WellStar Paulding Hospital

Pebble Presentation
Agenda

• Introduction
  • Initial Visioning
  • User Group Visioning
  • Physician Engagement
  • Joint Commission Pilot
  • Conclusion

Mark Haney
Mark Haney
Whitney Haller
Sharon Amaya, MD
Vicky Hogue
Vicky Hogue
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• Introduction
  Mark Haney

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  Vicky Hogue

• Conclusion
  Vicky Hogue
Initial Visioning

• Attendees
  – Senior Leadership
  – Craig Zimring
  – Rosalyn Cama
Paulding Health Park Project

Development of a second Medical Office Building, combined with the existing MOB and new Hospital, to integrate Specialty Service Lines at the facility level in a way that will enhance the delivery of healthcare to Paulding County and the Region.
Our Guiding Purpose is to be
The Safest Hospital in the World

★ Safety⁴

1. Safety to the patient and guest
2. Safety to the individuals that work in the hospital
3. Safety to the community
4. Safety to the environment
The Guiding Principles to Achieve our Purpose are:

- Leading with Evidence-based Design Concepts and Innovation
- Flexibility In Design
- Holistic Environment That Is The Heart Of The Community
- Designed Efficiency Through Lean Principles And Processes
- Sustainable
- Environments That Enable Success
- Wellness and Prevention Focus
- Integrative Patient and Family Experience
- Employer of Choice
CARDIOLOGY VALUE PROPOSITION – Wellstar should create a dedicated Cardiology Center

DESIGN DRIVERS SUPPORTIVE OF THE 5 BIG IDEAS

Create the Safest Hospital in the World
- Chest Pain Unit
- Fewer transfers

Become the Center of a Web of Wellness
- Separate identity/facility
- Community Education
- Cardiac Rehab Center

Develop a Learning and Nimble Building for a Nimble and Learning Organization
- Staff consistency / dedicated Cardiology staff
- Standardized Prep/Recovery
- Standardized Interventional Suite
- Dedicated Cardiac Catheterization Rooms

Make it All About the Patient and Family Experience
- Acoustic and visual privacy for patient
- Convenience
- Separate identity
- Fewer transfers
- ‘One stop shopping’

Become the Leanest and Most Satisfying Place to Work
- Dedicated nursing unit
- Physician offices incorporated
- Consolidated services
- Standardized rooms

AREAS OF RESEARCH AND STUDY

Dedicated Chest Pain Unit

Prep / Recovery and Chest Pain Pod study:
- Same-handed /standardized patient room configuration within pod
- Each pod includes provider, supply and med “zones”
- 1 toilet per patient room vs. 1 toilet per 4 patient rooms
- Supplies and meds immediately adjacent

Private Prep/Recovery and Chest Pain Room study:
- Same-handed /standardized pre-op room configuration
- Provider side at patient right or patient left
- Caregiver, patient, family zones
- 1 toilet per room vs. 1 toilet per 4 rooms
- Supplies and medications at bedside includes space for undistracted medication preparation

Interventional Room study:
- Same-handed /standardized
- Shared control room vs. Adjacent vs. Completely separate
EMERGENCY DEPARTMENT VALUE PROPOSITION - The Value of the *private patient experience* in the Emergency Department setting.

NO WAITING
THROUGHPUT EFFICIENCY
• Optimizing Capacity and Throughput to meet ever-growing demand
• Comprehensive Physician & Staff Informatics Portal
• Patient Tracking
• Performance Tracking Dashboards
• Optimizing Staffing
• Decentralized Supply Close to Exam Rooms

EXPANSION AND CONTRACTION
• Linear Configuration
• No Built-in Casework in Exam Rooms and Minimum Built-ins throughout ED

PATIENT SAFETY
• Fewer transfers - Decentralized Full Triage to be Completed in Exam Rooms.
• Standardized Emergency Department rooms
• Standardized rooms and adjacencies for ED, Chest Pain, Prep / Recovery at Outpatient Surgery makes ED overflow possible for mass events
• Specialized service lines and acuity levels for ED patients
• Enhanced air quality and control measures to reduce cross-contamination/hospital acquired infection.
• Self-decontaminating surface materials, to do the same
• Digitally monitored and controlled hand-washing.

NO GROUPING OF PATIENTS, EVER, THROUGH THE ENTIRE ED VISIT. (100% private patient experience)

PRIVATE CARE SETTING
• “Point of Contact” – Personal Care Coordinator
• Online registration before ED visit

CONVENIENCE
• Self-serve Portal within Exam Room
• Separate Identity – Intuitive Way-finding
OPERATIVE INVASIVE VALUE PROPOSITION – *WellStar should create separate, dedicated outpatient & inpatient surgical service lines.*

**STRATEGIC OBJECTIVES**

**Distinct Surgical Centers:**
- Inpatient and outpatient surgery centers will be distinct and separate with no sharing of clinical and staff support space.

**ENT Center of Excellence:**
- ENT patients can use the Outpatient Surgery Center entrance, but should have a dedicated flow upon entering.
- All prep/recovery patient rooms should incorporate ambient design elements that provide customization and/or distraction for patients.
- The use of induction rooms adjacent to outpatient operating rooms will be further discussed with ENT surgeons.
- Inclusion of the family during induction is the primary purpose of having family observation rooms. If induction rooms are planned, they could serve this function. If not, inclusion of the family will need to be accommodated in another manner.

**Operating Room Standardization:**
- All operating rooms will be universally designed.
- Operating rooms will be 700 NSF.

**Components that Contribute to a “10”:**
- Mobile table systems could be used to minimize patient transfers. Further discussion is required.
- A simulation training room is not needed in Phase 1, but will be provided in the Wellness Center in Phase 2.
- The use of induction rooms will be studied further with WellStar surgeons.
- PACU patient stations will be sized so that they could be converted to private rooms in the future.
**INPATIENT VALUE PROPOSITION** - Decentralization of nursing units, supplies and medications will improve (increase) nursing time at the patient bedside supports *Efficient, Effective, Equitable, Safe, Timely and Patient Centered Care*. Results should indicate the effective change in patient room and core sizes.

**DESIGN DRIVERS SUPPORTIVE OF THE BIG IDEAS**

1. **Create the Safest Hospital in the World**
   - Visibility and clear sightlines for staff to patient *
   - Patient lift systems in all rooms to reduce staff injury *
   - Unobstructed, short path with handrails to toilet provide patient stability
   - Virtual and easy access to patient information and education
   - Medication safe storage and quiet preparation area
   - Caregiver area transformed to “cocoon” or cockpit concept enhances focus
   - Infection Prevention is force functioned through strategic hand wash location. *

2. **Become the Center of a Web of Wellness**
   - Early ambulation and mobility encouraged with patient dining area in room, while traditional family zone becomes patient recovery/ family zone.
   - Aromatherapy in rooms
   - Spa like atmosphere
   - Ambient light settings to promote circadian rhythms

3. **Develop a Learning and Nimble Building for a Nimble and Learning Organization**
   - Care team rounding and communication happens with the patient and family.
   - Headwall is designed for caregiver “driver”, similar to auto dashboard
   - Support spaces outside of patient room are team collaboration areas

4. **Make it All About the Patient and Family Experience**
   - Acoustic and visual privacy for patient
   - Families are comfortable to encourage care participation

5. **Become the Leanest and Most Satisfying Place to Work**
   - Hunting and gathering minimized with 80% of supplies and equipment within 6 seconds (20 ft) of bedside. *
   - Lifts in patient room mitigate staff injury *
   - Design promotes safe patient movement as well as ergonomic dynamics
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User Group Visioning

• “Big 3” Deep Dive Sessions
  – Surgery: surgeons, anesthesia, staff, manager, VP, admin
  – ER: medical director, staff, admin, community members
  – Inpatient: hospitalist, staff, managers, community
User Group Visioning—Surgery
### User Group Visioning—ED

<table>
<thead>
<tr>
<th>Safety</th>
<th>Comfort/Healing</th>
<th>No Waiting</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking to Front of ED - separate Ped entrance - signage - security - lighting safe feeling - valet parking - close parking</td>
<td>Parking to Front of ED - valet parking - close parking - health park look and feel</td>
<td>Parking to Front of ED - valet parking - signage - call ahead phone app</td>
<td>Parking to Front of ED - signage</td>
</tr>
<tr>
<td>Waiting Room - clean - signage - greeter at door quick look clinical</td>
<td>Waiting Room - peaceful, tranquil - water element - fresh smell - nice clean bathroom - PED colorful - Ped fun touch tiles - daylight - greenery - large window</td>
<td>Waiting Room - sub waiting - linear design vs clustered rooms - rapid assessment and treatment zone - quick care - bedside registration</td>
<td>Waiting Room - signage</td>
</tr>
</tbody>
</table>

### Drivers
- Safety
- Comfort/Healing
- No Waiting
- Communication
User Group Visioning—Inpatient

VIP

Very Important Patient

Mission

To build an atmosphere of Trust, Communication, Healing, Comfort and Caring.

Vision

To create, for all patients and families, an experience of welcome, rest and healing.
User Group Visioning—Inpatient

VIP

Currently

Communication
• Patient and Family Communication Boards
• Call ahead scheduling-PILOT CT scans

Healing
• Prayer Shawl Therapy

Comfort
• Volunteer hospitality/media cart

Caring
• Activity Options – Music Therapy; Stories that Inspire; Movie Time; Devotional Readings

Next Steps

Communication
• Identify patient and family needs during rounding
• VIP ambassador desk

Healing
• Chapel- Atrium-Healing Garden
• Healing Touch

Comfort
• Patient Gowns
• Updating current rooms

Caring
• Laughter Therapy
• Art Therapy
• Hand Therapy
User Group Visioning—Communication Boards
User Group Visioning

• Biweekly meetings with the Big Three
  – Vendor involvement
  – Revolving door for staff and physicians

• Meetings with each department
  – Space planning
  – Guiding principle dashboard
# User Group Visioning

<table>
<thead>
<tr>
<th>Guiding Principle</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Leading with Evidence Based Design Concepts and Innovation</td>
<td>Hospital-wide: 70% of concepts from master EBD list</td>
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<tr>
<td></td>
<td>Department: At least 3 concepts implemented from master list</td>
</tr>
<tr>
<td><strong>2</strong> Flexibility in Design</td>
<td>1 initiative in built environment</td>
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<td></td>
<td>1 initiative in staffing</td>
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<tr>
<td></td>
<td>1 initiative in technology</td>
</tr>
<tr>
<td></td>
<td>1 initiative in use of space, technology</td>
</tr>
<tr>
<td><strong>3</strong> Holistic Environment That is the Heart of the Community</td>
<td>1 new program per department</td>
</tr>
<tr>
<td><strong>4</strong> Designed Efficiency Through Lean Principles and Processes</td>
<td>Identify at least 3 wastes that can be effected: Overproduction,</td>
</tr>
<tr>
<td></td>
<td>Waiting, Transporting, Processing, Inventory, Excess Motion, Defects</td>
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<td></td>
<td>1 visual management initiative (ie. Color coding, signals, symbols,</td>
</tr>
<tr>
<td></td>
<td>etc.)</td>
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<tr>
<td></td>
<td>1 optimized process (ie. Just in time processing, pull, leveling</td>
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<tr>
<td></td>
<td>workloads, etc.)</td>
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<tr>
<td></td>
<td>Map out each of the 7 flows in your department: patients, clinicians,</td>
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<tr>
<td></td>
<td>medications, supplies, equipment, information, process engineering</td>
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<tr>
<td><strong>5</strong> Sustainability</td>
<td>1 environmental initiative</td>
</tr>
<tr>
<td></td>
<td>1 energy initiative</td>
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<tr>
<td><strong>6</strong> Environments that Enable Success</td>
<td>1 initiative for employees</td>
</tr>
<tr>
<td></td>
<td>1 initiative for patients/families</td>
</tr>
<tr>
<td><strong>7</strong> Wellness and Prevention Focus</td>
<td>1 program or initiative for families/patients/staff to encourage</td>
</tr>
<tr>
<td></td>
<td>health</td>
</tr>
<tr>
<td><strong>8</strong> Integrative Patient and Family Experience</td>
<td>1 program to include family in the patient care process</td>
</tr>
<tr>
<td><strong>9</strong> Employer of Choice</td>
<td>3 ways to increase Gallup and lower employee turnover with your</td>
</tr>
<tr>
<td></td>
<td>design/dept. culture</td>
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Physician Engagement

• Background and Role

• EDAC Experience

• Importance in Design Process
Physician Engagement

• Emergency Department Visioning
  – Physician Involvement
  – Pediatric Director
  – Behavioral Health Director
Physician Engagement

• Surgery Visioning
  – Surgeon/anesthesia feedback board
  – Quarterly Physician Meeting
  – Design Dinners
Physician Engagement

• Inpatient Visioning
  – Hospitalist Involvement
  – Ancillary Services
    • Orthopedic Surgeons
    • Care Coordination
    • Physical Therapy
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The Learning Academy Pilot

• Joint Commission Resources (JCR), via funding from Herman Miller Healthcare, developed this unique Safe Health Design Learning Academy Pilot program specifically for clinicians involved in the construction and design processes
Learning Academy Pilot Goal

• The goal of this initiative is to provide the information, resources, and support needed by clinical leaders/decision makers to create evidence-based health care facilities that will support people and processes, now and into the future.
International Selection

- King Fahad Specialist Hospital   Damman, Kingdom of Saudi Arabia
- Sanford Health Fargo Region   Fargo, North Dakota
- Wellstar Paulding Hospital   Dallas, Georgia
- IWK Health Center   Halifax, Nova Scotia
- Youth Development Institute   Phoenix, Arizona
- Women’s Hospital   Doha, Qatar
- Barnes- Jewish Hospital   St. Louis, Missouri
WellStar Paulding Participants

- Mark Haney, Administrator
- Vicky Hogue, VP and CNO
- Susan Thurman, Med/Surg Manager
- Teresa Hale, ED Manager
Program Objectives

• Understand the goals, theories and activities to consider in each of the design phases.
• Build and sustain teams including architects, stakeholders, users, construction partners to accurately deliver on vision for facility.
• Critique and modify conceptual, schematic and design drawings.
• Design facility for current and future needs through process redesign, future-proofing and transition planning.
• Plan and execute successful occupancy measures
Work Group Sessions
T-Shirt Design

NEIGHBORS CARING 4 NEIGHBORS

SAFETY²

WELLSTAR

Paulding

we believe in life well-lived.
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