welcome

# addition

*Leadership at Denver Health and Hospital Authority set out to fill a void in healthcare services in south Denver by building the provider's largest community health center yet*

BY KEVIN GOULD

**everal years ago,** a community needs assessment revealed that an area of south Denver that has one of the largest populations of undocumented citizens in the city suffered from a severe lack of healthcare resources. In response, Denver Health and Hospital Authority, Colorado's primary safety-net institution, decided to design and plan a new family health center that would answer that shortfall.

Architecture firm RTA Architects (Colorado Springs, Colo.) began the design process by shadowing staff at Denver Health's Sam Sandos Westside Family Health Center in Denver to understand its processes, since some of the staff members were going to relocate to the new clinic. The design team also toured three other existing Denver Health community clinics, including locations in Montbello, Park Hill, and Lowry, Colo., and held a week-long Lean 3P event with a multidisciplinary team from Denver Health to rapidly create and test potential designs.

The result is the Federico Peña Southwest Family Health Center and Urgent Care, the system's largest health center to date, which opened in April. The in-depth design process led to some specific features for the new facility. For example, staff at the existing clinics reported that multiple rows of seating in waiting areas could cause confusion with patients when they sat in an area that wasn't near their provider. A linear layout was introduced at the new center that aligns seating areas with pods of service providers, and patients are directed to their provider's specific clinic area at check-in. Additionally, the 3P event validated the need for an urgent care on-site, open extended hours and on weekends in conjunction with the pharmacy, becoming the first family health center in Denver Health's system to have on-site urgent care.

With a focus on holistic care, patient education, and preventing illness,

The children's play area in the main waiting space features an interactive game system that's projected onto the floor to encourage movement and interaction with other children.

the certified Patient-Centered Medical Home has 40 exam rooms and 10 urgent care rooms and offers primary care; women's health; Special Supplemental Nutrition Program for Women, Infants, and Children (WIC); pediatrics; integrated behavioral health; pharmacy; dental; laboratory; radiology; and insurance enrollment services. Clinical pharmacists are also available to teach patients about medications.

A naturally lit atrium houses the patient reception and waiting areas, which connect to four primary care clinics. There's also a large, interactive children's play zone near the main waiting area and a multipurpose community conference room, which can be used for activities such as cooking classes.

Finishes (wood, slate tiles) and design features (skylights, vaulted ceilings) deliver an aesthetically pleasing environment, while curved wood laminate beams at the entry are continued into the interior lobby to create an inviting and open atmosphere. ⌘

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The facility also offers dentistry services, making it easier for patients to receive a full range of health services in one location.

VIC MOSS (CHECK-IN AND DENTISTRY); SCOTT DRESSEL-MARTIN (PLAY AREA)