

CAPITA

Medicover, Poland



A new and innovative health planning solution providing competitive advantages to the Polish marketplace.

Project Development of a Polish private hospital

Key objectives

- Design and build Medicover's first in-patient hospital
- Review the client's proposals and advise on a suitable model of care and the facilities required to deliver the care
- Assist in defining the requirements for the new in-patient hospital which would then be used to develop and shape the design brief
- Ensure that the resulting facility would be a 'place of health and well-being' based on a design concept centred around a healing environment, in line with the Medicover philosophy
- Ensure the well-being of both patients and their carers.

Key results

- Introduction of a graduated model of recovery, resulting in efficient staffing, shared share support accommodation, improved patient safety and a reduction in costs
- Adoption of an international best practice approach in ward design, allowing for the flexibility of use in bed spaces
- Our innovative health planning solutions allowed Medicover to maximise single in-patient bedroom provision, encouraging health and well-being through ensuring privacy and dignity is maintained.

Background

Capita introduces new and innovative health planning solutions to the Polish marketplace, providing our client with competitive advantages including cost benefits and higher quality inpatient accommodation.

Overview

Medicover is a private medical provider and healthcare management organisation based in Poland with over 200,000 insured members across Central Eastern Europe. Medicover has 50 operational outpatient clinic facilities across the region, seeing over two million patients per year.

Challenges and goals

This task was to design and build the client's first in-patient hospital, to be located in Warsaw.

Our approach

Our team reviewed the client's proposals, challenging the model of care and consequent facility requirements. A three day workshop in Warsaw defined the requirements, which we then translated into a design brief. Our experts worked continuously with the client and the design team to refine the brief and review design proposals, to make sure client needs were defined clearly and met in full. The scheme is a 15,000sqm state-of-the-art, comprehensive private hospital, providing:

- Inpatient care – elective and emergency
- Specialist cardiology service
- Specialist women's centre
- Specialist children's centre
- Comprehensive diagnostic centre.

The design philosophy for the hospital centred round a healing environment with a focus on the well-being of patients and their carers. The philosophy was to create a 'place of health and well-being', with emphasis upon:

- Encouraging health and well-being through maintaining independence and ensuring privacy and dignity is maintained
- Maximising natural daylight and views of nature
- Integrating nature within the hospital.

Capita's contribution to the success of this project was the introduction of new and innovative health planning solutions to the Polish marketplace.

Outcomes achieved

Graduated recovery

We proposed a graduated model of recovery, in which the planned theatre recovery area is immediately adjacent and contiguous with the critical care department. This provided a number of advantages, including efficient staffing, shared support accommodation, flexibility in use of bed spaces, improved patient safety and a reduction in costs.

Flexibility in ward design

In Poland there is a very strong tradition of having dedicated speciality-specific wards which provide an inflexible solution for the future. In bringing international best practice to our client, our experts introduced a solution that enabled flexibility of use in the future. Wards were designed as separate units, but immediately adjacent to one another to allow for beds at the adjoining ends of wards to be added or removed from a speciality ward as required.

Single patient bedrooms

We encouraged our client to maximise single in-patient bedroom provision. In the surgical inpatient unit, intensive care and cardiac care units, 100% of the rooms were for single patient occupancy. The remaining accommodation consisted of 80% single rooms and 20% double rooms that could be converted to single rooms in the future.

"Thanks a lot. You've done fantastic work! If all the co-operation and communication continues to work as it is so far - this project will be a success for sure."

Marcin Lukasiewicz, Medicover