



New Samaritan hospital coming to Lincoln City

samhealth.org/NewHospitalLincolnCity

PROJECT UPDATE: Oct. 20, 2016

EXPLORING BIG IDEAS FOR THE IDEAL PATIENT EXPERIENCE

Three dozen SNLH employees, community members, board members and others presented their Patient Experience research homework at a meeting last week...and Wow! The group was challenged to research other companies' customer service approach and apply it to our little hospital. No idea was considered too big, too crazy or too impossible. Not only were the ideas big, they were presented in a big way: play acting, laughter, drama and fun!

Why not have a concierge who accompanies the patient from registration through discharge? Let's present a small gift basket to patients with items from the gift shop! What about a virtual tour of the hospital posted online? Imagine if a patient's orders and medical records were all available with a quick wrist scan. The meeting was videotaped for future reference so no great idea could be overlooked.

The purpose of the exercise was to spark discussion on how to make every patient feel welcomed, safe, informed and cared for during every single moment -- from learning about our services, parking and finding their way through the building, through their treatment, communicating with the patient and families, to discharge and everything else in between. Some of these ideas (too many to list here) may be adopted and integrated into the design of our new hospital.

QUICK LOOK AT OUR PROGRESS

- Last Friday, the Oregon Facilities Authority gave its stamp of approval for Samaritan Health Services to begin selling bonds to finance its various construction projects, including the new Samaritan North Lincoln Hospital. The next step is to work up a sales plan telling investment companies why Samaritan is a GREAT investment opportunity for their clients.
- The contract between SNLH and Skanska, the company that was selected to build our new hospital, has been drafted and sent off for review. We're grateful that Chris Lemar, director of SNLH Plant Engineering, is experienced in this very important detail work.
- Collaboration teams from the two Samaritan coastal hospitals (SNLH and Samaritan Pacific Communities Hospital in Newport) are exploring ways to standardize equipment, systems, the supply chain, information technology, and more. So many of our staff work at both sites and with two new hospitals being built at the same time, it just makes sense to do this.
- WIPFLi CPAs and Consultants, the company that is gathering and analyzing SNLH data, demographics and so forth, presented its report this week. This information will help to design a hospital that has the right services and support for our community's health care needs for the next several decades.

QUESTIONS OR SUGGESTIONS ABOUT THIS UPDATE OR THE NEW HOSPITAL PROJECT?

Contact Mary Jo Kerlin in PR/Marketing or Ann Shupe in Administration