

GREATER LANSING GOOD LIFE



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FOR THE EMERGENCY ROOM

WINTER 2020

A PUBLICATION OF



GREATER LANSING



**HIP REPLACEMENT
KNEE REPLACEMENT**



GREATER LANSING

DOING WHAT'S BEST.



DEAR FRIENDS,

Welcome to *Greater Lansing Good Life!*

It's my great pleasure to introduce you to the newest community publication from McLaren Greater Lansing. In these pages you'll find the latest news on the future of health care as our state-of-the-art hospital moves closer to completion.

You'll read about a new service in our emergency department that lets you save your spot in line and see the latest estimated wait times and how easy it is to get started.

We'll also introduce you to a Lansing veteran who won his fight against cancer at the age of 98, and show you how a bell is helping our patients celebrate their final cancer treatments.

McLaren Greater Lansing is proud to serve our community and share the stories of healing and hope we see every day. We wish good health to you and your loved ones in this new year.

A handwritten signature in black ink, appearing to read "Kirk Ray".

Kirk Ray
President and CEO, McLaren Greater Lansing

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BUILDING THE FUTURE OF HEALTH CARE

The future of health care in Mid-Michigan is getting closer every day.

More than 5,000 steel beams now make up the massive framework for McLaren's new state-of-the-art hospital. Exterior walls are being placed as crews work inside to make this transformational project a reality.

The new health care campus is being developed in Lansing on land purchased from the MSU Foundation in its University Corporate Research Park, located between Collins Road and US 127.

The campus will house a 240-bed hospital, cancer center, medical services building and other facilities to support health care delivery, educational opportunities, and medical research.

In total, the medical services building, and cancer center will measure more than 170,000 square feet and be home to many new and innovative spaces for our caregivers and community.

When fully complete, these spaces will be home to over 1,000 physicians, researchers, educators, and other members of the academic and medical team.

The estimated timeline for seeing the first patients in the new hospital is early 2022.

More information about the project can be found at mclaren.org/redesignhealthcare.





INNOVATIONS COMING TO MCLAREN'S NEW HOSPITAL

Comfort is key to a healing environment, and every aspect of McLaren Greater Lansing's new hospital is being built with that in mind.

Hundreds of people have provided their input and insight through in-person meetings and online surveys, and their voices are being heard in the final plans for the new spaces within the hospital.

The most common requests from members of the community included a focus on quieter rooms, the ability to control the temperature of their room, and having the added comforts of home, all of which are being improved upon in the new hospital.

All patient rooms in the new hospital will be private and have innovative features to make a patient's stay easier and more accommodating for family and visitors. Most rooms will be larger than their counterparts in the current hospital.

Each room will have independent temperature controls that can be tailored to fit a patient's needs. The new hospital's unparalleled efficiency standards will ensure a more consistent temperature throughout the entire room.

The new hospital will be a quieter space thanks to modern building standards that include additional soundproofing between rooms. The mechanisms on doors that lead to secure hallways have also been redesigned with electronics that offer a quieter opening to limit disturbances to patients and their families.

In some spaces such as the emergency department, sliding glass doors will allow for a quieter area outside of the room, while still allowing nurses and physicians to see their patients.

Labor and delivery rooms will include additional storage space for families to bring their belongings while welcoming their newborns into the world, along with a larger bathtub and shower area.

Patient rooms will be equipped with a specially designed folding sofa that includes a headrest, built-in outlets and USB ports, and an adjustable table. A patient recliner will also be featured in each room, along with chairs that can be conveniently stored away when not in use.

A redesigned family zone will include a sconce light that can be used while not disturbing a patient who is resting. Each room will also be equipped with larger flat screen televisions and additional entertainment options.

Large windows will be included in many patient rooms, offering views of Lansing's skyline, East Lansing and Michigan State University's football stadium, and Michigan State University's nearby agricultural areas.

"We're proud to be redesigning health care from the ground up with feedback from our patients and caregivers," said Austin Holcomb, McLaren Greater Lansing director of facilities management. "This space will be unlike any other when it comes to offering state-of-the-art technology while still being an inviting and comforting space for patients and their families to receive care."

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VETERAN BEATS CANCER AT 98

In 2018, Lansing's Arthur Roat learned he had stomach cancer. It's a diagnosis that can be one of the most frightening things a person can ever face, and at the age of 98, some people may have decided that chemotherapy just would be too much to handle.

Roat decided to fight, and just like his time serving in the Army signal corps during World War II, he won the battle.

"I went in for something else and doctors took X-rays and found the spot," said Roat. "When I learned it was stomach cancer, I couldn't believe it."

What Roat did believe is that the team of cancer specialists at the Karmanos Cancer Institute at McLaren Greater Lansing would help him beat the cancer. "I kept going for chemotherapy every week," said Roat. "I didn't have any effects or feel sick from the treatments at all."

Roat says his family was totally on board with his decision to get treatment, despite the risk of side effects. He's glad he did. "Everyone at McLaren was very nice to me," said Roat. "They really took care of me and when I was all done with treatment I rang the survivor's bell, which felt great."



Today, Roat says he feels great, and keeps up an active lifestyle, keeping up with his family, driving to the grocery store, and swimming at the YMCA.

If someone else was facing a similar cancer diagnosis, Roat says he would tell them to get treatment as quickly as possible if they're given the option. "Go for it," said Roat. "You're cutting your life short if you don't have it done."



The Karmanos Cancer Institute at McLaren Greater Lansing is now the first and only cancer center in the Lansing region to be accredited as a Center of Excellence in radiation oncology by the American College of Radiology.

Visit karmanos.org/greater-lansing to learn more about the cutting-edge treatments available at the Karmanos Cancer Institute at McLaren Greater Lansing.



SURVIVOR'S BELL CELEBRATION

The Karmanos Cancer Institute at McLaren Greater Lansing is typically a quiet area. Expert doctors and staff speak in tones indicative of the calm, healing environment, and a serene fish tank helps set patients and their families at ease as they receive treatment.

There is one exception to that tranquility, and it's a celebration worthy of making some noise for.

Patients are invited to ring a gold bell after finishing their last day of treatment. The joyful sound is a symbol of strength for about 6 to 10 patients a week.

Michele Rachal recently took her turn at the bell as she completed her last of a month-long series of radiation treatments for breast cancer. "It feels really good to ring the bell," said Rachal. "Radiation is a process, and I've been through it and I'm done. This is my day."

Cancer survivor's bells are becoming more popular across the country as caregivers look for new ways to celebrate a patient's journey through treatment. Michael Huberts, Karmanos Cancer Institute medical physicist, decided to add the bell last year, and the reception has been resoundingly positive.

"The bell is really becoming an industry standard," said Huberts. "I knew we needed one to give patients a goal to look forward to and a moment of happiness for all of us here to come together and recognize their strength and the amazing care our staff provides."

The survivor's bell is just one more way that the Karmanos Cancer Institute at McLaren Greater Lansing goes above and beyond to help patients have the best possible experience during a difficult time in their lives.

"The staff members here are very nice. They were all out here and gave me hugs," said Rachal. "They want to make you feel comfortable and important and say, 'Hey, you've done it!'"



NEW TECH BRINGS FASTER EMERGENCY CARE TO McLAREN GREATER LANSING

Nobody likes waiting in lines, especially when you're in need of medical care.

That's why McLaren Greater Lansing is using new technology to allow you to save your place in line, online, before visiting the emergency room.

Saving your spot couldn't be any simpler. Just visit McLaren Greater Lansing's emergency department page and add your name, phone number, and date of birth to get in line. On the page, you'll find the current estimated wait time in the emergency department, and you can even choose a time that works best for you.

Once you've put in your information, you can receive a text message letting you know when your estimated visit time is near.

The estimated wait time counts the minutes between a patient checking into the emergency room and the time they are first seen by a member of our medical staff. Upon arrival, they check in with the front desk staff to complete their registration. A triage nurse evaluates patients before they are seen by a doctor in order to decide the best path for their care.

“**McLaren Greater Lansing is using new technology to allow you to save your place in line, online, before visiting the emergency room.**”

SKIP THE WAIT
CURRENT WAIT TIME IS:

5 - 15
MINUTES

Reserve My Spot



The new technology is helpful even for those who don't sign in ahead of time. Once a patient comes to the emergency room, they can quickly add their name on an easy-to-use tablet to the list of those needing care and see their place in line on a large screen in the waiting room.

McLaren is able to see patients more quickly thanks to innovations made through an intensive review and improvement process. The hospital's excellent quality of care has continued, even as the process to get care has become more efficient.

It is important to know when to call 911. Saving your spot in line for the emergency room is not for health situations in which you need immediate medical attention. Those patients who do come to the emergency room needing critical care right away will understandably be seen first, which may increase estimated wait time.

Visit mclaren.org/lansingER to learn more about how to save your spot in line to save you time.

FASTER CARE



NOW OFFERING ONLINE EMERGENCY ROOM REGISTRATION

Check in online. Choose a time that works for you.
We'll save your spot so you can wait in comfort, wherever you would like.

Visit mclaren.org/LansingER to learn more and view estimated wait times.

FIND A PRIMARY CARE PHYSICIAN

See a primary care provider fast by scheduling an appointment with one of our providers who are currently accepting new patients in four weeks or less—including family medicine, internal medicine, pediatrics, and OBGYN providers.

For a full list of primary care providers in your area, visit mclaren.org/lansingproviders



SAFETY COMES FIRST AT McLAREN

You shouldn't have to think about your safety while you or your loved one is receiving care at a hospital. That's why McLaren Greater Lansing is adding to its already robust safety measures with new policies and procedures to help everyone on its campus.

Patients can take comfort in newly added ceiling tiles that remind them to call for assistance rather than trying to get out of bed on their own. The phrase "call don't fall" is prominently displayed above a patient's bed so they can see it and remember to page their care team before getting up in order to stay safe.

New placemats are being used throughout the hospital that signify a patient's food allergies. Food and nutrition staff have implemented red placemats to show that a tray of food is going to a patient who has special dietary needs from a food allergy. The simple reminder from the placemats was recently recognized during a rigorous on-site review from the Joint Commission as a practice that is being considered for recommendation to other hospitals.

Additional security policies are also being added result of thorough planning from McLaren's Safe Together task force, which brought together hospital leadership to consider new and innovative policies to increase safety while allowing patients to access the quality health care they need.

McLaren Greater Lansing is rolling out new signs in each room that give clear guidelines to caregivers, patients, and their families on acceptable language and policies for recording and taking photographs inside the hospital. The signs also detail the measures that can be taken if the expectations that are used to create a safe environment are not followed.

From 8 p.m. to 4 a.m. the emergency department entrance is the only point of entry for the hospital.



SAFE TOGETHER

During this time, all visitors will check in with security staff and receive a badge that shows the room number they are visiting. Visitor bags will be searched, and patients' bags may be searched at the request of emergency staff.

McLaren Greater Lansing also has a dedicated K9 officer that can handle a variety of situations along with his handler. The three-year-old German shepherd named Scout can be a comforting presence for patients or staff who need a calming moment, or he can act as a mitigating force if necessary, to keep everyone at the hospital safe.

"The safety of our patients, visitors, and staff is our top priority," said Kirk Ray, McLaren Greater Lansing President and CEO. "We're proud of the commitment our staff has made through the Safe Together task force, and we will continue to explore innovative solutions as we remain vigilant for everyone's security while they give or receive care."

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HEART AND VASCULAR SERVICES

McLaren Greater Lansing has a long and distinguished history as the region's best hospital for heart care.

We pair trusted cardiologists with unique access to the region's finest cardiothoracic and vascular surgeons to provide patients with an unparalleled quality of heart and surgical care.

Now with offices and expanded services in Grand Ledge, Eaton Rapids, Okemos, and Lansing, cardiac care is closer to home than ever.

For more information on heart and vascular services, visit mclaren.org/lansingheart



DIAGNOSTIC SERVICES

McLaren Greater Lansing offers a range of radiology, diagnostic imaging, and laboratory services in many locations including DeWitt, East Lansing, Grand Ledge, Holt, Lansing, Okemos, and Portland.

RADIOLOGY

For a complete list of diagnostic centers and hours of operation, visit mclaren.org/lansingradiology

LABORATORY

For a complete list of laboratory locations and hours of operation, visit mclaren.org/lansinglabs

MAMMOGRAPHY

For a complete list of diagnostic centers and hours of operation, visit mclaren.org/lansingradiology



FINDING FREEDOM FROM SMOKING

Lung cancer causes the most cancer deaths worldwide, accounting for 1.8 million new cases and 1.6 million deaths annually. In 1987, lung cancer surpassed breast cancer to become the leading cause of cancer deaths in women, according to the American Lung Association.

“Many patients who are diagnosed with lung cancer suffer from social and emotional effects,” said Divyakant Gandhi, MD, cardiothoracic surgeon at McLaren Cardiovascular and Thoracic Surgeons. “It is common for patients to experience feelings of self-blame and guilt when learning they have the disease. This can, among many other things, lead to a delay in seeking treatment, which makes the cancer more deadly every day.”

Quitting smoking isn't easy; however, McLaren Greater Lansing offers a class that may help. The American Lung Association's Freedom from Smoking class can help community members who are looking for help quitting smoking.

“We are very excited to offer the American Lung Association's Freedom from Smoking classes beginning January 7, 2020,” said Becky Loomis, RN, lung cancer nurse navigator at McLaren Greater Lansing. “This seven-week program offers a systematic approach to quitting tobacco and provides a supportive environment for the participants. Please consider joining us as part of your New Year's resolution for health.”

Getting help is the first step to living a life free of tobacco. Join McLaren Greater Lansing as we kick off this great program.

DO YOU HAVE A HEALTH-RELATED QUESTION?

SMOKING GROUP QUIT PROGRAM

Tuesday, January 7, 2020, 5-7 PM

McLaren Greater Lansing,
Breslin Cancer Center Conference Room

To sign up for this program, contact Becky Loomis, RN, at (517) 975-8030 or becky.loomis@mclaren.org.





GREATER LANSING

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