

Presbyterian Medical Services

FARMINGTON COMMUNITY HEALTH CENTER: FACILITY
DESIGN FOR PATIENT CENTEREDNESS

BEST PRACTICES JULY, 2016

Presented by:
Mike Renaud, Chief
Strategy and Quality
Officer

MARCH 30, 2021

THE PROJECT

Project Size

30,000 SF/New Construction

Budget

\$10m

Status

Completed November 2014



FARMINGTON COMMUNITY HEALTH CENTER:

- Federally Qualified Health Center (FQHC) and Healthcare for the Homeless site
- Primary care, lab, pharmacy, dental and behavioral health care
- Opened in 1978 in a vacant Piggly Wiggly grocery store and has been remodeled repeatedly during its 35-year history.
- Services provided at 3 other locations in town

FARMINGTON COMMUNITY HEALTH CENTER:

- Served a little over 10,000 users
- Provided 70,000 encounters (medical, dental, BH)
- Employed 80 staff







SLIDE 6 | MARCH 30, 2021

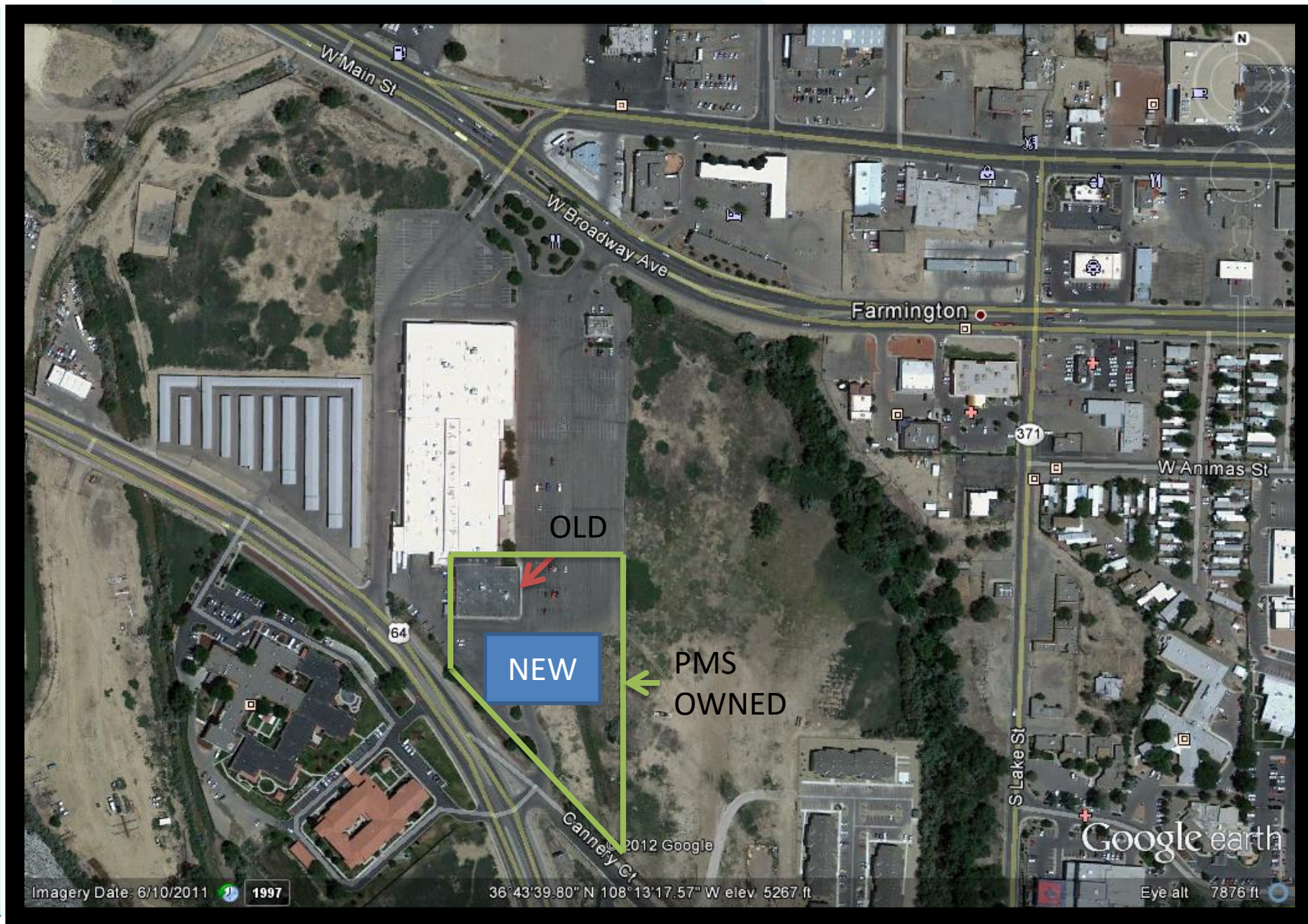
NEW HEALTH CENTER & CAMPUS



- ✓ Consolidate all HC services in one campus
- ✓ Increase health center footprint from 18,307sq. ft. to approximately 50,000 sq. ft. (includes “old” HC)
- ✓ Double medical exam rooms from 18 to 36
- ✓ Increase dental operatories from 6 to 8
- ✓ Psychiatric suite
- ✓ Community Room with education kitchen
- ✓ Community Mental Health services

TIMELINE

- NGAMarch 2012
- Ground BreakingOctober 2013
- Doors openNovember 2014



HEALTH CENTER BUILD PHILOSOPHY

- **Use facility** to improve self-image of patients and staff
- “No wrong door”- central check-in
- Improve patient access- facility “call center”, same day provider, bus stop
- Pod-based design, pod-based care teams
- Pods must be “self-sufficient”
- Reduce provider, clinical support staff and patient foot-falls
- Color coded pods and corresponding wayfinding for patients
- No offices for care team members- planned collaboration
- Comprehensive case management at “check-out”- **clinician “walk-out”**
- Provide patient education/group space
- Integrate new resources/partnerships- digital retinal screening, University of New Mexico-high risk OB, diabetes community health worker

FLOOR PLAN

SCALE: 1/8" = 1'-0"

Main Entrance

Ambulance,
Detention Center
Entrance

Community
Room
Entrance

Walk-way to
BH

Employee entrance

FARMINGTON COMMUNITY HEALTH CENTER

ADDRESS | FARMINGTON, NM 87401



PRESBYTERIAN MEDICAL SERVICES

Building a Healthier State®

FLOOR PLAN

Drawn
JANUARY 21, 2013

Sheet No.

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PMS

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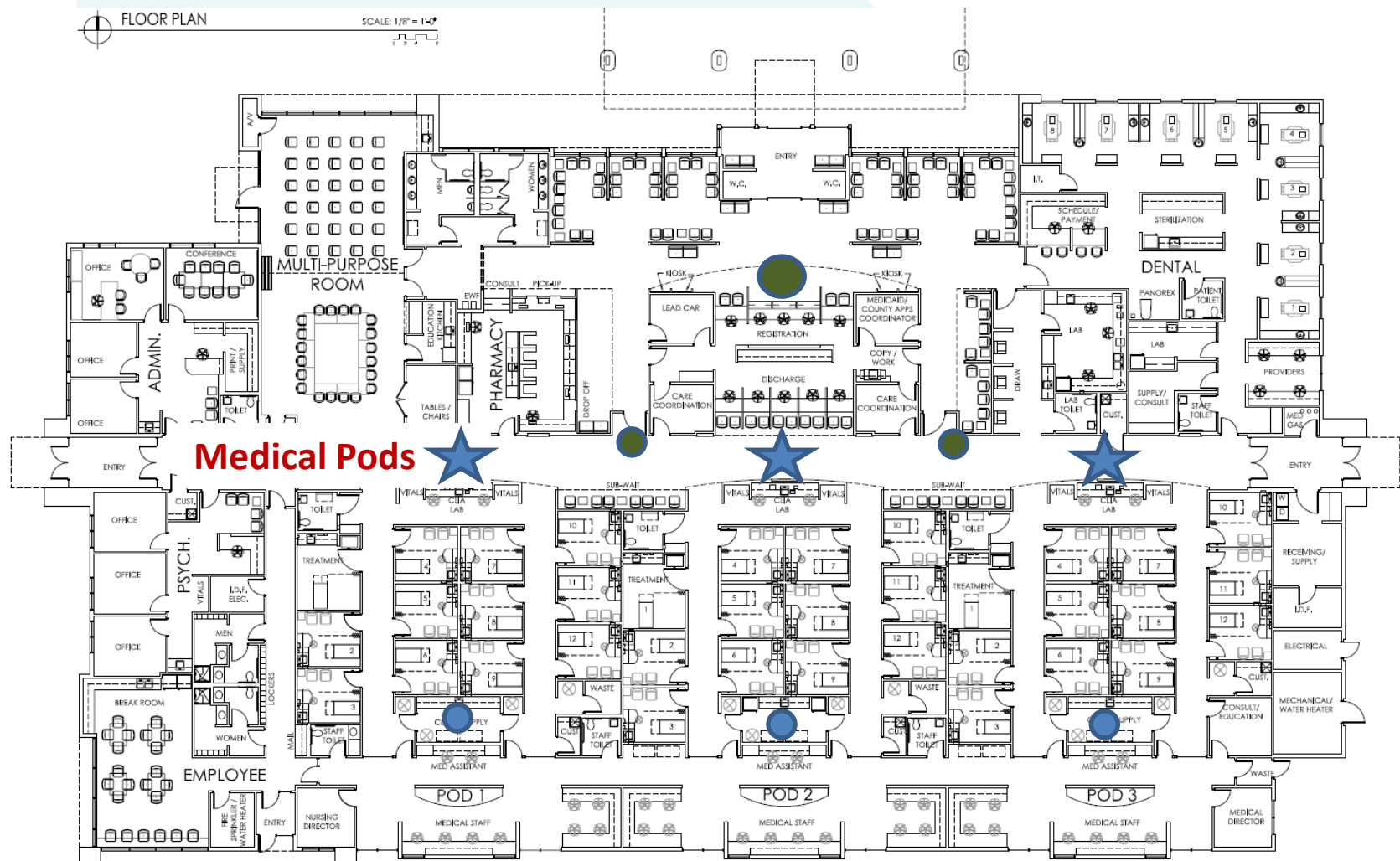












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PRESBYTERIAN MEDICAL SERVICES

Building a Healthier State[®]

Sheet Name

FLOOR PLAN

DATE: **JANUARY 21, 2013**

Sheet No. _____

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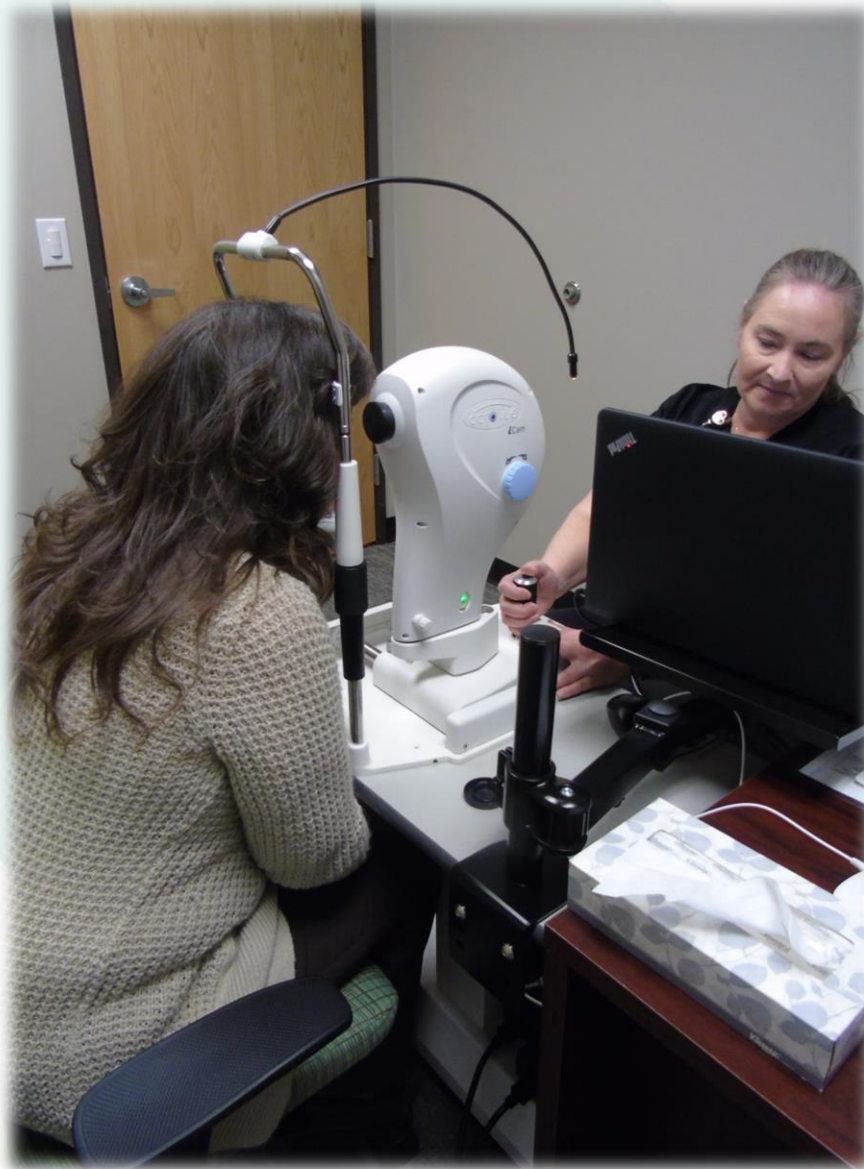
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KEEP AN EYE ON YOUR VISION

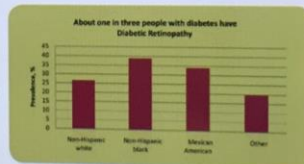


Diabetic Retinopathy

Diabetes is the leading cause of new cases of blindness in adults. This is a growing problem as the number of people living with diabetes increases, so does the number of people with impaired vision.

Diabetes can cause a disease of the eye called **diabetic retinopathy (DR)**. In its early stages, you may not notice any symptoms or changes to your eyesight, and you cannot tell that this condition is damaging your eyes. If it is not detected and treated in a timely manner, your vision can be damaged **permanently**.

A recent study, conducted at CDC, found that the prevalence of diabetic retinopathy was high, affecting almost one-third of adults over age 40 years with diabetes, and more than one-third of African-Americans and Mexican-Americans.



**ASK YOUR PROVIDER
TODAY**



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PRESBYTERIAN MEDICAL SERVICES

Our purpose is you.

PMS NORTHWEST REGION PROGRAMS

San Juan County Children's Services

Head Start, Early Head Start and Pre-K are federally-funded programs that promote school readiness by enhancing the social and cognitive development of children. Programs serve children 6 weeks to five years of age. Services are free to all eligible families and there are 7 locations in San Juan County. San Juan County Home Visiting provides free child development guidance to parents and caregivers of children through age three.

Children Service's Manager - Jyl Astar

Main Number - 505-326-6434

7 Center Sites throughout San Juan County

Northwest New Mexico Hospice & Home Care

Through resources such as medical direction, home health aides, volunteers and bereavement, our hospice services support individuals who have a terminal diagnosis and have chosen to receive palliative care as they approach the end stage of life. This program provides medically necessary home care to patients, including skilled nursing, physical therapy, music therapy and social work.

Program Administrator - Laura Ann Crawford

Clinical Services Supervisor - Donna Livato

Main Number - 505-327-4901

Administrative Offices: 608 Reilly Ave., Farmington, NM 87401

Totah Behavioral Health Authority (TBHA)

TBHA provides culturally appropriate behavioral health care and related services to clients with substance abuse, mental health, or co-occurring disorders who are homeless, unemployed, and lack access to primary medical care. TBHA is also the coordinating program for the Just Transition Program and the Sobering Center. Both facilities are located adjacent to TBHA.

Program and Clinical Administrator - Kristine Carlson

Main Number - 505-564-4834

1615 Ops Court, Farmington, NM 87401

Roundtree Children's Developmental Services

Roundtree provides early intervention to all San Juan County families with children birth to three who exhibit a delay or are at risk for a delay or who are involved with the New Mexico Children's Youth and Family Department. Roundtree's services include family service coordination, developmental instruction, occupational therapy, physical therapy, speech therapy, nutritional services, and outreach services. Services are provided at no cost to families.

regardless of income.

Administrator III - Jessica Henderson

Main Number - 505-327-7720

620 Dekalb Road, Farmington, NM 87401







FLOOR PLAN

SCALE: 1/8" = 1'-0"



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FLOOR PLAN

DATE: JANUARY 21, 2013

PROJECT:

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1ST YEAR OPERATIONS

- ❑ Over 12,000 users
- ❑ 75,000 encounters
- ❑ 110 employees
- ❑ Major shift in patient and community perception
- ❑ “Recruitment by facility”
- ❑ University interest in Family Practice residency
- ❑ Patient engagement increase- disease education & exercise classes
- ❑ Community engagement- civic groups/other not-for-profits
- ❑ Improved patient care and clinical quality indicators

Questions?