

Case Study

Leading a New ICU Facility from Design through Opening Day



The Challenge

In its mission to deliver "better health, better care, better value" to the people of Central Oregon, St. Charles Health System planned to build a new \$66 million ICU tower on its hospital campus. After a succession of uncertainties had put the project on hold for several months, hospital leadership came back with a question: was the original plan still the right plan? Leadership engaged Point B to review it, recommend updates, and serve as the owner's representative, from design through construction.

Aligning to changing needs

We reviewed the data that informed the original plan and took a close look at changes in the community that were driving healthcare needs. Our revised plan included a 24-bed ICU unit, a 28-bed Progressive Care Unit, and over 20,000 square feet of usable space to meet future needs. The expansion increased overall capacity by 33 beds and replaced the old ICU with a design that solves a number of problems for ICU providers. With the Board's swift approval, we launched an accelerated 8-week design phase.

Managing complexity

Throughout the two-year development period, we led hundreds of professionals through the operational and organizational complexities of increasing capacity at a working care center. Drawing on Point B's expertise in healthcare, development and real estate solutions, we spoke the language of clinicians, architects, contractors, consultants, regulatory agencies,

and vendors. We kept executive sponsors engaged and informed. Most important, we advocated for the entire project, uniting all parties around a shared goal to deliver excellence on time and under budget. Mission accomplished: for every dollar spent on Point B, we delivered a 600 percent return, monies available for future projects.

"A critical factor" in success

From opening day, the new ICU tower has been a major asset to our client and the community it serves. In the words of COO Iman Nazeeri-Simmons, "Point B was a critical factor in the success of the new unit. They took into account the needs of our community, our building design and our patients and caregivers, and kept the project moving forward successfully – removing obstacles and making sure absolutely everything was completed to the highest standard. Their help in making this happen will affect the future of health care in Central Oregon for years to come."

Find out how Point B can help you achieve your vision. Visit pointb.com or contact us at insights@pointb.com.