



# Providence Park Hospital



Providence Park Hospital is a new, 200-bed facility in suburban Detroit that not only looks progressive but that is also highly functional and cost-effective. Ethospace nurses' stations support the high-traffic healthcare environment while the Co/Struc system keeps the pharmacy organized. Action Office and Ethospace systems furnish administrative areas. Brandrud Revive™ Guest Centers in patient rooms create a hospitable place for visitors to relax or even to spend the night.

**HEALTHCARE;  
NOVI, MICHIGAN**

**Topic:**

*Change  
Efficiency  
Health*

**Application:**

*Healthcare: Administrative Areas  
Healthcare: Emergency  
Healthcare: Patient Care*

**Project Scope:**

*500,000 square feet*

**Herman Miller Product:**

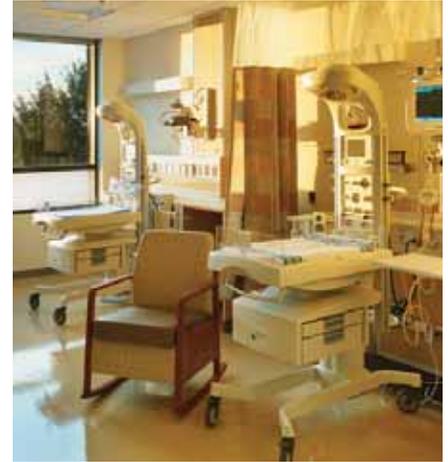
*Action Office® System  
Ethospace® System  
Casework  
Co/Struc® System  
Ethospace Nurses' Station  
Procedure/Supply Carts*

**Service/Program:**

*Easy Options<sup>SM</sup> Capability*

**Year Completed:**

*2008*



From the beginning the design/build process at Providence Park was a collaborative endeavor with all the players, from architects to contractors, invited to the table in the project's early phases. This approach expedited communication and fostered good relationships as well as avoiding costly redesign work. "When you bring together the designers and suppliers from the beginning, you can design to the budget, and you can manage expectations. The process gets done faster," says Rich Abbott, director of corporate real estate and construction, St. John's Health System.

Mr. Abbott was already familiar with the function and flexibility of Herman Miller product and had worked closely with Susan Glassford, account representative, WorkSquared, a Herman Miller dealer. "We knew we wanted to use Herman Miller product," says Mr. Abbott. "We've had success with it before. We knew it was cost-effective, and we like its flexibility in adapting to change."

Patient rooms in the new Providence Park Hospital overlook rare green space in the suburban setting. All the rooms are private and acuity-adaptable, which means that they are all identical in size and design of utilities, so the patient can receive the necessary level of care in the same room. "It's a basic concept, but few hospitals have managed to pull it off to this extent," says Lisa Baker, principal, NBBJ Architects. Dedicated corridors and elevators also keep the movement of patients and equipment separate from public traffic.

Similar flexibility is captured within the Ethospace nurses' stations that are scattered throughout the six-story hospital. To create a smooth fascia in several of the more visible stations, a custom tile was developed, through Herman Miller's Easy Options capability, to hide the reveal between the tiles. Yet, "if someone crashes into it, Herman Miller can replace the tile and call it a day," says Ms. Baker. A round stainless steel crash rail and Corian® transaction top are also custom.

The warm finishes and customized elements captured the progressive yet comfortable look the customer wanted to achieve. "I like things to look nice, and I think this product looks nice," says Mr. Abbott.

But behind the custom fascia, the Ethospace stations are made for hardcore functionality. "These are heavy-duty work areas, where staff is slamming paper through and doing triage every day; these areas have to be functional," says Ms. Baker. The nurses' stations incorporate

[left] Herman Miller's mobile, durable Procedure/Supply carts with modular mix-and-match components allow Providence Park to tailor the cart to the task at hand—and to modify the compents when the job changes.

[center] In the pharmacy, Co/Struc and Action Office systems provide the functional support required in this intense and complex environment, yet the space could be reconfigured overnight if the hospital's needs change. The task chair is ReAlign™ by SitOnIt, a Herman Miller alliance company.

[right] A Bloom Rocker from Brandrud, a Herman Miller company, provides a comfortable—and comforting—place to sit in the midst of a high-tech healthcare environment.



the intensive paper- and wire-management capabilities borrowed from the corporate world. "I've seen too many projects where wires are filled with dust and are snaking all over the place," says Ms. Baker. "Systems furniture gives us fantastic ways to organize this stuff."

On the administrative side, private offices are also furnished with Ethospace product, Quadrant® filing, and the ReAlign chair from SitOnIt, a Herman Miller alliance company. Co/Struc and Action Office systems products keep the pharmacy organized and easy to reconfigure. In patient rooms, the Revive™ Guest Center sofa from Brandrud, a Herman Miller company, provides comfortable seating for visitors to relax or even to spend the night. The hospital also chose a selection of Herman Miller carts and installed the Casework system in several patient rooms.

Although budget was a top concern throughout the project, Mr. Abbott has found that, given the need for flexibility, "any premium with systems furniture is neutralized over time." And, in fact, compared to millwork on this project, "the systems furniture came in less expensive." When the furniture budget was cut midway through the project, close communication with the architectural firm allowed Rebecca Mott, healthcare designer, WorkSquared, to swap finishes and to value-engineer the workstations to conform to the changing budget.

With warm colors, natural wood and stone finishes, natural light, and views, Providence Park Hospital has created a calm, healing environment, while behind-the-scenes organizational tools contribute to efficient function. Together, "I think we've achieved a good outcome in a very cost-effective project," says Mr. Abbot.

*Photography by: Tom Arban*

[left] With a clean look and total modularity, an Ethospace registration station greets visitors.

[right] For administration areas, Ethospace workstations with glass tiles create a cozy yet private space to work and are equipped with the right tools for the job.

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