

Central City Concern

Designing Your Health Center for Maximum Patient-Centered Integrated Healthcare:

Old Town Recovery Center

Portland, Oregon
March 2013

CCC Health Home Model

CCC Federally Qualified Health Center:

- Old Town Clinic
- Hooper Detoxification & Stabilization Center
- CCC Recovery Center
- **Old Town Recovery Center (pictured)**



Patient Centered Primary Care Home

CCC's Old Town Clinic was certified by the State of Oregon in 2011 as a Patient-Centered Primary Care Home based on meeting multiple measures under the following criteria:

- Access to care
- Accountability
- Comprehensive whole person care
- Continuity
- Coordination and integration
- Person and family-centered care



Team Based Care

- Four teams include primary care provider, behaviorists, pharmacist, wellness and chronic pain services to minimize risk of opiate use in patients with chronic pain
- Teams: Park Block Pioneers, Lovejoy Columns, Burnside Bridges, and Skidmore Fountains
- One of 30 clinics selected by Robert Wood Johnson Foundation in 2012 as part of their study on “The Primary Care Team: Learning from Effective Ambulatory Practices (LEAP)” for excellence in team based care.

Timeline: Old Town Recovery Center development

- Site on a highly-visible downtown corner, blighted for several years by a closed fast food restaurant.
- CCC primary care clinic, housing, and outpatient treatment located next door and across the street
- HRSA ARRA grant received late 2008
- Purchased in 2009, predevelopment & design in 2010
- Construction began late 2010, opened December 2011
- Built out space for Multnomah County dental clinic which opened November 2012

Design Elements to Foster Healing



- A central atrium to bring natural light and greenery into environment.
- Smooth, light-colored wood floors.
- Open staircase creates visual flow through levels and carries natural light.

Living Room – a place to gather



The Living Room offers structured classes (like cooking), group project opportunities, meeting space and a comfortable place to spend the day.



Team Rooms – fostering coordinated care



- Teams members are stationed together in spaces with central conference room tables to improve efficiency of communication.
- Teams meet every morning in daily “huddles.”



On-Location Pharmacy



- Pharmacy located in a patient's primary medical home space improves access and adherence to prescribing instructions.
- OTC/OTRC's pharmacy is also a training opportunity for pharmacy students from Oregon State University.



Complementary Care



Yoga and other wellness programming in the Movement Room.

Sunny, beautiful and peaceful room for acupuncture.



Dental Clinic – a Partnership with Multnomah County



- The County's first downtown location.
- Will serve 1,500 patients yearly with emergency and preventive care.



Old Town Recovery Center: financing

Project Scope: New construction of 40,000 square foot, 3- story integrated primary and behavioral healthcare facility.

Sources		Uses	
HRSA ARRA stimulus grant	8,950,000	Hard	14,591,000
Bond	6,300,000	Soft	5,904,000
New Market Tax Credits	5,245,000		
Total	20,495,000	Total	20,495,000

Architect: SERA Architects, Developer: Gerding Edlen Development, Contractor: Walsh Construction

Healthcare Center features

- Capacity for future, 8-stories vertical addition for housing and/or offices
- Connects to adjacent existing CCC Old Town Clinic space
- Exam rooms, offices, occupational spaces, nursing stations and community spaces
- Center serve almost 4,000 patients annually with primary and behavioral healthcare.
- Learned from previous Harris/OTC building design: added more space for lobbies, team rooms, pharmacy; bedbug resistant furniture designed by CCC

Design features for wellness

Key design highlights include:

- Aesthetic of a holistic wellness center, not a medical/institutional setting
- A bamboo courtyard glass-walled on four sides and visible from all three floors to help reduce patient stress
- Subwaiting areas situated along the courtyard perimeter to instill calm
- Natural wood employed in the main staircase and reception desk, wood doors and wood like floors

LEED Gold certified: including efficient lighting controls, rainwater harvesting, and efficient HRV heating and cooling system

2012 Healthcare Environment Award : sponsored by Contract magazine, The Center for Health Design and the Vendome Group

Design for Healing & Health

