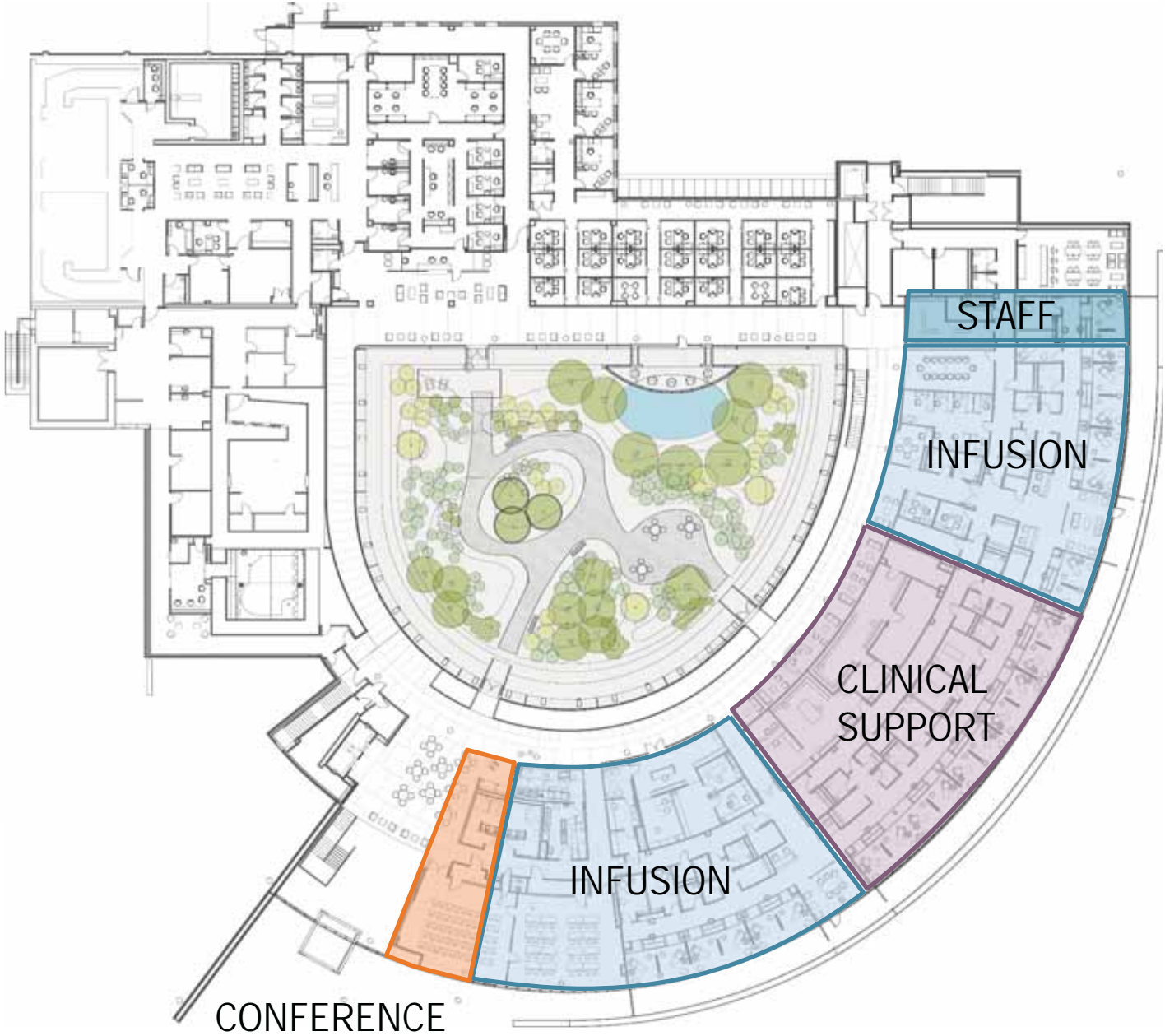
ACOUSTIC PANELS



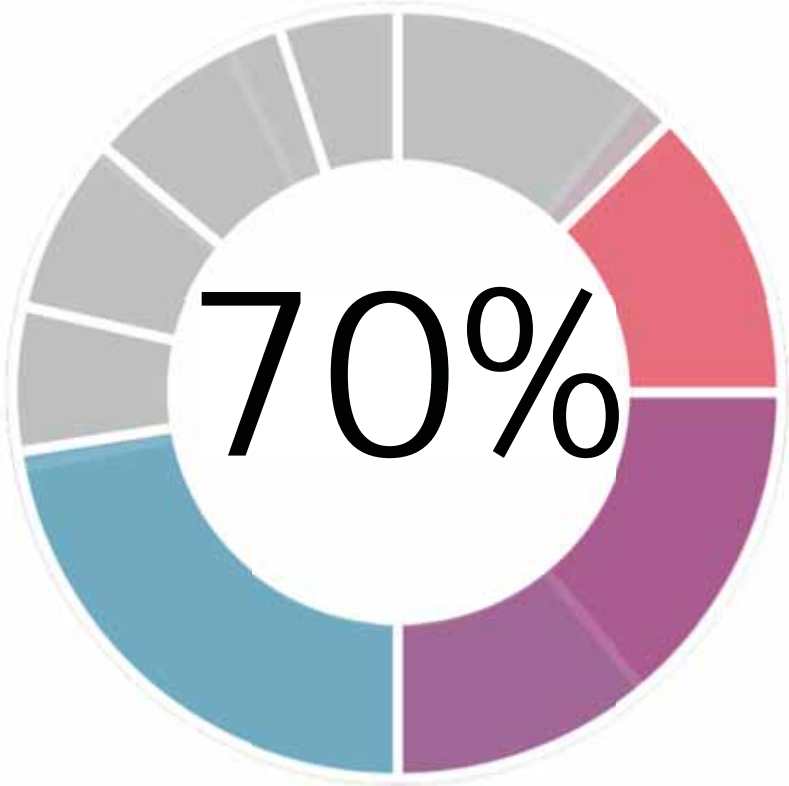
PROGRAM



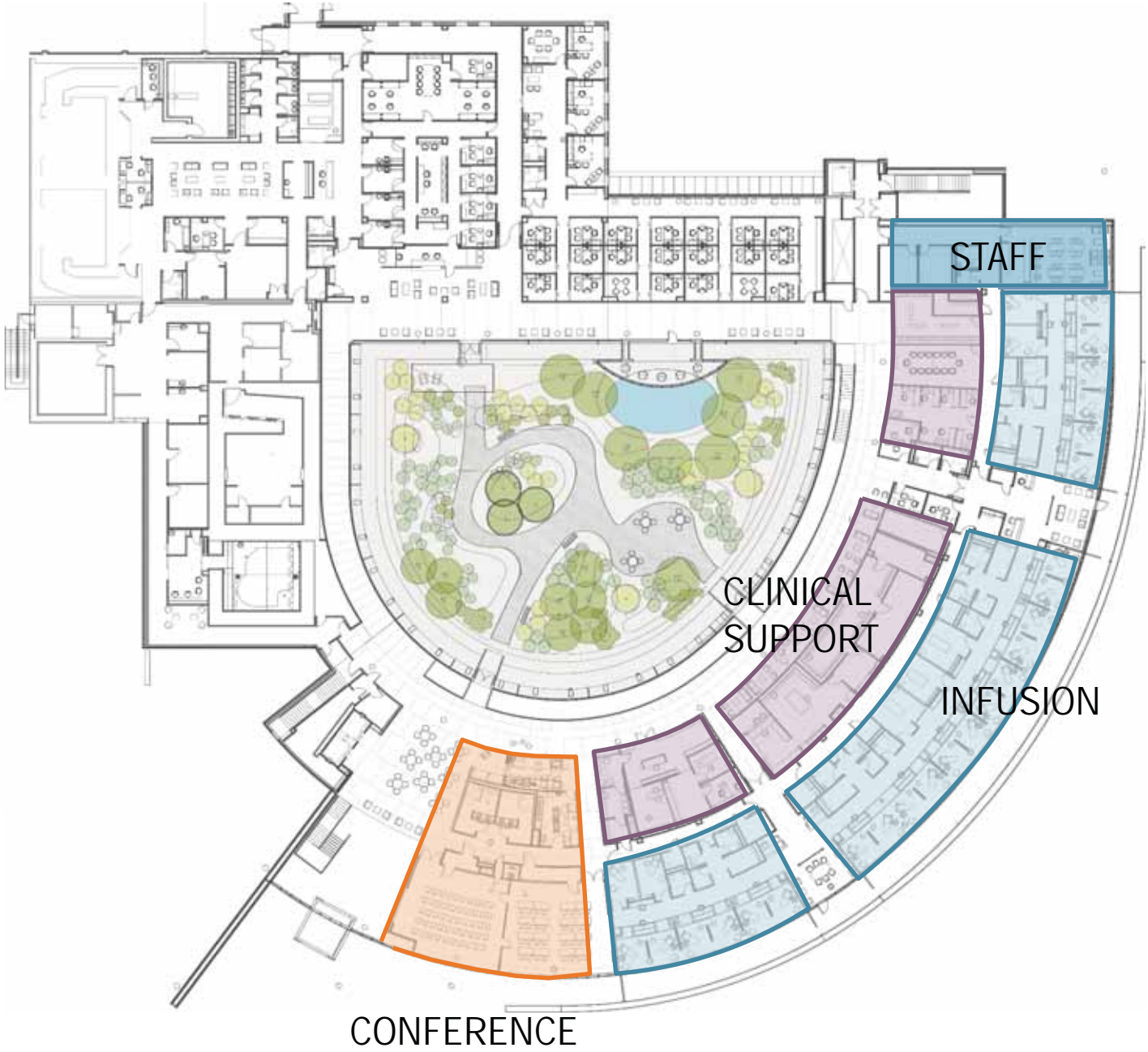
CLINICAL PROGRAM



PROGRAM



CLINICAL PROGRAM

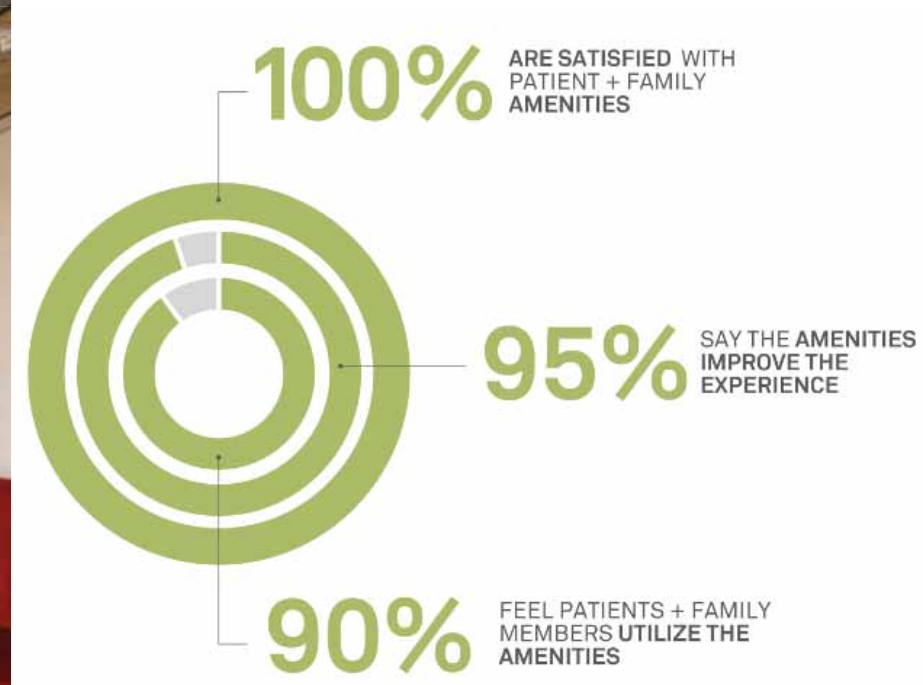




# PATIENT EXPERIENCE : BUILDING AMENITIES



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PROXIMITY TO OTHER CLINICAL STAFF AND CLINIC/PHYSICIANS

ACCESS TO THE GARDEN

TECHNOLOGIES AND SPECIAL SERVICES OFFERED TO PATIENTS

ABILITY TO REGULATE THE TEMPERATURE IN MY OFFICE

ICONIC DESIGN THEME

DAYLIGHT ON UPPER LEVEL

CLEAN

PRIVATE STAFF CORRIDOR AND BATHROOMS

CANCER CARE IN ONE AREA

OVERALL DESIGN AND AMENITIES IN FACILITY

CENTRALIZED LOCATION

PROVIDES MULTIPLE SERVICES IN ONE PLACE

ACCESS TO SUPPORTIVE SERVICES

VISIBILITY FOR OUR PATIENTS

COLOR, DECOR SPACE FOR PATIENTS

BEAUTIFUL BUILDING

MEDITATION ROOM

HEALING GARDEN

ADDITION OF THE NURSING ASSESSMENT AREA

BRIGHT NATURAL LIGHT

PLENTY OF COMPUTER WORK AREAS

NEWNESS

VARIETY OF SERVICES

SPACES FOR SUPPORT SERVICES

CARING TEAM OF PEOPLE

SERVES A PATIENT POPULATION IN MY COMMUNITY

AMBIENCE, COMFORT, SERENITY, BEAUTY

PLENTY OF MEETING SPACES

SERAPH CONFERENCE ROOMS

SEPARATION OF TREATMENT/ SERVICES ON FIRST FLOOR AND CLINIC VISITS ON GROUND LEVEL

INTEGRATION OF SERVICES AND WORK FLOW

TOP NOTCH DOCTORS

EVERYONE IS CARING + POSITIVE

STAFF

STAFF WILLING TO HELP

NURSES WHO CARE

TREATMENT AREA IS BRIGHT + CLEAN

FEEL I AM GETTING THE BEST CARE

CHEERFUL, CONSIDERATE PERSONNEL

SHORT WAIT TIMES

GARDEN VIEW + LIGHT

GREAT STAFF

VALUE YOUR PATIENT'S TIME

VISUALLY CLEAN

COMFORT + WELCOMING AREAS

PLANT WALL

ACCESS TO NATURE

WONDERFUL STAFF

ATTRACTIVE AND COMFORTABLE

EVERYONE IS CARING + POSITIVE

BRIGHT ROOMS FOR TREATMENT

PICTURE ABOVE RADIATION TABLE



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