

## BUSINESS WEEK / ARCHITECTURAL RECORD AWARDS

### Texas Children's Hospital Clinical Care Center, Houston

by FKP Architects for Texas Children's Hospital

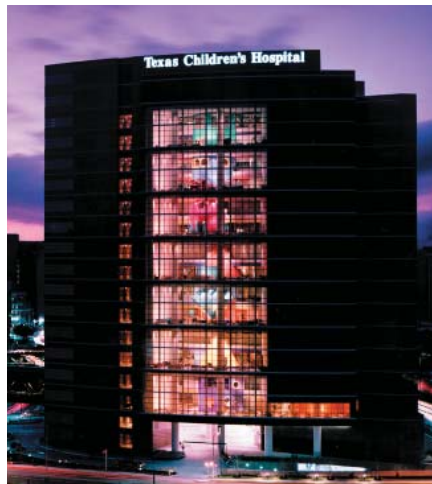


"I was astounded at the emotional experiential feeling that the space gave to me," commented a member of the jury upon return from a site visit. "I think it's a real project of social significance."

Administrators of the Texas Children's Hospital, a 41-year-old pediatric institution, realized they needed a new facility to meet the business objectives of the hospital in the changing health-care market. Design goals included increasing customer satisfaction through decreased waiting times and to recruit/retain quality staff. FKP Architects worked with the

client to create an outpatient design that was flexible enough to meet changing needs and still be cost-effective, create a family-friendly environment to calm fears and reduce stress, and enhance the hospital's image within the community.

The highly collaborative design process included weekly meetings with the board of trustees, a building steering committee, nine meetings with each of 50 departments to develop individual spaces, and a patient advisory board review. Clinic floors are organized around two-story, color-coded geometric play shapes that help grownups with way finding and carve out check-in and play spaces for kids. The new building facilitated concurrent new business procedures, such as "timeshares" of clinical space by several physicians using the same exam rooms during different time slots.



#### REFERENCE

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#### THE 2002 BW/AR JURY

Lawrence L. Edge, President  
World Development Federation

Steven M. Goldberg, FAIA, Partner  
Mitchell/Giurgola Architects, LLP

Dr. Michael Hammer, President  
Hammer and Company, Inc.

Jon Adams Jerde, FAIA, Chair, Founder  
The Jerde Partnership, Inc.

Toshiko Mori, Chair, Department of Architecture  
Harvard University Graduate School of Design

Timothy J. O'Brien, Vice President, Real Estate  
Ford Motor Company

Chee Pearlman, Design Consultant  
Columnist for the New York Times

Cathy J. Simon, FAIA, Principal  
Simon Martin-Vegue Winkelstein Moris

David A. Thurm, Vice President, Real Estate  
Development  
The New York Times Company

Robert W. Vanech, Venture Partner  
AMP5, LLC.

Following seven months of operation four measurable improvements are already evident.

- A 19% jump in exam room use now allows collaboration among physicians treating the same patient.
- The benchmark of optimal registration time for patients increased from 69% to 94% in three months.
- Although designed to handle a 4% annual increase in the number of patients, a 9% annual increase was accommodated without need for additional staffing or building modifications.
- Physician feedback shows that they feel more productive and that the space promotes collegiality.

**"The architects and the hospital collaborated to create a unique, wonderful place on the inside, and a functional, practical hospital," the jury reported. "The interior of this building was its most successful part."**