



# CITY OF JANESVILLE

*Wisconsin's Park Place:*

*Discover the community of choice  
to realize life's opportunities*

## Importance of the Partnership for a Health Care Project

Gale Price, AICP / City of Janesville,  
WI

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# Importance of the Partnership for a Health Care Project



## City of Janesville, Wisconsin

- Approximately 64,000 persons
- 34 square mile City
- County Seat for Rock Co.
- Interstate 90/39 corridor

## Economy Base

- Health Care (Mercy Health)
- Food Production
- Industrial (Former GM)



# Importance of the Partnership for a Health Care Project



## Administration Reorganization

### ■ Problem with Previous Building Team

- Perception
- Application and Delivery
- Problem Solving



### ■ Identified by Relationships with City Manager

- Previous Building Official

# Importance of the Partnership for a Health Care Project



## Restructure

- How?
- Turnover?
- Different Way of Thinking
- Reaching Out To Clients
  - How Can We Do Better?

# Importance of the Partnership for a Health Care Project



## Many Review Procedures Didn't Work

- Disjointed
- Client Cannot Understand Who Does What
- Where are the Decisions Made
- Timeline
- Silo – “I do this and hand off”

# Importance of the Partnership for a Health Care Project



## Promotion of Problem Solving Approach

- Inspectors are Facilitators
- Resolve Problems – How to Say Yes versus how to Say “You Figure It Out”

## Lean Government

- Value Added to Each Step
- Parallel Decision Processes

# Importance of the Partnership for a Health Care Project



## “One Stop Shop Approach”

- Streamline
- One Point of Contact
  - Coordinates with Other Divisions
- Allow Approvals to Parallel One Another

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## Modified Review Implemented in 2005

- Started modifications to process
- More internal collaboration
- Smoother delivery to customer

# Importance of the Partnership for a Health Care Project



- ✿ Modified Process Sets Up More Collaboration
- ✿ 2008 Starts Cue-up of Several Projects
  - Hospital Parking Garage/Office
  - Large Clinic Expansion
  - Hospital, Second Expansion
  - New 50 Acre Hospital/Clinic Campus Design
  - Freestanding ED/Clinic location
- ✿ State and City - Collaboration

# Importance of the Partnership for a Health Care Project



 Test of Reorganization

 Wanted to Streamline Inspections

 Health Services Partnership

- Recognized City Open to Collaboration
- Positive Win/Win
- Streamline For Client

# Importance of the Partnership for a Health Care Project



## Beginning of the Health Care Arms Race

Mercy Campus  
Garage & Office  
Space

Start fall 2008,  
Open fall 2009



# Importance of the Partnership for a Health Care Project



## Health Care Arms Race

Mercy East  
Expansion

Start Dec. 2010

Open Sept. 2011



# Importance of the Partnership for a Health Care Project



## Two Mercy Hospital and Trauma Center

Atrium, etc

Start April 2011

Open Dec. 2011

Ambulance  
Garage

Start May 2014

Open Sept. 2014



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## Health Care Arms Race

- Dean/St. Mary's Campus (Now SSM Health), December, 2009, open January 9, 2012



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## Health Care Arms Race Mercy Hospital North Freestanding ED and Clinic

Mercy North  
Freestanding  
ED and Clinic

Start Sept 19, 2011

Open Jan 13, 2012



Recognized by National Institute of Building Sciences

[http://www.wbdg.org/references/cs\\_men.php](http://www.wbdg.org/references/cs_men.php)

# Importance of the Partnership for a Health Care Project



## Teams Understood Process

- Approvals
- Early Start
- Risk

## Identified Overlapping Inspections

## How to reduce trips, keep project on Schedule

# Importance of the Partnership for a Health Care Project



## Results

- All Projects Completed On Time
- Positive Reputation for Development and Inspection Team
  - Speed To Market Marketing

# Importance of the Partnership for a Health Care Project



## Health care IS important

- People want/need quality care

## Choices and competitive care interests citizens

- Variation in Delivery of Service
- Competitive Price

# Importance of the Partnership for a Health Care Project



## Marketing of City

- City Staff Assists Projects
- Speed To Market

## Marketing of City as a place to retire

- Cost of Services
- Low Cost for Other City Services
- Multiple Health Care Choices

# Importance of the Partnership for a Health Care Project



## Summary

- Relationship with the Building Team
  - Reach out, Discuss Mutual Benefits
  - Go Higher if Needed
- Discuss Process
  - Process Improvement
  - Streamlining Review

# Importance of the Partnership for a Health Care Project



## Summary

- Efficiency of the Inspection/Review Process
  - Are There Duplications
  - Consolidation
  - Build Trust Between Agencies and Client

# Importance of the Partnership for a Health Care Project



## Summary

- Reputation
  - Word Gets Out About Team
  - Can The Team Work Through Issues
  - Stay on the Clients Timeline

# Importance of the Partnership for a Health Care Project



## Summary

- Marketing
  - Marketing of Quality Health Care
  - Marketing of Development Results
  - Good Words Go A LONG Way

# Thank you for your time.



Please contact Gale Price, Economic Development Office for more information.

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[www.ci.janesville.wi.us](http://www.ci.janesville.wi.us)

