

# Employee News



## The Big Move Is a Big Success

UCLA's new state-of-the-art academic medical facility—home to Ronald Reagan UCLA Medical Center, Mattel Children's Hospital UCLA and Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA—opened its doors for patient care on June 29, following the relocation of more than 281 hospital patients and 61 psychiatric patients.

The move began early Sunday morning and lasted a total of six hours. Both acute- and critical-care patients, with appropriate medical staff support, were transported by shuttle, ambulance and mobile intensive-care unit. Roughly one patient was moved every two minutes. The hospitals' emergency services choreographed the closing and opening of the old and new emergency departments with a 5 a.m. switchover. The patient move was the culmination of years of planning and coordination and involved millions of dollars worth of equipment, thousands of staff members and hundreds of patients.

"I don't know if one can truly imagine all that it takes to move a hospital from one location to another. It is a hugely complex task to transfer an acute health facility to a new building while providing seamless and uninterrupted patient care," says Dr. James Atkinson, executive director of transition to Ronald Reagan UCLA Medical Center and chief of pediatric surgery at Mattel Children's Hospital UCLA.

"It took the dedication of our doctors, nurses and support staff to accomplish this phenomenal effort," says Dr. David Feinberg, chief executive officer and interim associate vice chancellor of the UCLA Hospital System. "Our world-renowned medical staff has always provided exceptional patient care, and we now have an exceptional building in which to provide the best patient experience to the community and the world for many years to come." ✨

*See inside for more coverage of the move. To watch a video of move day, go to <http://streaming.uclahealth.org/moveday>*

# News shorts

## Department of Neurosurgery



Effective July 1, 2008, the Division of Neurosurgery within the Department of Surgery has received approval to become the Department of Neurosurgery. Neil

A. Martin, MD, has been appointed as its first chairperson.

## U.S. News Ranks UCLA No. 3



Ronald Reagan UCLA Medical Center ranks as one of the top three American hospitals and the best hospital in the western United States for the 19th consecutive year, according to *U.S. News & World*

*Report's* 2008 Best Hospitals survey.

"This has been an historic year for us. We opened the new Ronald Reagan UCLA Medical Center on June 29, and we continue our major rebuilding project in our Santa Monica hospital. Our No. 3 ranking in the country shows how your commitment to excellence has held steadfast throughout these changes," notes Dr. David Feinberg, CEO of UCLA Hospital System.

"This is a wonderful tribute to our outstanding medical and nursing staffs and the entire healthcare team at UCLA Health System," adds Dr. Thomas Sibert, president, UCLA Faculty Practice Group.

The rankings can be viewed online at [www.usnews.com/besthospitals](http://www.usnews.com/besthospitals).

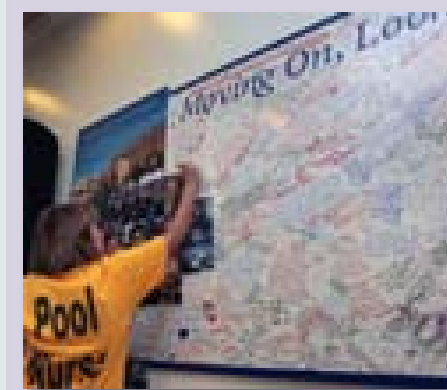


## On the Web: Tour Ronald Reagan UCLA Medical Center on Your Computer

While many of us are already working at Ronald Reagan UCLA Medical Center, and many of us have taken tours of the new hospital, a new feature of the UCLA Health System website will allow people all over the world to take a virtual 360-degree tour of the facility.

The web tour showcases the building's distinctive exterior as well as private patient rooms, play spaces and state-of-the-art operating rooms.

Just visit [uclahealth.org](http://uclahealth.org) and click on "Take a Virtual Tour." It's right on the homepage.



## Who Isn't Moving?

Although the majority of services in Westwood are now located at Ronald Reagan UCLA Medical Center, these departments or parts of departments will still reside across the street. Their extensions will remain the same.

- \* Administrative support
- \* Admissions (some functions)
- \* CASIT
- \* Clinical Pathology
- \* Coding
- \* Compliance Office
- \* Dean's Office of the David Geffen School of Medicine at UCLA
- \* Ethics
- \* Faculty offices
- \* Faculty Practice Group
- \* Jules Stein Eye Institute and Doris Stein Eye Institute
- \* Medical Records, Processing and Storage
- \* Morgue
- \* Neuro Rehab Research Unit (1 West)
- \* Nursing Support
- \* Occupational Health
- \* Office of Emergency Preparedness
- \* Outpatient Clinical Research Center (CRC)
- \* Patient Affairs (some functions)
- \* Payroll Annex
- \* Photo ID office
- \* Psych Day Programs
- \* Real Estate and Transition Planning
- \* Safety
- \* Spiritual Care

## Get Up Close and Personal With the Farewell Wall

Another "virtual tour" of sorts, the web archive of the popular Farewell Wall at Café Med allows viewers to pan across the 20-foot-long love letter to the original UCLA Medical Center, and to zoom in and read the hundreds of touching memories placed there by faculty, staff, patients and families. The Farewell Wall is at [www.uclahealth.org/farewellwall](http://www.uclahealth.org/farewellwall). ☀



## Virgil Jones, "Mr. C-ICARE"

Gordon Landis, director of security, calls him "Mr. C-ICARE," and that makes Virgil Jones proud. Since joining the UCLA Health System security team in 2006, Virgil has tallied the highest number of C-ICARE feedback cards since the inception of the customer-service program, and he has earned a total of nine STAR Awards. In addition, Virgil was named "Officer of the Quarter" and then "Officer of the Year" by his department.

LIFT FLAP FOR INTERVIEW →

It begins with U.

### How do you like your nickname, "Mr. C-ICARE"?

I'm honored because I really do care. Customer service is in my blood. Taking care of people and treating them with respect comes naturally, so, this is a compliment.

### What are your job duties as a security officer?

I assist staff, patients, families and visitors in any way I can to make the day run smoothly. As a healthcare security officer, I'm familiar with JCAHO guidelines and have had some training in the signs and symptoms of stroke, and how to monitor psychiatric patients and prevent them from harming themselves or others. I patrol

ambulance. I led the gurney from the helicopter to the ER and stayed at the ER entrance. The students' families arrived, as well as four or five carloads of friends. The patient on my gurney had a knife embedded in his head. More and more friends continued to arrive, crowding the ER. One youngster started acting belligerent and dared me to stop him from blocking the door. Using customer-service skills, I asked him to stand back. I eventually called for back-up from the University of California Police Department. Afterwards, the fellow came up to me and apologized for his actions. It felt good that he learned something from the experience.

*"I love helping people and at UCLA I'm able to help many people in many ways."*

UCLA Health System facilities in Westwood. I assist staff in containing combative patients, especially in the Emergency Department, and radio for emergency medical services whenever necessary. I escort patients when they are leaving the hospital.

### How did you become a security officer at UCLA?

I came to California in 1976 from Little Rock, Arkansas, where I was born and raised. After graduating from David Starr Jordan High School in Los Angeles, I learned the sheet metal trade at Watts Skills Center, which is now known as the Maxine Water Preparation Center.

After a series of jobs as a sheet metal bench assembler, I landed a job as an aircraft mechanic, first at Lockheed and then at McDonnell Douglas. The airline industry — then as now — was pretty shaky and I decided to join the security field. First, I was in private security for Guard Systems, Inc., and then joined UCLA in 2006.

### Can you recall a time when your skills at diffusing tension were particularly helpful?

Early in my UCLA career, I was stationed in the ER. A high school fight resulted in two serious injuries. One student was brought in by helicopter and the other came by

### What do you do when you're not on duty?

I spend as much time as I can with my wife and family, often watching or participating in sports. I met my wife in 1982, when she was living next door to my mother. She's originally from Alabama.

I missed not having a father figure in my life and made an oath to myself that I was going to be a hands-on father, being there for my children every step of the way. We lost one child to crib death at 2 months, and our surviving two sons and a daughter are adults now. My wife and I will soon be grandparents!

I'm also an ordained minister and spend a lot of time ministering to young adults to help them stay out of trouble and lead productive lives.

### What do you find most rewarding about working at UCLA?

I love helping people, and at UCLA I'm able to help many people in many ways. In the ER, it's amazing how quickly the pace escalates when a trauma arrives. The doctors and nurses are busy making sure that no one loses a minute of his or her life. Security plays a role in ensuring the safety of the patients and personnel. I make a point of studying how our systems work and where things are, so that I can fast track as much as possible. ✨



Below: Johanna Bruner, director of the ED, and Amir Rubin, COO, UCLA Hospital System, cut the ribbon to open the ED as the sign is officially unveiled at 5 a.m. (below left).



## Move Day Fun Facts!

**342 patients moved**  
61 NPH patients  
(3 buses and 8 ambulances were used)

281 medical center patients  
(30 ambulances with 80 gurneys were used)

**Red team**  
38 patients (17 adult, 21 NICU)

**Blue team**  
121 patients

**Gold team**  
122 patients

**More than 2,100 staff were involved on move day**

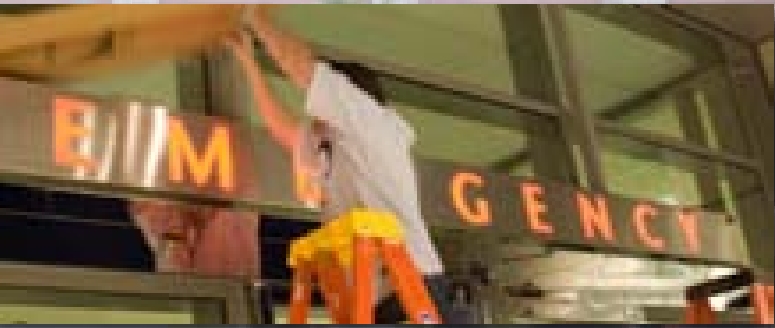
**Firsts:**  
*First baby*  
born Sunday at 2:28 p.m.  
Mother's name is Nancy  
Baby's middle name is Ronald  
(as in Nancy and Ronald Reagan)

*First surgeries;*  
Appendectomy  
Liver transplant  
Kidney transplant

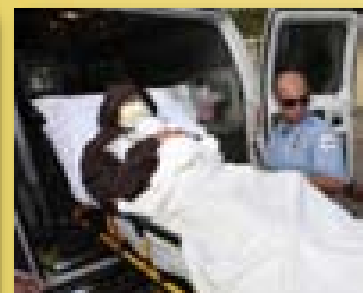
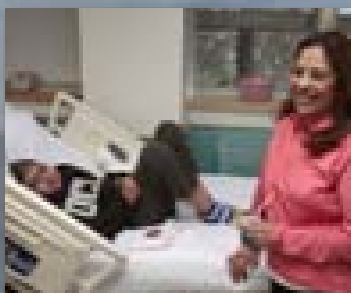
*First ER patient*  
arrived at 5:03 a.m.

*First admission*  
an obstetrics patient

*First trauma patient*  
arrived at 6:32 p.m.



Below: Mattel Children's Hospital UCLA patient Miranda Beck, 11, and her mother depart from the former hospital by ambulance to her new private room at the Ronald Reagan UCLA Medical Center.



# An Excellent Outcome for Move Day Operations

“I felt as if I was walking into a mall during the Christmas season,” recalls James Atkinson, MD, professor of surgery and executive director of transition to Ronald Reagan UCLA Medical Center, when describing his thoughts upon arriving for Patient Move Day on June 29.

Dr. Atkinson explains, “I had practically lived in this building for the past three years—walking every bit of it day after day—and even though it was shiny and beautiful as we completed and licensed the building, it wasn’t until the day of the move that the patients and all the occupants of the building brought it to life. To see it so active and full of life made it a very rewarding day.”

Dr. Atkinson trained in general surgery at



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—JAMES ATKINSON, MD

UCLA and then returned here in 1995 with a full-time academic appointment. He also began volunteering his time to the new hospital’s strategic and replacement hospital planning at an early stage. About five years ago, Dr. Atkinson was asked to assume greater responsibility for the building project in overseeing the equipment planning, fit-up and move planning.

While acknowledging that helping to manage a major building project is a long way from his training in pediatric surgery, Dr. Atkinson sees things that the two have in common. “A surgical mentality calls for you to begin by assessing the situation. You listen to the patient, gather all available information and then decide what needs to be done. I think these strategies transferred very well to the management skills needed to complete this project.”

Similarities between his roles in the building project and as a pediatric surgeon also struck Dr.

Atkinson on a personal level. “When a parent gives you their child for surgical care, to me it’s a huge feeling of responsibility, and I think this was very similar. The outcome of this project was extremely important to the university, to the future of the health sciences, and to the people of this state. I had the same feeling of responsibility to deliver a fine institution for patient care,” he says.

Dr. Atkinson attributes the project’s success to the entire UCLA Health System, from its leadership through every level of staff. “I think it speaks to the resiliency and high quality of our staff and physicians that we were able to absorb this tremendous task, moving more than 300 patients while continuing to provide full medical care,” he says. “We did operations on both sides of the street, delivered babies in the middle of the move, closed one emergency room and opened another seamlessly. It was remarkable how our people were able to make all that happen.” ✨

## Employee Enthusiasm Smoothed Move

“Orchestrating and implementing the move into Ronald Reagan UCLA Medical Center was one of the most challenging of the hundreds of hospital moves taken on by Health Care Relocations (HCR), and the professionalism and cooperation of UCLA Health System employees made it one of our most memorable and positive,” says Mike Shebib, HCR senior project manager.

“Sometimes we’re the final agents of change, and we often meet employee resistance as far as a move goes,” explains Mike. “That didn’t hold true at UCLA. People were positive, they were eager to move and there was buy-in from all levels.”

In particular, Mike points out that the nursing staff, always thinking first of patient safety, worked very hard to find solutions to the logistical problems the movers faced in transporting such a large number of acutely ill patients. Eimee Miura, director of purchasing, and her team were exemplary in their roles and will be remembered as providing the best experience with a procurement team that HCR has encountered. Ellen Wilson, director of therapy services, was extraordinarily dedicated to making sure that the lift and transportation teams were thoroughly trained.

“This was a great experience for us, and we’ll always look upon the project with fondness,” says Mike. ✨





**It Takes a Village:** Many, but not all, of the people responsible for the opening of the new Pediatric ICU at Santa Monica-UCLA Medical Center and Orthopaedic Hospital posed for a group shot on opening day.

## New Pediatric Intensive Care Unit Offers Care to Santa Monica

**S**ick children who need intensive hospital care can now be treated closer to home with the opening of the new Pediatric Intensive Care Unit at Santa Monica-UCLA Medical Center and Orthopaedic Hospital.

The four-bed, 2,500-square-foot unit opened June 18, following months of planning and anticipation. It provides intensive medical care to children who need ventilators for breathing assistance or require constant monitoring of vital organs, including the heart, lungs and kidneys. Children undergoing major surgeries, such as orthopaedic and spine procedures, also are cared for in the unit.

It is the first of its kind in Santa Monica. Until now, severely ill children who needed intensive care had to be admitted or transferred to Ronald Reagan UCLA Medical Center in Westwood or another hospital farther away from the community.

“This represents another proud moment in the long and illustrious history of our hospital,”

says SM-UCLA & OH Chief Administrative Officer Posie Carpenter. “It builds on our already outstanding reputation in women’s and children’s services and serves as another example of how UCLA Health System is making its world-class resources and expertise more accessible to the Westside community.”

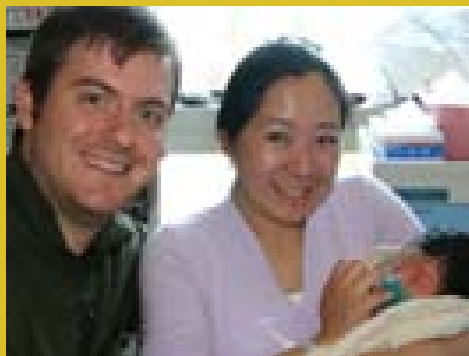
Posie noted that the PICU also will help ensure continuity of care for hospitalized children because SM-UCLA & OH operates the city’s only inpatient pediatrics unit for children who require hospital care but are not acutely ill.

In conjunction with the PICU opening, SM-UCLA & OH’s pediatric service was licensed as a 15-bed unit.

SM-UCLA & OH’s expertise in caring for sick children actually begins at its Nethercutt Emergency Center. The 24-hour facility is the city’s only “Emergency Department Approved for Pediatrics.” The designation means the hospital has met established criteria for providing competent, age-friendly emergency care for sick children.

The PICU is managed by Unit Director Lynn Coates-Leisen, who also manages the Pediatrics Unit and has extensive experience in this specialty, and Jennifer Geracht, MD, a pediatric intensivist who serves as medical director. ❁

### UCLA Medical Center’s Last Birth, Ronald Reagan UCLA Medical Center’s First



**Annika Lindberg, daughter of Antoinette and Eric Lindberg, born on June 29 at 7:35 a.m., was the last baby born at the old hospital.**



**Antonio Ronald Morales, son of Nancy and Antonio Morales, born on June 29 at 2:28 p.m., was the first baby born at the new hospital.**