To better meet expanding health care needs of greater Whatcom County, Unity Care NW created a vision for the new North Whatcom Health Center to include integrated medical, behavioral health, and dental health clinic along with an on-site pharmacy. The project site, near I-5 in Ferndale, includes a protected wetland buffer area and utility/access easement to parcels to the east. Responding to the Client's desire to maximize views of the natural wetlands, the 23,500 sf building was sited at the eastern portion of the property, with robust planting integrated with the patient's arrival sequence. The building form of joined angular and orthogonal geometries abuts the easement and north property lines, provides open views of the wetlands, maximizes first floor program adjacencies, and creates a clear building entrance point.

Respecting the whole patient experience (including their welcome and comfort) was at the forefront of design decisions. Upon entry, the clients have an immediate connection to the pharmacy, medical, and dental services on the first floor, and clear path via the sun lit open stair to the behavioral health department on the second floor. Materials and colors were selected to provide both a soothing environment and one filled with vitality. The patient flow through their visit is punctuated by natural light and views to the landscape beyond, elevating and grounding their experience to daylight and the larger world.

Collaborative support of patient health is exemplified by the medical provider work group pods that are efficiently located at the 'head' of their respective exam and support rooms, facilitating integrated flow between provider and patients. This value of collaboration infused the entire design process, critical input from providers and the general contractor was integrated to inform the design, and carried forward as a collaborative relationship during construction.

Accountability stemmed from the iterative decision process, incorporating program requirements, life cycle project costs and maintenance, patient and provider experience, to reach a design elevating the organization’s values and goals. Interior finishes were selectively chosen for both durability and delight, and warm finishes are revealed in key targeted areas.

Innovation in a rapidly changing services delivery market required challenging past assumptions and facility practices. New approaches, such as the details of the exam rooms were flushed out in full scale mock ups, and key program areas were designed to allow adaptability and multi-use functions.

Integrity, and the holistic support of human health, is exemplified by the project’s achievement of a LEED Silver rating. Sustainable and regionally sourced materials, efficient HVAC equipment and controls, water efficiency, daylighting, solar power generation, and the integration of native plantings are a few of the strategies used. The culmination of this collaborative effort is a place that supports the goals of the organization, and the health of people in our community.