

500P CHAMPIONS



All Hands on Deck

When Patient Care Services started the journey to navigate the complex world of activation planning, they quickly learned that building a new hospital is unlike any other challenge they had encountered. There was operational planning, training, and orientation, logistics coordination, move preparation, and countless other activities needing to be brought together; **it was clear that the activation and opening of the new 500P hospital building would need all hands on deck to ensure success.**

The operational planning began years prior to the opening of 500P with just a few workgroups, including staff coming together with leadership and patient-family partners to initiate the work. As the activation date grew closer, Patient Care Services launched their **500P Champion** program to better align distribution of members across the various departments. **The Champion application process and program were presented at the Shared Leadership Council, and staff across the organization were encouraged to apply to be department champions.** The Champion Program kick-off brought together a broad group of staff who participated in roundtable discussions, reviewed shared workspace concepts, floorplans, paths of travel, education, and training. Groups of Champions were then brought into the 500P construction site for a walkthrough to dive deeper into understanding the potential workflow impacts of their new space.



Key Roles of 500P Champions

One of the key roles of the Champion was to be the communication resource for 500P activation updates and to bring this information back to their teams. Moving into a new environment can be stressful for staff, so champions brought back tools to gather feedback about questions and concerns to close the loop with staff. Champions were challenged to make an attention-grabbing board that was exciting and informative and to get creative in the ways that they kept their teams updated on progress and engaged as they worked towards opening day.

Project updates on key technology roll-outs such as wireless communication devices, as well as change management concepts, were reviewed with Champions as communication pathways for staff in their departments.

The list of accomplishments which the Champions were involved in is broad and diverse. Champions were informed during the training and orientation activities of the operational practice impacts of their new environment. They reviewed in-room charting and provided direct feedback to design a custom charting workspace whereby keyboard trays and dropdown surfaces were optimized, scanners and printers were relocated and articulation was improved to allow for better ergonomics. In partnership with Supply Chain, workflows were reviewed and supply standards were established to mirror par carts across units and optimize storage facilities.



Front-line Champions were also engaged in all major aspects of Dress Rehearsal, an event which tested building, facility, and IT systems that support clinical care. The Champions selected scenarios which were used to test the performance of the facility design, operations, and systems based on hypothetical conditions. They then developed scripts leveraging workflows to document written processes to test in the scenarios. **Two large-scale full-day events were held where these scenarios and scripts were used by the Champions to test workflows in the new building on their actual future units.**

The success of activating 500P came from the staff and Champions who demonstrated years of commitment through participation in workgroups, committees, and councils. The large expansion of the entire medical center, which includes phases of renovations for 300P and refurbishment of the clinical and public spaces, is fortunate to have the opportunity of continued Champion engagement.

