



Supporting Growth and Functionality in Healthcare Spaces

Case Study | Jefferson Healthcare



Expanding Facilities to Match a Growing Community

As Jefferson Healthcare in Port Townsend, WA continued to grow, the hospital system launched a multi-site initiative to upgrade and enhance a variety of spaces and accommodate rising demand. The project encompassed a wide range of environments including surgical team areas, gynecological and primary care spaces, dermatology suites, physician offices, various exam rooms, staff lounges and locker rooms, as well as back-of-hospital receiving and workshop areas.

To support this large-scale effort, Jefferson Healthcare partnered with ODP Business Solutions Workspace Interiors® to support the planning, design and implementation across all sites.

Project Specs:

Location: Port Townsend, WA

Number of locations: 9

Square footage: 60,606 square feet

Scope: Healthcare categories

Lines of Business Involved:

Furniture, Office Supplies



A Collaborative Approach to Space Planning

Over an 18-month period, the Workspace Interiors team worked closely with Jefferson Healthcare's internal stakeholders, architecture partners, and design firms to create cohesive, functional spaces across the system that more effectively addressed community needs. Bi-monthly design reviews between both teams allowed alignment on layouts and furniture selections, while in-person sessions focused on finish and fabric coordination.

Through collaboration with the architectural team, Workspace Interiors refined furniture solutions that aligned with the organization's design direction, clinical demands and long-term goals.

Design Priorities: Durability, Modularity and Custom Solutions

A key focus of the project was selecting furnishings that could adapt as Jefferson Healthcare's needs evolved. Modular components, replaceable parts and field-repairable products were emphasized to minimize downtime and reduce lifecycle costs. Where possible, upholstered pieces were selected so that individual components could be swapped without replacing an entire unit, helping avoid unnecessary waste and landfill impact.

One of the project's most notable design innovations was the development of custom registration units tailored to the organization's operational workflow. The team sought to create height-adjustable registration desks that remained fully finished even when raised. Solid-surface cowls were designed at standing height, paired with a lowered laminate section to accommodate ADA requirements. Staff equipment and cords were fully concealed through a thoughtfully planned modesty panel system. These units were developed to optimize space utilization while supporting efficient patient flow and staff workflow.



Streamlining Procurement and Vendor Management

To maximize value and efficiency, the ODP Business Solutions Workspace Interiors® team worked to consolidate vendors where possible, leveraging the purchasing power provided by a group purchasing organization. This approach helped Jefferson Healthcare access favorable pricing while reducing the complexity of managing multiple suppliers.

Throughout the project, Workspace Interiors provided end-to-end support, including:

- **Product selection**
- **Layout renderings**
- **Fabric and finish consultations**
- **Custom design and planning**
- **Vendor coordination**
- **Delivery and installation oversight**
- **A complete post-installation specification book detailing all furniture provided, associated finishes and exact installation locations**

The team provided comprehensive guidance so that each element of the project aligned with the hospital's operational requirements and vision for the spaces.



Delivering Measurable Value

The Workspace Interiors team's involvement played a key role in helping Jefferson Healthcare achieve its goals:

- **Custom furnishings and layouts designed to meet operational needs**
- **Durable furniture solutions supporting staff workflows and patient interactions**
- **Streamlined vendor management and cooperative pricing through a group purchasing organization**
- **Coordinated installation and delivery across nine sites, minimizing disruption**

By integrating design, product selection and implementation, ODP Business Solutions® provided a single point of contact for the hospital, allowing Jefferson Healthcare to focus on the larger goals of patient care and facility expansion.



A Trusted Partner in Healthcare Spaces

The Jefferson Healthcare project illustrates how collaboration can yield functional, adaptable and thoughtfully designed spaces. From initial planning to installation, the ODP Business Solutions Workspace Interiors® team applied a structured, client-focused approach to deliver furniture solutions that support both current and future operational needs.

With continued engagement on updates and design refreshes, Jefferson Healthcare benefits from a partner that understands its facilities, workflows and vision. The project underscores the impact of combining strategic design planning, product flexibility and coordinated execution to meet the complex requirements of modern healthcare environments.

As healthcare facilities evolve to meet the demands of growing communities, projects like Jefferson Healthcare demonstrate how experienced partners and tailored furniture solutions contribute to operational efficiency and sustainable planning for years to come.



Contact us today.

Name:

Phone:

Email:

