



# Roseville Pediatrics Replacement Practice

*LEAN process improvement drives design for replacement pediatric practice*

NORR was commissioned to design a replacement facility for a large and long-lived Penn Medicine Lancaster General Health (PMLGH) pediatric practice in Lancaster. Consistent with PMLGH's commitment to LEAN process improvement, NORR's Health Sciences team led the clinical team of physicians, nurses, senior management and administrators in a series of Big Room workshops. The outcome of the workshops inspired the ultimate design.

The Big Room workshops provided all participants an opportunity to collaborate and voice their ideas. The LEAN process, in architectural design (as in manufacturing and now many other arenas) is dedicated to removing waste from the system – in this case, the healthcare service delivery system. NORR team members facilitated a comprehensive analysis, with interactive client participation, to determine ways to improve process efficiencies, reduce errors, reduce lag times and improve outcomes. Decisions about specific planning approaches were based on a carefully crafted scoring methodology where the options are scored against comprehensive waste reduction and design driver matrices. The outcome resulted in defined goals that were incorporated into the building design solution.

The final solution is characterized by three primary care practice pods of six exam rooms each, a behavioral health pod and respective team support rooms. This design allows the practice to flex up and down depending on utilization volumes. Staff workflow is improved by operating in smaller team environments. Reduced scale of waiting rooms creates a more calming environment for patients and parents. Exam rooms are designed for the highest degree of flexibility and interchangeability.

The interior design concept greets the patient with a concierge desk, so the visitor is quickly welcomed to the space. The clinical pods are then easily identified with a signature color. Throughout the patient waiting zone, a model train, bubble tubes, wall niche's, large scale murals and playful furniture provide positive distractions for all stages of childhood, while being easily managed by the staff. The design imparts an immediate feeling of positivity, order and cleanliness which signals to the patient's guardian that this practice is focused on delivering optimal care.

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<b>CLIENT</b>	Penn Medicine Lancaster General Health
<b>PORTFOLIO</b>	Health Sciences
<b>SIZE</b>	12,519 SF (1,163 SM)
<b>LOCATION</b>	Lancaster, PA, US
<b>DATE</b>	January 2019
<b>SERVICES</b>	Architecture Interior Design

#### AWARDS

- 2019 Honorable Mention at the IIDA Design Awards, PA/NJ/DE Chapter, projects under 20,000 SF.
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# Health Sciences

Health Sciences is a Center of Excellence at NORR. We employ a collaborative approach to health facilities, through integrated thinking while leveraging design excellence. Guided by human-centric and evidence-based design, our team believes in creating healing environments, placing patients at the center of their care. We identify emerging influences, forecasting adoption of technology and fully understand the implications of market dynamic forces, such as value-based care, integrated practice units and other opportunities that require alignment in the ways that we deliver care.

## Informed On Patient Experience

Our Health Sciences team consists of 50 professionals in six offices across the globe. Our clinicians, architects, engineers and designers are highly experienced and have worked with leading clinicians in many of the world's top hospitals. We have unique expertise and passion for the design of patient experience, clinical care redesign, clinical effectiveness, and space optimization to improve access and work flows, care coordination, care transitions, advocacy and policy. We help our clients reimagine their spaces, creating a healing environment integrating physical, emotional and spiritual values into each design. Integrating clinical programming, functional efficiencies and inspired design, our designers leverage our knowledge in human-centered design to provide the highest quality of care.

## Well-Rounded and Equally Specialized

Health Sciences is continually evolving around the world, with higher demands placed on institutions to deliver more and varied services – and in new ways. The NORR team has deep expertise in all types of health sciences building solutions from modern hospital design to public health facilities, health education centers, biotechnology, laboratories and research environments. We engage in all levels of research to understand the central question for improved outcomes in the built environment. We do this through post occupancy evaluation of our facilities, as well as others, through our translational and community health initiatives and also through research projects endeavoring to understand the needs of a particular community as it relates to an appropriate care delivery model.

## CONTACT

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