

# Just the Facts

WYNN HOSPITAL

Each week, "Just the Facts" provides information about a key aspect of the Wynn Hospital being built by Mohawk Valley Health System (MVHS). It is designed to keep our medical staff, employees and volunteers updated and to share with family, friends and neighbors so we keep our community informed about how we're transforming healthcare in our region.



## TOPIC FOR TUESDAY, JUNE 21, 2022:

### *Why did we need to build a new hospital?*

This question came up many times during the beginning of the new hospital project, yet I still hear it raised from time to time even though we are now 70 percent complete with construction on the Wynn Hospital.

Bob Scholefield, our executive vice president of Facilities and Real Estate, was a patient in one of our hospitals a short time ago. He wanted to share his experience from a patient perspective and what a positive impact the Wynn Hospital will have on the future patient experience.

"Do we really need a new hospital, well my experience made the answer abundantly clear - yes! Below are a few observations as to why:

- Room size - both in the Emergency Department (ED) and in the patient room, there was barely enough space for the staff to provide care. Getting a stretcher into a patient room was difficult, and bringing equipment in and out was tight. Average rooms sizes currently are under 200 square feet, those in the Wynn will be 284 square feet.
- Being transported from the ED to radiology and back, and later to my room, was done in public corridors passing by a number of people. In addition to providing little privacy there were a few awkward encounters. When you are not feeling well the last thing you want to do is make small talk with someone in a corridor. In the Wynn, all patient transports will be done in non-public corridors and elevators.
- Transporting a patient on a stretcher provides the staff with a number of challenges: corridors barely wide enough to accommodate, and a number of turns that just aren't big enough. From the perspective of a patient lying down, I could see every ding in the walls and doors caused by a stretcher that just could not maneuver the path. Design of the Wynn Hospital took bed and stretcher size into account to make sure there is clear passage for transporting patients.
- Room temperature was difficult to control, resulting in a very warm room, that the staff indicated was the case for the entire wing. In an old facility, we have to determine when to turn off the heat and turn on the air conditioning. Weather in the Mohawk Valley makes this even more challenging. In the Wynn each room will have individual controlled room temperature, year around.
- Windows - Although I had a window, it looked out on to a brick wall, another window in an adjacent corridor and HVAC pipes. Honestly looking out the window was at the bottom my things to do, but I could see if I had been there longer, I may have wished to see something else. Each inpatient room has a large window and from the fourth floor up, all have views of the beautiful Mohawk Valley.

"Most importantly I was so proud as to how professional and compassionate all the staff were. During these difficult times in healthcare, I would have expected a few grumbles or opportunities to share their concerns with me, but absolutely not. My stay showed me how the patients experience will be improved in the Wynn, but more importantly how it will make it a much better environment for our staff to provide care."