

Site Visit Summary

For Strategic Planning Committee
September 20, 2005
Revised

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Lab Site Visits

- 4 local site visits: Long Beach Memorial, Hoag Memorial, ARUP Reference Lab, Laboratory Instrumentation
- Key areas of study:
 - Lab Automation
 - Molecular Diagnostic Testing Program
 - Point of Care Testing
 - Future instruments and technology
 - Modular casework
 - Core Lab
 - Rapid Response Lab

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Lab Key Findings

- Modular casework does work well
- Lab Automation will decrease error rate, decrease employee injuries and improve overall efficiency
- Walk-in refrigerator to store all reagents with small doors for staff to access reagents & supplies on a daily basis
- Need more study on Point of Care Testing; only limited use in these sites

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Lab Key Findings

- Want to further study adjacency of lab to OR for frozen sections
- Molecular Diagnostic Testing section must be set up in a relatively closed environment to avoid contamination
- Natural lighting and windows improve staff satisfaction with their environment

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Bronson Methodist Hospital

- Center for Health Design Pebble Project; opened new hospital Dec 2000
- Guiding Principles:
 - Focused on more than bricks & mortar
 - Project provided a forum for change
 - Opportunity to reevaluate all core processes
 - Renewed their focus on the patient/customer
 - Built a culture of clinical & service excellence

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Bronson Key Findings

- Excellent job with public spaces
 - Emphasis on healing environment, natural lighting, indoor gardens
 - Health education library
 - Boutique-like café area
- Areas for improvement
 - Need to improve staff spaces
 - Some wayfinding off elevators could be improved
- Focused on whole culture transformation, not just building a hospital

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Bronson Outcomes

- Overall infections decreased
- Employee opinion scores significantly improved
- RN and Overall turnover better than national best practices benchmark
- Patient satisfaction improved dramatically
- Physician satisfaction significantly improved
- Consumer preference dramatic improvement
- 34% increase in inpatient volume since 2000

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UCLA Westwood Hospital

- Team went to view and learn about their Interventional Platform
- Early full-size mock-up rooms were **CRITICAL**; made many changes based on mock-ups
- State regulations require equipment specificity in the plans, which limits flexibility
- Ceiling booms limit the actual flexibility of the rooms
- UCLA has moved away from the totally flexible model, but still "tries"

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Scottsdale Healthcare-Shea Campus

- Site visit focused on the women's component of this hospital
- The new part of the campus features a women's tower that includes outpatient and inpatient women's services
- Their center also features a boutique and spa

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Shea Women's Center-Key Findings

- Utilized a "storefront" approach which provides flexibility and easy wayfinding
- Strong emphasis on healing environment; beautiful place to work
 - Waiting list for nursing staff
- Innovative connection between their women's service line and their bariatric program
- Variety of VIP levels of service

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<p>Shea Women's Center-Key Findings</p> <ul style="list-style-type: none"> ▪ Stated it was essential to have a short-term day care space ▪ Sub-waiting areas were peaceful, with items like a pitcher of water or tea & coffee to make patients/family feel welcome ▪ Small business center available ▪ Nice conference center with flat screen TV to post meeting schedule ▪ Nice resource center off main lobby across from a starbucks-like cafe 	
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<p>Shea Women's Center-Key Findings</p> <ul style="list-style-type: none"> ▪ Spa services offered to outpatients and inpatients with physician order <ul style="list-style-type: none"> – Used pre and post operatively; has decreased need for pain medication ▪ Theme of “curves” throughout the architecture and furniture ▪ Separate retail for prenatal/postpartum and oncology patients 	
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Shea Women's Center-Key Findings

- What we would not bring to PPH
 - Purple décor could be easily dated
 - Postpartum rooms were undersized and not nearly as nicely decorated as LDRs
 - NICU had windows from hallway, but staff keep closed because they feel like they are in a “fishbowl”
 - Artwork lacked consistency or theme

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St. Joseph's Hospital, Wisconsin

- Major agenda in planning this new hospital was creating a safe environment
- Prioritized this, and felt that if it was safe, it would be a healing environment
 - Our tour members felt it was very tranquil and healing

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St. Joseph's Key Findings

- Focused on possible failure points and tried to design to reduce potential failures
 - Bathrooms placed next to patient bed with hand rail on wall to reduce falls
 - Same handed patient rooms
- Really focused on noise abatement based on research
 - Was noticeably quiet
 - Focused on ceiling tiles and finishes that reduce noise
- Distribution of supplies to bedside working very well
- Distributed nursing working well

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Site Visit to Hill-Rom

- More than a "bed" company; have many products and technologies that enhance caregiver efficiency, patient safety and patient throughput
- Presented workflow solutions such as:
 - Navcare (nurse call system) which greatly enhances the use of Vocera
 - Patient tracking systems
 - Automated message centers
- Innovative head wall systems including a "boom and telescoping system" for ICU rooms

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Methodist-Clarian Health

- Site visit to study their acuity adaptable unit
 - Limited to cardiac patients with a moderate acuity spread
- Nurses preferred lower countertops at the distributed nursing stations
- Kiosks not being used because visitors want to speak to a “live” person

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