A PROMISE MADE, A PROMISE KEPT

CAPE FEAR VALLEY
HOKE HOSPITAL

Cape Fear Valley's New Hospital Finally Delivers

It wasn't long after his arrival that Cape Fear Valley CEO Mike Nagowski began turning his attention westward toward Hoke County. The area was experiencing explosive growth, thanks to a housing boom and rapid influx of new troops to the region.

Yet, the rural county had few local physicians, even fewer specialty practices, and no hospital of its own. So Nagowski pledged Cape Fear Valley resources to try to change the situation.

> "We never doubted this hospital would become a reality. The people in this area need and deserve this facility. Now they'll have it."

He began delivering on those promises with the opening of Health Pavilion Hoke. The state-of-the-art outpatient center opened in the spring of 2013, housing an ExpressCare, Hoke Primary Care, Hoke OB-GYN, retail pharmacy and imaging services department.

The three-story facility was built on a 60-acre medical campus off U.S. 401, west of the Hoke-Cumberland County line. Its central location allows it to not only serve Hoke County, but also southwestern Cumberland County and Fort Bragg.

But the hospital has always been the main attraction. Its mere mention drew both praise and fascination from locals, excited by the possibility of having a hospital to call their own.

Work on the hospital began in 2013 after construction on Health Pavilion Hoke wrapped up. The project received a major boost after the USDA's Rural Development Program approved nearly $60 million in low-interest loans. It was the largest loan package in the federal program's history at the time.

Steve Steinbacher is a principal with Criterion Healthcare, the Concord-based occupancy management firm brought in to help build Health Pavilion Hoke and the hospital. He said more than 200 people worked on site during the height of the hospital's construction.

"That equals to roughly 2.5 million man hours over the course of construction," Steinbacher said. "You could almost double that figure for construction of the entire Health Pavilion Hoke campus."

The resulting structures represent a combined $100 million investment into the county and will eventually create 350 new jobs. Cape Fear Valley held a job fair in October to help fill many of those positions. Even more jobs will be created when surrounding businesses catering to the medical campus begin popping up.

The jobs will be welcome in a county recently impacted by economic job losses. But the hospital's greatest impact will be how it provides locals greater access to healthcare.

In a few weeks, years of hard work and anticipation will come an end when Cape Fear Valley Hoke Hospital officially opens its doors to the public. In the process, a third, and final, pledge from Cape Fear Valley's CEO will be delivered.

"We never doubted this hospital would become a reality," Nagowski said. "The people in this area need and deserve this facility. Now they'll have it."

Thoughtful Design

When opened, Hoke Hospital will boast 41-licensed beds, spread out over two floors and more than 180,000 square feet of useable workspace. The combination will easily make it the county's largest. But the square footage isn't as important as the services it will provide.

The new hospital will be the county's only full-service facility. It will have two operating rooms, four intensive care beds, and 16 beds in its Emergency Department. The numbers will allow most patients to be treated on site, instead of being transferred elsewhere. Every second can count when seeking medical care.

The first floor will house the Emergency Department, pharmacy, laboratory, radiology, patient services, admissions and surgery. The second floor will be home to cardiopulmonary services, physical and occupational therapy, a medical-surgical unit and a birthing center.

The birthing center will have four birthing suites, a dedicated C-section room, and 16 post-partum recovery rooms to better serve the growing number of young families in the area.

Cape Fear Valley Health

The rooms will look more Holiday Inn than John Hopkins Hospital. Modern and airy design touches were used to create a warm and inviting feel, instead of cold and impersonal.

The hospital's patient rooms were built with expansive windows to naturally illuminate the space. The walls are covered in muted Earth tones and pastels, while cherry-finished cabinetry reach from the floor to the ceiling. The rooms also have built-in WiFi access and workspaces for tablets and laptops.

Bathrooms have walk-in showers and textured porcelain tiles covering almost every inch of wall space. The restrooms are also wide enough for wheelchair-bound patients to easily maneuver inside.

Functional design spills over into the rest of the hospital. Many of the clinical and work areas have motion detectors that automatically turn lights on and off. Double doorways are ultra-wide for easier entry for stretchers and beds. And most hallways are extremely well lit, thanks to generous overhead lighting and extensive use of glass walkways and windows.

Just as much thought went into the design of individual departments. The Emergency Department employs a large,

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circular nurses station in the middle of the unit. The layout allows staff to easily see inside patient rooms, which are enclosed by sliding glass doors.

Patients waiting for a test result or prescription can sit comfortably out of the way in one of the unit's sub-waiting areas. This frees up exam rooms for other patients.

Upstairs, the Physical and Occupational Therapy gymnasium incorporates a wide-open space. Most of the rehabilitation equipment is placed in the center, allowing for easier access by patients.

Even the hospital cafeteria incorporates a good dose of design. Customers enter one way and walk in a circular pattern to retrieve utensils and food along the outer edge of the room. They then pay cashiers and find seating behind them in the center of the room.

Customers can also sit outside under a concrete awning and enjoy the view of the adjoining courtyard. The awning is nice design touch, naturally created by a corner of the upper floor.

"They did an amazing job with this hospital," said Sheri Dahman, Hoke Hospital Director of Nursing. "The people are going to love it."

Lynda Clark, Vice President of Professional Services, agrees. She oversaw facility planning and construction for more than two years.

"We think the community will be as excited as we are," she said, "with the healthcare services coming to Hoke County."

CAPE FEAR VALLEY
HOKE HOSPITAL

LEVEL 1

Emergency Department
Cafeteria
Chapel
Coffee Shop
Admissions & Registration
Gift Shop
Operating Rooms
Laboratory
Inpatient Pharmacy
Radiology

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LEVEL 2

Administration
Cardiopulmonary
Conference Center
Health Information Management
Med/Surg
ICU
Birthing Center
Physical & Occupational Therapy Services

On Aug. 9, Cape Fear Valley held a job fair on the Hoke Healthcare medical campus, off U.S. 401 and Johnson Mill Road, to help staff Cape Fear Valley Hoke Hospital.

Recruiters and unit managers met with more than 1,800 applicants during two shifts to seek out the best candidates. Available positions included RNs, CNAs, unit secretaries, surgical technologists, imaging specialists, physical and occupational therapists, patient access representatives, pharmacists, support service employees and security personnel.