



# ChristianaCare Health Center

## Middletown Campus

Certificate *of* Public Review  
Delaware Health Resources Board

OUR VISION

**CREATING  
HEALTH  
TOGETHER  
SO EVERY  
PERSON CAN  
*flourish***



## Project Snapshot

Expansion of ChristianaCare's Middletown Campus to increase access to exceptional, affordable and equitable care.

**Construction of ChristianaCare Health Center**, including site improvements and campus information technology infrastructure.

**Holistic approach to health** addressing the full continuum of care.

ChristianaCare investment of **\$92.8M.**





A vision *for* Middletown since 2009

108 acres purchased



**EMERGENCY**



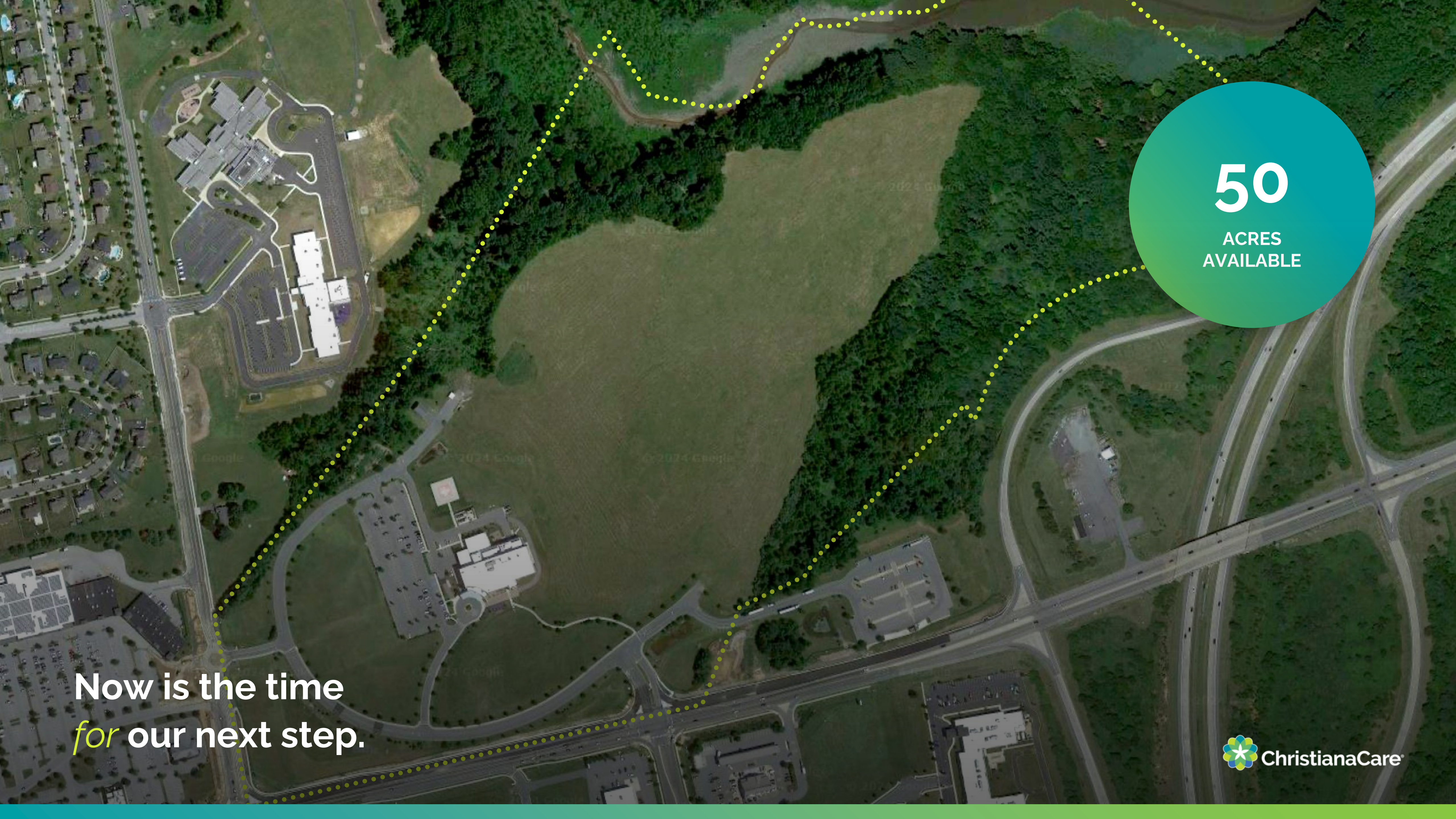
**32K+**  
ED VISITS  
IN FY23

# Middletown Freestanding Emergency Department

Phase 1 | Opened 2012

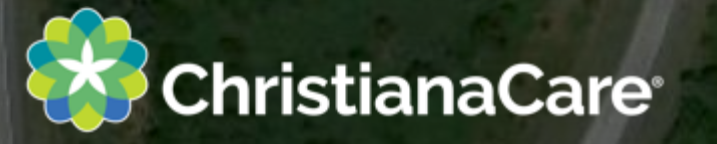






**50**  
ACRES  
AVAILABLE

Now is the time  
*for* our next step.







*Current*  
**Middletown  
Market  
Locations**

**MIDDLETOWN EAST**

Freestanding ED  
Primary Care  
Women's Health  
Laboratory

**MIDDLETOWN WEST**

MAU  
Primary Care  
Cardiology  
Diagnostic Cardiology  
Imaging  
Laboratory  
Rehab

**WHITEHALL**

Primary Care  
Pediatrics  
Neurology

**4,500+**

outpatient surgeries  
already performed  
annually for patients  
from Middletown  
down to Sussex  
County



# Middletown: A Changing Community Landscape

8%

Population growth expected by 2029

550%

Population increase from 1990 to 2023\*

24%

Growth in the aging sector (65+)

2X

Growth rate nearly double the rest of the state

43%

Increasingly diverse population (43% non-white)



\* Source: U.S. Census Bureau

**Middletown's 2022 Comprehensive Plan** includes goal to "maintain quality of life in town by focusing on the public health, safety and recreational opportunities of current and future residents."





## Navigating a Care Maze

Traveling **30+ minutes** to  
get care

**Long waitlists** to be seen

Providers **not accepting**  
their insurance

Survey: data collected 4/23-4/28/23; N= 889  
(164 general population, 725 current CC pts); area  
residents, 18+, not employed in healthcare  
In-depth Interviews: conducted 5/5-5/18/23;  
N=8 (4 not satisfied with local access to  
healthcare, 4 gave CC a low rating)



“

## Pain Points of Patient Care

**“Doctors that are not accepting new patients.** I’ve run into that time and time again, even looking for an OBGYN. I finally thought I made an appointment, and it turns out they were booking me an hour away.”

“The town has grown so quickly and there are hardly any family doctors. **Most people have to go at least 30 to 45 minutes just to get a family doctor.** And for somebody who’s disabled, there’s hardly any specialists.”

“Every place I called said they weren’t accepting new patients. We finally find a gal that was accepting new patients, but **we had to wait 11 months to get our physical done.**”



# Our Proposal

**CHRISTIANACARE HEALTH CENTER**

MIDDLETOWN CAMPUS





**PHASE 2:** Health Center

**PHASE 3:** Ambulatory  
Surgery Center

**COMPLETED**

**PHASE 1:** Freestanding ED







 ChristianaCare



# Middletown Campus: Convenience *on the* Continuum of Care

Patients connect to a multi-specialty team that will help guide them throughout their care journey.



## Pre-visit

- Electronic reminders.
- Digital intake.
- Screening questions.
- Asynchronous care.
- Centralized scheduling.

## Arrival

- Convenient parking.
- Clear wayfinding.
- Concierge check-in.
- Escorted directly to hybrid exam room.

## Visit

- Same-day and on-demand care.
- Care plan creation.
- Virtual rooms for specialty service visits with tech support.

## Post-visit

- Same-day services (lab, imaging, testing, immunizations).
- Care plan execution.
- Care coordination.



## Planned Services for Middletown Health Center

- Behavioral Health
- Cancer
- Heart & Vascular
- Imaging & Lab
- Pediatrics
- Primary Care
- Medical Specialties
- Neurology
- Surgical Specialties
- Women's Health



... **But wait! There's more.**

**21** new subspecialties will be added.

**15** new providers and **57** new caregivers will be added in Year 1.







## We Can Help Middletown Residents *Flourish*

With **more access** to expert, affordable care, patients don't have to travel far for exceptional care.

Onsite diagnostics means **reduced wait time** for needed services.

**Increased care coordination** means patients don't have to go through life's transitions alone.

Technology will allow for a streamlined experience and **greater efficiency** to connect with the Middletown community in new, convenient ways.

Health needs change, which is why our continuum of care offers patients comprehensive **health services that evolve with them over time.**



# Project Details

**CHRISTIANACARE HEALTH CENTER**

MIDDLETOWN CAMPUS





# Conformity *with* Health Resources Management Plan

## Objectives of ChristianaCare Health Center, Middletown Campus



### Close to Home

- Improving the quality of life for people in Middletown by offering exceptional care close to home.
- Consolidating existing Middletown-based practices onto one campus and shifting ambulatory-appropriate off our hospital campuses in support of right care, right cost initiatives.

### Expanded Health Services

- Increasing access to primary and specialty care.
- Wide range of services including primary care, women's health, behavioral health and specialty care including oncology and cardiovascular care, imaging and lab services.

### Greater Access to Care

- Community hub offering prevention, assessment, treatment and follow-up care.
- Conduit for connecting with at-risk populations.
- Applying national best-practices and benchmarks that drive efficiency and lower cost of care.



# ChristianaCare Health Center, Middletown Campus

## Expected Effects on Health Care Costs and Charges

- **Shift ambulatory-appropriate** off our hospital campuses in support of right care, right cost initiatives.
- **Reduce cost of care** overall in Delaware.
  - **Lower payment rates** for freestanding facilities.
  - **Reduced administrative costs** resulting from streamlining of processes and reduced billing complexities.
- **Create better access** for residents to receive high-quality care closer to home.
  - **Reduced out-of-pocket expenses** for patients from fewer visits, less travel time and less time away from work.

**\$92.8M**  
CAPITAL INVESTMENT

**Includes** design and construction, equipment and information technology infrastructure cost.





# Schedule of Implementation

*Pending approval of Certificate of Public Review application*

## Fall 2024 – Winter 2025



- Receive DHRB approval
- Finalize detailed design/construction documents
- Submit land development permits

## Spring – Summer 2025



- Finalize contractor bids
- Submit building permits
- Start new health center building construction

## Winter 2026/2027



- Finalize building construction/substantial completion
- Furnish/equip building
- Onboard providers/staff

## Spring 2027



- Grand opening
- First patient visit



Thank you!

