

Hospital Name:

Kaiser Foundation Hospital –
Sacramento/Roseville-Eureka

Address:

1600 Eureka Road
Roseville, CA 95661

Contact:

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2006 ED Volume: 39,292
Growth from 2005: 1.7%
Total Staffed Hospital Beds: 166
Acute ED Beds: 24
Fast Track: no
Clinical Decision Unit: no

Problem to be Resolved:

ED located in a fast-growing
community needed to expand
to meet the needs of the
community

Key Words:

- Expansion
- Patient care experience
- ED units

Lessons Learned:

Despite the anticipated increase
in ED visits resulting from fast
population growth in the
region, Kaiser was able to re-
design its ED to maintain the
feeling of a small ED.

Reason for Change:

Placer County, in which Kaiser Foundation Hospital –
Sacramento/Roseville-Eureka is located, has been growing at a
rapid pace in recent years. Kaiser wanted to expand capacity and
make other improvements in order to be able to continue to
provide the community with a high level of care.

Implementation:

In 2006, construction began on Kaiser's new 42,000 square foot
emergency department. Not only will this new department expand
capacity from 24 beds to 52, it has totally redesigned the ED to
enhance the overall patient experience.

The new design essentially divides the department into four smaller
units, each one functioning as a mini-ED. Although all connected,
each of these units will function independently, and will contain all
equipment necessary to treat the variety of conditions seen in the
ED, including women's health issues, fractures, infectious diseases
requiring isolation, eye, ear, nose and throat problems, heart
attacks, and strokes. Each unit will also have its own waiting area,
so that friends and family can be nearby during treatment.

Also, because the waiting rooms are in each of the individual units,
there is no "up front" waiting room or registration area; upon
arrival in the ED, patients will be directed to one of the four units.
This eliminates any unnecessary waiting.

Kaiser recognized that the new expanded ED will never be able to
perform to its greatest potential unless there is adequate support
from other units of the hospital. Because of this, Kaiser is also
expanding the radiology department, tripling its current size. This
department will have the capacity necessary to accommodate the
increased demand coming from the larger ED. Also, a new
pharmacy is being built adjacent to the ED, which will improve
access to this service. Both of these projects are expected to be
completed in 2009.

Results/Impact:

The impact of this new design will not be known until the facility is
completed some time in 2008; however the hope is that this new
design will both enhance the patient care experience as well as
maximize efficiency. Patient satisfaction is expected to increase
because dividing the department into four smaller units will allow
staff to deliver more personalized care normally available only in a
small ED.