



*"All is Calm, All is Bright."*



*Photo courtesy of Tommy Thompson*

*Christmas lights adorn the new RMH hospital and health campus, where construction is on schedule for a mid-2010 opening.*

## Thanks a Million! A Year in Review

Bovis Lend Lease, project construction manager for the new RMH hospital and health campus, recently celebrated one million incident- and injury-free hours on the job site.

"This achievement is a testament to the hard work and dedication of everyone onsite," said Ray Montaigne, safety manager, Bovis Lend Lease. "It speaks to our workers' willingness to join the incident- and injury-free journey. Bovis is proud of this accomplishment and grateful to our partners, both contractors and RMH staff, for helping us reach this mark."

Dennis Coffman, director, Facilities Planning and Development, added his praise for the milestone. "As a hospital, patient safety is of paramount importance; likewise, staff safety is paramount to Bovis Lend Lease. We continue to be pleased with their focus on safety, coupled with their environmental consciousness. They've been a strong, complementary partner on this project."

Much progress on the job site has happened in 2008. Take a moment to look back over this year's highlights:

**January**—The steel structure and concrete elevator shafts begin to rise from the ground. Glass and brick are selected for the hospital exterior. More than 300 workers are onsite daily.

**February**—Former Virginia Gov. Mark Warner visits the site. Transition planning firm Health Care Transitions (HCT), based in

Denver, Colorado, is selected. GE Telligence patient-caregiver communication system is demonstrated at RMH.

**March**—Hundreds of RMH employees, volunteers and physicians sign the "topping out" beam, the last steel beam to be placed on the structure. Block and bricklaying begin onsite and workers begin pouring concrete floors.

**April**—Bovis Lend Lease and RMH hold "topping out" ceremony April 3. RMH announces the naming of the health campus to be in honor of retired hospital President and CEO T. Carter Melton III and his wife, Connie. The new hospital project is highlighted in *Virginia Business* magazine.

**May**—RMH employees take bus tours of the site. A JMU integrated science and technology class, studying the wetlands onsite, sends proposal for wetland enhancement for consideration by the Virginia Department of Environmental Quality.

**June**—Concrete pouring is complete. Workers begin installation of metal studs for hanging drywall. Nearly 450 workers are onsite daily.

**July**—RMH signs an agreement with Rockingham County to use methane from the county landfill as alternative fuel at the new hospital. Bovis Lend Lease marks 500,000 incident- and injury-free hours worked on the job site.

**August**—Bricklaying is 80 percent complete; glass installation is 15 percent complete; installation of metal studs is 60 percent complete; roof installation is 70 percent complete. Workers begin laying base paving on parking lots and the "ring road" circling the hospital site.

**September**—Glass installation is 25 percent complete. The roof installation is complete. Workers begin installation of plumbing. Half of the elevators are installed, though not functional. Art selection begins.

**October**—RMH begins a recycling program at its current facility to be transferred to its new "green" campus. More than 75 employees, volunteers and physicians take bus tours of the job site.

**November**—Nearly half of the building's shell is complete. Paving on parking lots is halfway complete. All windows and doors are delivered. Temporary heat is being installed in some parts of the building. RMH invites the RMH Medical Staff to tour the facility, as many employees have done with their respective departments.

**December**—Bovis Lend Lease celebrates one million incident- and injury-free work hours on the job site. The building's shell is scheduled to be completed by the end of the month. Heat will be on through the entire building by the end of the year. Nearly 550 workers are on the site daily.

## Which Way Do I Go?

# Wayfinding In and Around the New Hospital

Imagine arriving at an international airport for the first time. First, you look for the entrance; then, your attention goes to finding parking. As you gather your luggage, your eyes are searching for signs to tell you where to register, where to wait, where to find restrooms and food, where to board your flight.

Now imagine arriving at the new RMH hospital and health campus for the first time. Visitors, patients and family members will experience a similar “wayfinding” process as they come onto the campus, looking for parking and entrances and trying to reach their destination.

A transition team dedicated to wayfinding is charting every potential step that a visitor might take and planning navigation tools at the new hospital through guideposts and signs. Juanita Allen, building plans and properties manager, Facilities Planning and Development, leads this team, which includes members from many areas of RMH.

“A good wayfinding experience is seamless. At each step, clear, easy-to-understand signs point the way,” Allen says. “That is the type of experience we aim to create for our guests at the new RMH hospital and health campus.”

FMG Design of Houston, Texas, a firm specializing in visual communications, branding, environmental graphic design and wayfinding, is assisting the wayfinding team with this process. The team is focusing on four key areas that will help guests of the new RMH hospital to find their destinations quickly and easily:

### 1. Scripting

The wayfinding process should begin, through scripting, before a patient steps onto campus, says Elizabeth J. Meyer, senior vice president, FMG Design.

“Wayfinding starts the minute someone decides to visit the campus or calls to make an appointment,” she says. She explains that RMH staff and physicians’ office staff will receive scripts that will help them guide patients to the campus and then to the correct parking lot and entrance. Both on the campus and inside the building, signs will help guide the way.

### 2. Designated entrances

The new campus was designed with a great deal of thought given to helping customers find what they need intuitively, Allen says. “The new campus is laid out strategically to get patients and visitors from place to place,” she explains. “The main hospital entrance, as well as entrances for the Emergency Department, Cancer Center, Heart and Vascular Center and medical office building, will be marked with distinctive signs. In addition, parking is available near each of those entrances, which reduces the distance people need to walk to get to the services they need.”

### 3. International pictograms

Much of the signage at the new RMH will include internationally recognized and healthcare-tested pictograms. In certain “hot spots,” like the Emergency Department and procedure rooms, signs will be bilingual, with Spanish translation. “In signage, less is more,” says Meyer. “If you were to visit Reagan National Airport, you would notice that all of the signs are in our native English language. That’s because they draw heavily on pictograms, which are universal, to accompany the messaging.”

### 4. Front of house/back of house

In “front of house,” or public, areas, each major department will have a flag-style sign extending from the wall, and overhead banners will appear in walkways, Allen says. In all of the public corridors, signage will be bold and highly visible. In addition, a directory of departments and services will be located at the public elevator bank and the reception area. Patient room numbers will be a four-digit number (the first being the floor number) that corresponds with the phone extension for the room. All of these efforts will help improve visitor and patient flow and tailor the wayfinding process to the first-time visitor, Meyer says.

By contrast, for “back of house,” or employee working areas, signage will be toned down and less eye-catching, according to Allen. This will distinguish public areas from non-public areas and will also reduce signage costs, she adds.

The wayfinding team visited more than a dozen hospital facilities to view signage and review wayfinding strategies. “We wanted to develop the best possible wayfinding process for RMH customers,” Allen said. “We know wayfinding can be a challenge in a large, new, unfamiliar facility and our goal is to make it as easy and intuitive as possible for our guests to find what they need.”



## Toys for Tots

For the second year, workers on the RMH hospital project have collected donations for the U.S. Marine Corps Toys for Tots program. This year, workers collected more than 1,000 pounds of toys and \$625 in cash. “We are happy to help those in need this holiday season,” said Laura Cooper, assistant safety manager, Bovis Lend Lease. “It’s part of the Bovis Lend Lease philosophy to be a good neighbor. We are proud to be a part of this community.”

