



# Building Case Study

## Building Sustainable Performance in Medical Office Buildings with the BOMA 360 Program

The BOMA 360 Performance Program is helping medical office buildings globally elevate operational excellence, sustainability, and community impact. With participating properties in the 360 Program, on average, exceeding 186,000 square feet, these facilities benefit from the program's framework to meet industry best practices.\*

*\*Figures reflect active buildings in December 2025*





Medical office buildings are poised to benefit from major structural shifts: the growing wave of spending on health and wellness and changes in the way healthcare services are delivered.

Americans have become voracious consumers of healthcare services that run across the spectrum from preventative medicine and cosmetic procedures to critical care and specialty services such as oncology, physical therapy, and dialysis. Health spending in the U.S. was expected to top a staggering \$5.6 trillion in 2025, according to the health policy research firm KFF. Key drivers for growth are the aging population and consumers who are increasingly focused on both physical and mental health and wellness.

A broader trend to decentralize care also is driving demand for medical office buildings (MOBs). Increasingly, healthcare is shifting away from hospital campuses and inpatient care to more cost-efficient privately owned outpatient medical office buildings. PwC estimates that there are currently some 42,260 MOBs representing 1.6 billion square feet in the U.S.



*Achieving this designation not only demonstrates high performance—it enhances your property's value and reputation within the industry.*

MOBs are known for attracting “sticky” tenants and high retention rates. Once medical tenants find a good location and property owner partner, they generally don’t want to leave. The BOMA 360 Performance Program is helping medical office buildings across the U.S. elevate operational excellence, sustainability, and community impact. With participating properties in the 360 Program, on average, exceeding 186,000 square feet, these facilities benefit from the program’s framework to meet industry best practices.

The BOMA 360 Performance Program is a globally recognized standard that highlights operational distinction across six critical areas: building operations and management, life safety and security, training and education, energy, environmental/sustainability, and tenant relations/community involvement. Attaining this designation not only demonstrates high performance but it also enhances your property's value and reputation within the industry. This case study examines how two medical office buildings used the BOMA 360 program as a framework for achieving energy efficiency, invaluable upgrades, and tenant satisfaction.

## Sustainability Performance Results

**1720 El Camino Real** has achieved measurable reductions in energy use, significant cost savings, and exceptional tenant satisfaction—solidifying its position as a model for high-performing medical office buildings in the Bay Area. Located in Burlingame, California, the MOB serves a diverse mix of healthcare tenants, including specialty clinics and outpatient centers. The building is managed by Anchor Health Properties and owned by PPF AHP OFF 1720 El Camino Real Owner LP.

In 2024–2025, the property underwent a comprehensive energy modernization initiative focused on long-term sustainability and performance optimization, with highlights that included:

- Upgrading four pneumatic control panels across the building to modern digital systems, reducing annual PG&E energy consumption by over 37% from July 2024 through September 2025.
- Partnering with a certified solar energy contractor to expand renewable energy utilization and enhance system optimization, resulting in significant ongoing savings and reduced carbon footprint.
- Implementing advanced building automation integration, enabling real-time monitoring and improved HVAC efficiency across all medical suites.

## ROI from Upgrades or Improvements

The initiatives implemented at **1720 El Camino Real** demonstrate measurable performance outcomes and operational excellence that include:

- 37% reduction in total energy consumption
- Reduced maintenance and operational costs across multiple service categories
- Enhanced tenant satisfaction and retention metrics
- Strengthened the property's environmental performance and compliance standing

Additionally, the management team achieved substantial reductions in operational costs through strategic vendor management and system upgrades. Notably, a full modernization of the CCTV camera and garage access control system both increased building security and lowered



maintenance and monitoring costs. Consolidating preventive maintenance contracts reduced duplicative expenses and improved service reliability for both clinical and administrative tenants.

## Community Involvement and Occupant Satisfaction

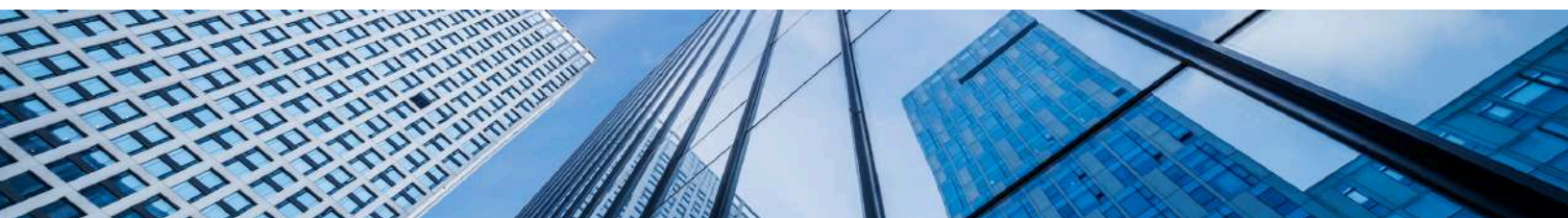
**Northside Medical Midtown** serves as Northside Hospital's flagship urban medical office destination in the heart of Atlanta. The building was awarded a TOBY in 2020 and 2026, BOMA 360 in 2024, and a Healthpeak Sustainability Award in 2025. Tenant relations are critical for a building that serves approximately 500,000 patients each year. Managed by Realty Trust Group, the tenant relations program strives to foster connection, pride, and a sense of community. Highlights of tenant programs, special events, and facilities include:

- Culture and education: Programs are often tied to special events, such as Black History Month, Veteran's Day, and Earth Day, among others.
- Health & wellness: Tenants can utilize the building's fitness center, as well as its Calm Center, a dedicated relaxation space that features massage chairs, yoga, meditation, sound baths, and arts and crafts.
- Community building: Tenants are encouraged to participate in blood drives, recycling initiatives, and annual Giving Tuesday donations to the local Ronald McDonald House.
- Tenant engagement: The building hosts a variety of social events for tenants, such as its Atlanta Braves' "Opening Day in the A," a summer King of Pops gathering, and an elegant holiday event with catered meals, harp music, and festive décor.

These initiatives have been especially meaningful following a 2023 active shooter incident, helping to rebuild trust, restore confidence, and unite tenants around causes that make a difference beyond the building. Tenant events regularly draw 200 or more participants.

At **1720 El Camino Real**, Anchor Health Properties continues to prioritize tenant engagement and satisfaction through direct communication, responsive service, and proactive management. Those efforts include:

- Regular suite-by-suite walkthroughs with tenants and maintenance teams to ensure quick resolution of building concerns and improved safety awareness.
- Post-upgrade feedback indicates enhanced tenant satisfaction with indoor air quality, building comfort, and overall facility responsiveness.
- Occupant retention rates have remained above 95%, reflecting strong relationships and long-term trust between management and healthcare providers.



*Coming up, we'll continue exploring how the BOMA 360 Performance Program is positively impacting other building types in our article series. Keep an eye out – and [click here](#) to learn more about starting your application today.*