



Healthcare Provider With Sterling Reputation Gets Facility to Match





The Challenge

Solara Surgical Partners and Oklahoma City-based OneCore Health were seeking a new facility that matched their culture of empowering and supporting teams to achieve unparalleled excellence in the healthcare industry.

"The OneCore Health narrative had always been we are the best-kept secret in Oklahoma City," says Steve Hockert, Chief Development Officer of Solara Surgical Partners, the development and management healthcare company that oversees OneCore Health and primarily works in ambulatory surgery center development.

"The culture that has been created there, has been second to none. It's a highly compact, highly-visible surgical hospital environment. From the decisions

made on the floor by your nurse, up to the decisions made by the leaders of the institution, there's very little in between. So, this flat organizational structure creates a lot of visibility, which perfects the care environment."

But in the highly competitive healthcare industry - a top-of-the-line facility can be the difference between the best-kept secret and the best around. For independent third parties which grade patient satisfaction, like Press Ganey Associates, the buildings in which healthcare companies operate play a major factor.

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The Solution

As an Oklahoma-based, collaborative, fully integrated provider of turn-key real estate with extensive experience building modern healthcare facilities, Ashton Gray was the perfect partner to finally provide the wrap for Oklahoma City's hidden gem of healthcare.

"Relationships are everything in physician partnerships. And all of our projects are pretty much physician partnerships," Hockert explains. "So, we wanted to make sure we aligned with a development team that valued those partnerships and value those relationships in the same way we do. And we achieved that through transparency throughout the whole process."

In order to launch OneCore Health to the next level, they needed a facility that would not just expand their capabilities today but allow them to grow in the future.

"Prior to the new hospital, we had maxed out on capacity," describes Hockert. "So, what we created through the relationship and through the construction and design process, was ultimately three operating rooms. A couple of which are 600 plus square feet, so we can handle any specialty. Then, we have a third operating room slightly above 450 plus square feet."

Outside of the ORs, Ashton Gray and the Solara Surgical team designed a separate procedure room, which serves as a pre-operation and post-operation area and can service lower acuity cases and high throughput cases.

"Then we were mindful that if future growth should occur," says Hockert. "The construction type is such that the second floor is admin support right now, but it could easily be reconfigured to more ancillary services opportunities. So, I feel like we built toward the future while maximizing what we have right now."

The real estate industry and healthcare industry are both known for fast-paced environments, which created a common language for Ashton Gray and Solara Surgical to speak and work in, which was necessary in order to complete the project within Solara Surgical's limited timeline.

The project timeline needed to be accelerated in order to match the migration of OneCore Health's hospital license from one location to the new one, which created a challenging juggling act for the Ashton Gray and Solara Surgical teams to perform.

"You have the end date on an existing lease," Hockert illustrates. "Where you have to vacate existing premises by a certain date and then work with your state, local, and federal authorities on getting a license migrated from point A to point B. And not



allow any lag time within the care environment. Plus, we've got physicians that are seeing patients. So, it was critical on multiple fronts that the business had to vacate by a specific date."

And not to mention, the new location was being built in Oklahoma, where there is always the possibility of inclement weather spoiling new construction.

"Throughout the construction process, in particular, Ashton Gray operated with a sense of urgency and listened to our needs. Our project demanded a sense of urgency," Hockert explains. "And I feel like that [sense of urgency] permeates organization-wide.

We offered a lot of feedback, that was received in a very professional way, integrated into the plan, responded to, and ultimately executed. What more could you ask for?"

That collaborative process and organization-wide sense of urgency ultimately led to the building of a beautiful, nearly 40,000-square-foot surgical hospital that finally provides the exterior to match the sterling reputation and people working inside of OneCore Health. All while meeting time constraints, staying on budget, and out of potentially meddlesome Oklahoma weather.



SOLARA

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"Since moving into the building," Hockert says. "We just received the results of our first Press Ganey quarterly satisfaction survey, and we are in the 99th percentile in nearly every indicator, as measured by the independent third party. It's a credit to the building and it's a credit to the leadership, our nursing staff, our clinical staff, and our support staff."

"Your team allowed us to do what we do best, and that was function as the tenant representative for the project," says Hockert, detailing his experience of working with Ashton Gray. "So, we brought our experience and the true needs of the hospital - and ultimately we created a highly efficient, very quality-oriented representation of what OneCore Health truly is."

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