

PROHEALTH WAUKESHA MEMORIAL HOSPITAL MUKWONAGO, WI



ProHealth Care's presence in Mukwonago has grown as the community itself expands. They embarked on a transformational project in February 2019 to construct an additional 24-bed hospital and renovate campus space - but the COVID-19 pandemic brought their ambition to a standstill. After months of delay, construction resumed in June of 2021. In October of 2021 the retail cafe opened. In January 2022 the hospital admitted the first patient to the facility and opened the room service component of the kitchen.

The overall goal was to craft a patient-focused environment to maximize staff performance and develop a healthier local community. New conference rooms and public spaces provide an opportunity for gathering, allowing educational classes teaching the value of healthy living in the area.

Café 240 had the goal of creating a perfect place for visitors and staff to come together, serving as a welcoming environment where everyone can enjoy delicious menu items. This space provides ample room for socialization with room for potential expansion down the line.

Details

Opening Date: January 2022

Equipment Cost: \$920,000

Seats: 70

Daily transactions/covers: 115 for breakfast, 225 for lunch, 50 for dinner (not fully operational)

Scope

For this phased project, the clinic and urgent care facility opened in 2010, the emergency room opened in 2015, and the 24-bed hospital opened in January 2022.

Throughout the design process, lean practices were used to maximize efficiency and collaboration among staff. The end result is an environment that delivers top-notch healthcare while sustaining some 50 green features such as a live rooftop garden, abundant natural light from floor-to-ceiling windows, LED lights for energy conservation and calming biophilic elements.

In an effort to create a welcoming atmosphere for visitors and employees, the dining & servery areas were given a prime spot in the facility. The entrance boasts plenty of glass overlooking the main entryway, providing an inviting atmosphere for visitors when passing through. The servery lies down the central corridor - conveniently connecting most first-floor departments.

The cafe showcases culinary staff and allow them to interact with customers as they prepare food. Menu concepts include a saute station featuring seasonal menu items, full-service deli, grill platform and pizza. Stations were located so that staff could be cross-trained to work multiple positions. The retail area design began with the entrance and finished up at its ultimate destination - the placement of dirty dishes near the exit.

Locations for the kitchen and café were based on a desire to use front-facing space with windows and natural light for the dining room. Kitchen space was long and shallow so its design was crafted starting from points of entry. A straight line guided designers to create an efficient path that runs into retail service areas, while food preparation & refrigeration storage are situated off to one side.

The dining operation utilizes cutting-edge, Energy Star-rated equipment to revolutionize how staff handle food waste. Software provides in-the-moment awareness of "kitchen output" and is hopes to enable the team to exceed their annual goal by reducing food waste by 15%.

