Mercy Health Expands Locations into Cascade Area

Mercy Health Physician Partners
Mercy Health Lab and X-Ray

Re-establishing their Presence in Cascade

With continued growth in West Michigan – specifically in the Cascade area – Mercy Health saw the need and opportunity for a new multi-disciplinary internal medicine office. The population was now large enough for the selection team to pursue opening a new location and create a viable practice with physicians from the East Beltline and Walker offices as well as two new physicians who joined the team. All doctors in the East Paris office are open to new patients – a rarity these days.

“Years ago, Mercy Health had operated a practice in the Cascade area. The new office is our re-entry into this market, which also provides added convenience for our patients seeing physicians in the Mercy Health Physician Partners Cardiovascular practice just down the street.”

Daneen Caro,
Chief Operations Officer
Mercy Health Physician Partners
Grand Rapids

4380 Brockton Drive Southeast, Suite 1, Grand Rapids, Michigan 49512
Phone: 616.698.5000 | Web: FirstCompanies.com
Mercy Health joins Foot & Ankle Specialists of West Michigan and Oral Surgery Associates in the beautiful new multi-tenant building at 2144 East Paris Avenue, located just south of Heritage Pointe. The area has attracted many medical professionals due to its quality Class-A offices and convenient location for patients. Mercy Health Physician Partners will have five physicians and two nurse practitioners in this office, with three of the doctors being female internists. In addition to the physician’s office, Mercy Health opened up a lab with radiology services in the same building.

The first floor lab has approximately 1,500 square feet. The 9,000 square foot internal medicine office is located on the second floor. Construction began mid-July and was completed ahead of schedule in November. The physician’s office has a comfortable waiting room, administrative areas, a breakroom/conference room, several private offices and 17 exam rooms. Both offices have abundant natural light from the large windows and were designed for a highly efficient workflow. The x-ray room required lead-lined walls and floors. Raised ceilings enhance the open feel of the suites and sound control techniques were used throughout to ensure patient privacy.

Mercy Health Lab and X-Ray is conveniently located on the first floor with a spacious, comfortable waiting area.
“Mercy Health has a selection team that researches new locations as part of our growth strategy. Once a new market opportunity is identified, all available options are assessed to see what would best meet our needs. In this case, we were particularly interested in new construction. Starting with a ‘clean canvas’ gave us the ability to ensure the right workflow for our team-based care approach, as well as create an environment that was most beneficial for our patients.”

Daneen Caro, Chief Operations Officer, Physician Partners, Grand Rapids

“We treat patients from the age of 18 through the rest of their lives. This means that we need to take into account the unique concerns of our aging patients, making certain our facilities are easy for them to navigate. For example, the new exam rooms have an exam “chair” that makes it easy for patients to get up onto an exam table versus having to climb up. These chairs can quickly be converted to a more traditional table when needed. We are always looking for ways to improve our care while reducing any risk of injury or inconvenience to the patient.”

To meet the requirements of Mercy Health and the other doctors in the building, First Companies provided a covered drive-up and drop-off area right by the front entrance and made it very easy for patients to move throughout the building. The large, open hallways and wide corridors easily accommodate patients who use wheelchairs or walking assistance devices.

“The entire build-out was well coordinated and a collaborative effort between our operations leaders, the Mercy Health real estate team, and First Companies. We wanted to create an attractive environment with easy access and strong visibility for our brand. First Companies delivered on this. Once we found this location, the project moved along at lightning speed.

The new office was designed specifically for teams who work together closely and need to communicate often and well. The exam rooms are all well-equipped for care providers to manage a number of things in the room with the patient, such as reviewing lab and test results or providing patient education.
We started the planning process in June and were able to begin seeing patients on December 5th. We would definitely recommend working with First Companies. My staff has shared how pleased they are with the company’s work as well as how collaborative and responsive the team has been. Of the many projects we’ve completed, this one was a very smooth process."

When asked about lessons learned and what they would suggest to others, Daneen noted that they chose to have one physician leader on the project. This helped to minimize the challenge of multiple (sometimes conflicting) opinions from multiple doctors. Having one voice as the primary decision-maker, with inputs from the others, really helped to streamline the process. Mercy Health brought together a strong team with everyone working together toward the same end goal and time frame.

First Companies also partnered with Custer, Inc to complete the office interior. Mercy Health selected Custer for design consulting and space planning services as well as furniture, finishes, sound making, project management and installation of the internal medicine suite. This included exam rooms, a collaborative work area for office staff and physicians, and a large staff meeting room.