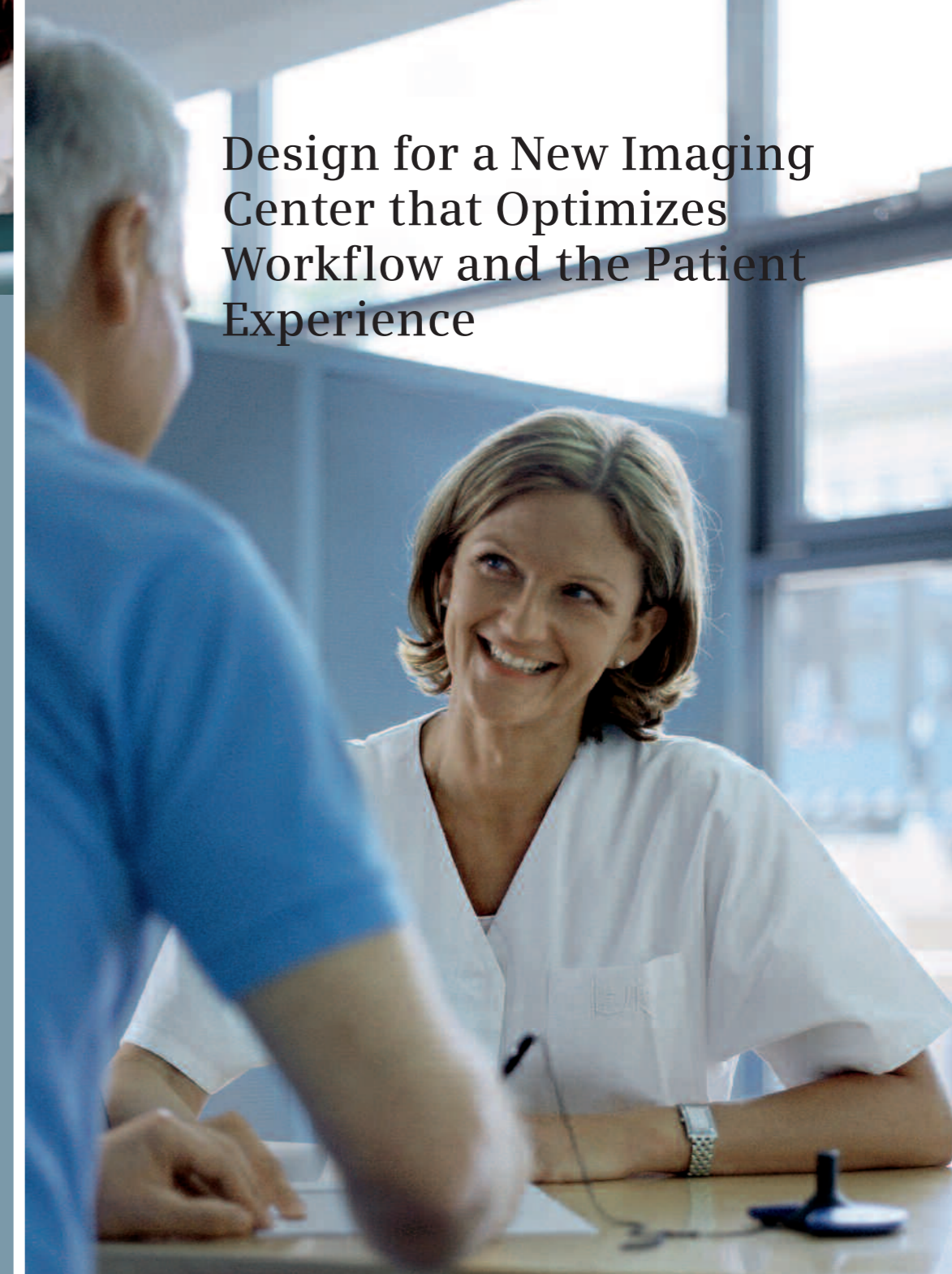




Design for a New Imaging Center that Optimizes Workflow and the Patient Experience



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Design with Patients in Mind: Leveraging Workflow Expertise to Build a More Patient-Centric Imaging Center

The University of Pennsylvania Health System (UPHS) is building an outpatient imaging center near its West Philadelphia Campus. The Perelman Center for Advanced Medicine, scheduled for completion in 2008, will provide a wide scope of diagnostic services. Its technology base will include MRI scanners, CT scanners, PET•CT systems, radiology systems, fluoroscopy systems, interventional labs, and both diagnostic and interventional mammography systems.


Two years before construction began, the architectural firm submitted floor layouts based on its understanding of UPHS requirements. Because of their previous experience with Siemens, the UPHS planners asked Siemens consultants for advice on enhancing the layout to support optimal workflow efficiency.

UPHS at a Glance

The University of Pennsylvania Health System (UPHS) consists of three hospitals in Philadelphia, PA, including the Hospital of the University of Pennsylvania (HUP), Penn Presbyterian Medical Center, and Pennsylvania Hospital. Also included is a network of ancillary practices in the surrounding region.

The Nation's first teaching hospital, HUP is a 695-bed hospital currently comprising 1,700 physicians, 36,000 adult admissions, and nearly 1.1 million outpatient visits annually.

Consulting



Specializing in the design of patient centric processes and workflow, Siemens consultants recommended improvements that would optimize patient experience and throughput at each point of care.

Gathering Data and Developing New Software to Optimize Facility Design

The Siemens team began analyzing workflow by soliciting direct input and information from patients, physicians, technologists, and support staff. Team members studied volumes and pathways of the individual clinical procedures, which ranged from contrast-enhanced magnetic resonance imaging to interventional examinations.

Software specifically designed to support healthcare workflow was developed in collaboration with UPHS, Siemens, and a team of computer scientists at the Princeton, NJ-based Siemens Corporate Research, Inc. The result of the joint effort was an interactive simulation tool for the determination of optimal or “intelligent” facility design based on workflow criteria. This tool allows Siemens consultants to develop “what if” workflow scenarios in terms of patient walking distance and waiting time by entering different sets of parameters based on information from clinical and administrative personnel.

Workflow

Process-Based Facility Design Outcomes Include Improvements for Patients and Staff and an Enhanced Bottom Line

A full understanding of the patient care process, the healthcare revenue cycle, and information workflow served Siemens consultants well in teaming with UPHS to its their imaging center. Blending an innovative approach to computer-aided facility design with the specific goals and expectations of the hospital system will result in:

- **Improved patient experience**, including shorter wait times, shorter walking distances within the facility, and less administrative "shuffle." These factors contribute to greater patient satisfaction with the care provider and greater confidence in the diagnostic outcome.
- **Improved physician and staff satisfaction** due to better workflow efficiency, including shorter walking distances and more convenient access to information. These factors will lead to reduced stress for physicians and staff.
- **Greater financial efficiency**, as patients are processed more smoothly, enabling increased volumes. Siemens' examination of workflow and space allocation also enabled UPHS to accommodate future technology upgrades without costly reconstruction.

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