

Ronald Reagan UCLA Medical Center Tour Talking Points

Project Overview-Lobby Area

- Damage caused by 1994 Northridge earthquake on old hospital across the street. (Old hospital space is being retrofitted for School of Medicine purposes.)
- Construction began in 2000 and completed in 2007. Total cost: \$900 million (\$300 from gifts and contributions).
- Located adjacent to outpatient facilities at UCLA Medical Plaza, and across the street from the Geffen School of Medicine.
- 1.1 million-square-foot, 10-story structure combines:
 - Ronald Reagan UCLA Medical Center
 - Stewart and Lynda Resnick Neuropsychiatric Hospital UCLA
 - Mattel Children's Hospital UCLA
- 540 total beds. Of the 540 total, 132 are ICUs, 100 are dedicated for pediatric use, and 74 are for neuropsychiatric patients.
- The hospital handles nearly 45,000 emergency room visits per year, and 2,200 deliveries of babies per year.
- Architects: I.M. Pei and son C.C. Pei of Pei Partnership — emphasis on natural light, gardens/patios, windows at either end of corridors.
- Clinical area architects: Perkins & Will — idea of inner and outer core structure of patient pods, and 20 types of rooms that repeat themselves on floors 4-8.
- Outer walls covered in travertine stone from a quarry outside Rome. 18,000 panels of stone cost less than concrete because of the donation of quarry owner (Mariotti) who wanted to thank the hospital for saving his life on two occasions.

Meditation Area & Garden

- Non-denominational and open to visitors and patients. Trickling fountain outside is conducive to reflection.

The grand lobby

- Features a sweeping circular staircase allowing natural light to flow down into the lower level conference area.
- Valet parking pick up and downstairs discharge lobby on P level.

Main Concourse

- Street-level connection to UCLA Medical Plaza. Also, there are staircases and ramps leading from different levels of the hospital.
- Donor Wall.
- Gift Shop, cashier and public cafeteria. There is a nice outdoor terrace for patio dining.
- Maddie's Room-Surgery Waiting Area: can wait for loved ones with more privacy. (Named after a volunteer.)
- Small discharge lobby next to West elevators.
- Executive offices located on this level at end of hall.

The Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA

- 74-bed acute psychiatric hospital features comprehensive patient care, research and education in mental health, developmental disabilities and neurology.
- Hospital staff is composed of UCLA faculty from the departments of psychiatry, neurology, medicine and pediatrics, as well as professionals in nursing, psychology, occupational therapy, recreational therapy, speech pathology, social work and special education.

Mattel Children's Hospital UCLA

- Welcome wall incorporates artwork and video screens to welcome patients and visitors and provide a less intimidating entrance for children.
- The children's hospital occupies the 3rd and 5th floors and encompasses 100 beds.
- Child Life area with three age-appropriate playrooms and a large outdoor terrace with tricycles.

Gonda Observation Unit

- Originally planned as a chest pain unit, this unit houses 13 beds for patients who require close overnight observation (maximum 24-hour stay).
- Rooms are smaller than patient rooms upstairs and don't have private bathrooms but are a more comfortable alternative to the ER.
- Run by skilled hospitalists.
- Good model for possible future expansion. Allows for overnight observation of patients without tying up critically needed patient rooms.

Emergency Department

- Nearly 45,000 emergency room visits per year.
- Ambulance/paramedic entrance is around the corner from public entrance.
- Two triage rooms, 30 exam rooms and trauma area with CT scan enabling doctors to identify what's wrong with trauma patients immediately upon arrival.
- Hazmat or decontamination shower — has door directly to the outside. Water collected goes into a holding tank before going into the sewer system.
- Psychiatric ER area allows psychiatric patients to have their own entrance and more privacy.

Elevators

- Two sets of public elevators on either side of the hospital.
- Two sets of core elevators move patients, materials and staff.
- The hospital layout is designed to move patients and staff horizontally, not vertically, thus minimizing the use of elevators.

Interventional Floor (floor 2)

- 23 operating rooms, eight interventional radiology rooms, six cath labs and three medical procedure rooms, with shared pre- and post-op areas.
- All areas are flexible and can be converted for other uses. All interventional services are consolidated on one floor, and managed by the anesthesia office.
- Size of rooms:
 - Typical operating room: 500 sq. ft.
 - Specialty operating room (for cardio, ortho and neuro surgeries): 650 sq. ft.
- Equipment is suspended from ceiling: two booms (w/anesthesia, gases), two lights, three monitors, a plasma screen, and a laparoscopic camera.
- Surgeons can access patient data, X-rays, etc. and send data out to other specialists. Videos can also be recorded for teaching purposes.
- Nursing station with similar AV equipment is located in corner of room, which allows nurses to see the same images as the surgeon without crowding around the patient.
- Conventional lights are turned off during an operation and a special green light is used to enhance visibility for the surgeon.

Helipad and Trauma Elevators

- Two helipads on rooftop — required in order for hospital to be a Level 1 trauma facility. UCLA is the designated hospital for the president and NASA.
- Average of two helicopter landings per day: neo-natal patient transfers, non-local organ transfers, and trauma patients.
- Helicopters are not owned by UCLA and must request landing privileges through the ER whereupon Security provides an escort down from rooftop.
- Two high-speed trauma elevators large enough to allow a transport team to provide treatment while the patient is being moved.

Patient Rooms (located on floors 4-8)

- Basic design of floor and patient pods is the same on floors 4-8, however accent walls and furniture are different on each floor. (Some artwork by Howard Ruby and UCLA doctor Richard Ehrlich.)
- Every floor has three patient pods with quarter-rounded hallways, allowing for more visibility of patients and greater natural light through windows.
- Each pod contains 26 patient rooms fanning out from three nursing stations with a greeter stationed at every entrance.
- Equipment and supplies located at center of pod — equidistant from all patient rooms (criss-crossing corridors).
- Inside the core are staff bulletin boards for announcements, thank-you cards, and unit performance metrics. Each shift begins with a 5-minute huddle around the board to discuss specific patient needs.
- Nursing station: computer monitors are out of sight to maintain patient privacy, and there are acoustical wall panels to keep the noise level down.
- All rooms are private and feature window seats for family members that convert to daybeds, and also include data ports and Wi-Fi.
- Bed headwall is equipped like an ICU room with all the gases, power and equipment needed to care for a critically ill patient. If a patient changes acuity, he can be stabilized before being transferred to the ICU.
- Average patient stay: between 6 and 7 days (6.79) days, because most patients are very sick.

ICUs

- Total of 132 ICU rooms. (Cost is \$10,000-\$12,000 per day, depending on nursing level.)
- There is one ICU pod on each floor (shaped like a letter M), which is split into two sections of 12 rooms each for a total of 24 ICU rooms on each patient floor.
- With lots of glass, nurses can see into all 12 rooms at any time.
- Patient bed is in the middle of the room so patient can be treated easily from all sides (360 degrees). Equipment boom hangs from the ceiling.

- ICU rooms are equipped with surgical and exam lights, and the gases necessary to do a minor procedure in the room without having to move the patient.
- In the event that the patient needs to be moved, the ceiling boom has an equipment arm and a portable trolley that detaches to travel with the patient.
- Each ICU room has a hidden disposal area with flush button for waste and unsightly or infectious matter. Every room also has a dialysis hook-up.

Core Support Area

- Very center of hospital contains staff elevators and stairs, support areas, and five on-call rooms on every floor for resident staff.
- Every floor has its own satellite pharmacy and a dialysis and respiratory therapy area.
- Food cart lift for food delivery. Hotel-style room service: you can order off the menu electronically, whenever you want, and have it delivered whenever you want. Special dietary needs are also tracked.
- The kitchen, main pharmacy, main laboratories and respiratory areas are located on level B1.

Filler (when not pointing out a specific area)

Ronald Reagan UCLA Medical Center **is a leader in the U.S. for patient satisfaction**, as determined by a survey of the nearly 200 hospitals that are members of the nationwide University HealthSystem Consortium. **96% of our patients** say they would recommend us to a friend or family member.

UCLA Health's hospitals rank among the Top 5 hospitals in the nation and, for over 20 consecutive years, as the best in the western United States, according to *U.S. News and World Report's* "America's Best Hospital Honor Roll."