

# Helping a World-Class Hospital Develop One of the Top 10 Digestive Health Programs in the US

## Summit Health Advisors

Clinic productivity  
increased by

**1.8x**

OR productivity  
increased by

**2.2x**

### Improved quality of care

New processes and a layout that positioned the nurse stations for better visibility allowed nurses to better monitor their patients and care for them more effectively.



## OVERVIEW

The digestive health department of a top-ranked US hospital wanted to evolve its practice from focusing on research and specialized treatments to better align its services with the needs of the community (an aging population and increasing prevalence of GI disorders) by providing high-end GI care that wasn't readily available in their geographic area.

With a goal of becoming one of the top 10 digestive health programs in the US, they were ready to rethink every aspect of how they work to build a facility optimized for patient and staff needs.

The project involved design and development of a new digestive health center (including both the clinic and procedure space) using a novel design method that would improve every aspect of care delivery, from patient experience and quality of care to workflows, efficiency and staff satisfaction.

## Significantly improved patient experience

Patient-facing areas are separated from hospital operations areas, and waiting times before and throughout appointments are substantially reduced.

The hospital is now one of the

# TOP 10

digestive health programs in the US.

For more information, please contact us at [info@summithealthadvisors.io](mailto:info@summithealthadvisors.io) or visit [www.summithealth.io](http://www.summithealth.io)

Summit Health Advisors is a healthcare consulting firm focused on digital health and innovation, specializing in helping multi-sided platforms succeed and scale.

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## ISSUES

The space in the existing building was not optimized for patient experience, care delivery, or patient volume.

For example, there were dedicated pre-op bays which were full in the morning and empty in the afternoon, and post-op bays which were empty in the morning and full in the afternoon. This resulted in inefficient use of valuable OR time.

The physical layout of the space also caused reduced staff efficiency as nurses were not able to effectively monitor the maximum number of bays, and exposed patients to the sometimes chaotic inner operations.



## APPROACH

The hospital COO brought in Summit's Jenine Alves as part of the building design team to provide expertise in clinical workflow improvement and design the facility in accordance with 3P principles.

A key part of the team, Jenine co-led sessions with doctors, nurses, technicians, administrative staff, and patients to get a clear understanding of what was and was not working well in the current digestive health practice, and to spur them to think innovatively about solutions and improvements.

Together they defined ideal workflows and processes and simultaneously designed the physical space to fit this ideal, rather than having to alter desired processes to fit an existing layout. Ideas were mocked up and tested to see how they actually functioned, and refined until the workflows and processes were best aligned with the patient experience and optimized operations.

While this process requires a bigger lift up front than traditional methods of planning and design, the operational efficiency gains over a 30-50 year building lifespan make it well worth the effort.