

# A BETTER PRACTICE AWAITS

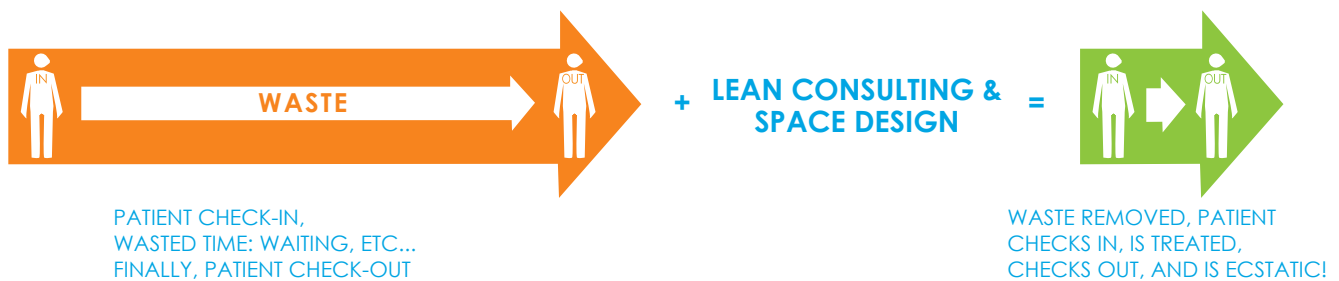
It has long been known that extended wait times, fragmented care, and poor communication are detrimental to patient satisfaction. FlowOne Lean Consulting, LLC and AMDG Architects can help. By analyzing your processes and evaluating the design of your space, our teams will work in close collaboration to transform your practice—dramatically improving the patient experience and your own.



## THE VALUE OF BEING LEAN

Lean is an operating philosophy that views “value” from the eyes of the client – in this case, the patient. Any portion of their experience that does not directly contribute to care delivery is an area for improvement.

For example: time spent by a physician or other team member consulting with a patient is value-added, while time spent seeking supplies or tracking down other team members in the hallway is waste. Ultimately, lean identifies waste and works to create a revised process that is calm, accurate, and efficient.

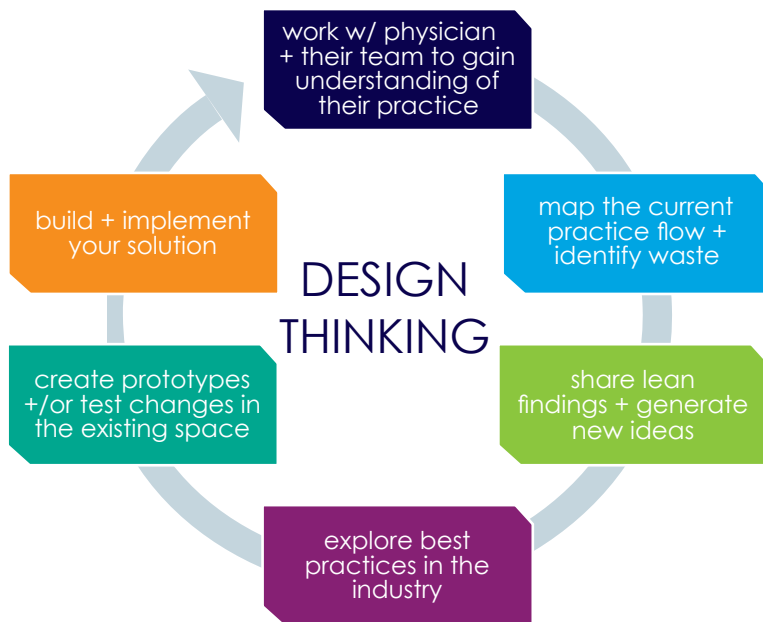


## MAXIMIZING DESIGN

FlowOne’s lean process, paired with AMDG Architect’s in-depth pre-design process, will help you make the best possible use of your space. This means uncovering issues such as physician inability to track down fellow staff members when needed, excess motion for staff and patients, privacy concerns, and a range of inefficiencies holding your practice back. By understanding your day-to-day process, we will design a space that truly flows.

## FORMING THE RIGHT TEAM

A critical step to achieving success is forming the right team. Along with FlowOne Lean Consultants, LLC and AMDG Architects, there should be a group of your staff that represent different areas of your practice - reception, patient care, facilities, etc. Those team members will identify waste in their own work as well as waste from the collective interactions between staff. Engagement in the process allows your staff to feel a part of the decisions and therefore 'vested' in the patient experience.



## THE RESULTS



- INCREASED PATIENT + STAFF SATISFACTION
- INCREASED PRODUCTIVITY
- REDUCED WALKING DISTANCE
- REDUCED PATIENT WAIT TIMES
- REDUCED OVERTIME + STRESS

## BOOSTING MORALE

When a space flows and patients are delighted, something important happens for those providing their care: they too, become more satisfied. A well-designed space that has implemented lean practice creates a calmer environment for both patients and staff. The element of “chaos” is removed with less movement (waste) and added opportunities for off-stage communication among staff members.

Fine-tuned processes yield windows of time that allow opportunities for added productivity throughout the workday. As a result, the end of clinic hours means the end of the day for physicians and administration - removing the need for additional work hours, reducing physician burnout, and creating a better quality of life.

“ We made the space hum by centering our work to providing value to our patients and bringing the care to them. The centralized work space maximizes provider efficiencies and team collaboration to ensure optimal care is being achieved. ”

- Dr. Channing Tassone M.D., Children's Hospital of Wisconsin

## FOCUSING ON EFFICIENCY

From ophthalmology to orthopedics, FlowOne's lean practice partnered with AMDG Architects' thoughtful and efficient space design will ensure your practice produces transformative results. One design strategy that has proved effective is to use an "on-stage / off-stage" approach to spatial organization and care. "On-stage" areas are those where the patient receives care, while "off-stage" is where staff and physicians work in a centralized location to minimize distance from patient care areas and maintain open lines of vital communication and collaboration. On-stage / off-stage will result in fewer patient footsteps and allow staff to collaborate and help each other more easily.



“The central “hub” workspace for doctors and technicians has accomplished its purpose. It feels LEAN and has enhanced our workflow. Staff satisfaction and patient satisfaction after just one morning in this new environment was a palpable improvement.”

- Dr. Scott Westhouse, DO  
Retina Specialists of Michigan



- “off-stage” staff work areas
- “on-stage” patient experience areas
- centralized procedure / labs
- offices / physician focus areas
- research areas



Off-stage staff “hubs” as shown above provide opportunity for communication and collaboration



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## ANEESH SUNEJA

Member of the American Academy of Ophthalmology (AAO),  
President and Founder of FlowOne Lean Consulting LLC,  
Aneesh Suneja has decades of expertise in engaging and training  
medical front lines (doctors, staff, and administrators) to identify  
waste and create efficiencies in new building spaces.

“FlowOne’s purposeful  
braiding together  
of lean process  
efficiencies with the  
pod architecture creates  
value and reduces waste  
— a vast improvement  
over our previous  
clinic architecture  
and workflows.”

- Alan Kimura, MD, MPH  
Retina Colorado

### CLINICAL EXPERIENCE

Lurie Children’s Hospital of Chicago - *Chicago, IL*

Children’s Wisconsin - *Milwaukee, WI*

Froedtert & the Medical College of Wisconsin - *Milwaukee, WI*

UnityPoint Health, Meriter Hospital - *Madison, WI*

Holy Family Memorial - *Manitowoc, WI*

Foot & Ankle Specialists of West Michigan - *Kentwood, MI*

West Michigan Eye Care Associates - *Kentwood, MI*

Fort Lauderdale Eye Institute - *Plantation, FL*

UW Health, Dept. of Ophthalmology & Visual Sciences - *Madison, WI*

University of Louisville, Dept. of Ophthalmology & Visual Sciences - *Louisville, KY*

Illinois Retina Associates - *Chicago, IL*

Austin Retina Associates - *Austin, TX*

Colorado Retina Associates - *Denver, CO*

Retina Specialists of Michigan - *Grand Rapids, MI*

Orange County Eye Institute - *Laguna Hills, CA*

Retina-Vitreous Consultants of CNY - *Syracuse, NY*

Vitreoretinal Specialists - *Grand Blanc, MI*

Rush University Medical Center, Dept. of Ophthalmology - *Chicago, IL*



## PETER BALDWIN + GINA PAUL

Established in 1992, AMDG Architects is a full-service, multi-design, commercial and residential practice led by Peter Baldwin. AMDG is a member of the American Academy of Ophthalmology (AAO). The firm’s medical office design studio is led by Gina Paul, who has over 30 years experience in the field of architecture. With a team of 32 total employees, AMDG is dedicated to understanding, serving, and advancing your mission by shaping your environment.

“AMDG helped make our dream a reality. They were receptive to our ideas and vision for the new practice, and they had the knowledge and experience to add value to the design process.”

- Lisa Versluis  
Practice Administrator  
Great Lakes Dental Care

### FIRM + TEAM CLINICAL EXPERIENCE

- Mercy Health Concierge Medicine - *Grand Rapids, MI*
- New Vista Medical Office Building - *Grand Rapids, MI*
- Bengtson Center for Aesthetics & Plastic Surgery - *Grand Rapids, MI*
- Pediatric Dental Specialists of West Michigan - *Grand Rapids, MI*
- QT Breast Health - *Grand Rapids, MI*
- Retina Specialists of Michigan - *Grand Rapids, MI*
- Great Lakes Dental - *Grand Rapids, MI*
- \* Grand Rapids Ophthalmology - *Various West Michigan Locations, MI*
- \* Grand Rapids Surgical Center - *Walker, MI*
- \* Urology Surgeons - *Grand Rapids, MI*
- \* Spectrum Health Orthopedics - *Grand Rapids, MI*
- \* Harsha Behavioral Health Hospital - *Terre Haute, IN*
- \* Harsha Detox Unit - *Terre Haute, IN*
- \* MI Kids Pediatrics - *Caledonia, MI*
- \* Grand Rapids Cardiology - *Grand Rapids, MI*
- \* Rush Copley MOB - *Aurora, IL*
- \* Florida Hospital Suites at RDV Healthplex - *Maitland, FL*

\* Gina Paul, with previous architecture firm

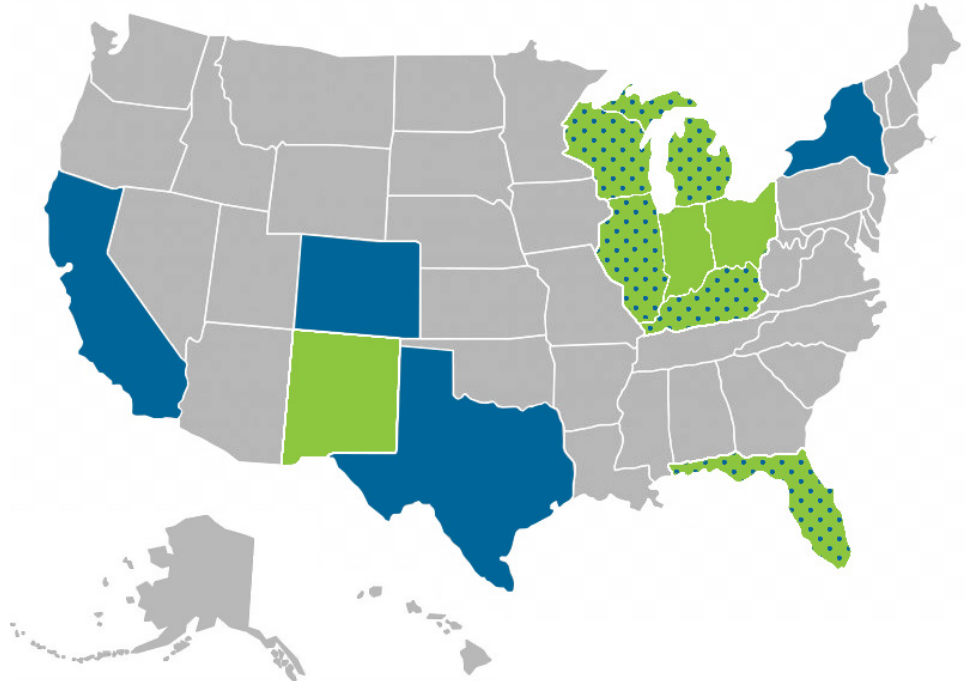


# HERE TO SERVE YOU

There are no boundaries to the benefit of Lean practice partnered with a well-designed space. Regardless of where your practice is located, we'd love to hear from you!

FlowOne Lean Consulting, LLC has worked with clients in CA, CO, TX, WI, IL, MI, KY, FL, and NY.

AMDG Architects holds licenses for MI, WI, IL, IN, OH, KY, FL, and NM.



[www.FlowOne.com/contact](http://www.FlowOne.com/contact)

[www.AMDGArchitects.com/contact](http://www.AMDGArchitects.com/contact)

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“Our staff satisfaction scores dramatically improved after moving to the new space. The success of these projects relies on the collaboration and the summative skills of LEAN engineers and like-minded architects. For us, that was the duo of FlowOne and AMDG.”

- Dr. Thomas Aaberg Jr, MD  
Retina Specialists of Michigan



FLOW  ONE

**AMDG**  
ARCHITECTS

A BETTER PRACTICE AWAITS