



## Input on Vertical Expansion Operational Plans Sought Hospital-Wide

The most visible work related to the Vertical Expansion may be the architectural renderings, but they tell only one part of the story. The most extensive discussions to date about the Vertical Expansion (VE) concern operational issues. How does medical equipment integrate with the VE? What is needed for a state-of-the-art information technology infrastructure? How will pharmacy operations change with the opening of the VE? How will the patient experience be affected by the VE? These questions and a host of others are being examined, discussed and answered through various work groups, which meet regularly.

The information contained in this edition of *Movin' Up* will give you a complete listing of the different groups and their responsibilities as they relate to the Vertical Expansion.

Overseeing the various committees is the Vertical Expansion Operations Steering Committee, which was formed in June. The group comprises representatives from Hospital

Administration, Support Services, Ancillary Services, Facility Design Services, Information Management Technology, Physical Plant, Materials Management, Clinical Engineering, the service lines moving to the VE, and the service lines remaining in the north and west wings.

The purpose of this group is:

- To effectively coordinate and plan operational changes in preparation for occupancy of the Vertical Expansion and renovation of the North Wing.
- To ensure one patient care support system exists for occupants of the Vertical Expansion and North Wing.
- To develop timelines and related milestones for decision-making events supporting Vertical Expansion occupancy.

The committee reports to Senior Staff and the Hospital Operations Council on an informational basis. The committee has the authority to take action. Multiple sub-groups have been formed which report to the VE Operational Steering Committee in order to

accomplish a smooth operational transition. The sub-groups are:

### ***Clinical Information Systems Planning Committee***

Purpose: Provide guidance to the institution in identification and prioritization of information systems needs to support the clinical mission and established goals of the organization.

### ***-IT Infrastructure***

Purpose: Address location of technology infrastructure in Vertical Expansion.

### ***-Patient TV/Media Planning***

Purpose: To plan and implement patient audio/visual, computer and telephone access in the Vertical Expansion.

### ***-Medical Equipment Integration***

Purpose: Identify and manage requirements for medical equipment integration with other hospital systems in the Vertical Expansion.

### ***-PACS in Vertical Expansion***

Purpose: Plan deployment of PACS access through the Vertical Expansion.

### ***Customer Focus Group***

Purpose: To address the customer experience from the moment the patient and family

presents to the hospital until they are physically in their assigned bed.

#### ***Radiology Group***

Purpose: Identify and plan for efficient productivity of radiology equipment located in the Vertical Expansion.

#### ***Communications Group***

Purpose: To provide internal and external communications throughout the Vertical Expansion Project.

#### ***Wayfinding/Signage Group***

Purpose: To create a functional and unified system of wayfinding in the Vertical Expansion, as well as University Hospital.

#### ***Call Center Development***

Purpose: Operationalize a plan for a call center in order to streamline supply/equipment and service requests using integrated logistics/information technology.

#### ***Supply Distribution Group***

Purpose: Streamline processes related to distribution of supplies.

#### ***Equipment Management Group***

Purpose: Streamline processes related to equipment decontamination and distribution.

#### ***Equipment Planning Group***

Purpose: Oversee planning and acquisition of equipment required for occupancy of the Vertical Expansion. Ensure services to support patient care are adequately planned in terms of equipment location and quantity.

#### ***Unit Logistics Group***

Purpose: Determine day-to-day logistics in the delivery of patient care from the unit door to the patients.

#### ***Children's Hospital Operational Steering Committee***

Purpose: Review, assess, develop and/or implement programs, plans and/or initiatives related to improving operations, patient care and/or community relations as it may impact the CNY Children's Hospital.

#### ***Nurse Call Group***

Purpose: Provide guidance and support during the planning and implementation of a new nurse call system for the Vertical Expansion, as well as University Hospital.

#### ***Pharmacy Group***

Purpose: Assess facility need with respect to the Vertical Expansion.

#### ***Patient Family Centered Care Group***

Purpose: Provide guidance and support during the planning and implementation of PFCC throughout the hospital and ambulatory care areas.

#### ***The overall Guiding Principle is the Patient.***

Other influencing factors:

#### **Customer Focus:**

- Services should be convenient, accessible, and safely performed close to the patient/family.
- Minimize number of different provider interactions.
- Maintain our family-centered focus and diversity.

- Exceed internal and external customers' expectations.
- Emphasize two-way communication and enhance staff engagement.
- Utilize interdepartmental communication and collaboration.

#### **Financial:**

- Solutions need to be customer-focused, cost effective and value added to the organization.
- Solutions will be financially viable.

#### **Processes:**

- Utilize an interdisciplinary approach to development.
- Streamline and eliminate redundant work.
- Develop and document processes which can be applied consistently.
- Incorporate technology solutions when appropriate.
- Benchmark and incorporate best practices.
- The right person doing the job.
- Design with the good of the whole organization in mind.
- Assure licensure and regulatory requirements are met.
- Design processes that empower employees.
- Conduct assessments to identify degree of patient and financial risks and determine appropriate implementation of specific activities/technologies to minimize or control risks.

#### **Outcome Measurements:**

- Develop for key processes
  - >> quality
  - >> service
  - >> productivity

Any questions or comments regarding the Vertical Expansion Project can be directed to: [VEupdate@upstate.edu](mailto:VEupdate@upstate.edu)