

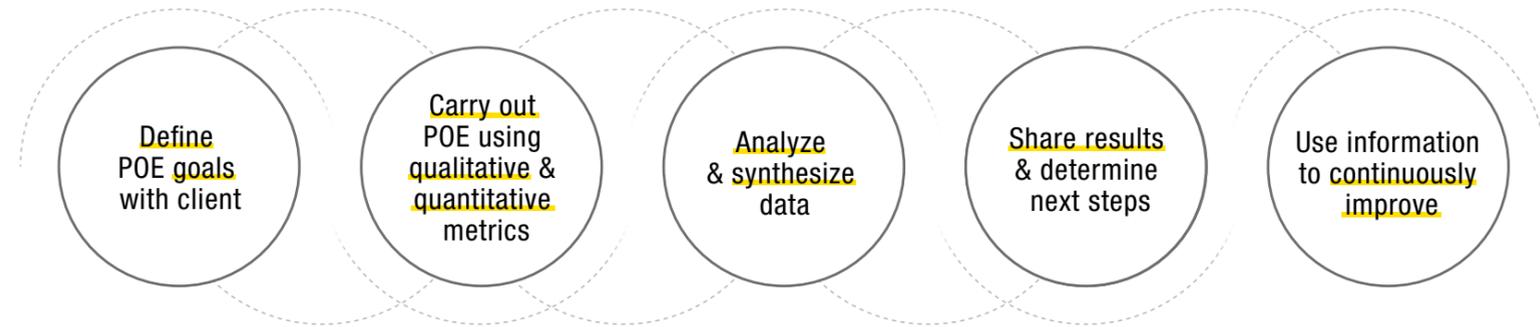
Informed planning, design, and evaluation  
with significant stakeholder engagement

LEE HEALTH POST OCCUPANCY EVALUATION

## APPROACH

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We believe it is our responsibility as architects and planners to promote the health, well-being, safety, and productivity of users of the buildings Flad designs. Just as we plan, detail, document, and monitor the construction of our projects with great care, we also approach evaluating our buildings after delivery with careful attention to provide the best possible outcomes for our clients. For this performance assessment, Flad utilizes a post occupancy evaluation (POE).



## WHAT IS A POE?

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A post occupancy evaluation is defined as “the process of systematically and rigorously evaluating buildings after occupancy and providing feedback for improvement” - Preiser, Rabinowitz, & White (1988).

## WHY CONDUCT A POE?

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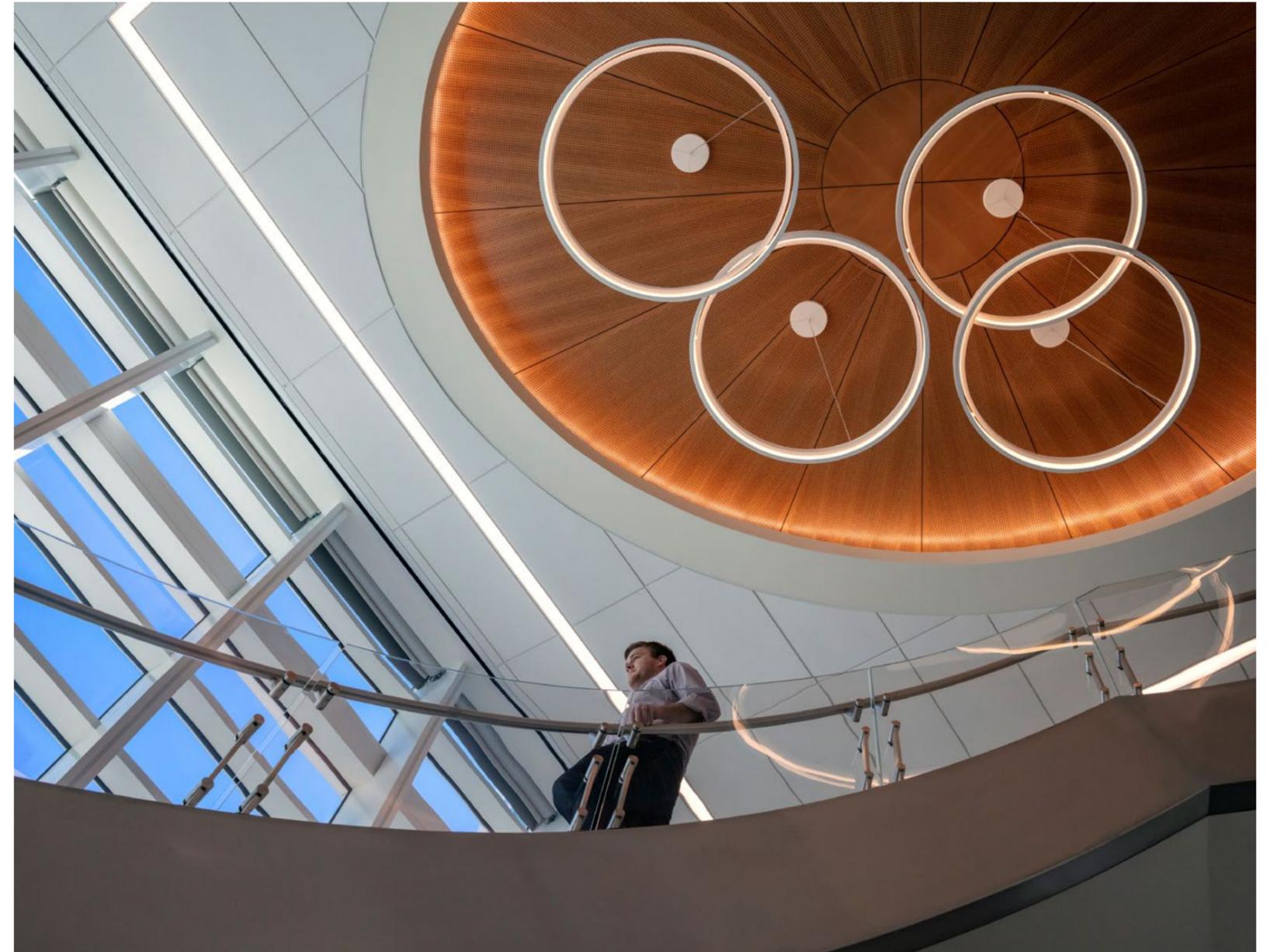
Conducting a POE is a mutually beneficial activity that allows clients, building occupants, and firms to:

- Measure how well the building meets established guiding principles and overall project goals
- Promote a culture of continuous improvement and ongoing learning
- Inform and enhance future facility designs
- Foster a high level of engagement by hearing directly from building occupants

## EVALUATING A NEW MODEL OF CARE

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Entering a new market with a signature facility designed through an innovative approach to patient- and community-focused care, Lee Health understood the benefits of gaining early, measurable insights on how well their new health and wellness facility was working. Flad's post occupancy evaluation (POE) provided a thorough performance assessment, validation of occupants' real needs, and an opportunity to enhance Lee Heath's focus on continuous improvement processes.





# vision

Lee Health Coconut Point was envisioned as a health and wellness destination for residents of Southwest Florida, offering a broad array of medical services across the continuum of care, in a pleasing campus / retail setting, that combine to create an excellent experience and healing environment.

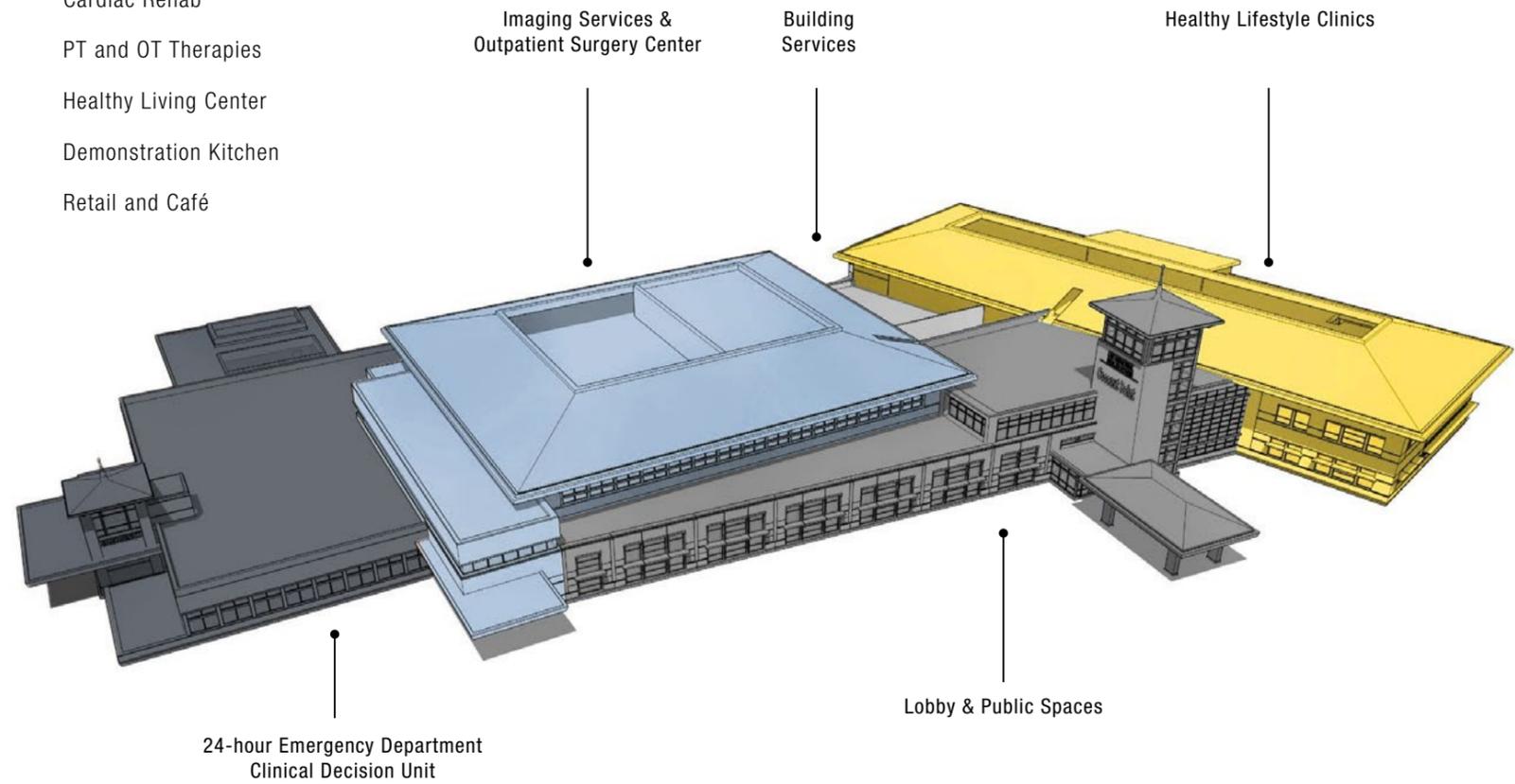
## INFORMED PLANNING & DESIGN

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- 1 Connection and site visit to UW Health at The American Center
- 2 Workshop with 100+ stakeholders to inform programming
- 3 Engagement with Lee Health process improvement staff
- 4 Substantial community engagement
- 5 Robust 3P process

BUILDING PROGRAM // 150,000 SF

- Imaging
- Breast Health
- Laboratory Services
- Pharmacy
- Freestanding Emergency Department
- Outpatient Surgery Center
- Clinic Exam Rooms
- Cardiac Rehab
- PT and OT Therapies
- Healthy Living Center
- Demonstration Kitchen
- Retail and Café



FUTURE GROWTH ■

1. Anticipated inpatient addition
2. Growth in ORs
3. CUP expansion



Date Opened: December 2018  
 Designed to LEED Silver standards

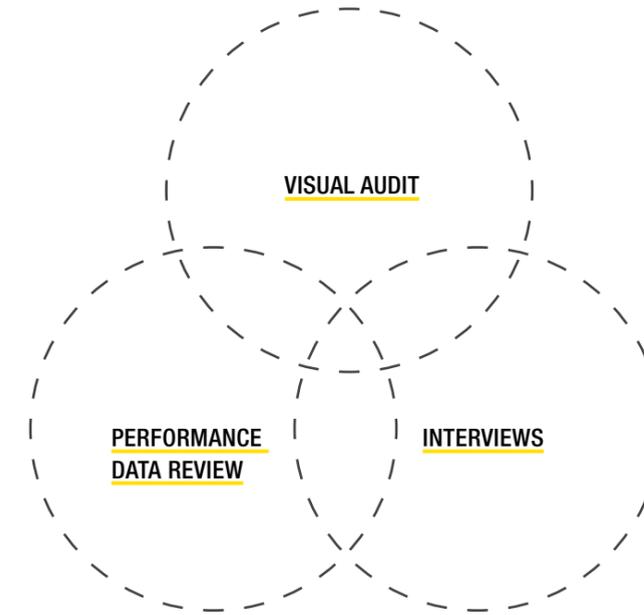
## A CUSTOMIZED APPROACH

Flad's POEs are customized to the individual goals of each study and the information the client is interested in gathering. Thorough POEs can provide insight into understanding a variety of space metrics, including:

- Building capacity
- Peak days/times of use
- Changes to productivity or efficiency
- Satisfaction with building attributes and amenities
- Impacts of collaboration based on space design

## TOPICS EVALUATED

-  Community engagement & connection with facility / sense of place
-  Hospitality-focused design & experience
-  Use of outdoor spaces for care
-  Access to natural light & views
-  Care navigation & wayfinding design for an aging population
-  Adjacencies & flexibility of space
-  Support space locations & design
-  Accessibility & safety of spaces
-  Overall patient and staff satisfaction



## LEE HEALTH EVALUATION METHODS AND TOOLS

Visual audit based on The Center for Health Design

Interviews gathering staff feedback

- Lee Health System Leadership
- Lee Health Coconut Point VP, Directors, Managers, and Staff
- Lee Health Coconut Point Project Leadership

Performance data review

- Clinics, Surgery, Ancillary Services Volumes
- Staffing
- Patient Experience

## AREAS EVALUATED

- Lobby & Registration
- Preoperative & OR
- Emergency Department
- Rehab & Therapy Gym
- Lab & Pharmacy
- Imaging
- Healthy Lifestyle Amenities
  - » Healthy Life Center
  - » Demonstration Kitchen
  - » Garden
  - » Technology Bar
  - » Bistro
  - » Putting Green
  - » Community Programming Space
- Parking & Exterior Spaces

# key findings

## PATIENT AND FAMILY EXPERIENCE

- Hospitality feel – treated as guests
- Patients and families consistently commented that the facility had a hospitality feel and that they were treated as guests



## COMMUNITY

- Highly integrated into the community
- Local residents engaging regularly with Healthy Life Center classes and coffee/breakfast amenities

## TEAM AND CULTURE

- Team members gave high satisfaction ratings in most staff space categories, including daylighting, sound masking, visual barriers, and workstation locations
- The highest rankings were given to amenities, air quality, comfortable furniture, inviting interior design, security, informal meeting spaces, and wireless coverage

## STAFFING

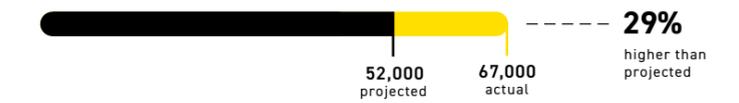
- Efficiencies built into the layout and shared staffing structure save on monthly operating expenses compared to the rest of the health system



## CLINICAL AND LAB SPACES

- Physician visit volume met goal of 30,000
- Opportunities to improve: implement visual status board or indicators and provide real-time waiting information to patients

### Ancillary Procedure Volume



### Laboratory Test Volume

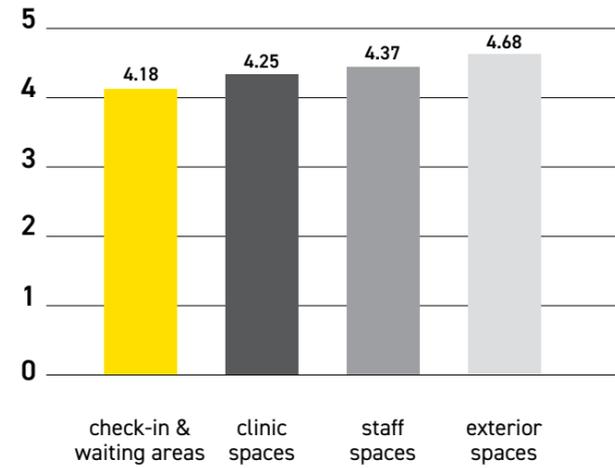


## EXTERIOR SPACES

- High ratings and utilization in all areas
- Expanding rehab/therapy gym to outdoor space due to interest/volume exceeding expectations

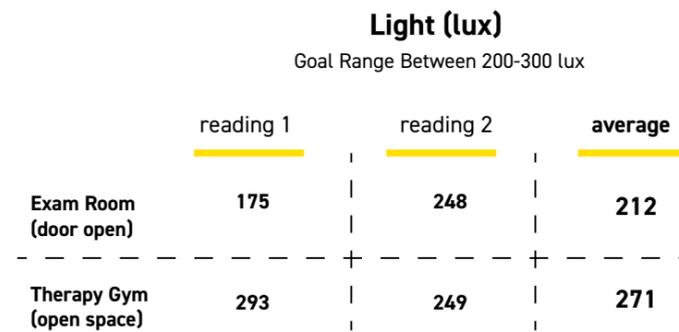
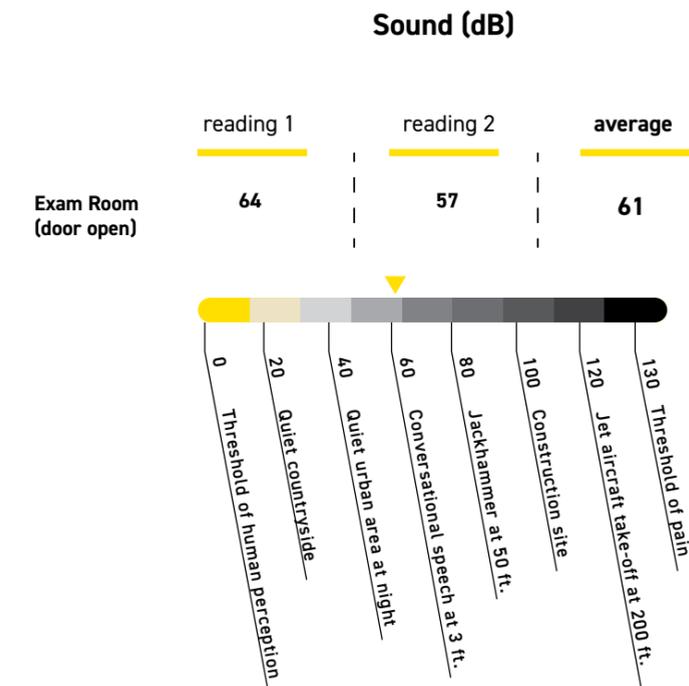
\*NUMBERS WERE BASED ON 2019 VALUES WHEN POE WAS CONDUCTED.

## AUDIT SCORE BY AREA



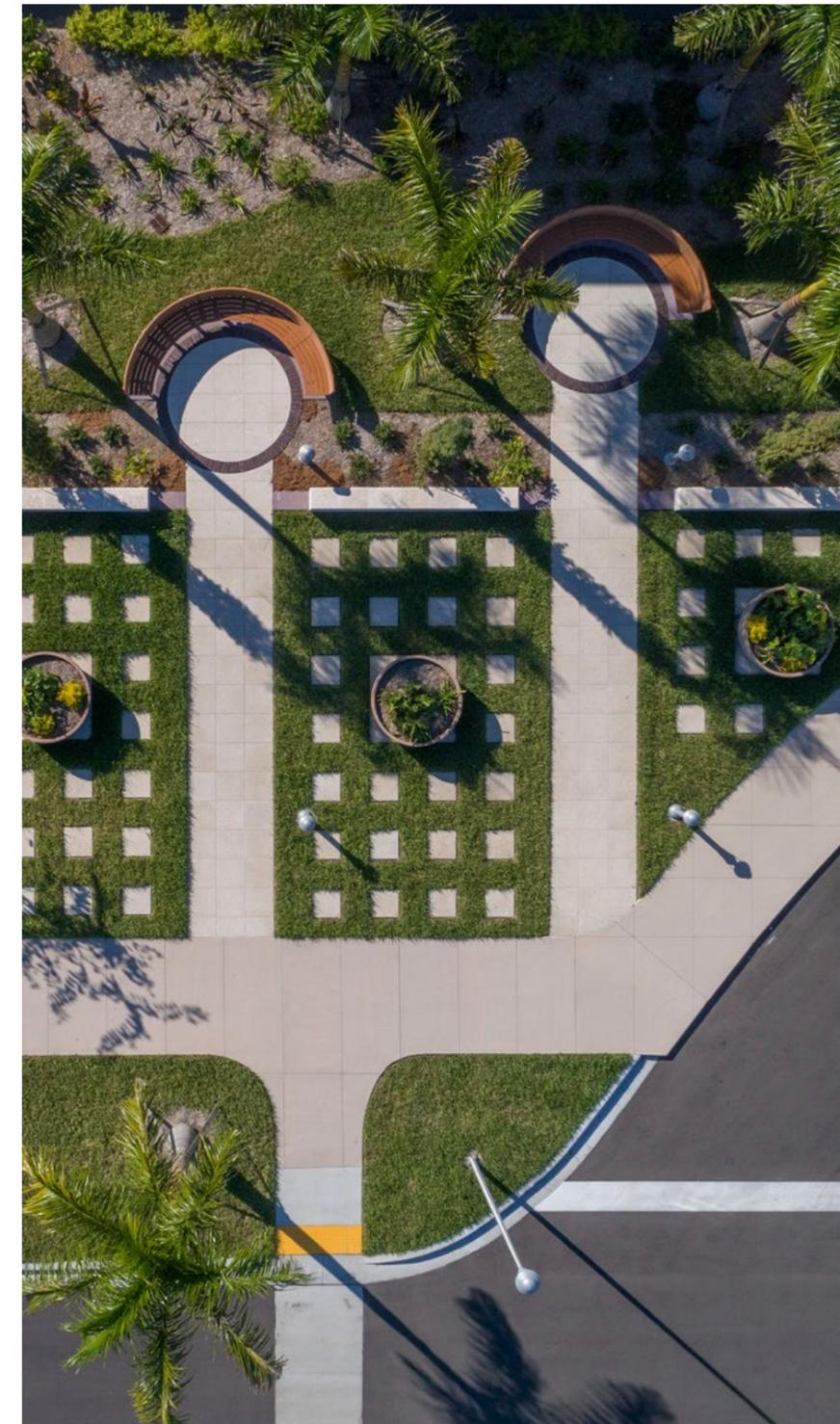
\* Ranking with 1 being low to no satisfaction and 5 being high satisfaction

## INTERIOR SOUND AND LIGHT ANALYSIS



## key POE outcomes

- **Greener, healthier buildings** // Accurately measuring and verifying energy performance is crucial to reaching toward net zero.
- **Reduced operational costs & improved building performance** // Understanding how a building is operating and being used is key to ensuring low operational costs.
- **Increased user satisfaction** // Garnering feedback allows for fine-tuning any potential improvements.
- **Positive culture of continuous improvement** // Informing future projects, processes, and systems with lessons learned enhances value.





## DATA-DRIVEN PLANNING & CONSULTING

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Flad offers a broad range of planning and consulting services, from helping clients define their overall strategic vision to providing technical expertise for highly specialized laboratory and medical environments. Our data-driven approach to planning includes leveraging space utilization studies, pre- and post-occupancy evaluations, data visualization tools, and our robust benchmarking database. We also provide consulting services to support teams through process improvement and change-management activities.

## CONTACTS

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