2013 Veterinary Economics Hospital Design Competition Entry

Palisades Veterinary Clinic
(with Chien de Luxe)

Washington, DC
Constructed: September 2009 (phase 1) and October, 2012 (phase 2)
A. Background

Palisades Veterinary Clinic (animal hospital)  
Chien de Luxe (pet supply shop) 
5138 MacArthur Blvd., Washington DC, 20016 USA
ph: (202) 363.1316 email: palisadesveterinaryclinic@gmail.com website: [www.palisadesveterinaryclinic.com](http://www.palisadesveterinaryclinic.com)

Completed - September 2009 (clinic-phase 1) October 2012 (clinic phase 2 & shop) 
Freestanding Building (owned by operator) 
Primary care practice, up to 6,500 square feet 
100% Small animal 

Open 6 days a week: M-Thurs -7:30am-7:00pm, F -7:30am-6:00pm, Sat. -9am-3pm

Owners:
Dr. Jann Rhea Elliott, University of Tennessee, College of Veterinary Medicine, 2003 
Dr. Bruce Herwald, University of Pennsylvania, school of Veterinary Medicine, 1983

Staff size:
1 full time associates 1 part time associates 
7 fulltime non-DVM employees 3 part time non-DVM employees

Primary Architect:
Anton Janezich, AIA and Stan Andrulis
AJ Architects, pllc 
1785 Massachusetts Avenue NW, Suite 509, Washington, DC 20003 USA 
Ph: (202)588.6392 fax: (202)588.6396 email: info@ajarchitects.com website: [www.ajarchitects.com](http://www.ajarchitects.com)

Interior design:
Clinic – AJ Architects, pllc 
Shop – Ochs Design [www.ochsdesign.com](http://www.ochsdesign.com)

Photography:
Alistair Andrulis, AJ Architects, pllc
B. Physical characteristics

The project is an alteration/conversion (alteration of an existing veterinary clinic into a completely new veterinary facility) 
(conversion of an existing dry cleaner into a pet supply shop)

2,870 Clinic square footage
1,750 Shop square footage
100% finished areas with standard height ceilings
34% useable basement space

1,840 Clinic site area (sf)
1,840 Shop site area (sf)
3 exam rooms
48 cages
6 indoor hospital runs
0 combined client and staff parking spaces

C. Costs in U.S. dollars (clinic)

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land purchase ($600,000 land - $300,000 existing building)</td>
<td>$900,000</td>
</tr>
<tr>
<td>Building(s) (Include costs for building and cabinets only, exclude land purchase, landscaping, parking lot, etc.)</td>
<td>$1,200,000</td>
</tr>
<tr>
<td>Cost per square foot (Total building cost divided by total square footage)</td>
<td>$418</td>
</tr>
<tr>
<td>Site improvement (Include parking lot, landscaping, signage, utilities, etc.)</td>
<td>$0</td>
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<tr>
<td>Professional fees (Include architect, surveyor, attorney, accountant, lender, etc.)</td>
<td>$180,000</td>
</tr>
<tr>
<td>Equipment (Include cages, exam and surgery tables, radiograph equipment, autoclave, phone and intercom systems, surgical lights, ultrasound, endoscope, etc. Include depreciated items from previous facility.)</td>
<td>$65,000</td>
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<tr>
<td>Furnishings (Include such movable furnishings as chairs, artwork, desks, retail displays, etc.)</td>
<td>$3,000</td>
</tr>
<tr>
<td>Computers (Includes depreciated items from previous facility.)</td>
<td>$22,500</td>
</tr>
<tr>
<td>Additional fees (Include permit fees, city fees, impact fees, etc.)</td>
<td>$7,000</td>
</tr>
<tr>
<td>Other costs (Please specify)</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$2,377,500</td>
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</tbody>
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Design Objectives (section II)

Our veterinary practice was first established during the late 1980’s in the Dupont Circle neighborhood of Washington DC. We expanded with another clinic in the Capitol Hill neighborhood about 10 years ago and were looking to expand into the Palisades neighborhood when a retiring veterinarian put his “tired” facility up for sale. The location was perfect but the facility itself was hopelessly outdated, in terrible physical shape and would require complete demolition with the exception of the masonry bearing walls and roof structure.

The resulting shell was a long thin space approximately 16’ wide x 95’ long with a partial 16’ x 50’ lower level at the rear. Our program initially required that we undertake expensive excavation and underpinning of the rest of the lower level to provide our space requirements. During the early portion of the design process the retail space immediately adjacent to the future clinic suddenly became available. This allowed us to create a long contemplated luxury pet supply store, not as a standalone store as originally conceived, but adjacent to our own clinic. The inherent efficiencies of this proximity along with the symbiotic relationship between the shop and clinic only helped in our decision to proceed. An additional side benefit was that the portion of the space behind the actual shop could be jointly used for store and clinic office use thereby allowing us to forego the planned expensive excavation beneath the clinic.

Being a practice that serves urban clients, in a dense city center with expensive real estate we have experience in dealing with the design challenges inherent in this type of practice. The design of our two earlier clinics has taught us the value of efficient space use, simple organization, and the benefit of providing our clients with a stimulating naturally lit space. We applied that experience to our new facility.

The organizing element of the clinic is the circulation spine which runs from the glass fronted lobby through the exam corridor, lab, pharmacy, x-ray, preparation, treatment and ending in the largely glass enclosed surgery. The spine is illuminated by skylights along its path. Each exam room is served by its own skylight while the glass block spine wall and clerestory between the rooms creates visual and acoustical privacy as well as a sense of space that the otherwise smallish rooms would not normally possess. This also allows the sharing of natural light between the rooms and the lab/pharmacy. Further along the spine skylights serve the stairwell, preparation/treatment and finally ending at surgery. The architecture of the clinic is about natural light, colors that enhance that light, and a modern architecture that reflects the state-of-the-art veterinary medicine that is provided.

The architecture of the shop purposely contrasts with the clinic. It is about richly composed materials and a turn of the 20th century feel. It is about evoking tradition, warmth, and elegance while providing a unique personal retail experience. We see these two differing attitudes as enriching our client’s experience while providing services to the furrier members of their families.
## Finish materials (section 2.4)

**Clinic**
- **paint, storefront**: Perfect Greige SW6073 w/ Cloak Gray SW6278 accents
- **base, storefront**: granite, Absolute Black, honed finish
- **roofing/accents, storefront**: satin stainless steel
- **flooring, typical**: 14x14 Empire Series, VS85, VS86, VS87, by Crossville
- **base, typical**: cove base, Empire Series, by Crossville
- **walls, typical**: epoxy paint, Toque White SW7003, by Sherwin Williams
- **ceilings, typical**: epoxy paint, Pure white SW7005, by Sherwin Williams
- **linear lighting, typical**: linear pendant, PS-BX, by Lightolier
- **interior door glass, typical**: etched tempered glass, STDR 172, by Bendheim
- **glass block, typical**: 6x6x4 Cross Ribbed, by Solaris
- **millwork, lobby**: plastic Laminate, Quilted Stainless #5164-15, by Formica
- **countertops, lobby**: ¼” Blue Pearl Granite - polished
- **reception desk, lobby**: 12x12 Absolute Black Granite-polished with 304 stainless steel panels by Rimex
- **upholstery, lobby**: SMYC fabric, by United Fabric
- **surface tops, exam**: 1 ¾” quartz agglomerate, #422 Cream w/ Seashell Sprinkle, polished, by Celador
- **accent wall, exam**: epoxy paint, various colors, by Sherwin Williams
- **counters & work surfaces**: plastic laminate, Stellar #689-58 matte finish, by Formica
- **millwork**: plastic laminate, Alabaster D-431-60, by Wilson Art
- **flooring, ward**: epoxy, Amorseal 650, Honorable Blue SW6811, by Sherwin Williams

**Shop**
- **paint, storefront**: Link Gray SW6200, by Sherwin Williams
- **fenestration, storefront**: mahogany, natural stain
- **base, storefront**: granite, Absolute Black, honed finish
- **roofing/accents, storefront**: copper
- **tile, storefront**: 2x2 glass tile, Storm Gray, sandblasted, by Glacier
- **dog bowl, storefront**: custom fabricated, granite, Absolute Black, polished
- **walls, interior**: Mist Gray #962, by Benjamin Moore
- **floor, interior**: stained decorative concrete, by Polished Concrete Systems
- **ceiling, interior**: 1x6 maple, walnut stain
- **millwork, interior**: custom fabricated, custom decorative finishes
- **tabletops, interior**: reclaimed oak, cerused finish
- **pendant lights, interior**: Willamette 6, by Schoolhouse Electric
The renovation allowed us to create a much more efficient clinic than the one it replaced. New roof and exterior wall insulation exceeds building code requirements resulting in less energy used for heating and cooling. In the clinic the installation of 5 double glazed thermally broken skylights and the large amount of glass on the storefront and building rear allows natural light to penetrate the entire main floor. On sunny days this allows the clinic to be used without artificial illumination which saves energy and its inherent cost while providing an arguably better more natural environment.

The project is served by high seer split-system heat pumps which, in Washington’s relatively mild winter climate accomplish both winter heating and summer cooling. For the odd day or two every couple of years when the winter temperature is actually low enough to make heat pumps relatively inefficient the air handlers are provided with natural gas back-up that will allow the system to switch to that fuel when it is more efficient for heating. There are a total of five climate control zones in the combined shop/clinic. There are 2 zones for the shop, one for the shop itself and another of the back-of-house area. The clinic has 3 zones, with the east facing public portion of the clinic on one zone while the private working portions are on a second. The west facing surgery is served by its own zone thereby assuring that even the longest afternoon procedures can be accomplished in comfort. The surgery is also placed under positive air pressure to keep air borne contaminates out by assuring that air from other portions of the building never reaches the operating area. A gas scavenger system assures no inadvertent contamination from the use of anesthetics during procedures.

The large lower level ward’s supply air is 100% exhausted thereby assuring a healthy environment for its temporary residents. For those patients whose infectious issues might endanger others a negatively pressured 100% exhausted isolation ward is provided. The ward is also equipped with self priming floor drains in each of the 6 runs and the ward proper while a hose reel is provided to help aid in sanitation. The ward is acoustically isolated from the upper portion of the clinic and party wall neighbors by the application of acoustical insulation in the surrounding walls and ceiling structure above. This combined with an acoustical ward entry door as well as the inherent acoustic properties of 12” thick existing masonry party walls and the retained ground floor hybrid structural system of concrete topping slab supported by wood framing assures acoustic separation.

Odor control is accomplished by the clinic’s cleanliness policy. For accidental odor situations each exam room, grooming, and the other working spaces of the clinic are providing with large cfm switched exhaust fans.

We chose to use remanufactured traditional film based radiological equipment to keep initial costs down with the thought that as the practice matures and digital costs come down we will convert. The installation conforms to DC health department policy and combined with clinic policy of use of appropriate shielding attire and radiation monitoring devices provides a safe working environment.

Controlled drug storage occurs within locked cabinets in prep/treatment and pharmacy. The key to the cabinet is kept with veterinarian.
Section III

Financing (section 3.1)

Property acquisition financing, construction financing, permanent financing and equipment financing was provided by a local Community Bank.
Practice Philosophy (section 3.2)

We strive to provide our clients with personalized, state-of-the-art medical and preventive care in a neighborhood atmosphere for the 4 legged members of their families. We understand that many of our client families have intense professional lives so we offer services that can help lower the everyday stresses of their lives. With the co-location of our Palisades Clinic and Chien de Luxe in one trip your pet can receive medical and dental care, be groomed and you can purchase all the various items to make you and your pet’s lives easier and more enriching. When our clients need to board their dog or cat they can simply drop it off at our clinic and our daily shuttle bus takes the pet to our Maryland countryside located Shady Spring Kennel and Dog Camp. When it is time for one of our very mobile clients to relocate whether it is to a foreign posting in Asia, Africa or Europe or simply back to their home state our pet relocation service removes the stress by providing health certificates, foreign documentations, flights, ground transport and boarding.

Our clinic facility reflects our urban location and our wish to enrich our client’s lives. Due to space constraints the clinic spaces are generally smaller than what one typically finds. The clinic is composed of simple light filled spaces for both clients and staff that strive to be pleasant and satisfying. We have designed several of the spaces as dual use allowing us to fully serve our clients and patients within the limited space available in our urban situation. We have even created Chien de Luxe adjacent to our clinic so that we can co-locate several functions with the shop and create added convenience for our clients.
Site Selection and Utilization (section 3.3)

With the construction of our newest clinic our practice now has three facilities within the city of Washington, DC. The first two clinics are located in commercial townhouses in more intensely urban portions of the city composed of apartment buildings and 19th century rowhouses. Named after the neighborhood in which it is located, the Palisades Clinic is located in a neighborhood composed of predominately single family homes. As some of our clients from the first two clinics start families they sometimes move to Palisades and surrounding similar affluent neighborhoods. We wanted to offer a convenient location to these clients as well as serve the new clients in this underserved area.

The Palisades neighborhood is substantially built and has been since early last century with few commercial properties and restrictive zoning that makes it difficult to establish new veterinary hospitals. We searched for an appropriate location without luck until the old veterinary facility that became available. This solved our problem, as veterinary clinic use was grandfathered in as an acceptable zoning use and it was located in the heart of the area we wanted to serve. It happened to also be a commercial row property without off-street parking. We had done this before so we were not deterred.
Our new clinic and adjacent pet supply store have several features that help us carry out our mission. Serving a neighborhood of high property value, limited space supply and discerning clients we have designed a clinic that uses space more efficiently than many newer clinics.

We have utilized what is normally single use circulation space to serve several functions. Our central organizing clinic spine combines client access to our efficiently sized exam rooms with our laboratory function. Although the spine is a small space it functions wonderfully for our clients and staff, feels larger because of the natural light flooding into it from the glass block wall of the skylit exam rooms, and promotes more of a sense of community by not hiding all back-of-house clinic functions from clients. Further down the spine the compact ‘standing’ pharmacy occurs, with its just deep enough shelves, countertop and built-in computer station. Radiology is next on the path which utilizes circulation space for working area around the x-ray table. The spine then travels through the preparation and treatment space finally ending at the glass enclosed surgery suite. The spine and natural light organize the clinic.

Our philosophy of removing stress from our client’s lives contributed to locating our pet supply store adjacent to the clinic. It also allowed us to gain additional efficiency by being able to co-locate the office functions of the clinic and shop. Now all our client’s pet needs can be met in one trip within the neighborhood negating the long, stressful and environmentally wasteful automobile trip into the suburbs to a big box pet store. Our client’s have made the conscious choice to live in the city thereby forgoing certain aspects of suburban living. Many clients feel that by doing so they have gained a sense of community, convenience and less energy intense living. We strive to help reinforce these aspects of their city lifestyle.

Zoning restrictions do not allow future expansion. We are not able to increase the clinic footprint and so have designed the clinic to serve our practice’s needs in a size that works for us long term the community in which it is located.

As resources in creating this clinic we used our experience in designing previous clinics for our practice and the advice of our architect. For the shop, in addition to our architect, we retained our Interior designer and his expertise in creating spaces with the feel and finishes we desired. We would advise others considering building a hospital to retain the services of an architect with experience in veterinary design and preferably one who does not dictate his or her ideas but is willing to work with you to fulfill your vision.
existing clinic & shop storefronts before renovation
existing shop interior- before renovation
existing post office with clinic and shop
new storefronts of clinic and shop
reception from entry door
lobby seating
lobby
exam/lab corridor with prep/treatment beyond
glass block wall at exam and lab
exam with direct/indirect light
exam table and computer station
exam - skylight and glass block walls
prep/treatment with surgery beyond
prep/treatment with ICU & feline ward beyond
Surgery with natural light
surgery with glass wall to prep/treatment
canine ward with grooming beyond
canine ward with food prep
canine ward run
Veterinarian office looking north
workstations with clerestory
shop workstation and pantry with offices beyond
shared supply room
shop transaction table and operable storefront
<table>
<thead>
<tr>
<th>Equipment</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anesthesia equipment</td>
<td>VIP 3000 Matrix, by LEI Medical</td>
</tr>
<tr>
<td>Blood chemistry analyzers</td>
<td>Idexx Vetstat, Idexx Vettest 8008</td>
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<tr>
<td>Surgical monitoring device</td>
<td>BM3 Vet by Bionet</td>
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<tr>
<td>Blood pressure device</td>
<td>Minidop ES-100vx by Koven</td>
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<tr>
<td>Hematology analyzer</td>
<td>Idexx Laser Cyte</td>
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<tr>
<td>Cages</td>
<td>Shoreline</td>
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<tr>
<td>Dental equipment</td>
<td>IM3 Deluxe</td>
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<tr>
<td>Dental Xray</td>
<td>AFP Dental</td>
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<tr>
<td>Dental Xray Sensor</td>
<td>Eva Digital Dental</td>
</tr>
<tr>
<td>Dog runs</td>
<td>custom walls, doors by Shoreline</td>
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<tr>
<td>Radiography (film)</td>
<td>Uni-matic 325 by Universal</td>
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<tr>
<td>Exam tables</td>
<td>custom top, cabinet by Shoreline</td>
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<tr>
<td>Wet table</td>
<td>Shoreline</td>
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<tr>
<td>Surgical tables</td>
<td>Shoreline</td>
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<tr>
<td>Practice management software</td>
<td>Idexx Cornerstone</td>
</tr>
<tr>
<td>Autoclave</td>
<td>M11 Ultraclave by Midmark</td>
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</tbody>
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