



## News Release

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[Video of project](#)

### **Group Health, CollinsWoerman, GLY Construction and The Benaroya Company design and build a medical center for the future**

PUYALLUP, WA — This week marked the achievement of a longtime goal for Group Health Cooperative with the opening of its new Puyallup medical center. Just over a year ago, this 50,000 square foot, two-story facility was little more than a cardboard mock-up in warehouse in Tukwila. Today, this cutting-edge facility, reminiscent of a lodge and complete with a green roof, graces a wooded park-like setting in Puyallup's South Hill neighborhood, located at 1007 39<sup>th</sup> Ave SE.

Everything in this new medical center, from the location of the exam room doors to the way that patients will access the lab, was carefully thought-out and analyzed in a unique year-long design process that involved the architects, [CollinsWoerman](#); the builder, [GLY Construction](#); and hundreds of [Group Health](#) patients, frontline staff, and medical providers who deliver care.

"We opened our first Puyallup medical center in 1996 and we built this new medical center to last many decades to come," says Michael Erikson, vice president of primary care for Group Health. "A flexible and modular clinic allows for expanding medical services within the building at minimal costs. Additionally, the actual planning method is intended to reduce the cycle time for building our next new clinic allowing us to reduce the average of two years to less than one year. By carefully defining our ideal medical center upfront, and applying some customization for the specific market or site location, we can increase our nimbleness in responding to the needs of the community."

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## **Group Health Puyallup Medical Center – continued**

How do you efficiently build a medical center when hundreds of people are involved in the project? Group Health, CollinsWoerman and GLY teamed up in a unique planning process that began with intensive design collaboration, and incorporated a Lean 3P process methodology throughout design and construction delivery.

More than 200 staff members from across Group Health brought creative thinking and innovative solutions to a series of workshops to redesign the ideal patient experience for a medical center visit. The process – “Integrated Clinic and Facility Design” (ICFD) – guided the design team to translate those innovative solutions into the design of the new Puyallup clinic.

As design solutions were generated, every element, from how patients make their appointments to where the blood pressure monitor is located in each exam room, was first tested by patients and providers in a full-scale cardboard mock-up built in a local warehouse. As improvements were identified, adjustments were made until optimal efficiency and patient well-being were achieved.

“CollinsWoerman has long believed in the value of collaboration, as projects are always enriched by the perspective of many,” says Phil Giuntoli, Healthcare Principal at CollinsWoerman. “In the case of Group Health’s Puyallup medical center, the sense of the expanded team is the core of its success. Joined by an Integrated Project Delivery risk-sharing contract, Group Health, GLY and CollinsWoerman were synchronized for the project’s duration. From the warehouse to the grand opening, we were able to always act in unison.”

“Integration of all key team members from the beginning created alignment around a single vision for the future of patient-centered care,” says Jim Elliott, principal for GLY Construction. “As we came to better understand clinic operations through planning events and working out ideas on paper, in the model, and in mockups, we were able to build flexibility into the new clinic that will allow patient care to evolve over time.”

The project developer and owner is the Benaroya Company, via a build-to-suit lease agreement with Group Health. The medical center is located at the 92-acre South Hill Business and Technology Center.

The new floor plan for the primary care clinic is composed of “pods.” Each exam room has two entrances – one for patients and one for staff. The adjoining staff work space allows teams to work side-by-side for better communication and work flow.

Patients will notice the new facility is designed to take the waiting out of clinic visits. Upon check-in, patients will go directly to a care room instead of waiting in a public area to be called back for their visit. Radio frequency device technology signals mobile lab and injection services to come straight to the patient’s care room when needed, eliminating the need for the patient to

## **Group Health Puyallup Medical Center – continued**

wait in line at multiple departments.

“The physical design of the new Puyallup clinic will provide clinicians with the tools and information they need to collaborate more effectively, making it easier to provide high quality care and service to Group Health patients,” says Doug Grove, Senior Medical Planner and Certified Lean Leader at CollinsWoerman.

According to GLY Project Manager Todd Karr, “We found that Lean delivery created many efficiencies in the field and increased collaboration among all the trades. In addition to significant budget and schedule savings, increased collaboration and emphasis on prefabrication improved work flow, contributed to overall project quality and created a safer work environment.”

Under new [U.S. Green Building Council](#) guidelines for 2012 and beyond, the Puyallup medical center is pursuing LEED Gold for Healthcare, and is currently on track to achieve the first certification in Washington state. The innovative facility utilizes wood harvested from trees onsite, reclaimed as benches and extensive finishing throughout the building. The project also features high-efficiency mechanical systems and a year-round green roof to reduce run-off and provide habitat.

The new Puyallup clinic will offer all current services, such as lab, medical imaging, pharmacy, and primary care, as well as new services including eye care and expanded physical therapy.

Group Health currently serves 14,500 members in the Puyallup area. Anticipating growth in the region, the new clinic has the capacity to serve 30,000 members.

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## **Group Health Puyallup Medical Center – continued**

### **Group Health Cooperative**

Group Health is one of the nation's leading nonprofit health systems, recognized for its consumer-governed cooperative origins and innovative solutions for improving care. Established in 1947, Group Health Cooperative, together with its subsidiaries Group Health Options, Inc. and KPS Health Plans, provides health coverage to over 626,000 residents of Washington state and North Idaho.

More than 400,000 members receive care from Group Health Physicians medical group at Group Health Medical Centers locations across the Puget Sound region and Spokane. Group Health advances health in the community through its medical education, charitable foundation, and nationally recognized research institute.

### **CollinsWoerman**

Established in 1988 and located in Seattle, Washington, CollinsWoerman is a collaborative architecture, design and planning firm providing integrated, sustainable solutions. The award-winning firm plans and designs for a wide variety of project types, including healthcare, mixed-use, corporate/commercial and retail developments, sustainable communities, science and technology facilities.

### **GLY Construction**

GLY Construction is one of the largest locally owned general contractors in the Puget Sound region, offering a collaborative team-build approach in diverse sectors including: Assisted Living/Senior Housing, Education, Healthcare, Hospitality, Industrial, Life Sciences + High Tech, Mixed Use, Office and Retail.

### **The Benaroya Company**

Established in 1956, The Benaroya Company ([www.benaroya.com](http://www.benaroya.com)) is a leading full-service commercial real estate company active in acquiring, developing and managing superior data center, office, high-tech, medical, retail and industrial properties in prime locations throughout the Pacific Northwest.