

# ELIZABETHTOWN COMMUNITY HOSPITAL

## A DAY IN THE LIFE

ELIZABETHTOWN, NY

### THE CHALLENGE

Pizzagalli had nearly completed Elizabethtown Community Hospital's 8,400 square foot addition, including a new Emergency Department, VA Clinic, waiting area, and main entrance. The Hospital was challenged with orienting new staff to the units, creating operational plans to facilitate the transition into the new space, and ensuring that necessary protocols were in place before patients arrived.

### THE SOLUTION

Pizzagalli facilitated "A Day in the Life of Elizabethtown Community Hospital" to test a variety of scenarios that the staff would likely encounter within the first week of seeing patients in their new facility.

### DESCRIPTION

Pizzagalli staff teamed with the Emergency Department, VA Clinic, and Hospital to compile a list of work flows for evaluation and building elements for testing. Patient actors and record keepers were recruited for the exercise.

One scenario, for example, involved an ambulatory female patient arriving at the Emergency Department. The patient was evaluated, bedside registration processes were completed, and initial x-rays were ordered and completed. The patient was then transported via ambulance to the affiliate tertiary care hospital. Throughout these routine clinical procedures, Pizzagalli staged regular deliveries to the Hospital's loading docks and a power outage with a waiting room full of "patients."



The Hospital was able to field-test the traffic patterns for access to the main entrance, ambulance bays, and loading docks. The hospital learned through the power outage that more lighting needed to be added to the back-up power supply to serve the public bathrooms that had no natural light. The emergency staff was able to practice work flow and determine the ideal method of registering and triaging patients while adhering to HIPAA practices.

This exercise led to a very successful go-live day for the Hospital, which saw a significant increase in patient traffic to both the Emergency Department and VA Clinic within its first few months of operation.



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