

Building a Practice Where People Want To Work

Dr. Christoph Diasio Christine Dandeneau, AIA NCARB
Dr. Katie Schafer Dr. David Allen

UC
2024

PCC
Pediatric EHP Solutions

Session Goals

1. Share strategies for designing and optimizing your physical space
2. Share strategies for creating your office culture
3. Reflect on how your physical space can support your desired office culture

Reminders

- Use respectful language.
 - When sharing a patient example, use clinical language.
 - Avoid words and phrases that could feel stigmatizing.
- Assume the good intentions of others.
 - Don't make it personal.
 - Don't take it personal.

Introductions

Dr. David Allen

Christine Dandeneau, AIA NCARB

Dr. Christoph Diasio

Dr. Katie Schafer

What are some physical design features to emphasize, and what to minimize or avoid?

Is your practice the type of practice the type
of person you are looking for is looking for?

What Employees Want

1. Money
2. Suitable Schedule
3. Flexible Schedule
4. Location
5. Benefits
6. Interesting and Valued Work
7. Good Bosses
8. Good Physical Work Environment

My Journey

1. Small rented office-3 years
2. Slightly larger rented office-3 years
3. Even larger rented office-11 years
4. Expanded rented office-4 years
5. Built 3000 sq ft office-12 years
6. Built 13,000 sq ft office-6 years





**NORTH AUGUSTA
PEDIATRICS**



8x8

15x10

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ON	(x2)	(x2)	PET
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FAX 17
drawings

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FINISH SCHEDULE AND PLAN
NORTH AUGUSTA AND PLAN

PROJECT NO.:
DATE:
SCALE:
DRAWN BY:
CHECKED BY:
REVISION:
1
2

INI.
SHEET NO.

FP-1
INI.1
NIGHT FLOOR PLAN
11-08-11-07

How Do You Want Your Office To Look?

COLORS

SPACE or S P A C E

TOYS or NO TOYS

TELEVISION?

OFFICES OR WORKSTATIONS





We chose simple.

We chose peaceful.

We chose quiet.

We chose calm.



North Augusta
Pediatrics







North Augusta
Pediatrics





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ANTIQUE SECTION

Why did you come to work here?

Reputation

Mission Statement

PCC

Open and Inviting Office

Pediatric Office Design Tips

Christine Dandeneau, AIA July 2024

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Tip

Consider the spaces where you feel most drawn and ask yourself what makes them appealing.

And remember photos can be deceiving!

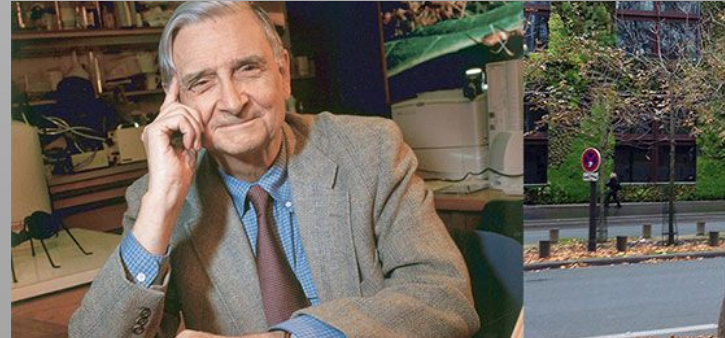
Is it the natural light? The view of the garden? The use of natural materials?

For me it's.....

Tip Biophilic Design

The term coined by Eric Fromm in 1964 and made popular by biologist, naturalist Edward O. Wilson in his 1984 book

Biophilia where he argues that **the very essence of our humanity is our natural affinity for life and the desire to connect with nature**





Biophilic Design Principles in a nutshell

Natural Light and Views:

- Maximize natural light with windows and skylights.
- Access to daylight improves mood, circadian rhythms, and productivity.
- Views of nature reduce stress and enhance cognitive function.

Integration of Plants and Greenery:

- Use indoor plants, green walls, and outdoor green spaces.
- Improves air quality and creates a calming, aesthetically pleasing environment.

Use of Natural Materials:

- Incorporate materials like wood, stone, bamboo, and natural fibers.
- Adds tactile and visual appeal, fostering warmth and connection to nature.

Water Features:

- Include fountains, ponds, or aquariums.
- The sound and sight of water are soothing and create a dynamic environment.

Biomorphic Forms and Patterns:

- Use natural forms and patterns like fractals, curves, and organic shapes.
- Creates a harmonious, less sterile environment.

Air Quality and Ventilation:

- Ensure good indoor air quality and proper ventilation.
- Use materials that do not emit harmful chemicals.

Sensory Variability:

- Incorporate different textures, sounds, and scents.
- Creates a rich, multi-sensory environment.

Connection to Place and Culture:

- Reflect the local environment and cultural heritage.
- Strengthens connection to place and creates a sense of belonging.

Tip

Look at your office from your staff's point of view

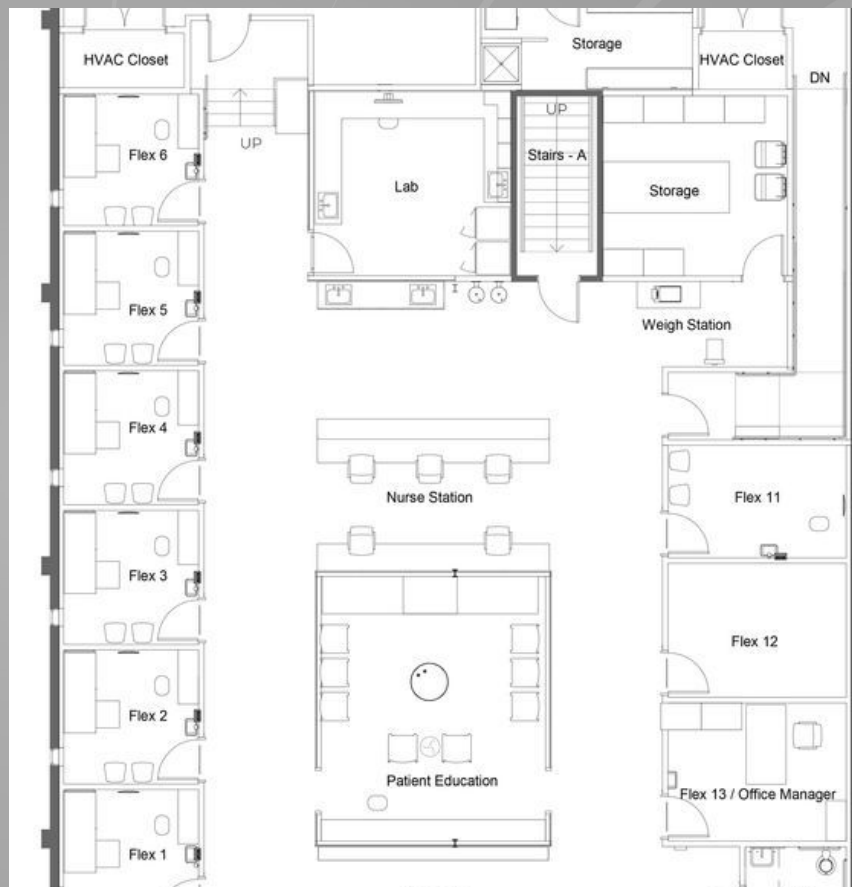
What office would you prefer?

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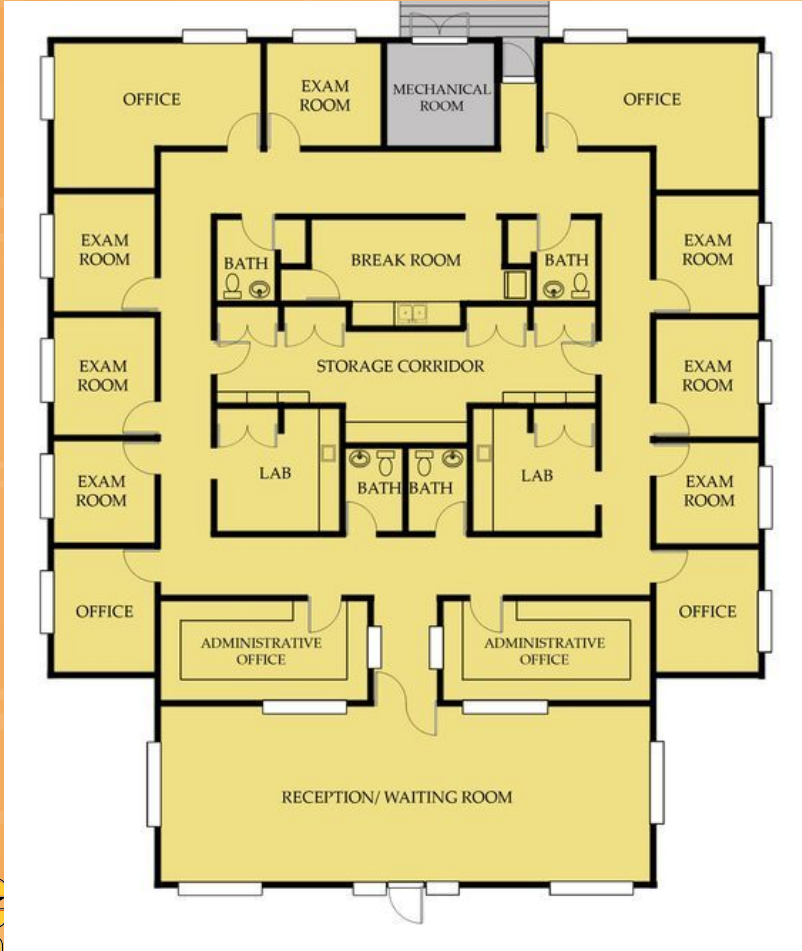
Tip:
**Don't assume the
central nurse's station is
the answer**

Many physicians expect their clinic to be just like the Children's Hospital where they did their residency



Central nurse's stations can be noisy with conversations, phone calls, and other activities, which can be disturbing and stressful for children and their families.





Does the exam room need a window?
Or should staff get a window?



A study into workers at an administrative office at the University of Oregon highlighted this. It found that employees with the views of trees and natural landscape took an average of 57 hours of sick leave per year, compared with 68 hours taken by employees with no view at all. An urban view ranked somewhere in the middle.



Tip
**Your office floor plan shapes
your staff's behavior**
What is your staff culture?

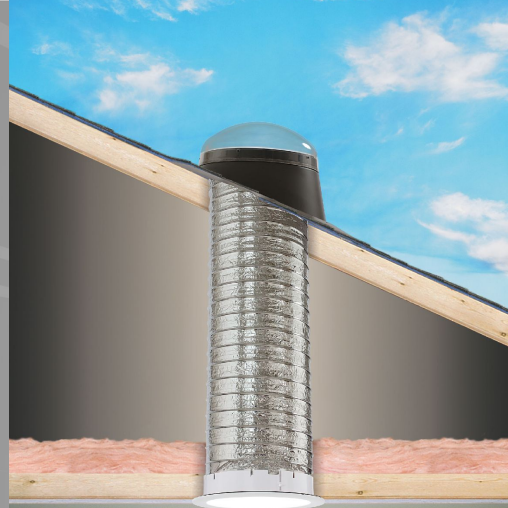


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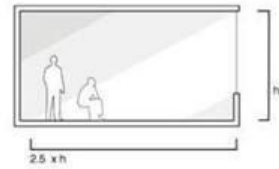


Consider small changes like - moving a managers office closer to front desk staff





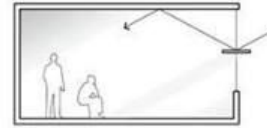
DAYLIGHTING is a passive strategy using natural lighting to illuminate interior spaces. The benefits from daylighting range from improved aesthetic qualities, including better color balance and connection to the outdoors, to increased energy efficiency. Adding an active component can enhance the effectiveness of these strategies shown.



SIDE LIGHTING



OVERHANG

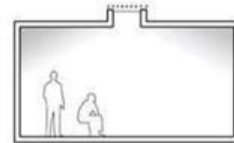


LIGHT SHELF

TOP LIGHTING

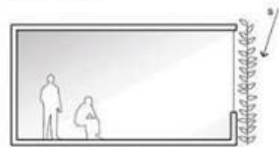


REFLECTED LIGHT

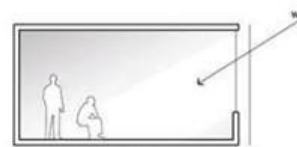


DIFFUSED LIGHT

ANTI-GLARE



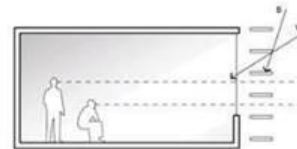
SUMMER VEGETATION, leaves block summer light



WINTER VEGETATION, bare branches allow winter light



SCREEN, diffuses light and views



LOUVERS, blocks summer light and allows winter light while maintaining views

Tip

Think about adding daylight

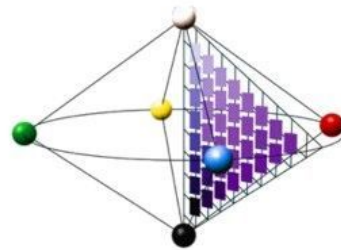
ASD friendly palette chosen by children

- Subdued and colours mixed with grey were favoured by the children with autism
- A predominant preference for colours in the Blue/Green hue sectors was notable
- A balance between colourfulness and greyness is seen to be popular.



ga architects

The Natural Colour System



3020 R40B

3020 R40B
30%Black 60% Red
20%Chromaticness 40%Blue
50% White

Tip
New info coming out about
Colors and Autism

Same room - different colors



RED

X



Tomato Tango
CSP-1145

✓



Claret
CW-305

PURPLE

X



Gentle Violet 2071-20

✓



White Heaven 2068-70

ORANGE

X



Orange Sky

✓



Etruscan
AF-355

GREEN

X



Cushing Green
HC-125

✓



Kittery Point Green HC-119

YELLOW

X



Spice Market
CSP-925

✓



Hawthorne Yellow
HC-4

BLUE

X

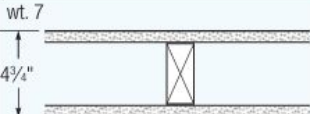
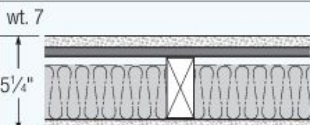
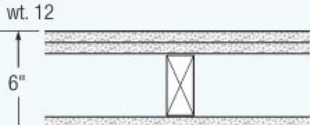


Hidden Sapphire
CSP-690

✓



Whipple Blue
HC-152

Loadbearing		Acoustical Performance	
Construction Detail	Description	STC	Test Number
wt. 7  4 3/4"	<ul style="list-style-type: none"> • 5/8" SHEETROCK Brand FIRECODE Core Gypsum Panels or FIBEROCK Brand Panels – 2x4 wood stud 16" or 24" o.c. – joints finished • optional veneer plaster 	34	USG-30-FT-G&H Based on 16" stud spacing and screws 6" o.c.
		37	USG-860807 Based on 24" stud spacing
		46	BBN-700725 Based on 24" stud spacing and 3" mineral wool batt
wt. 7  5 1/4"	<ul style="list-style-type: none"> • 5/8" SHEETROCK Brand FIRECODE C Core Gypsum Panels – 2x4 wood stud 16" or 24" o.c. – 3" THERMAFIBER SAFB – RC-1 channel or equivalent one side – joints finished 	50	BBN-760903
wt. 12  6"	<ul style="list-style-type: none"> • 5/8" SHEETROCK Brand FIRECODE Core Gypsum Panels or SHEETROCK Brand Water-Resistant FIRECODE Core Gypsum Panels or FIBEROCK Brand Panels – 2x4 wood studs 16" o.c. – joints finished • optional veneer plaster 	52	USG-810218 Based on same assembly (non-fire rated) with RC-1 channel and without mineral wool batt.
		58	USG-810219 Based on same assembly with RC-1 channel and 2" mineral wool batt

Chase Walls

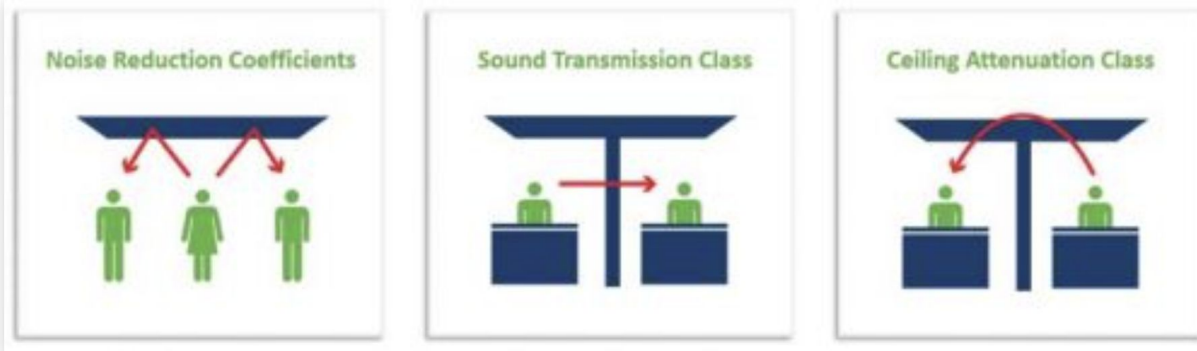
Tip
A little money in acoustics can change the office atmosphere.
Builders off

Is a higher or lower STC rating better?

The higher the rating, the more sound is blocked from going through the material. If your walls have a low rating, you will hear almost everything happening on the other side, and you will even be able to understand someone speaking softly on the other side. On the other hand, if your walls have a high rating, you can play music fairly loudly without disturbing your neighbors. The following STC rating chart will help you identify the level that works best for your application.

STC Rating Chart

STC	What can be heard at this level
25	Soft speech can be heard and understood
30	Normal speech can be heard and understood
35	Loud speech can be heard and understood
40	Loud speech can be heard, but not understood
45	The threshold at which privacy begins
50	Loud sounds can be heard, but are very faint
60+	At this level, good soundproofing begins. Neighbors generally are not disturbed by very loud speech from inside.

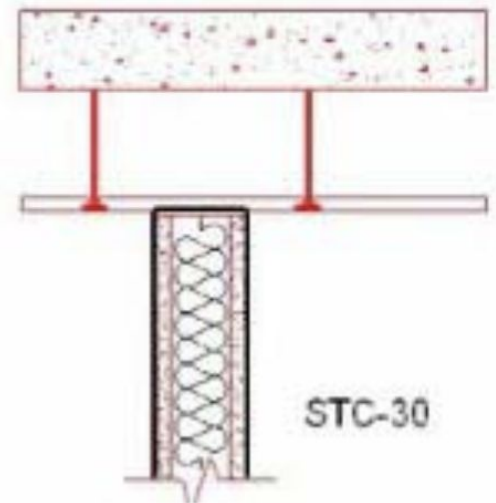
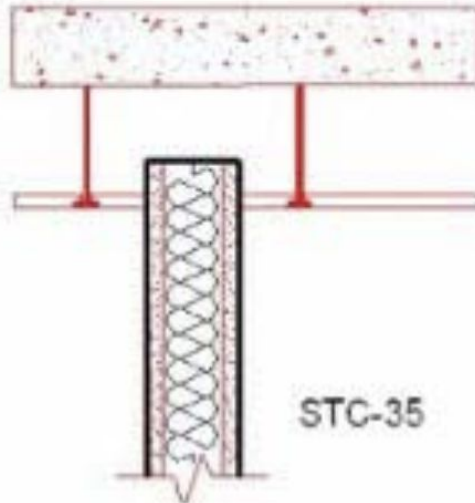
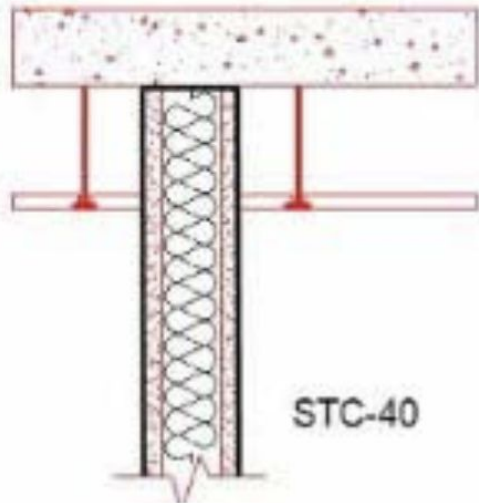


Measurement and sound control diagrams indicated how noise is transferred and measured, including noise reduction coefficient (NRC), sound transmission class (STC), and ceiling attenuation class (CAC).

Image courtesy ATAS International

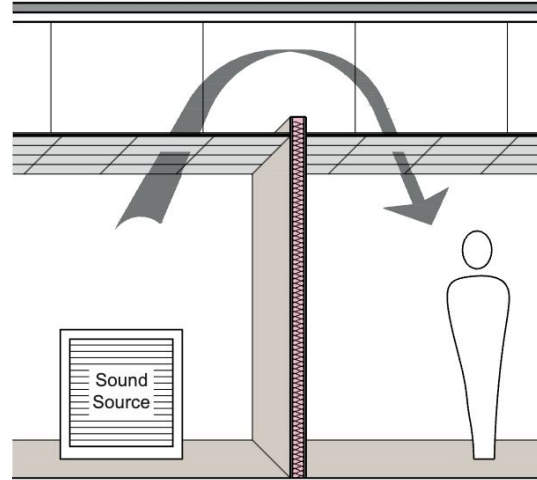
Acoustic Ratings and Privacy Specifications

Design of Hospital Rooms



<https://www.nationalgypsum.com/design-resource-center/design-resources/acoustical>

Figure 305

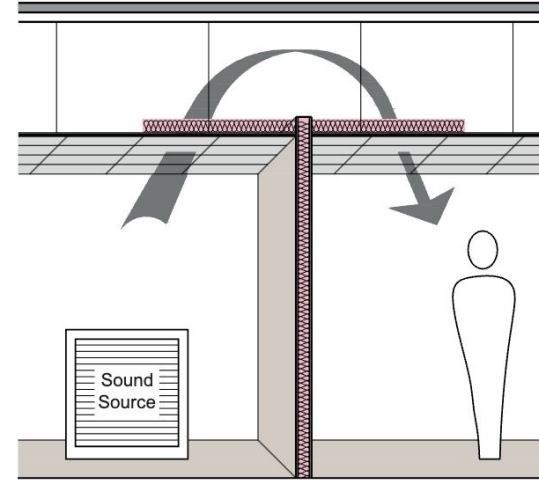


CAC-44

NGC 6013012

Ceiling: Suspended ceiling grid with 2' x 2' x 1/2"
Gridstone Ceiling Panels
Insulation: None

Figure 306



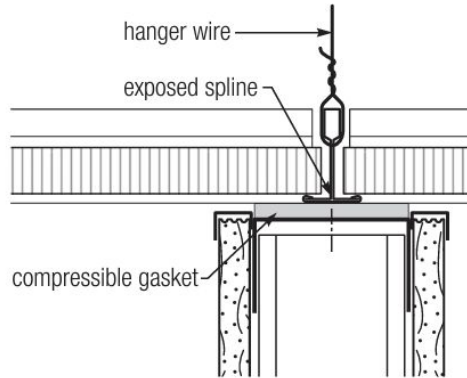
CAC-51

NGC 6013013

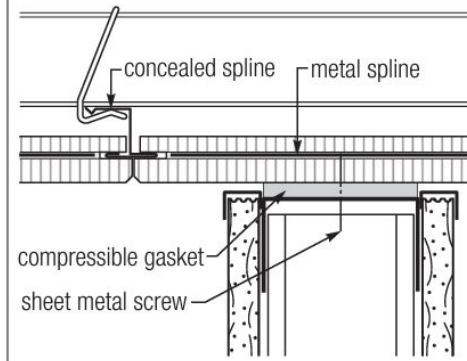
Ceiling: Suspended ceiling grid with 2' x 2' x 1/2"
Gridstone Ceiling Panels
Insulation: 3 1/2" glass fiber 48" on each side of partition

Interrupting Flanking Paths–Acoustical Ceilings

Acoustical Panel – Exposed Grid



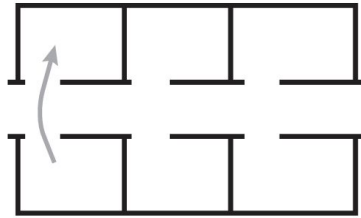
Acoustical Panel – Concealed Grid



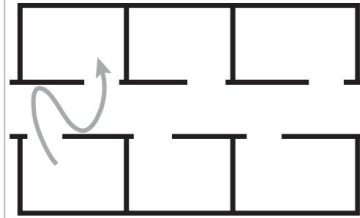
Flanking Path Details

Typical Flanking Paths

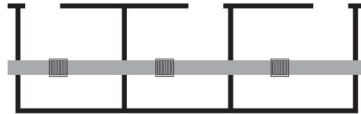
Doorway Placement – Avoid



Doorway Placement – Better



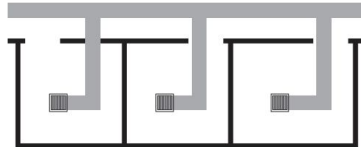
HVAC Design – Avoid



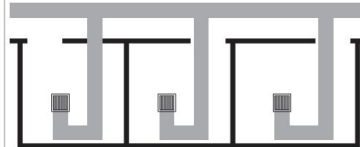
HVAC Design – Avoid



HVAC Design – Better

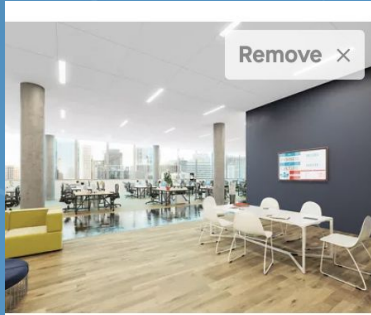


HVAC Design – Recommended

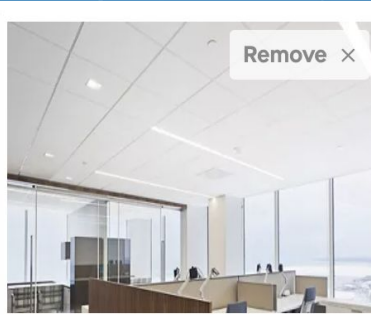


https://www.usg.com/content/dam/USG_Marketing_Communications/united_states/product_promotional_materials/finished_assets/acoustical-assemblies-en-SA200.pdf

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OPTIMA Concealed



ULTIMA Lay-In and Tegular

Performance Selection

Sound Absorption (NRC)

0.80 - 0.90

0.60 - 0.75

Acoustics CAC

26

35 - 40

Acoustics AC

190

170

The Noise Reduction Coefficient (NRC) is a rating that measures how well a material absorbs or reflects sound. It's a percentage grade that ranges from 0 to 1, with 0 representing 0% and 1 representing 100%. A higher NRC means the material is better at absorbing sound. For example, a panel with an NRC of 0.85 means that about 85% of sound that hits it will be absorbed

Tip

You can build a focus room for less - with A/C

Focus Room

Buy Now \$18,495 or
for \$560/mo



New Acoustic Materials on the Market



UC Acoustic Wood Slat Walls

Felt wall tiles

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Tip Waiting Room: Turn that space into exam rooms

Reduce or eliminate the need for waiting. [Virginia Mason Medical Center](#) in Seattle embraced Lean thinking and eliminated the waiting room. In a 2002 visit to Japan, Virginia Mason leaders were embarrassed to explain to a Toyota sensei that the path to patient care included a considerable wait to see the doctor, even though appointments were scheduled. Now, after a decade of attacking waste, the provider's doctors, nurses, and medical assistants work collaboratively to manage patient flow, with arriving patients going straight to reception and then being sent immediately to an exam room.

Tip

Buy adjustable height desks and skip the expensive built in desks



Tip
Hole in counter so kids can't
get to trash
No handles on lower
cabinets



Tip

If you can, make your building fit in with your town



People are drawn to traditional design for several key reasons that resonate deeply with human psychology and social behavior. Here are some of the main factors:
Aesthetics and Familiarity

Aesthetic Appeal: Traditional designs often incorporate classic architectural elements, such as symmetry, proportion, and ornamental details, which many people find inherently beautiful. These elements create a sense of harmony and order that is visually pleasing.

Nostalgia and Familiarity: Traditional architecture evokes a sense of nostalgia, reminding people of historical styles and cultural heritage. This familiarity can create a comforting and reassuring environment, as it connects them to the past and to a shared cultural identity

(Biophilia again) **Connection to Place and Culture:**
Reflect the local environment and cultural heritage.
Strengthens connection to place and creates a sense of belonging.



Tip Collect Children's Art





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Tip
Look at your office through the eyes of a teenager

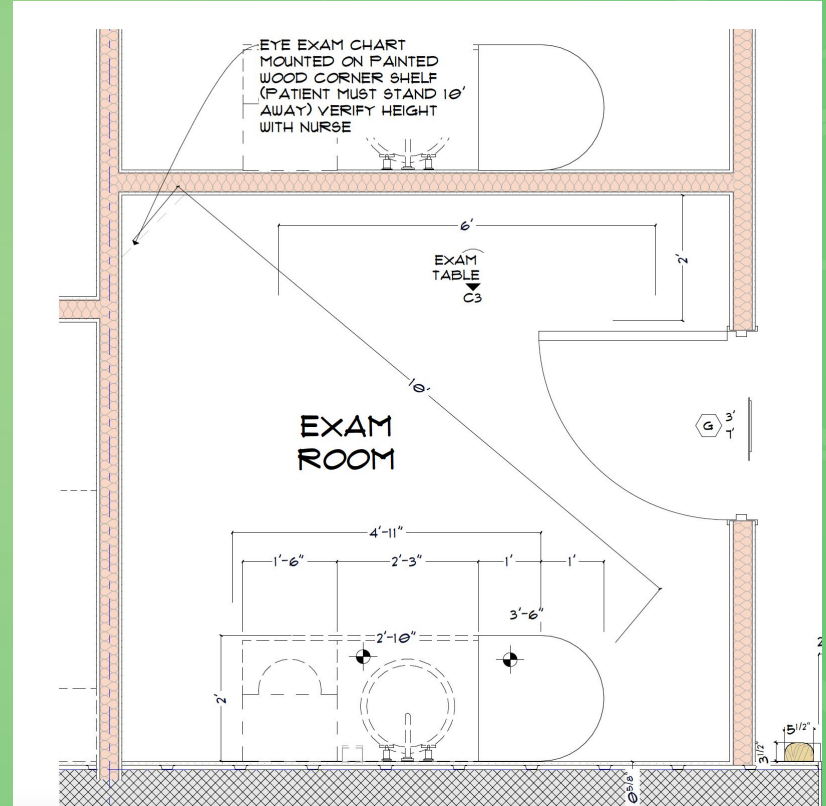




A space can still be fun but comfortable for all ages

Tip

You can put the eye chart in a diagonal in a room - you just need 10'



Tip

Interior access to roof helps with maintenance of flat roofs



Practice Culture

Where People & Space Collide

Katie Schafer, DO



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13

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The answer is "Yes!"

What is the question?



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The key takeaway

Naturally, the quality of care in your office really hinges on having a great staff.

A well-designed building that respects and supports your staff can attract and keep talented people, ultimately boosting patient care.

By making a few adjustments, your clinic can become a calmer, more welcoming place for everyone.

Session Takeaways

1. Takeaway
2. Takeaway
3. Takeaway

References

Links

What Questions Do You Have?

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