



SANTA CLARA  
**VALLEY**  
HEALTH & HOSPITAL SYSTEM

## Next Generation of Care Takes Shape With the New Valley Specialty Center

Can technology and compassion co-exist harmoniously as a *concept*, let alone as companions under one roof? For the patients, practitioners and employees of SCVHHS, the answer is about to be a resounding YES!

With the debut of the all-new, state-of-the-art Valley Specialty Center next summer, patients will gain swift, convenient access to all outpatient specialty services and complementary imaging, laboratory and pharmacy services. And for the visionaries of SCVHHS, a symbol of transformational healthcare for the Santa Clara Valley community will have become reality.

For the past three years, more than 150 SCVHHS and county employees, along with architectural designer Peter Schlosser and his firm, Ashen + Allen, have worked together to bring this healthcare delivery model to life in the form of the new Valley Specialty Center. When completed, the 244,000 square-foot facility will take the patient experience and the professional practice environment to an entirely new level. Says Robin Roche, Director of Ambulatory Services, "Our goal is to integrate a caring, calming environment within a space that allows for the induction of the latest state-of-the-art equipment and technology, making the VSC an exceptional experience for both patients and physicians." As a result, the new Center will boast a setting that promotes health and healing, and reflects the most cutting-edge technological prowess available in clinical medicine.

Designated as a centralized, world-class facility containing specialty services currently scattered throughout 22 locations, the Valley Specialty Center will provide an amazingly efficient model that not only optimizes public resources, but also represents a symbol of transformational healthcare delivery for other hospitals to emulate. "Virtually every decision about the delivery of healthcare today must consider how to most effectively use limited resources," states Roche. "Not only was the new Valley Specialty Center constructed prudently, it is the linchpin in an evolving model system of care that improves quality and outcomes, and allows for care that is more cost effective than traditional models permit." Adds Al Banuelos, MD and Medical Director, "The design of patient circulation, the state-of-the-art treatment areas and clinical work spaces are created to foster teamwork and simplify workflow. Spaces are also intended to facilitate communication between staff and patient."

In addition to the consolidation of services within a single source, the attributes of the VSC are impressive: floor-to-ceiling glass spanning five stories affords panoramic views of the medical campus and distant mountains, the facility features incredibly easy wayfinding, sensitively designed spaces for waiting, consultation and treatment focus on comfort and reduce anxiety, and a warm, open environment infused with generous amounts of natural daylight is emotionally uplifting. Most important, however, is the pronounced emphasis on privacy and dignity for all patients. "It is remarkable how many times we evaluated key decisions impacting the patient

experience," observes Mary Lou Kilcline, SCVHHS Facilities and Programs Planner. "I am proud to say that the result is a facility that is truly patient-centered."

The Valley Specialty Center will house a total of 850 rooms, 190 of which will be dedicated as exam rooms. Designed by the architectural firm of Anshen + Allen, the structure typifies a clinic modular approach that forms a basic planning footprint allowing for flexibility of use and change over time. To support both current and future technologies, extensive provisions of power and telecommunications infrastructure are included. An unexpected bonus? "Because of the Center's prominent, central campus plaza location, the Valley Specialty Center will function as a 'Gateway' of sorts into the Valley Medical Center system," affirms Peter Schlosser, AIA. "For the many patients visiting the VMC for the first time, that first experience will positively shape their first impression of the care provided."

The Valley Specialty Center is one of four new facilities being developed, and part of SCVHHS's project "Transformation 2010." Three of these facilities, including VSC, are slotted for completion in 2008, with the remaining one expected to open in 2010. Over 500 staff members, including 300 physicians, are expected to migrate to the VSC. Annual patient visit capacity is projected to total 265,000 per year.