

# Boston Children's Hospital

Hale Family Building

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CLIENT STORY

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Healthcare: Inpatient  
Boston, MA



Providing hope and answers to children and their families may seem like an idealistic goal, yet it's what Boston Children's Hospital accomplishes every day. As the #1 pediatric hospital in the country for nine years running, Boston Children's has found a way to consistently deliver exceptional and efficient care for patients while also supporting the needs of the family members and caregivers who are so crucial in the healing process. This holistic approach is evident throughout the design of their Hale Family Building, a highly complex 600,000 SF new facility completed in 2022.

Seven years in the making, the Hale Family Building supports all the ways transformative pediatric healthcare is being delivered today and beyond. Innovative technologies and more collaborative care methodologies have been integrated within the building design, along with adaptable furnishings and features that will allow the space to evolve as needs change.

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PROJECT DETAILS

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15 Floors  
600,000 sq. ft.

**Partnerships**

W.B. Mason  
Shepley Bulfinch  
Suffolk Construction

“The flexibility of the space and the way we’ve designed it so that clinicians and staff can better work together is what really sets this building apart from some of our other facilities,” said SueEllen Donahoe, Director of Facilities Planning and Space Management for Boston Children’s. “This more collaborative approach is the future of healthcare. And by better enabling those interactions, we are advancing our patient care.”

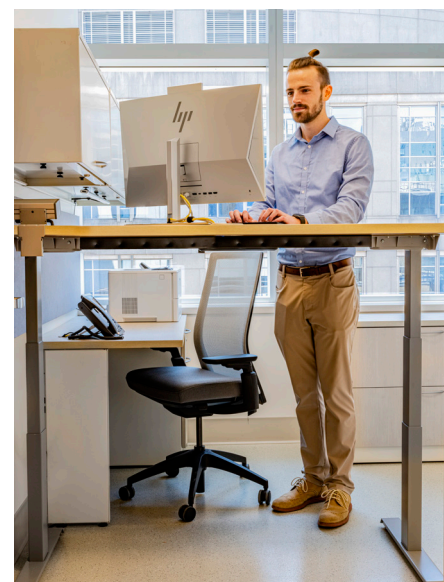
Creating these collaboration hubs has streamlined the process for clinical discussion and information sharing among caregivers as intended but also has benefitted staff in other ways.

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PRODUCT SOLUTIONS

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Relate<sup>®</sup>, Altitude<sup>®</sup>,  
Involve<sup>®</sup>, Aware<sup>®</sup>,  
Structure<sup>™</sup>





*"The Allsteel & W.B. Mason team showed tremendous creativity in helping us work through the product selection process during the challenges of the COVID pandemic. They've also set us up for success moving forward by providing us with helpful standards resources that will streamline ordering in the future. "*

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SUE ELLEN DONAHOE

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**BOSTON  
CHILDREN'S  
HOSPITAL**



"This can be such an intense working environment, and the well-being of our caregivers has a direct impact on the quality of care we give to our patients," said Donahoe. "So, we designed these collaboration spaces to easily flex, using tables that could be easily reconfigured or moved out of the way.

With simple rearranging, these now become areas where staff can receive Reiki or practice yoga. And, when needed, the spaces can also be used to support continued staff education, which makes them even more multi-functional."

Thoughtful consideration was also given to the design of the inpatient and outpatient areas to accommodate social and emotional needs in addition to the physical space. Rather than incorporating shared rooms found in many hospitals, 150 single inpatient rooms were created to enhance the privacy, safety, and comfort of patients and their family members.

"We wanted to create a special 'Family Zone' for each patient room," said Donahoe. "A place where a parent could stay overnight in a pullout bed, sit comfortably at their child's bedside, or do a little work if needed.

Accommodating that level of comfort and flexibility within the room design is of huge benefit to these family members who are undergoing an enormous amount of stress.”

That same patient-first, family-focused approach was applied to their state-of-the-art neonatal intensive care unit (NICU) located on the 11th floor. Private single inpatient rooms now replace the traditional open bays with patients positioned side-by-side, offering more space for family members to interact and care for their newborn infants.

“NICU design in the past didn’t allow for privacy or for parents to stay with their newborns. Moms would come in for the day but then would have to leave for the night,” said Donahoe. “It’s so gratifying to see these newly designed NICU spaces working exactly as we envisioned—where both parents can spend time with and help care for their baby together. To see the difference we’re making for these families is so special.”

According to Donahoe, the positive feedback received from patients and families has been overwhelming, “The impact of the new Hale Family Building has far exceeded our expectations. In addition to bringing innovative technologies new to Boston Children’s Hospital, this facility has transformed the way we deliver care. It’s a place that brings hope while changing lives.”