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HEALTHCARE DESIGN AND HOSPITALITY INTERSECT TO TRANSFORM LOS ANGELES PATIENT CARE EXPERIENCE

Good Samaritan Hospital's New Medical Pavilion is a Model for Integrated Care in Downtown Los Angeles

LOS ANGELES (September 5, 2018) – Good Samaritan Hospital turned to architect Ware Malcomb, general contractor Millie and Severson, and owner's representative California Commercial Real Estate Services to create a 193,500 square foot integrated care facility complete with high-quality finishes, hospitality-inspired design and patient-centric services. Located at 1245 Wilshire Boulevard in Los Angeles, [Good Samaritan](#) Medical Pavilion occupies a footprint of less than three-quarters of an acre, yet provides a complete range of services previously unavailable to the downtown Los Angeles community.

Initially fueled by HMO penetration, and further impacted by the Affordable Care Act (ACA) of 2010, services traditionally performed in a hospital setting have gradually moved to outpatient facilities to make treatment more cost-effective. These recent changes to the healthcare delivery model, along with a surge in local housing development, drove Good Samaritan Hospital's decision to invest over \$100 million to further develop on-campus outpatient services, and to do so with a special focus on patient experience.

From the Medical Pavilion's vision glass exterior to the interior terrazzo flooring and high-end finishes, the project includes warm and inviting elements with the air of an upscale hotel, rather than that of a medical facility. A \$12.1 million donation from the Seaver Institute funded the new 30,000-square-foot Frank R. Seaver Ambulatory Surgery Center, located on the project's second floor. Featuring eight large operating rooms with a state-of-the-art design, the Frank R. Seaver Ambulatory Surgery Center is equipped to accommodate advanced outpatient surgical cases as well as provide the flexibility for future usage. A radiation oncology clinic, specialty hospital clinics, and physician private practices also reside within the Medical Pavilion.

"Our goal was to create an elegant and modern structure that is warm, efficient, and will withstand the test of time," commented Andrew Leeka, President/CEO of Good Samaritan. "Our patients and physicians will be the first to tell you that they feel like they are in a beautiful, boutique hotel with soaring ceilings and natural light rather than a standard medical building. This is precisely the environment and feeling we set out to create."

To complement the building's finishes and modern service offerings, Good Samaritan negotiated a lease with local dining favorite, Kachi Café, to provide patients, staff and visitors with healthy, organic dining on-premises. Located adjacent to the grand lobby, the café features a large view glass into the Medical Pavilion's expansive grand lobby and includes tropical-inspired finishes and custom design elements.

[Ware Malcomb](#) provided architectural and interior design services for the project, [Millie and Severson](#) served as General Contractor, and [California Commercial Real Estate Services](#) is the Broker, Property Manager and Owner's Representative.

"We worked closely with the team at Good Samaritan to design a modern medical office building that would both enhance and seamlessly integrate with the existing hospital and medical center," said Michael Petersen, Principal overseeing Healthcare Design and the Architecture practice in Ware Malcomb's Irvine, Calif.-based headquarters office. "With a host of amenities to serve patients, visitors and employees, this innovative new facility will meet the needs of the local community for many years to come."

"Collaboration was the key to our success as a project team in seeing the Good Samaritan Medical Pavilion come to life," noted Millie and Severson Senior Vice President John Grossman. "We value our relationships with Good Sam, Ware Malcomb and California Commercial and know that trust and honest communication were the reasons the project was such a success. We are thrilled to be part of building this new patient-focused building in the heart of downtown LA."

Good Samaritan Medical Pavilion was honored in 2017 as the winner of the Los Angeles Business Journal Commercial Real Estate Award in the Medical category and as a HREI Insights Awards finalist in the Best New Medical Office Building and Other Outpatient Facilities (100,000 square feet or more) category.

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About Ware Malcomb (waremalcomb.com)

Established in 1972, Ware Malcomb is an international design firm providing planning, architecture, interior design, branding and civil engineering services to commercial real estate and corporate clients. With 22 [office locations](#) throughout the United States, Canada, Mexico and Panama, the firm specializes in the design of commercial office, corporate, industrial, science & technology, healthcare, retail, auto, public/educational facilities and renovation projects. Ware Malcomb is recognized as a 2018 Hot Firm and Best Firm to Work For by Zweig Group. The firm is also ranked among the top 20 architecture/engineering firms in *Engineering News-Record's* Top 500 Design Firms and the top 30 interior design firms in *Interior Design* magazine's Top 100 Giants. For more information, visit waremalcomb.com/news and view Ware Malcomb's [Design Highlights](#) video at youtube.com/waremalcomb.

About Millie and Severson (mandsinc.com)

Millie and Severson is a licensed general contractor based in Los Alamitos, CA with two additional offices in Ontario and Pleasanton, CA. Since our founding in 1945, Millie and Severson has been part of building California. We take pride that we are a local company that builds local projects to enhance where we both live and work. As an ENR Top 400 Contractor (#218 in 2018), we have completed more than 4,000 projects all across California, delivering communities medical facilities, schools, business parks, shopping centers, office buildings, parking structures and hospitals.

About California Commercial (calcomm.org)

California Commercial is an award-winning corporate real estate services provider headquartered in Newport Beach, Calif. With 7 office locations across the state, California Commercial's expertise includes property management, construction project management, entitlement, building engineering, investment, brokerage and sustainability. Serving the medical, industrial and office sectors, California Commercial's management portfolio includes over 4 million square feet of leased and owned properties. As one of the most diverse employers of its size, California Commercial proudly supports women and minorities, who hold over 70% of the company's leadership and management roles. For more information, visit calcomm.org.

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