



## Come see the community's new destination for health and wellness!

**RMH Hospital and Health Campus  
Ribbon Cutting and Public Open House  
Sunday, June 6, 1-6 p.m.**

**1:00 p.m. Ribbon-cutting ceremony with special music  
1:30-6 p.m. Open house with self-guided tours**

**Special music by the Shenandoah Valley Children's Choir  
and the U.S. Army Blues Band**

**Light refreshments provided**

**General Guest Parking:** To reduce traffic congestion, easy and convenient parking will be available at JMU CISAT campus lots C10, C11, and C12, off of Carrier Drive near the JMU Festival and Conference Center. City buses will transport guests the short drive to and from the site beginning at noon. Buses will run continuously throughout the afternoon except between 1 and 1:30 p.m.

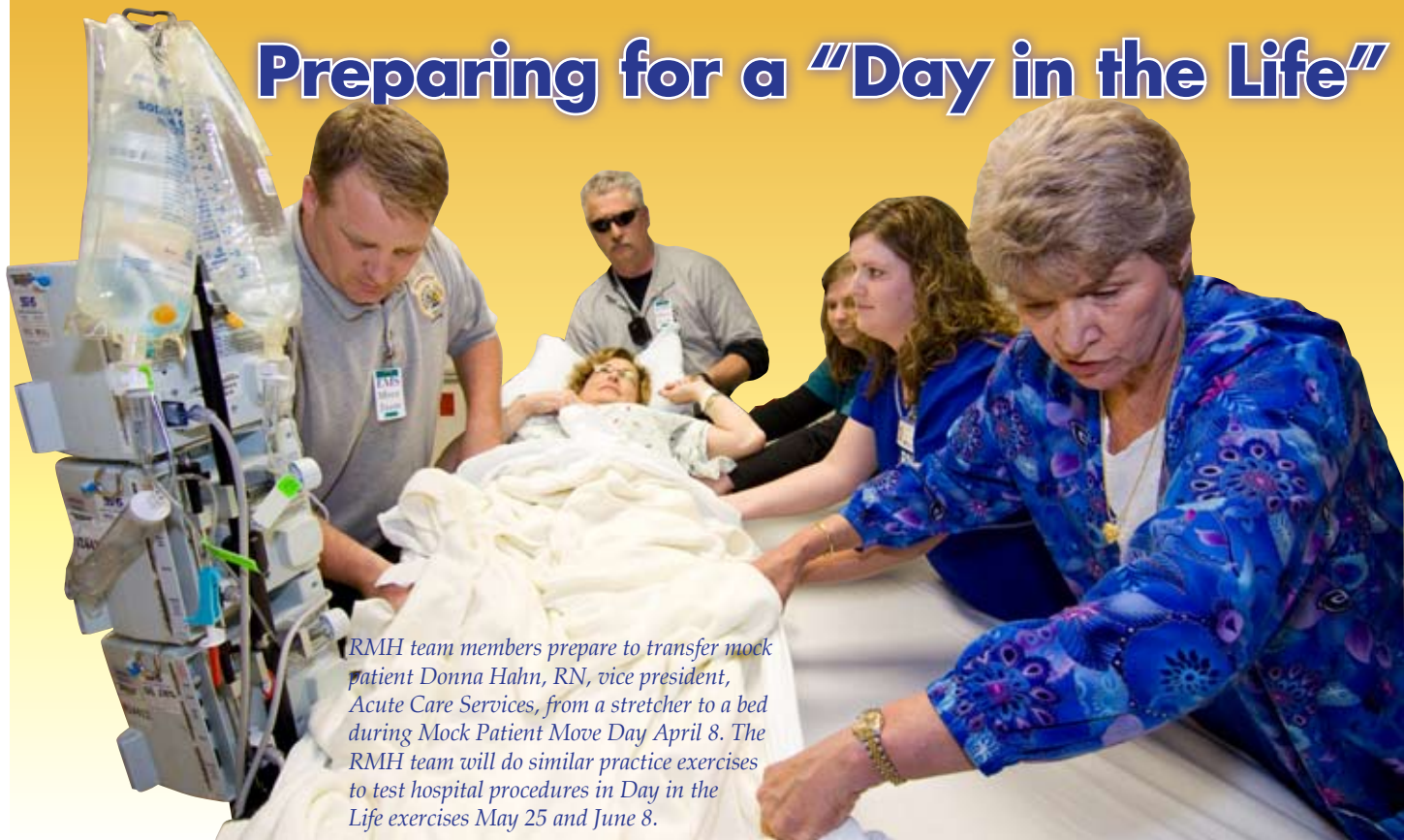
**Parking for those with physical limitations (and who have a handicap parking permit):** You are invited to park on the new hospital site. Please enter the campus at the Port Republic entrance and proceed to the guard house. RMH Security will assist you with parking and any special needs you may have.

You will want to wear comfortable shoes for the walking tour, which may take 45-60 minutes. No pets, please. For more information, call HealthSource at 433-4580.

*Would you like to receive this newsletter each month by e-mail? If so, contact us at [destinationhealth@rhcc.com](mailto:destinationhealth@rhcc.com).*



# Preparing for a “Day in the Life”



*RMH team members prepare to transfer mock patient Donna Hahn, RN, vice president, Acute Care Services, from a stretcher to a bed during Mock Patient Move Day April 8. The RMH team will do similar practice exercises to test hospital procedures in Day in the Life exercises May 25 and June 8.*

Like a production on stage, work in our new hospital will have many players and intricate choreography. To prepare, we will hold two “dress rehearsals,” also known as “Day in the Life” scenarios.

More than 400 employees and community volunteers will be part of these Day in the Life sessions May 25 and June 8. These test scenarios will help evaluate our facility, equipment and work processes at the new hospital and health campus.

Over the two days, team members will test 60 different patient scenarios in total, each one lasting anywhere from 30 minutes to five hours, said Steve Nelson, director, Decision Support.

For example, staff will walk through the process of:

- Performing heart surgery
- Treating multiple trauma wounds
- Delivering a baby
- Giving a stress test
- Treating a pediatric respiratory patient
- Performing joint replacement surgery
- Coordinating helicopter transports
- And many more

“Our hope with these test scenarios is to come as close to reality as possible,” Nelson said.

Each scenario team leader has mapped out the processes involved—some have as many as 100 steps to complete each one. Leaders contacted content experts, including physicians, to ensure the process scripts are written accurately. Leaders met March 9 to finalize scenarios.

He noted that all RMH staff participating in the Day in the Life exercises must be properly trained before May 25 so the exercises will go smoothly. However, all staff will still receive training prior to the June 22 hospital opening.

“Those who are not on campus these two days need not fear,” he said. “These sessions are the initial test. All team members will receive adequate orientation to their work area through their department orientation.”

It is also important to remember is that during these two dates, many areas will double-staff to cover operations at both locations.

“We will be calling all hands on deck these two days,” Nelson said. “Those who support operations at our current campus are just as important as those testing processes at the new hospital. We are very excited about the opportunity to practice our processes together at the new facility as we prepare for a successful start-up of operations at our new campus.”

## “Day in the Life” Quick Facts

- May 25 and June 8
- At the new hospital and health campus
- More than 400 people participating
- Testing work, facilities and equipment at the new hospital
- Many areas will double-staff these two days
- All hands on deck!

# New Guest Services Representative Role Supports Commitment to Customer Service

When we open the doors to our new state-of-the-art hospital facility on June 22, we will take care to new heights in every way, including customer service.

At the new hospital we will introduce the role of Guest Services Representative. The guest services representative will serve as a friendly face to associate with as visitors and patients enter the new facility. The Guest Services Representative will provide a link between Volunteer Services, Protection Services, Parking, Patient Transport and nursing units to improve the customer's experience of RMH.

This employee position was the recommendation of the new hospital Customer Experience Team, which is comprised of employees from many areas throughout RMH.

"Our team felt very strongly that we needed to make this type of service available to our guests,"

said Beverly Eye, coordinator of the Customer Experience Team for the new hospital. "The Guest Services representatives must be consistent role models in customer service who take initiative to find information and collaborate with departments to solve identified problems. We want to tailor the response to the need."

The Guest Services representatives will be managed by Protection Services.

"RMH has invested in an amazing new healthcare facility for our community," said Paul Ketron, director, Facilities Management. "We want to ensure that visitors are able to easily and quickly access the services and departments they need. Visitors and patients will have lots of questions about the new hospital and health campus and will need help finding their way. The Guest Services representatives will help make their

experience of coming to the hospital as pleasant as we can possibly make it."

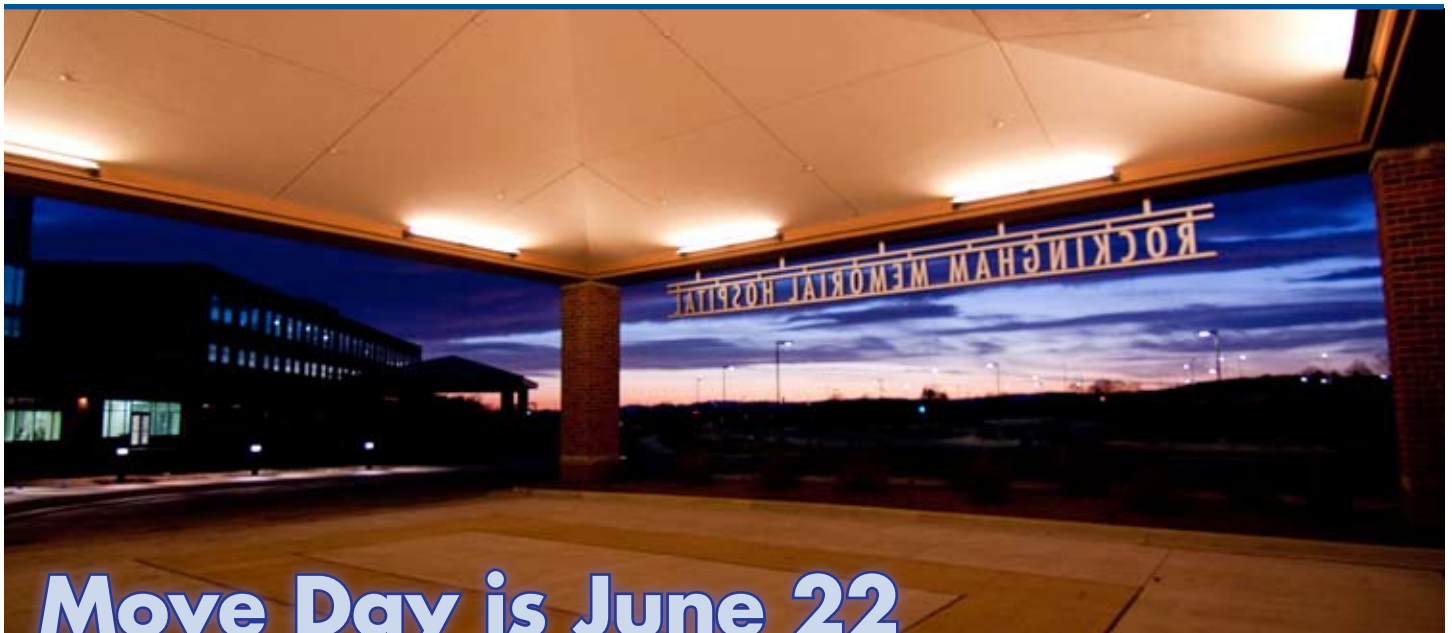
Ketron noted that that the Guest Services representatives likely will be equipped with both 2-way radios and mobile phones to call nursing units, Protection Services or parking attendants to assist guests and patients with whatever they need.

RMH volunteers will continue to provide service at the main lobby desk, Ketron explained. Guest Services representatives, while stationed in the main lobby, will be able to move throughout the hospital main lobby to meet customers' needs.

"Research shows that persons coming into a hospital are under a lot of stress and tension," Ketron added. "Then there's the confusion inherent to visiting an unfamiliar facility. We want to do everything we can to alleviate stress as we guide and aid our guests."

*Workers install a mammoth mobile to drift peacefully above the Mountain View Café at the new RMH hospital and health campus. The colorful waves that reflect the Shenandoah Mountains and the Massanutten peak are visible through the café's wall of windows.*





## Move Day is June 22

June 22 is the official opening date for patient care at the new facility, although many administrative and support departments will move earlier. RMH will move all inpatients on that one day. Officials anticipate transferring about 110 patients with the help of around 20 rescue squads over the course of 10 hours.

The Emergency Department at the new hospital will open at 7 a.m. on June 22. Patients requiring emergency care should go to the new hospital for care.

The 235 Cantrell Ave. ED closes at 7 a.m. to all ambulance traffic. At 7 a.m., the ambulance traffic will come to our new campus. On move day, all walk-ins will be addressed outside the building. All stable patients will be asked to go to our new campus. RMH will have duplicate staffing to address all urgent matters at both locations.

RMH will work in advance with local referring physicians to reduce the number of elective surgical procedures the week of the move, and there will be no elective procedures performed the day of the move.

Outpatient and elective procedures will be curtailed four days prior. Referring doctors will be instructed not to schedule elective procedures for patients during critical time. To meet the community's needs, RMH will offer expanded outpatient diagnostic services at East Rockingham Health Center and RMH Family Medicine (on South Main St.).

## A Friendly Reminder

June 22 is an exciting day in RMH history!

However, for patient safety, spectators are not permitted on or around the site June 22. Only those who are coming to the new hospital for a medical emergency, or family members of patients being transported to the new hospital, will be permitted on new campus that day.

In addition, the community is strongly encouraged to plan their daily commute via other routes than Reservoir and Port Republic, if their normal route passes by the hospital.

Want to keep up with the move events June 22? We will be Tweeting our move day! Follow us on Twitter under "RMHHealthcare." You can also check local media for move coverage.

## Change in Location for Outpatient Services June 21-22

In anticipation of RMH's patient move day, June 22, 2010, RMH outpatient laboratory and imaging services will not be offered on Monday and Tuesday, June 21-22, at our current facility.

To continue to meet our customers' needs, expanded hours for outpatient lab and imaging services will be available on these days at RMH Center for Corporate Health and East Rockingham Health Center (ERHC):

- RMH Center for Corporate Health—7:30 a.m.-5:30 p.m.
- ERHC—8 a.m.-4 p.m.

Due to anticipated increased volume, there may be longer wait

times than normal. To avoid the busiest times, patients should plan their visit between 10 a.m.-noon or 1-3 p.m. We advise those who need lab services for non-fasting tests to avoid the early morning times.

Whenever possible, routine lab and imaging tests should be scheduled prior to June 18 or after June 23. Patients requiring emergent tests June 21 will need to be seen through the 235 Cantrell Emergency Department.

Thank you for your assistance as we prepare for our move. For questions, contact Terri Huffman, 540.564.5653.

*Above photo and inside photos courtesy of Merv Webb.*