

MC 2020 UPDATES

A QUARTERLY UPDATE ON UMASS MEMORIAL MEDICAL CENTER'S INVESTMENTS IN ITS PATIENTS, PEOPLE & FUTURE FINANCIAL HEALTH



The MC 2020: Centered on Care identity was unveiled at the opening event of the Clinical Decision Unit (see page 3). Pictured left to right: Patrick Muldoon, president, UMass Memorial Medical Center; Greg Volturo, MD, chair, emergency medicine; and Eric Dickson, MD, CEO, UMass Memorial Health Care.

The opening of the newly renovated West 3 medical/surgical unit on Memorial Campus was celebrated with a ribbon cutting and open house event (see page 3).



MC 2020: What It's All About

A message from Patrick Muldoon, president, UMass Memorial Medical Center

Welcome to the premier edition of *MC 2020 Updates*, a quarterly newsletter highlighting exciting changes and improvements underway at UMass Memorial Medical Center to revitalize our environment of care and accommodate technological advancements.

MC 2020 is one of the most significant improvement projects in the history of the Medical Center. It includes a seven-year, \$172 million investment in renovations and a number of other initiatives to increase functionality of work space; support patient privacy, comfort and safety; complete behind-the-scenes infrastructure updates to support new technologies such as the Epic electronic health record system; and facilitate the delivery of high-quality, compassionate care.

When I joined UMass Memorial Medical Center, I made a commitment to get our patients and caregivers into more modern and efficient space. With the completion and openings of our Clinical Decision Unit and West 3, we've already had a sneak peek into a future in which our physical environment is on par with the high level of care you provide. I look forward to celebrating many additional milestones with you in the upcoming weeks, months and years.

MC 2020 represents UMass Memorial Medical Center's clear vision of the future and steadfast commitment to providing high-quality care. Caring for our patients, our community and our colleagues has always been, and will always remain, at the center of all we do.

The Design/Build Team

- Architectural, interior design and planning services: The S/L/A/M Collaborative
- Construction management and general contractor services: Consigli Construction Services
- Engineering Services: BR + A

These companies have fully embraced the Lean culture at UMass Memorial and are incorporating Lean principles into every step of the process.



Navigating Memorial Campus to Become a Whole Lot Easier

The *MC 2020* Pathways project is underway.

Patients and visitors on the Memorial Campus face a perplexing maze of inconsistent corridors with multiple turns in search of their final destinations. But that is about to change because the year-long *MC 2020* Pathways project is underway. The pathway renovations will establish a more consistent interior environment with attractive new finishes, fixtures and imagery. These initiatives will help differentiate the main hallways from patient care units and clinics in addition to helping patients and visitors find their way around. Here's a snapshot of what's happening:



The employee entrance is being modernized.



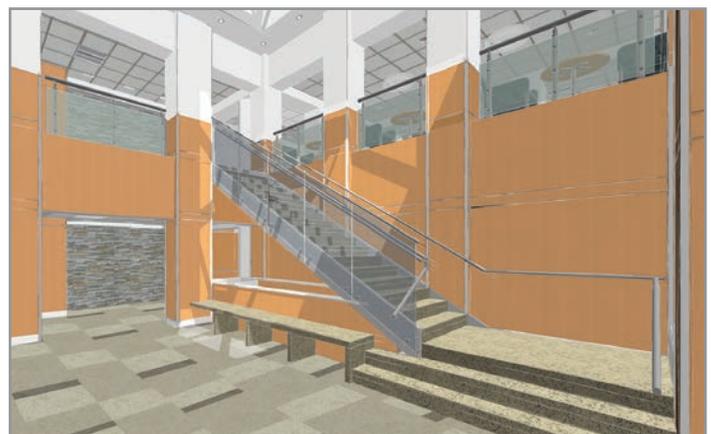
A new public seating area is being created on the first floor of the Memorial Campus in honor of retired Chief Nursing Officer Cathy Jewell, MHA, RN, and her 41 years of service. A portrait of Jewell will be displayed above the faux fireplace.



Wayfinding is being simplified by distinguishing elevator lobbies from other areas with color-coding and nature-themed images that complement existing signage.



The hallway connecting the East Building and the South, North and West buildings of the Memorial Campus will be realigned to simplify getting from one building to another. New flooring, fixtures, imagery, ceiling grids and wall protection will not only modernize the look and feel of the space, but also will improve efficiencies.



A physical and visual connection is being created between the Memorial Campus ground and first floors with a new open stairwell and skylight. Visitors will be able to enjoy a new seating area across from the cafeteria, and physicians will have a new work room on the ground floor. The current prayer and meditation space will be redesigned as well.

MILESTONES ACHIEVED!



New and Improved West 3 Medical/Surgical Unit

December 5 marked the official reopening of West 3 on the Memorial Campus. The completely renovated and updated 13-room, 26-bed unit now features modern patient rooms with patient lifts, a team station designed for collaborative caregiving, a state-of-the-art medication room, a new nutrition room, additional equipment storage space and nature-themed artwork throughout. West 3 is the first inpatient unit to be completed as part of our *MC 2020* initiative.



A New Look and Feel for University Campus Waiting Rooms

With a new layout, modern décor and comfortable, functional furnishings, the waiting rooms on H3, H4, H6 and H7 at the University Campus are now complete.



Clinical Decision Unit Opens

The Clinical Decision Unit (CDU) has opened on the University Campus. Construction services were provided by Turner Construction Company. This 23-bed unit is dedicated to emergency department patients who require additional monitoring, diagnostic testing and assessment to determine whether they require inpatient care or are safe for discharge. Managed and staffed by the emergency department team, the CDU features all private patient rooms, contemporary décor, a central nursing station and two substations. This new unit supports the outstanding care of our emergency department and promotes smooth transitions between various points of care.



New Patient Beds Enhance Comfort and Safety

New state-of-the-art beds across Memorial and University campuses



Exchanging the old beds for the new was no easy feat, but went off without a hitch, thanks to the efforts of the bed replacement team that included representatives from clinical engineering, environmental services, nursing and transportation services.

The hospital beds on inpatient units across the Memorial and University campuses have been replaced with new state-of-the-art beds customized to the needs of medical/surgical, intensive care, mental health, bariatric, and labor and delivery patients.

In addition to facilitating a good night's sleep, each of the more than 700 beds includes standardized safety features to reduce the risk of patients falling and developing pressure ulcers. These include:

- An integrated scale, giving staff the ability to weigh patients in their beds
- A choice of three bed exit alarms and the number of side rails that should be up based on each patient's safety needs, along with a system that confirms that the bed settings are in compliance with the patient's individualized safety plan
- The ability to convert the mattress to a low air loss surface in real time for patients at risk for pressure ulcers

"This is a significant upgrade that improves patient care, safety and the overall patient experience," said Lisa Gillum, RN, Memorial Campus associate chief nursing officer and member of the bed replacement team. "Not only do they provide greater comfort for patients, they also give staff additional tools to improve patient safety."

Ongoing and Upcoming: A Glimpse at What's Next

MEMORIAL CAMPUS

- Construction is underway on West 2.
- The Pathways project is ongoing.
- Demolition is underway on West 1.
- Kaizen event held to determine design of South Building team stations; design for South Building units is underway.

UNIVERSITY CAMPUS

- Construction is underway in the new dialysis unit.
- The staff lounges on H3, H6 and H7 are complete.

For information about how you can contribute to our MC 2020 improvements, contact Martin Richman, executive director of advancement for UMass Memorial Medical Center, at 508-856-3526 or Martin.Richman@umassmed.edu.



Patients and families trust UMass Memorial Medical Center as the region's leading academic medical center, committed to improving the health of our communities in Central Massachusetts. With our partner, the University of Massachusetts Medical School, we are committed to excellence in primary and specialty care, community service, teaching and research. The Medical Center offers advanced technology and support services for patients and families, providing the region with specialists renowned for their expertise in caring for adults and children. Website: www.umassmemorial.org.

For information about UMass Memorial Medical Center or to find a physician, call 855-UMASS-MD (855-862-7763).