

# Iliuliuk Family & Health Services, Inc.

PO Box 144 Unalaska, AK 99685

## Close Out Report Narrative:

### Background:

Iliuliuk Family & Health Services, Inc.'s renovation project was designed to increase clinical space on the first floor of the clinic. Specifically, we added dental services and needed a dental operator, and we added medical services and needed more exam rooms in order to improve patient flow. The project was also designed to create a secure server room on the second floor, since IFHS plans to migrate records to an Electronic Health Record system by 2007.

### Activities:

We started the planning phases of this project in early 2003, and first applied to the Denali Commission in March of 2004. We had considerable difficulty locating a willing contractor. We eventually had the great luck to hire Richard Knight, with Knight Construction. Construction began in February 2005, and completed in September 2005. In addition to the difficulty we had locating contractors, the original project budget had to be increased from \$325,000 to \$770,879, primarily due to the cost of subcontractors – specifically, the mechanical, electrical and telecommunications subcontractors.

We had originally planned to add three medical examination rooms to the downstairs space, but instead we added two medical examination rooms and one dental operator. Our new dentist supplied a dental chair from his former practice, along with some other dental equipment, so we did not experience an increase in cost associated with this change. We were able to purchase some of the equipment for our procedure room and our exam rooms out of a grant from HRSA, and so were able to contain equipment costs for this project. We also raised an additional \$49,000 in fundraising. This was fortunate, since construction hard costs and telecommunications costs were significantly higher than originally the original budget.

### Cost Containment:

The project is emphatically not on the original budget, but is on budget for the revised budget. We have achieved some savings (the dentist donated some equipment, and we were able to get cabinets for \$10,000 instead of the budgeted \$35,000), but the construction costs are over 100% greater than projected. Telecommunications costs are also significantly higher than projected.

<b>Organization Name:</b> Iliuliuk Family and Health Services, Inc.					
<b>Project Title:</b> Iliuliuk Family & Health Services Clinic Renovation and Service Expansion Project					
<b>Report Period:</b> Final Report 9/2005					
Project Components	Component Budget	Actual Expenses	Denali Grant	Other Fund Source \$	Name of Other fund source

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Construction Hard Costs	\$580,779	\$580,779	\$100,000	\$60,000 \$150,000 \$24,999 \$98,800 \$146,980	MJ Murdock Rasmuson Foundation City of Unalaska Fundraising IFHS
A/E Design Fees	\$28,500	\$28,500		\$28,500	IFHS
Furnishings	\$42,500	\$9,987		\$9,987	IFHS
Equipment	\$100,000	\$28,170		\$28,170	IFHS
Data/Communications	\$5,000	\$60,183		\$60,183	IFHS
Insurance	\$1,500	\$2,368		\$2,368	IFHS
Permits	\$1,600	\$1,497		\$1,497	IFHS
Soft Cost Contingency	\$11,000				
Total	\$770,879	\$711,484	\$100,000	\$611,484	

### Project Outcomes:

We have completed construction and are working in our new spaces. We held a very successful open house September 17 that was attended by at least 200 members of our community.

While we did not meet the original time objective for completion of construction, we met and exceeded our fundraising goals. From January 2003 until July 31, 2005, we raised a total of \$98,800 in donations from the community towards this project. We have a full-time dentist working for us. We have added a fourth *and a fifth* medical provider and we have reduced wait times for patients. We have increased the number of encounters (medical and dental) per year from just under 10,000 in calendar year 2002 to over 15,000 in calendar year 2004, and we are seeing increases in encounter numbers for 2005. We have been able to hire a diabetes educator now that we have room for her to work. Our objective to increase clinical space and utility has most definitely been met. Our staff loves the new break room. Our storage capacity has been increased. Because we have a new, larger and more secure server room, we are able to move ahead on our electronic health records project. Our new, glassed in front desk and other modifications to the front area have improved patient confidentiality by decreasing the chance for individuals to overhear restricted information.

### Problems Encountered:

We had significant trouble finding a willing contractor, and once we did, we experienced shock at how much over budget subcontractor bids were placing our project. We increased fundraising efforts, and began to look for ways to decrease other costs (like equipment) associated with the project.

We are still discovering uses for the reorganized spaces, and we are encountering some challenges as staff become used to the new configuration. One side effect of moving the administrative offices upstairs is that clinical staff has stated that they feel "alone down here." However, with the new staff break room, we have noticed an absolute outbreak of informal potluck get-togethers by staff at lunchtime. Staff has become creative about

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finding uses for cabinets and shelves left over from the renovation. Additionally, with our rapid growth, it is clear that we actually need even more space.

### Conclusions and Recommendations:

We feel that this project was very successful, and accomplished the goals that we hoped to meet. We have learned that we still need more space, and we have begun a long-term project to address that need. We also learned that construction in Unalaska costs much more than most architects anticipate. Our architects were using a \$250/sq foot estimate, and we have determined that for Unalaska, a \$400/sq foot is minimally realistic, and the estimate should probably be closer to \$450/sq foot.

The Denali Commission funding was essential to the successful completion of this project. Thank you for making these funds available to us, and for being so easy to work with. We truly appreciate your assistance.