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## Design-Build Project Delivery From a Client's Perspective



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**Carolyn Martin-Shaw,  
President and CEO,  
Mercy Medical  
Center-New Hampton**

In this issue of Corner Stones we decided to deviate from our typical format providing various facts and figures for the subject project. We could tell you a lot about our Henkel-Accörd design-build project at Mercy Medical Center-New Hampton but we have always felt that a project's success is best seen through the client's eyes.

Carolyn Martin-Shaw, President and CEO of Mercy Medical Center-New Hampton, says, "I was so impressed with the willingness of the Henkel team to work so closely with the hospital team. I think that resulted in the tremendous outcomes we experienced. When questions or issues arose, as they always will during construction, there was no hesitancy in sharing ideas and solutions back and forth. The flexibility of the superintendent and the project manager when we needed to make concessions for patient care was exceptional and cleanliness was never an issue. I have been through other hospital construction projects but have never seen an interior construction site so clean."

Martin-Shaw goes on to say, "I had never experienced the design-build concept previously and would not do a similar construction project any other way in the future. I believe we saved a tremendous amount of time and energy by having the construction component being worked on during the design phase. While the design was being developed, specifications were being obtained, estimates were provided, contracts were being let, and then construction began. There was no delay between the design phase and ground breaking."

She then says, "It was a tremendous experience. Henkel has been an excellent construction company to work with and Accörd was so attentive to our needs and wishes. Both gave us a facility that has been exceptionally well received by staff and members of our extended community."

**Henkel Construction  
Company is a full service  
General Contractor and  
Construction Manager  
based in Mason City, Iowa.**

**Henkel builds high  
quality structures for  
commercial, institutional,  
heavy-highway and  
industrial clients  
throughout the Upper  
Midwest and, for some  
clients, nationwide.**