



Satellite Clinics

Panel Discussion

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OHSU

- Do's
 - Have a clear strategy
 - Look at your demographics
 - Engage institutional facilities management early
 - Get the sizing right (capacity/growth)
 - Run the numbers on breakeven
 - Seek free capital
 - Communicate from early planning to finish

OHSU

- Don'ts
 - Try to do it all yourself (realtor, contracting, staff)
 - Forget the small stuff (staff/storage space, checklist)
 - Over promise and under deliver
 - Forget to engage clinical leaders (formal/informal)
 - Think that the contractor agreement is standard
 - Expand too quickly

UC Denver

- Do's
 - Know your demographics
 - Secure capital funding
 - Expect a minimum of 20% cost overrun if new clinic being built from ground up
 - Seek input from faculty who are involved
 - Understand it is a process – not an event and that things can change
 - Look for *existing practices* within your community who are interested in having an affiliation with your institution

UC Denver

- Don't
 - Think that there is going to be a consensus of your Chair and/or faculty – it's not possible
 - Go on vacation and leave faculty without implicit instructions that they can't make changes!
 - Be surprised if changes are made in the middle of the buildout (i.e. rooms, bathrooms, etc.) that require permit changes
 - Forget to engage your employees in the process whether they have a say or not – it makes them feel empowered
 - Forget that in the end – it's all about the patients that you serve

University of Utah

- ◉ Dos
 - ◉ Ensure satellite clinics have the same set up as the mother ship (staffing, exam rooms, equipment, supplies, etc)
 - ◉ Bring satellite staff to the mother ship for training and orientation
 - ◉ Create “mock up” exam/procedure rooms
 - ◉ Standardize exam/procedure rooms
 - ◉ Give yourself options for future expansion

University of Utah

- Don'ts
 - Be overly eager to try out the latest high tech gadgets. Tried and true may cause less stress.
 - Have a mohs lab with west facing windows
 - Forget to do a thorough parking evaluation
 - Try to do everything on your own
 - Proceed without a pro forma and a solid financial plan