

Unprepared for What's Ahead: Healthcare's Facility Challenge



Healthcare is facing a new reality: rising costs and tighter margins are making traditional building and planning approaches difficult to sustain. At the same time, demand for care is shifting toward outpatient, ambulatory, and multi-use spaces. The future belongs to organizations that prioritize strategic resilience. Creating flexible environments that adapt to evolving care models, harnessing simplified procurement processes, and leveraging integrated product portfolios that maximize purchasing power are the keys to unlocking value and optimizing long-term investment.



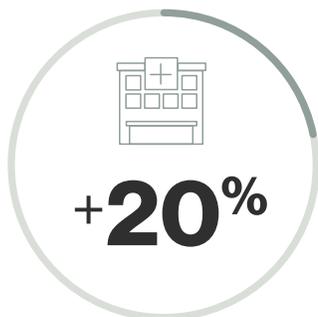
The Shifting Economics of Care

Rising costs and shifting care patterns are placing new demands on healthcare facilities. These converging pressures are redefining how organizations approach facility planning and investment, driving the need for smarter, more resilient strategies.



Financial Challenges Impacting Care

Escalating costs, shrinking margins, declining reimbursements, and limited capital are straining hospitals nationwide.



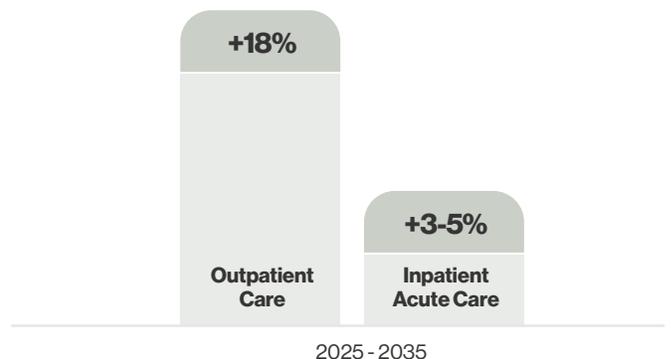
Increase in the average cost per square foot to build U.S. hospitals over the past five years, including a 6% jump from 2023 to 2024.

Health Facilities Management Magazine, 2024 Hospitals Construction Survey

Evolving Demand Across the Care Continuum

Outpatient volumes are expected to surge as new technologies and clinical models make care more efficient, accessible, and cost-effective. Meanwhile, inpatient acute care will see a modest rise, largely driven by aging populations and the growing complexity of patient needs.

Rise In Adult Care Volume



Sg2, 2025 Impact of Change® Forecast

What's At Stake

For patients

- **Access narrows**

Outdated facility models lead to limited capacity and fewer options for convenient, cost-effective care.

- **Experience declines**

Environments that can't evolve with patient needs risk creating frustration, lower satisfaction, and weaker trust in the system.

For caregivers

- **Inefficiency grows**

Rigid layouts and poorly optimized spaces make daily tasks harder, adding unnecessary strain and fatigue to already demanding roles.

- **Engagement and retention suffer**

Lack of investment in supportive environments and practices fuels burnout, turnover, and staffing challenges.

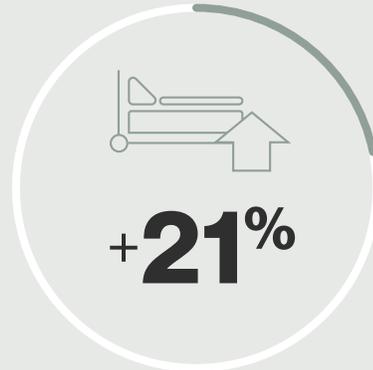
For organizations

- **Margins erode**

Escalating expenses outpace revenue gains, forcing difficult trade-offs in staffing, capital planning, and long-term stability.

- **Opportunity decreases**

Facilities without flexible, multi-use environments struggle to adapt to new care models, limiting competitiveness and future revenue potential.



Growth of ambulatory surgery volume expected between 2024 and 2034, as compared to a 3% volume growth for inpatient surgery.¹



of healthcare executives say workforce constraints and staffing shortages will shape their strategic initiatives.²



Average amount medical practice operating expenses grew in 2025 as compared to the same period in 2024.³



Design Thinking:

As outpatient volumes increase, facilities need environments that can pivot seamlessly between consults, treatment, and exams. Designing with flexibility in mind supports higher throughput, improves efficiency, and creates a better experience for both patients and staff.

Adaptable outpatient strategies that flex with demand

- **Modular layouts and universal rooms**

Standardized room sizes, modular casework, and universal exam spaces enable environments to shift between primary care, specialty visits, or minor procedures with minimal renovation. Forge casework makes reconfiguration simple and cost-effective.



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- **Tele-Health integration**

Outpatient support should incorporate technology-enabled zones for remote care that can be shared between caregivers.



[Explore](#) ↗

- **Shared staff zones and flex support**

Centralized, flexible work areas — like touchdown points or shared team hubs — make it easy to adjust workflows and scale staffing as patient volumes rise.

Design Thinking:

Strategic resilience requires environments that can adapt without costly or lengthy disruption. Multi-use spaces, informed by patient needs, allow facilities to flex with patient volumes, care models, and community needs within the same footprint while ensuring welcoming experiences for all.

Inclusive multi-use design that maximizes flexibility and efficiency

- **Flexible patient rooms**

Acuity-adaptable patient rooms can transition between medical-surgical, observation, or step-down care, giving organizations the capacity to respond to shifting needs without adding beds.



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- **Convertible meeting/classroom spaces**

Design training rooms that can double as education hubs, wellness spaces, or emergency triage areas to keep facilities responsive for multiple scenarios.



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- **Multi-use waiting/community zones**

Create inclusive areas designed to shift between patient waiting, community outreach, or support groups as needed.



Design Thinking:

Resilience isn't just about flexibility in space—it's also about making smart investments. Durable, reconfigurable products paired with streamlined procurement and integrated portfolios reduce costs today and strengthen long-term value.

Maximizing value through integrated solutions

- **Streamlined procurement**

Capitalizing on GPOs or a single healthcare furniture partner simplifies ordering, saving on administrative costs.

- **Purchasing leverage**

Integrated portfolios help organizations maximize discounts while ensuring consistency across outpatient and inpatient facilities.

- **Innovative, adaptable solutions**

Reconfigurable furnishings like Forge casework maximize space and reduce total cost of ownership, while innovative designs improve efficiency.

- **Durable products and materials**

Products designed for heavy use extend lifecycle value in high-volume healthcare settings.

