

# New Hospital Orientation

*Introducing the new Le Bonheur!*



Le Bonheur  
Methodist Healthcare Family Children's Hospital

# New Security Protocols

- Security will provide a presence in conjunction with hospital greeters and visitor check-in
- Every individual who enters the hospital to visit a child will be issued some form of ID (wristband or badge)
- Individuals coming to Le Bonheur for other purposes (cafeteria, etc.) will be greeted and directed accordingly
- Security officers will have a station at each entrance in the new building except for the Main Lobby – here the Registration Desk will serve as the checkpoint for guests

# Badges in the New Hospital

- All Associates have received new badges that will grant them access to the new hospital
- Critical care units, PACU, Infant/Toddler Care and ED will be closed units with limited badge access
- All staff and service elevators will now require badge access for operation
- Associates will have general access to most service elevators, but patients, family members and guests will utilize the public elevators

# Patient and Family Wayfinding

In order to help individuals traveling from the POB garage to areas in the new hospital, plans are in place to establish a Welcome Desk in the Lower Lobby of the existing hospital that will be staffed by volunteers.

# Patient and Family Parking Areas

- The Physicians' Office Building Garage and available spaces on the rear surface lot
- The new Emergency Department lot
- A new 130-space lot that will be created when portions of the existing hospital are demolished
- FedExFamilyHouse and Le Bonheur Outpatient Rehab offer parking adjacent to their buildings

## Associate Parking Areas

- Newly expanded lot at 850 Poplar (expected to be complete by 2011) will extend from 850 Poplar north to Mosby and will create an additional 400 parking spaces for Associates
- Security will add a second entrance gate, increased lighting and more shuttle stops to 850 Poplar
- Ayers lot
- Pauline lot (for ED Associates and residents)

After all elements of the new parking structure are in place, Le Bonheur should have ample parking on campus and should no longer need to lease additional spaces from UT, BioWorks and Mississippi Boulevard.

# Sustainability

- When designing the new Le Bonheur, the hospital seriously looked at how to build, save and live green.
- The triple bottom line of energy efficiency, economic efficiency and social responsibility guided the innovative design of the hospital – one of a handful of sustainable children’s hospitals in the country.
- Le Bonheur has filed for silver LEED (Leadership in Energy and Environmental Design) status and will hear results in 2011.
- Modular energy plant includes a fire pump, chillers, boilers and an emergency power system; system is 10-14% more efficient than traditional plants!

# How Are We Building Green?

- Recycled about 50% of demolition waste from MMHI and Dixie Homes (now Legends Park) sites
- Building with recycled steel and concrete
- Low water volume for faucets and toilets
- Using native plants and drip irrigation
- Installing bike racks
- Parking spaces for energy-efficient cars
- Building designed to capture maximum natural light
- Efficient modular energy plant

# How Are We Living Green?

- Revitalization of the Medical Center and Legends Park (the future home of the FedExFamilyHouse!)
- Hiring local contractors and suppliers
- Natural light/landscaping provides serene environment
- Bike racks and parking spaces for energy-efficient cars promote healthy and socially responsible lifestyles
- Job training for neighborhood residents
- In addition to 2,000 Associates, Le Bonheur indirectly supports an additional 14,147 local jobs

# How Are We Saving Green?

- Money from recycling will be returned to Le Bonheur
- Energy efficient motion sensor bulbs lower utility costs
- Use of local contractors/suppliers reduces costs
- Cost-effective high-level technology package
- Developing “green” energy package with utility companies
- A recent U of M study shows that Le Bonheur contributed \$1.26 billion to the local economy in 2007 - \$726 million from economic impact of new construction and \$544 million in recurring contributions

# Philanthropy

- The \$113 million campaign to build the new Le Bonheur Children's was the largest capital campaign ever accomplished in the City of Memphis. We have raised \$103 million to date!
- This is a testament to the belief that so many people have a Le Bonheur story to share and a stake in the hospital's future.
- The new Le Bonheur Children's would not be possible without the generous contributions of groups ranging from children who have donated presents from birthday parties, school kids who have collected pennies, grateful Le Bonheur families, physicians and Associates to Radiothon donors, planned giving donors, community visionaries, companies and literally thousands of generous folks who believe in what we do.

# FedExFamilyHouse

- 24 suites, dining facilities, recreational spaces, a small business center and several other family-friendly amenities
- Outdoor spaces with a courtyard, dining terrace, children's play area and screened porches
- Living and family rooms
- Indoor play area and teen lounge
- Eating area that can be arranged for multiple families to eat together
- Four kitchens with pantry space that includes 24 refrigerators and storage for each family
- Community conference room
- Lounge and laundry on each floor
- Room suites including two beds, private bathroom, window seat that becomes a bed, space for a crib, desk and closet with plenty of storage for suitcases and belongings
- FedExFamilyHouse will be one of the first sustainable pediatric residence facilities in the U.S. and will be LEED certified.
- Financial support has come from donations from FedEx Corp and personal donations from Fred & Diane Smith and Alan & Susan Graf.

# Art in the New Hospital

- Volunteers Linda Hill and Dianne Papasan, along with a committee of artists, art teachers and art lovers, are leading the charge to decorate the new Le Bonheur
- Children's art contest was held – we received 3,000 submissions and 275 have been chosen for display
- 20 art workshops are being held throughout the community to create pieces for the new building
- Signature pieces have been commissioned for key public areas of the hospital
  - “Art has the power to heal and reassure. We want the art in our hospital to be soothing and comforting to families and to celebrate the joys of childhood.” – Linda Hill
  - “The art in the new Le Bonheur will be among the most robust collections of art in the city.” – Cameron Kitchin, Director of the Brooks Museum of Art

# Thoughts from President Meri Armour

- Many elements in the new hospital will make things better, smoother and safer for kids (such as the carousels in the pharmacy, the 320 slice CT scanner and the 3T iMRI)
- These things are the right things to do for kids. With children, you love them unconditionally and want to give them every opportunity. We are doing the same thing for Le Bonheur – loving it and giving it every opportunity!
- Our goal is to take the best elements of the Le Bonheur culture and move them into the new hospital
- It's not about the building, it's about the people.