



Multnomah County Southeast Health Clinic Primary Care Remodel

Project Design and Construction

Project: To remodel a portion of the Southeast Health Clinic into a primary care center and relocate the Environmental Public Health services to an alternative location.

Date: September 27th, 2012

Sponsors and Stakeholders

Sponsors: Multnomah County Health Department Director, Lillian Shirley

Stakeholders: Multnomah County Board of Commissioners
Multnomah County Health Department
Multnomah County Facilities & Property Management

Background

The residents of Southeast Portland experience multiple barriers to accessing medical and other safety net health services. Poverty, lack of access to primary care services, limited English proficiency, lack of health insurance and homelessness are a few of the many barriers faced by SE Portland's diverse residents. Currently, around 2,900 of the Health Department's clients live in Southeast Portland; 22% are homeless or at risk of homelessness. Data show that these clients also have higher rates of hypertension, depression, diabetes, chronic pain, and tobacco use than other Health Department clients, resulting in the need for frequent visits to primary care providers. Currently, these high need clients are forced to travel longer distances to access services, creating a significant barrier to care and a negative impact on health and well-being. In addition there are a significant number of Southeast residents who are unable to access comprehensive care due to lack of providers who serve Medicaid and uninsured individuals.

In Southeast Portland there are three Health Department-operated school-based health centers serving 1,700 school age youth annually; two small-scale alternative care clinics with part-time hours; a part-time mental health clinic; a part-time primary care clinic; a sexual/reproductive health clinic; and a Federally Qualified Health Center (FQHC) look-alike clinic that is at capacity. When the shortage of health services is combined with the growing Southeast target population, it is clear there is substantial unmet need in the area. This has played a role in escalating barriers for the target population and continuing health disparities, particularly in communities of color.

Facing this need for targeted health care services, Multnomah County Health Department and Facilities and Property Management initiated explorations of repurposing the SEHC in *August 2011* for these uses. The space proposed for the primary care center is currently occupied by the Environmental Public Health (EH). Board of County Commissioners approved Resolution 2012-082 on June 28th, 2012 for a lease to move the Environmental Health Program to the 3rd Floor of the Lloyd Corporate Plaza located at 847 NE 19th Ave., Portland, OR.

The primary care center will be approximately 9,900 square feet with (20) exam rooms, (3) seven person office pods, (4) private offices, a call center, lab, pharmacy, group room, along with support and administrative spaces. (Insert Funding information)

FAC- 1 Process

The following is an outline of the FAC-1 process proposed for this project.

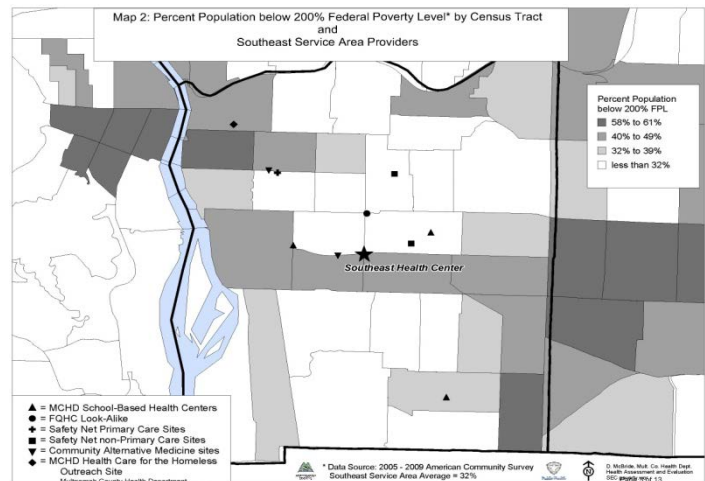
1. Board of County Commissioners approved Preliminary Planning and Project Proposal on March 15th, 2012
 - Complete design of SEHC based on concept plan.
 - Investigate a new location for Environmental Health
 - Approval of \$150,000 for Design of the Primary Care Center at SEHC and Administrative Services.
2. Resolution 2012-082 approved to lease space for the Environmental Health Program to relocate to Lloyd Corporate Plaza, 3rd Floor (June, 2012)
3. Project Design and Construction
 - Present construction plan and budget. (Sept, 2012)

Project Goals

- The Southeast Health Center facility is centrally and strategically located to create primary care access for the target population and fill a critical gap in the safety net by providing comprehensive primary care to individuals who would otherwise remain unserved.
- Multnomah County Health Department will serve 3,500 new clients at the Southeast Health Center with two provider teams in the health center's first year and 5,000 clients with three provider teams in subsequent years. The first year will have only two provider teams for sustainability purposes.

Project Scope

To renovate 9,900 square feet on the first floor of the two-floor 23,700 square foot facility. The scope of work includes demolition, construction, and moveable clinical/non-clinical equipment (e.g., instruments and furnishings for functioning exam rooms, lab, pharmacy, reception, and offices). Demolition will remove interior walls, electrical and cabling, interior doors and frames, ceilings and ceiling lights, and floorings. After demolition, construction activities will alter the space to form a new reception and waiting area; 20 exam rooms for three provider teams; a combined office for each provider team; a group visit room; lobby, staff, and patient restrooms; a lab; a pharmacy; storage; three staff offices; one administrative office; one break rooms; and a call center. All work will be done in compliance of the *HEALTH FACILITY REG.*



The first floor renovations will not impact the space occupied by the dental clinic, so it can operate normally during construction. The area to be renovated is currently occupied by public health staff.



SOUTHEAST HEALTH CENTER
3533 SE 36th Ave.
Portland, Oregon
June 25, 2012

Main Floor Plan Final Design

1/16" = 1'-0"

SIE A

By: [Signature] [Name]
[Title]
[Company]
[Address]
[Phone]
[Email]

Multnomah County Environmental Public Health will relocate to support the provision of comprehensive primary care at the Southeast Health Center location. Facilities has worked closely with Environmental Health to secure a new location that supports the business needs of providing health inspections of 15,000 facilities annually, birth and death certification of Multnomah county residents, Food Handler testing and training, housing home visits and inspections, Childhood Lead Poisoning and Prevention and implementation of policy initiatives that relate to Environmental Public Health like Bisphenol A-and Bedbug control. The schedule to be moved by October of 2012 meets the business needs of licensing 8,000 facilities between October and December. A preliminary site has been identified for relocation of the Environmental Health Programs that is within the budget and timeline outlined for initiation of the proposed remodel.

Environmental Health Floor Plan at Lloyd Corporate Plaza



Multnomah County Policies and Initiatives

This project will align with County policies and initiatives for renovation projects, including the following aspirational goals:

1. High Performance Green Building Standards
2. Minority, Women, and Emerging Small Business Program
3. Solar Initiative
4. Architecture 2030
5. Regional Arts & Culture Council
6. BOLI Wages
7. Health Facility requirements on Confidentiality and Protection of Surrounding areas during construction.

Preliminary Budget Estimate

Southeast Health Center Renovation - Cost Estimate

Hard Costs:	\$1,130,000
Architectural & Permit Soft Costs:	\$174,000
Equipment and Administration Soft Costs:	\$413,000
Project Costs:	\$1,717,000
Relocation of EH and RAC Fees:	\$279,000
Total SEHC Renovation Cost Estimate:	<u>\$1,996,000</u>

* The hard costs estimate is based on a construction budget study completed by DMC Cost Consulting dated 5/24/2012 and additional information provided by MKE & Associates Consulting Engineers.

Funding Sources

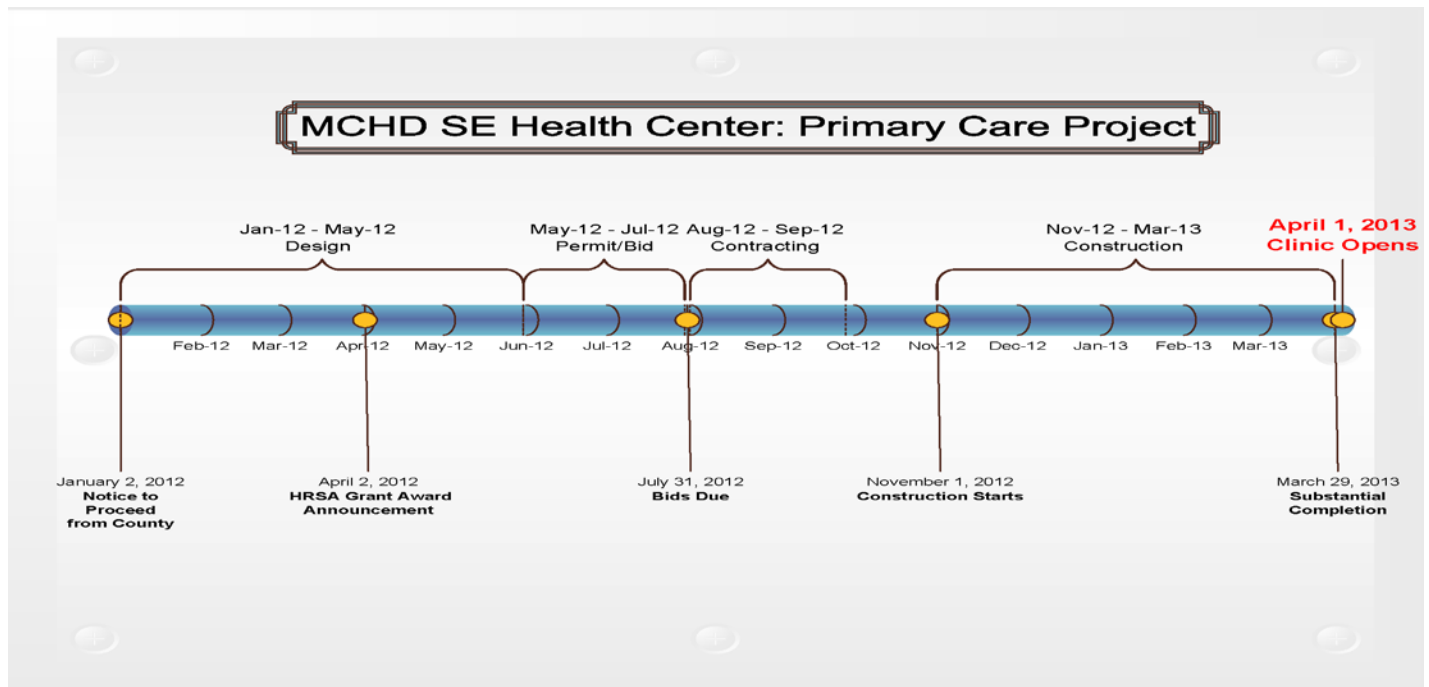
The total Southeast Health Center project cost is \$1,996,000. The total Southeast Health Center project cost is \$1,996,000. Since the Phase 1 FAC-1, MCHD received notice that the department was not awarded the Capital Development – Building Capacity HRSA funds. MCHD has already secured \$279,000 in the FY2013 budget for the relocation of Environmental Health and RAC fees. Of the remaining \$1,717,000 in project costs, \$118,000 was expensed in FY2012. The Board of County Commissioners budgeted \$802,015 in contingency with MCHD to return to the Board when budget, financing, and construction plans are finalized through the FAC-1 process. CareOregon has committed \$500,000 toward this project and MCHD continues to reach out to other partners to fund the remaining \$296,985 for this project.

MCHD will not need any additional Section 330 funding to support the new operating costs associated with SEHC, including utilities, maintenance and repair, staffing, internal services (travel, postage, data processing, telecommunications, etc.), medical and office supplies, etc. The projected operational budget for SEHC is \$3,559,315. These expenses will be covered through revenue from billing for visits and services (e.g., Oregon Health Plan/Medicaid, Medicare, private insurance, fees for service, and pharmacy fees). There is no capital debt related to the proposed project, and MCHD

can leverage local resources such as the Board of Commissioners, County Facilities, and CareOregon, if there are any capital reinvestment needs.

Relocation and Regional Arts and Culture Council (RACC) fees will be funded by a mix of program income and county general funds. The county general funds would be already allocated within the health department operating budget. No new general funds are required.

Project Milestones



The proposed SEHC A&R project has a completion date of mid March, 2013 and MCHD will open the SEHC for comprehensive primary care services April 1, 2013. Initially staff will include two provider teams, administrative support staff, a Psychiatric Nurse Practitioner for behavioral health services, a case manager for enabling services, and lab and pharmacy staff.

Project Team

There has been a cross disciplinary project team assembled to finalize the plans for SEHC. Members of the immediately affected departments and agency partners have been working in weekly meetings. This team completed the design and is starting the bidding and contracting process.

Project Team:

Multnomah County Health Department

- Vanetta Abdellatif, ICS Director
- Nicola Winchester, Health Project Manager
- Loreen Nichols, Director of Community Health Services
- Lila Wickham, Environmental Health Manager
- Mark Adams, Administrative Analyst, Environmental Health

Facilities & Property Management Division

- John Lindenthal, CIP Manager
- Greg Hockert, CIP Project Manager
- Bob Lilly, Facilities
- Carla Bangert, Lease Management

Scott Edwards Architecture, LLP

- Alden Kasiewicz

Multnomah County Attorney
Multnomah County Finance Office
Multnomah County Board of Commissioners

Public Outreach

This section provides the strategy the MCHD will take to inform the public and the clients seeking these services.

Goals of the Public Involvement Plan

The goals of this public involvement effort are to:

- Provide clear communication to the clients and public seeking the services to be provided at this primary care center.
- Provide clear communication to clients of the Environmental Health section on their new location.
- Provide clear communication about the renovation to service providers
- Build trust and support for the project through regular and timely communication to neighborhood and internal audiences
- Provide a point of contact for the project for internal and external audiences

Point of Contact

The point of contact for this project is the Multnomah County Communications Office.
Julie Sullivan-Springhetti – (503) 988-5766.

Key Stakeholders

The following stakeholders have been identified as central to our outreach efforts:

- Multnomah County Health Department Clients
- Health Department Community Health Council
- Health Department Partners & Contracted Organizations
- Adjacent Neighbors & Neighboring Businesses
- Other Governmental Partners
- Neighborhood Service Providers
- Multnomah County Health Department Employees
- AFSCME Local 88
- Oregon Nurses Association

Outreach Tools

The main tools Multnomah County may use to communicate and seek input are:

- One-on-one meetings with key stakeholders early on in the process Community meetings with neighborhood association and business groups to share information about the proposal, answer questions, and share opportunities for public involvement
- Throughout the development Multnomah County will host meetings with project representatives with adequate time for one-on-one discussions before and after meetings.
- Regular updates to organizations that have an ongoing interest in the project
- Project Fact Sheet with contact information for questions
- Frequently Asked Questions Sheet
- Email list serve of interested parties

Environmental Health will use multiple venues to communicate with the public and our customers.

- **Licensed Facilities** including Restaurants, Pools, Hotels, and Childcare Centers will receive special notices in their invoices indicating the change of address. The monthly Food Safety newsletter will include the change of address. We will acquire advice from the Food Service Advisory Committee on other communication strategies. All of our forms and applications will be updated along with our numerous websites.
- **Food Handler** books, websites will be revised along with notification of state and local partners.
- **Funeral Homes** will receive direct mailings of our change along with website changes and communications with our state partner to revise their materials.
- **Housing Programs, including Lead Poisoning Prevention** will disseminate the information through revisions of websites, partner notification and distributed materials.
- **Business Cards** for the 47 staff having regular interactions with the public will be revised.

Media Relations

- Regular press releases
- Create and distribute media kit
- Invite press to community meetings
- Place feature stories
- Foster relationships with key media contacts

Talking points

The Southeast Health Center is located in Southeast Portland at 34th and Powell. Dental services are currently provided at this site. The clinic will provide comprehensive, culturally competent primary care services which include treatment of acute and chronic illnesses, behavioral health, family planning, prenatal and preventive services (well child, immunizations), and enabling services and is intended to serve as a medical home for residents of Southeast Portland.

This health center aims to reduce barriers to health care access, to integrate behavioral health services, to provide continuity and coordination of services and to collaborate with community partners. Ancillary support services are operationally integrated and include pharmacy and lab. Enabling services include Medicaid eligibility screening, medical interpretation, transportation, case management and health education.