


M Health Clinics and Surgery Center

The vision becomes a reality...





“This is no ordinary space. It is not medicine as usual with a fresh coat of paint and bigger windows. It is a thoughtfully designed integration of evolving technologies and humanity taking center stage. The innovations demonstrated purposeful and diligent patient-centered care ideals, which will make getting care at M Health a more cohesive, engaged, and pleasant experience.”

Jennifer Kapel

Patient Advisory Board member

The Front Door To M Health

- Focus on patient as consumer
- Transform care and experience for today and the future
- Attract a new market who are looking for convenience
- Increase access to multispecialty practice and clinical research capabilities



Driving a Healthier Future

- Look to other industries for innovation
- Leverage technology to enhance experience for patients and care team
- Move from provider-based to freestanding reimbursement model
- Redesign operations to reduce cost: smaller footprint, better use of fixed asset
- Increase access: 12 hour operation M-F, 4-8 hours Saturday; limited services Sunday
- Work to decrease return visits by 40%
- Support education and research with efficient building design



Dynamic Modeling Tools Drove Sizing



Population Horizon



E-Visits



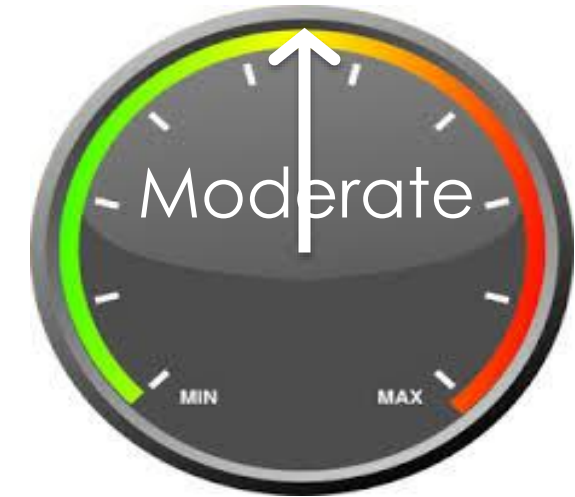
Technology



Hours of Operation

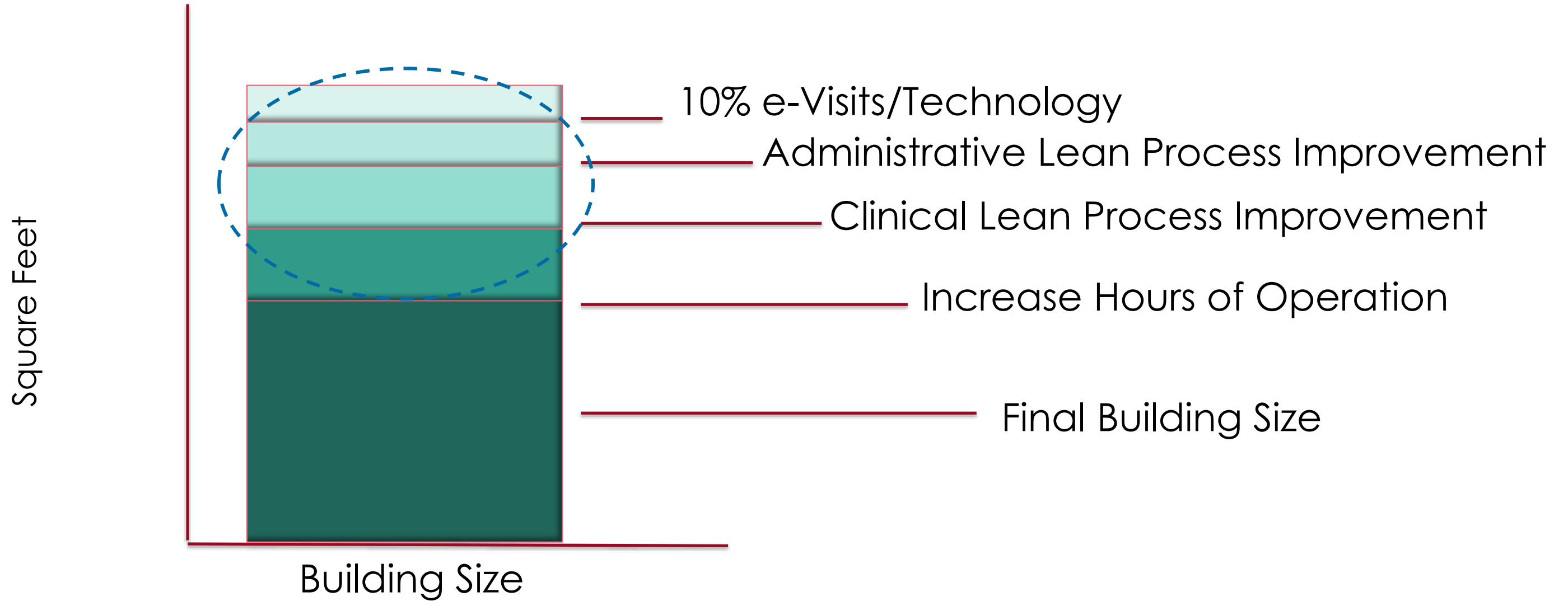


Administrative Process Improvements

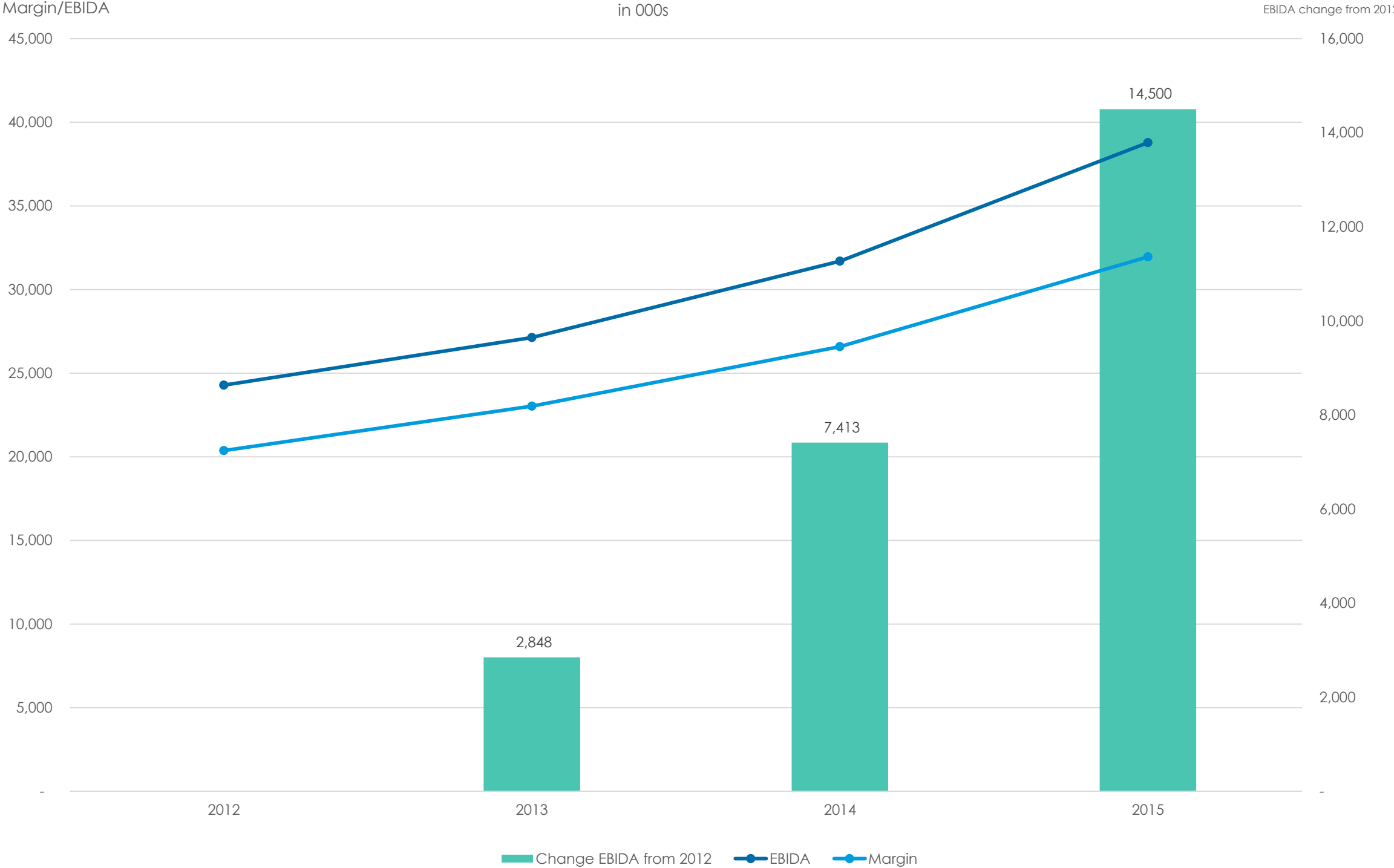


Clinical Process Improvements

Results of Modeling Decreased Capital Expenditure



MSA Clinic Financial Performance 2012 - 2015

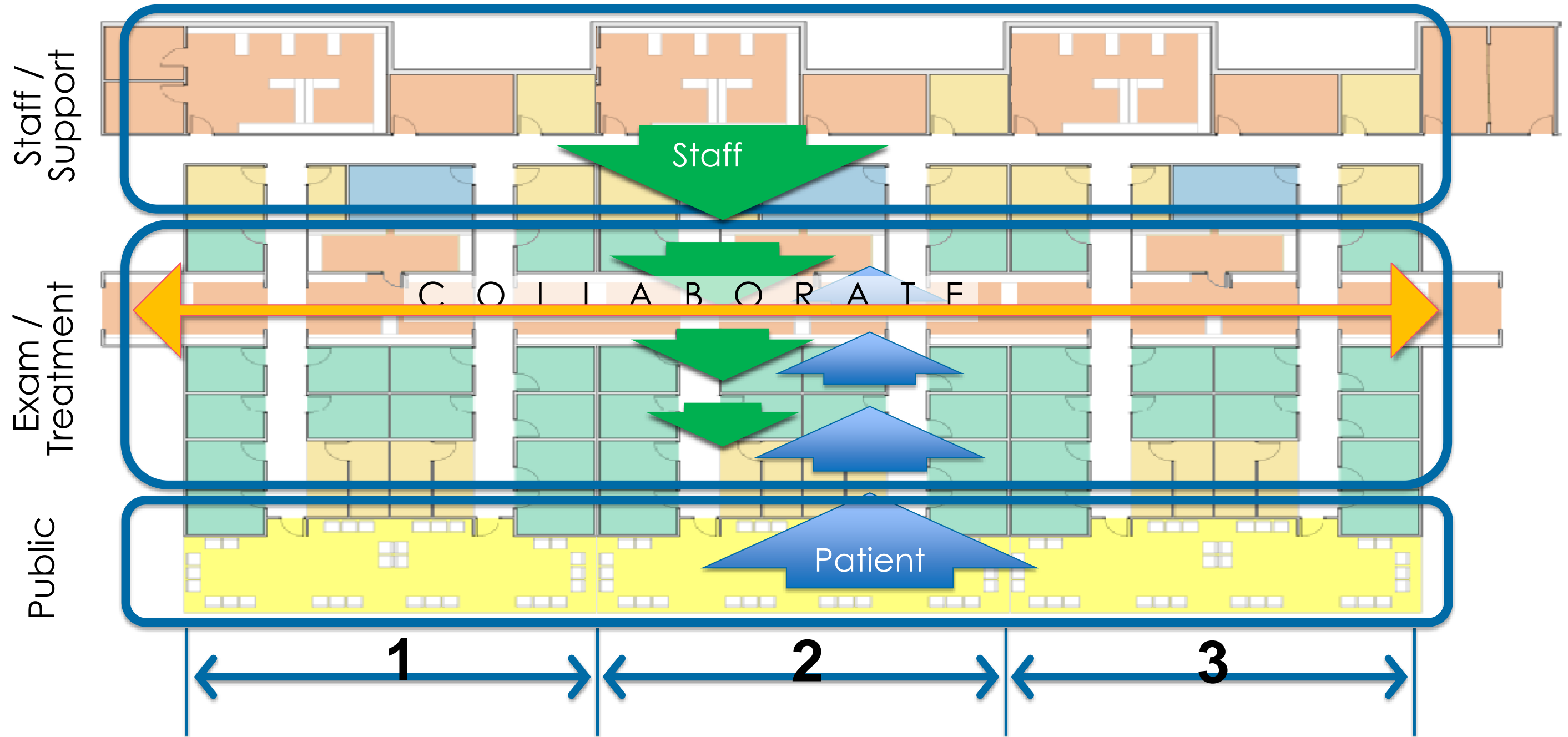


Collaboration = Transformation

- Hundreds of leaders, providers and staff from U of M, UMP and Fairview contributed to design new workflows and processes
- Teams continue their work together to implement design and activate the facility
- Flagship for what's possible when we work together



A Flexible Modular Approach That Anticipates Change



Patient & Provider Flow – 40+/- Patients/Day Volume (6 Exam Rms)



Patient & Provider Flow – 80+/- Patients/Day Volume (12 Exam Rms)



Patient & Provider Flow – 120+/- Patients/Day Volume (18 Exam Rms)



Touchdown Areas With Natural Light And Views – “Off Stage”



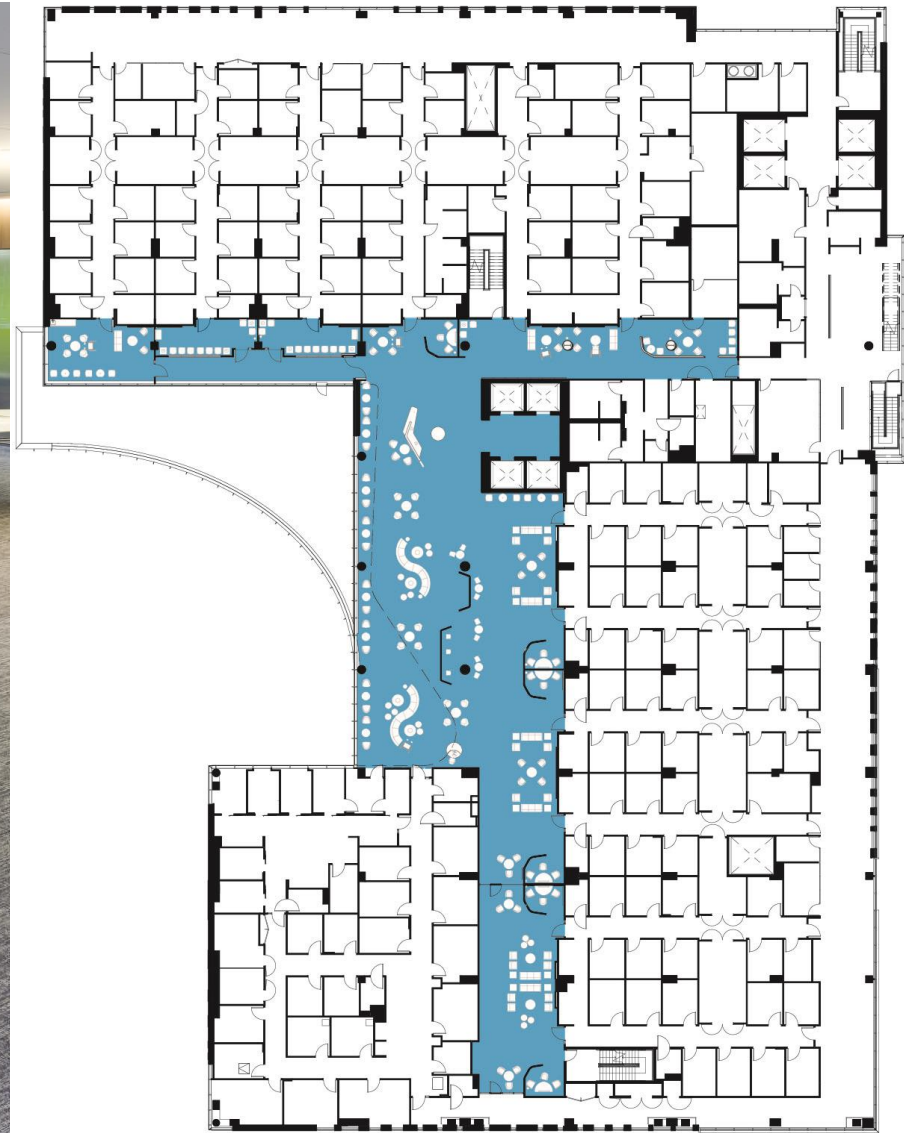
Staff Nexus Designed To Be The Coolest Spot On The Health Campus



Collaboration Zones Link Clinic Modules Together To Facilitate Interprofessional Care



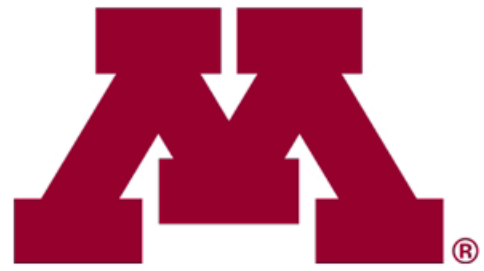
Public Zones Minimize Walking Distance, Maximize Experience



Technology Drives Patient Experience and Operational Efficiency

- Pre Appointment Management
- Patient Arrival and Check In
- In-clinic Experience
- Patient Departure and Check Out





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