

New Addition Opening at Lakeland Regional Medical Center, St. Joseph

*expect
the BEST*

This month, Lakeland HealthCare will begin providing care to patients in the new addition at Lakeland Regional Medical Center, St. Joseph.

The new Lakeland Regional Medical Center is the culmination of the master facilities plan Lakeland created in 2000, which envisioned a healing environment that incorporates elements of nature with a home-like atmosphere. The goal of the plan was to enhance every aspect of the healing process to improve patient outcomes.

"Key stakeholders in the community, including physicians, patients and community leaders, provided feedback through every phase of the planning process for the addition, which has resulted in a design that is setting a new standard for healthcare facilities," said **Dan Hopp, Board Chairman**, Lakeland HealthCare.

"Lakeland has been visited by a number of hospitals outside of our service area that look to our new facilities as the model, because our design is such a fundamental change," said **Joe Wasserman, President and Chief Executive Officer**, Lakeland HealthCare. "We are excited to be at the healing-environment forefront, and to show physicians that there is more to the building than just bricks and mortar."



The new addition has four floors for patient care, with windows in each patient room to maximize natural light and provide sweeping views of the gardens and orchards on the campus.

Evidence-Based Design

The addition features evidence-based design principles for efficiency, patient comfort, safety, and an overall health and healing atmosphere. Lakeland worked with the University of Michigan on metrics to measure statistics in the existing St. Joseph hospital to compare with measurements taken in the new addition to quantify improvements (see sidebar on next page).

One example of a metric Lakeland will track in the new addition is the level of noise in the nursing units. "Several aspects of the addition's design were incorporated specifically to create a quiet, soothing atmosphere for patients and their families," said **Dennis Mack, Vice President of Operations and Facility Management**, Lakeland HealthCare.



Patient room

The new patient rooms feature specific zones for the patient, caregiver, and the patient's family members.

"We took acoustic measurements in our current facility, and we will take further measurements in the new addition to see how we meet our goals in this area," said Mack. "To keep sound from traveling, we have installed carpet and special acoustical tiles in key locations, placed air-handling units farther away from patient rooms, and set soffits in strategic locations to baffle sound. Also, instead of one large nurses' station, each floor features four, smaller nurses stations to help reduce noise."

Another example of evidence-based design is the double doors that open into each patient room and bathroom, allowing for ease of access. Because a patient is most likely to fall walking from the bed to the bathroom, Lakeland planned the rooms with the shortest distance possible between these two points.

Healing Environment

As part of the healing environment, the addition includes features designed to promote comfort and hope for patients, their families, and their care team. In response to feedback, each floor of the new addition offers unique retreat areas designed to provide places of respite for patients' families and caregivers.

For spaces throughout the addition, a panel of community members, local artists, and Lakeland team members selected pieces of art, including original works by local artists. A premier work of art, a new 25-foot, stainless-steel sculpture by world-renowned artist Richard Hunt, was installed outside the hospital last November.

EVIDENCE-BASED DESIGN FOR IMPROVEMENTS:

- Reduced patient falls
- Improved patient satisfaction
- Improved physician satisfaction
- Improved patient volume
- Improved infection control
- Improved associate satisfaction
- Reduced associate injuries

THE NEW ADDITION BY THE NUMBERS:

- 4-story structure, plus basement and mechanical penthouse
- 142,636 square feet of new construction
- 118 rooms, including 96 private rooms and 22 semi-private rooms, which allow for adjustments to peaks in patient status
- \$71 million project, including new parking structure



Nurses' stations
Each floor of the addition has four separate nurses' stations so that nurses have less distance to travel to their patients.



Caregiver
The caregiver retreats on each floor are an area of respite.



Family
The family retreats have a home-like ambiance, with comfortable seating, a fireplace, and a kitchen.

See the Future of Healthcare in Southwest Michigan

Lakeland is proud to be a community-owned healthcare system and invites the community to join us for open house events for the new patient addition at Lakeland Regional Medical Center, St. Joseph:

Saturday, March 7th and Sunday March 8th from 1:00 p.m. to 5:00 p.m. each day