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Swedish/Issaquah redefines community health care

For the first time in 25 years, a new hospital is opening in King County – a hospital that Swedish has designed specifically to address the needs of the Greater Issaquah/Sammamish area. It is conveniently located on N.E. Blakely Drive, just off Interstate 90 at exit 18. This is one of Washington’s fastest growing areas. Until now, this community had been one of the largest of its size without a community hospital.

The new hospital is one part of a comprehensive medical complex that is intended to serve Issaquah and the surrounding communities, such as North Bend, Maple Valley and Sammamish. Even individuals residing in neighborhoods around Mercer Island, Renton and Bellevue may find it more convenient to drive east to Issaquah now that Swedish expertise is readily available on the east side of the county.

“We identified a need in the community and are addressing it with this new campus,” said **Kevin Brown**, senior vice president and chief administrative officer at Swedish. “In the past, Eastside patients often had to travel to multiple locations on congested roadways for needed care. Our goal is to bring health care closer to home. We are proud to offer our high-quality patient care to people who live and work on the Greater Eastside.”



The new Swedish/Issaquah campus includes a hospital, medical-office building, physician offices, emergency department, and multiple primary-care and specialty outpatient services. The Commons is at the heart of the campus, linking the medical-office building and hospital. This is a vibrant gathering place for families, staff and the community that includes a mix of retail shops, a café, a multipurpose conference center and portals to clinical services. 

Swedish/Issaquah

751 N.E. Blakely Dr., Issaquah, WA 98029

To schedule a hospital-based outpatient appointment, test or procedure at Swedish/Issaquah, call 425-313-7000.

Issaquah medical-office building and ED now open



Phase 1 of the Swedish/Issaquah campus, which included the medical-office building, physician offices, outpatient services and a new emergency department opened in July. Many of the subspecialties that originally had been centralized on the Swedish/Cherry Hill and Swedish/First Hill campuses have expanded access by locating physicians at Swedish/Issaquah. Specialty-care clinics at the new medical-office building include:

- Allergy
- Audiology
- Cardiology
- Colon and Rectal
- Diabetes Education
- Gastroenterology
- General Surgery
- Neurology
- Neurosurgery
- Obstetrics and Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pain Management
- Pediatric Specialty Care
- Plastic Surgery

- Pulmonology
- Spine Care
- Thoracic Surgery
- Urology
- Vascular Surgery
- Spine Care

Additionally, the medical-office building is home to the emergency department (replacing the previous stand-alone ED), a primary-care clinic, imaging and breast-care centers, an outpatient lab and testing and treatment center, physical therapy, pharmacy and the Swedish Cancer Institute's cancer center (*see page A6*).

Local care – backed by a full complement of resources

One of the most positive benefits of the new Swedish/Issaquah campus is its integration with the entire Swedish system. The community and local physicians are first served by this new, robust health-care facility close to residents' homes and places of work. And, when needed, Swedish makes it easy for Issaquah patients and referring providers to access the full complement of tertiary and quaternary care available through its centers of excellence in Seattle. ☺



The Commons, an area linking the hospital and medical-office buildings, is the heart of the campus and location of The Shops at Swedish. Pictured here is Café 1910. See page A5 for more information.

A blank slate to design the safest, most effective delivery system

The Swedish/Issaquah project created a unique opportunity to build a community health-care resource from scratch. With a blank slate, Swedish was able to completely rethink how the physical structure could best accomplish the goal of creating the safest and most effective care delivery system possible. At the same time, Swedish redefined the way care would be delivered.

The patient experience: The new campus is built around the patient with safety and quality at the core. Facility design and clinical operations ensure patients have an improved patient experience through ease of access to services and minimal waits, intuitive wayfinding (signage), an electronic health record (Epic) that integrates clinical information among affiliated physicians anywhere within the Swedish system, ample free parking and great food.

Care delivery: The facility and clinical operations have been designed to facilitate medical staff collaboration and standardized, evidence-based care pathways to enhance safety, reliability, quality and efficiency. Staffing patterns allow

maximum flexibility, and employees have the opportunity to cross-train to perform multiple roles.

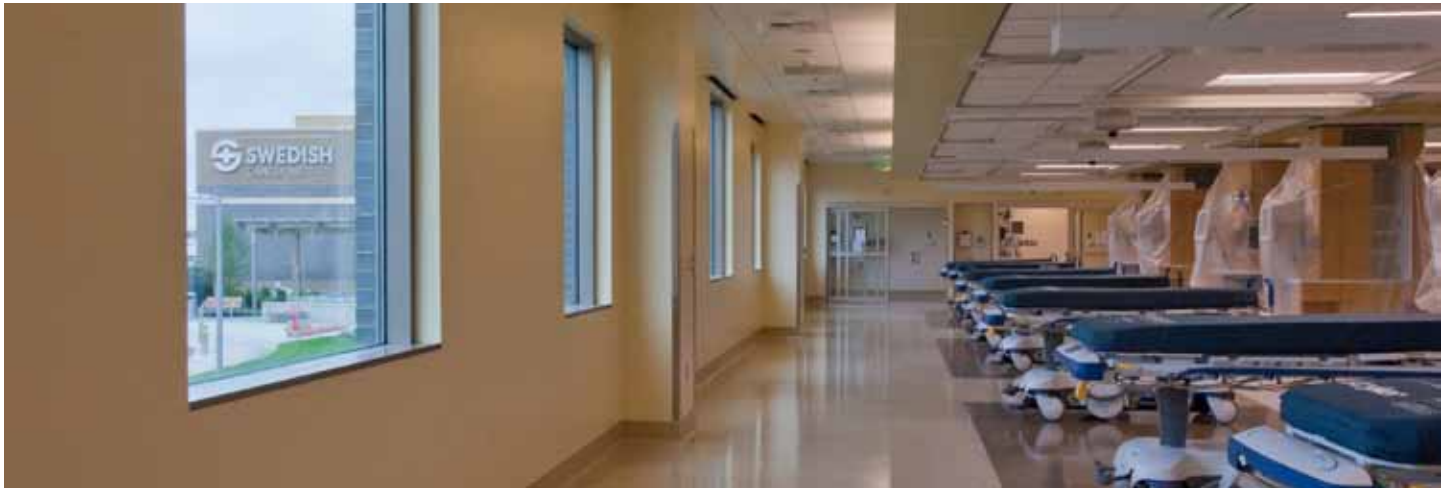
A new way to manage: Most hospitals deliver care from a departmental basis. Swedish/Issaquah operations have been aligned and integrated within three primary operational areas: ambulatory, inpatient and interventional services. Each area's administrative leader partners with a senior physician who is jointly accountable for safety, quality and operations. This integration and shared responsibility creates multidisciplinary, unified teams with one focus: the patient.

A 21st-century culture: Each Swedish team member has a voice in the care-delivery process and operational practices. Promoting mutual respect among staff and building a sense of ownership will help Swedish optimize safety and workflow. The result: the safest, highest-quality care possible. ∞

The new Emergency Department, which opened in July, is on the 1st floor of the hospital building. To improve efficiencies, it is conveniently located near interventional services, operating rooms, cardiac catheterization/interventional radiology, endoscopy, and imaging services (CT, MRI, PET/CT, ultrasound, bone density, mammography, nuclear medicine and X-ray).



The hospital of the future opens in November



When Swedish began the design process for its new Swedish/Issaquah campus, it quickly took advantage of not being bound by traditional limitations or being expected to adapt clinical operations to an existing architectural design that may have evolved over decades. This unmatched opportunity to build fresh let Swedish design a hospital to support an innovative culture, a paperless environment and its dedication to safety, quality and service.

First priority – safety and quality: The footprints of all patient rooms are “same-handed,” allowing for standardized operations and improved patient safety.

The patient as the focal point: Private rooms afford space for families, with an entertainment system and on-demand meal service that patients can tailor to their needs for additional comfort. When possible, patients will stay in the same room during their entire hospitalizations, with staffing patterns flexing to match changing acuity levels.

Maximizing resources: The space is designed to flex between inpatient and outpatient utilization to minimize unused areas. Operative and interventional services will be consolidated into a single unit to improve efficiency of space and staff movement.

Leading-edge technology: Three operating rooms are sized and wired to accommodate the da Vinci robotic surgical system. Epic, the Swedish electronic medical record, integrates clinical information among all affiliated physicians anywhere within the Swedish system. State-of-the-art imaging equipment produces best-in-class images and reduces radiation exposure by up to 40 percent. Video conferencing and Vocera, a two-way communication system for health-care personnel, is available throughout the campus.

Adaptability: Primary operating rooms are approximately 650 square feet or larger – sized to accommodate the widest spectrum of potential cases at Swedish/Issaquah.

Construction of the new hospital is several months ahead of schedule. Beds and equipment in the PACU area are ready for the first surgical patients.

Team-based approach: A Green Room, or a common gathering space, has been designed as an off-stage place for staff and physicians to relax and visit away from the pressures of their work areas. This common ground reinforces the innovative way of working together and delivering care.

A November opening is planned for inpatient surgery, labor and delivery, and the intensive care, postpartum, pediatric, and medical/surgical inpatient units. [↻](#)



Patient care is about blending expertise and leading-edge technology with an environment that comforts and soothes. Artwork by Northwest artists, natural light, and an open architectural style accomplish this goal at Swedish/Issaquah. Swedish also took advantage of an outdoor area between the hospital and medical-office building to create a central healing garden.

The Shops at Swedish

In addition to providing an array of medical services for the Issaquah/Sammamish community, Swedish is enhancing the patient experience by incorporating retail shops into its medical-office building. Located in the heart of the new Swedish/Issaquah campus, The Shops at Swedish brings together health and wellness products, unique gifts and personalized services.

Be Well: A wellness boutique designed to support healthy lifestyles.



Flex Space: A multi-use space to gather, learn and stay strong in both mind and body.



Perfect Fit: A fine lingerie boutique offering luxurious sleepwear, fashion-forward intimate apparel and comfortable basics. We also offer a large selection of post-operative breast surgery garments, as well as swimwear, hats, scarves and other accessories for cancer survivors.



Café 1910: Named for the year that Swedish Hospital was founded, Café 1910 features a diverse menu with healthy eating the priority — there are no fryers or soda machines.



Comfort & Joy: A warm and welcoming boutique focused on the needs of pregnant women, new moms and babies.



Adventure Kids Playcare:

A unique drop-in childcare and entertainment center for kids ages six weeks to 12 years old.



Lily and Pearl: A distinctly elegant departure from the traditional hospital gift shop.



Starbucks: Swedish/Issaquah has a full-service Starbucks coffee shop in the new facility. ☞



Swedish/Issaquah at a Glance

- 500,000-square-foot medical campus
- More than 450 employees from Swedish and Swedish affiliates
- Expecting more than 100,000 unique patient visits/services in 2012
- Paperless environment using Epic electronic medical record system
- Hospital will open with 80 beds, ultimately expanding to 175
- All private hospital rooms with in-room entertainment systems and on-demand room service
- Free parking and free Wi-Fi throughout the campus



Cancer care close to home

The Swedish Cancer Institute has truly embraced the importance of providing cancer care close to its patients' homes or places of work. This summer SCI opened a 15,000-square-foot Cancer Care Center on the first floor of the new Issaquah medical-office building, providing both medical- and radiation-oncology services. The center also houses 11 infusion suites, a state-of-the-art image-guided linear accelerator and a simulation CT scanner.

The center offers a comprehensive approach to help facilitate each patient's transition from diagnosis to treatment and survivorship. The cancer program also offers multiple programs and services that can be integrated into an individual's care plan to complement their traditional medical care.



Hereditary Cancer Clinic: This clinic offers genetic testing and counseling to patients and families at risk for hereditary cancers.

Naturopathic Care: As a complement to conventional oncology treatment, naturopathic care supports the patient's immune system and reduces side effects.

Nutrition Care Clinic: Individualized nutritional counseling by certified dietitians help patients make the best dietary decisions during their cancer treatment.

Cancer Support Services: A team of social workers and psychiatrists focus on helping patients and families sustain their ability to cope with the stress of a cancer diagnosis, treatment and survivorship.

Cancer Education Center: This unique resource center provides patient education materials to the public at no cost.

Patient Education Classes: A comprehensive menu of classes helps patients make treatment decisions, manage their symptoms and access complementary programs.

Registration, which is required for these classes, is available online at www.swedish.org/classes 

