From the ground up, the Mercy Virtual Care Center was designed specifically to support the delivery of telehealth services. It also is a place where the best minds in medicine and technology are coming together to shape the future of health care. It's a one-of-a-kind facility, for a one-of-a-kind team.

It's also a workspace that is in harmony with the site's natural beauty as well as Mercy's mission and values.

We went to great lengths to preserve the mature, towering trees that cozy up to the building. Throughout, we used authentic materials, such as natural stone, tile and exposed wood.

Floor-to-ceiling exterior glass walls allow natural light to fill the building and give every co-worker a direct view of the outside.

And, interestingly, a Christian-inspired grotto built by the land's previous owner was discovered on the site. The grotto, a pond and surrounding wooded areas – home to abundant wildlife – remain untouched.

Thoughtful and Innovative
Other concepts that were in the forefront as the building was designed and built included:

Modern – In keeping with the leading-edge work being conducted here, the design and interior of the building are modern and forward-thinking, but also warm and inviting.

Collaboration – Each floor has an abundance of open work areas and comfortable seating, allowing people to gather in spaces other than typical conference rooms or offices.

Flexible – Moveable walls and dividers make it easy for conference and collaboration areas to take on the optimal size and function. An under-the-floor power and data network provides for today’s needs, but can easily be adapted for those of tomorrow.

Efficient – LED lighting, motion-sensor light switches, raised flooring and low-flow plumbing fixtures are just a few of the features that make the building energy and water efficient.

Green – In addition to saving the trees, nearly 95% of all the construction waste was recycled. Bio-swales filter storm water and the landscaping includes indigenous plants to minimize maintenance, watering and pesticides.
Building Features

Exterior

Lantern
Rising from the main entrance of the building is a large, vertical “lantern” made primarily of glass. At night, light from inside the building glows through the lantern and symbolizes a desire to share our light with others. Two crossbeams on the lantern form a cross.

First Floor

Chapel
Off the main lobby is a chapel, also visible from the outside of the building. The chapel provides a quiet retreat available to co-workers and guests.

Reflecting Pool
Underneath the staircase is a reflecting pool that extends from the lobby to the outside of the building. Every minute, a drop of water creates ripples moving from the center of the pool. This is a reminder that the far-reaching work we do enriches and extends the minutes, days and years of the people we serve.

Vessel Wall
The vessel wall, like the lantern, is a feature in many of Mercy’s facilities. Clay vessels have been used for thousands of years to hold what was precious. But they are fragile, just as our bodies are. These vessels symbolize the purpose and worth of every person, and our hope to offer each the treasure of excellent and compassionate care.

Focal Niche
Through a series of arched openings, a repeating video animates the Mercy cross as it emerges from the three primary colors. The cross within a cross, first embraced by Catherine McAuley, reminds us that we all must bear responsibility for bringing to life the healing ministry of Jesus.

Pioneer Wall
The Pioneer Wall is a unique array of multiple screens that features photographs highlighting the critical role the Sisters of Mercy played in spreading the ministry – through schools and hospitals – across the American frontier. These photos also show how the sisters enjoyed their work and connected with the communities they served.

Briefing Area
Before people embark on tours of the building, they will gather in the briefing area to hear and see the Mercy story and learn about the work that led to the creation of Mercy Virtual. This room, like many areas of the Virtual Care Center, has the latest in audiovisual technology.

Other Features
The first floor also includes a large conference area, a café, workout center and plenty of open space for people to meet and relax.
Second Floor

Activator Screens
To demonstrate the power of remote monitoring, people on tours of the building will be invited to wear a device that electronically monitors vital signs, such as heart rate and respiration. Screens located on staircase landings display real-time results for people wearing the devices.

Continuum of Care
In the middle of the second floor is a circular space with monitors and workstations that show Mercy Virtual services in action. Here we can explain how each service works and how they all come together to cover the continuum of care. A display on the floor, showing the colors of the spectrum blending together in a circle, further symbolizes our mission to provide complete and seamlessly integrated care.

Primary Workstations
To either side of the continuum of care space are workstations from which Mercy Virtual team members monitor and care for patients.

Third Floor
The third floor is set aside for future expansion. In the interim, this space may be used as a test lab, where we would “mock up” various telehealth locations and scenarios. This might, for instance, be a patient’s living room, an emergency department or section of a hospital that will allow us to test technology and workflows in life-like settings.

Some might ask: Why do we need a physical space to deliver virtual services?

With telehealth, even though providers and patients don’t meet in the same space, providers do need a place to access the tools and technology to connect with patients. With some applications, doctors can work from existing offices. But with many others, there is an economy of scale and togetherness that provides significant benefits, including:

• Being cost effective with technology and other shared resources.
• Standardizing care delivery and quickly sharing best practices.
• Making it easier to balance workloads in a facility that operates 24/7.
• Spurring collaboration and innovation.
• Creating collegiality that improves satisfaction and retention.
• Promoting a sense that everyone is part of something truly special.
Fourth Floor

**Workshop/Garage**
A large, continuous bank of monitors on the fourth floor displays a wide variety of statistical information on the various services we are performing and the patients being served. This interactive presentation, along with telemedicine demo equipment in the space, helps the Mercy Virtual team monitor, measure and test telehealth innovations and applications. Moveable walls in this area allow co-workers to create optimal working and brainstorming space.

Collaboration Room
After touring the inner workings of the Virtual Care Center, visiting groups are offered the opportunity to discuss how Mercy can benefit their organization. Collaboration and conferencing tools provide simultaneous display of content.

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“We knew we wanted a building that was technologically advanced, reflecting the innovative work taking place here. We also wanted a design that used natural materials and preserved the property's natural beauty. We're pleased we achieved both.”

~Lynn Britton, Mercy President and CEO

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**Mercy Virtual by the Numbers**

**Critical Care**
- 30 units
- 458 beds

**Stroke**
- 34 emergency departments

**Hospitalist**
- 3 facilities
- 193 beds

**Sepsis**
- 8 facilities
- 2,431 beds
- 13,271 patients served in 2014

**eConsults**
- 31 physicians
- 32 patient sites

**Managed Care**
- 335,000 lives managed
- 285,000 Nurse On Call encounters annually

**Co-workers**
- 484 Mercy Virtual clinicians and support staff
- 330 located at new building