CURE FOR THE COMMON CLINIC
When Sanford Health decided to perfect the patient process, they called on JLG to reimagine healthcare clinical delivery in the 21st century. This grand undertaking led to a new prototype for the Sanford Health Clinical Model, and the construction of a new 49,250 square foot, $11.2 million facility to serve the people of Moorhead and the surrounding Minnesota communities. The first of its kind in the Sanford system, Moorhead Clinic follows a collaborative, onstage-offstage, care delivery model that makes clinic visits more efficient for the Providers and less time consuming for the Patient. The project includes 48 exam rooms organized into separate, flexible neighborhoods that each contain a procedure room and all staff work spaces. In addition, there is space shelled for a future exam room neighborhood, giving the Owner flexibility to expand as the market dictates. Furthermore, there is a large diagnostic wing dedicated to laboratory spaces, a radiology suite, occupational medicine, and a large pharmacy. The building’s exterior articulation reflects the Sanford Gothic style and the interior design creates well-defined, yet efficient and understated spaces that promote well-being and healing.

A Real-Time Locating System (RTLS) was used to monitor where patients were located and the architecture was designed around them. This allows for:

- Moves people out of the clinic faster
- Increased time with doctors and nurses and less time alone
- Increased room utilization
- Reduced waiting room chairs from 6.2 to 2.8
- A patient’s first contact with a nurse has been reduced from 5 minutes to 2 minutes
- RTLS now tracks a patient from the moment they enter the building to the moment they leave
Using the option of both a patient concierge as well as an electronic kiosk, patients are assigned a particular exam room in the clinic when they pick up their RTLS tag. The staff is available to direct the patient towards their exam room and intuitive wayfinding is incorporated into the building’s interior design (color-coded bulkheads and carpet tiles) directing patients to their destination. Respite areas throughout the clinic offer opportunities for families or patients to sit if required. In addition, each exam room is equipped with a scale, blood pressure monitoring, etc. to take patient vitals in their own room prior to an exam.

“I love this building,” said Jeff Hoss, Sanford’s Vice President of Clinic Operations. “It gives us a chance to do something different. We’re trying to be very, very patient focused.”
PHYSICIAN WORK SPACES

The standard model for the clinic physician office model was a standard 120 sf office that was closed off and private from the rest of the clinical staff. However, in an effort to improve collaboration and efficiencies, our Moorhead clinic developed pods of “touch down” physician work stations that allowed for providers to have a space to answer emails, take calls, work on dictation, etc. while still being connected to the staff and other physicians for collaborative purposes. These modular stations can be reconfigured as needs change over time, offering the ultimate flexibility.
A fabulous design process led to an innovative design for a clinic that will have a direct impact on our patients.”

Phil Siek, Senior Project Manager

Hats off to the team [from JLG] Architects, you’re creating something here that for Sanford Clinic is really iconic and something we can look forward to projecting across our enterprise.”

Daniel Blue, MD, President of Sanford Clinic