

Site Visit Highlights

Strategic Planning Committee
August 16, 2005

PALOMAR POMERADO HEALTH



Banner Desert Samaritan – Tour Topics

- Variable Acuity Unit
- Integrative Therapies/Spa

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Key Learnings: Variable Acuity

- One unit only; 24 universal rooms
- Originally intended for surgical patients; then extended to all ICU patients
- Due to hospital-wide ICU capacity limitations, only 20% of patients remain on unit until discharge (primarily based on MD request)
- High patient and family satisfaction with the unit
- Adapted well to decentralized nursing

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Key Learnings: Integrative Therapies

- Provide Music Therapy, Massage Therapy, Clinical Aromatherapy and Hypnotherapy in the inpatient setting
- All therapists are certified and licensed
- Hospital Foundation raises money to provide grants to sustain the integrative therapies
- Massage Therapy is free to oncology patients through a grant; fee for service for all others
- Music Therapy is provided free through a grant; Aromatherapy, Hypnotherapy are fee for service
- Recently opened an outpatient spa which is projected to breakeven after 2 years

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Banner Estrella – Tour Topics

- Cerner/CPOE/IT System
- Interventional Platform
- Public Spaces

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Key Learnings: Cerner/CPOE/IT

- Electronic Medical Record is not completely computerized; H&Ps and Progress Notes are hand written then scanned in; that aspect is problematic
- For CPOE success, adequate hardware is a must
- Good networking on use of Cerner
- Finding high value in latest communication technologies: Vocera and Hill-Rom Comlinx
- Highly recommended Getwell TV

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Key Learnings: Public Spaces

- Very spacious and nice public lobby
- Health education resource center located off the lobby
- Special water garden accessible to public and employees
- Elaborate light fixture in lobby changes to pink or blue lights when a child is born
- Appeared to have spent budget on key public spaces; other spaces were very stark

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Key Learnings: Interventional Platform

- 6 ORs and 6 IR/Cath labs
- High degree of staff cross-training; feels this has worked out very well
- IR labs located outside sterile red line; can be modified over time as needed
- Lounges are multidisciplinary, including staff and physicians
- Designed without central nursing station & then had to try to add back in
- Strong advocates for the interventional platform model

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Upcoming Tours

- UCLA Westwood: Interventional Platform
- Shea Women's Center in Scottsdale
- St. Joseph's Hospital, Wisconsin
- Arrowhead Regional Medical Center: Emergency & Trauma Center
- Bronson Methodist Hospital

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