


NEIGHBORHOOD UPDATE

**HIGHLAND HOSPITAL
ACUTE TOWER
REPLACEMENT
PROJECT**



THE INSIDE STORY: DELIVERING PATIENT CARE IN THE NEW ATR

To mark the first year anniversary of the opening of Highland Hospital's Acute Care Tower (ACT), we interviewed four healthcare professionals who deliver patient care in that new setting: the Director of Nursing, the Nursing Supervisor for Labor and Delivery (L&D), an L&D nurse, and a Medical/Surgery nurse. Their positive feedback confirms that the building has not only met, but surpassed, expectations. Take the "insider" tour with our nurses, and learn how the ACT brings state-of-the art care to County residents. 

UPCOMING CONSTRUCTION ACTIVITIES: 6/2017 - 9/2017

- ▶ Demolition of the H-Building continues. Tower crane present to remove exterior panels.
- ▶ Increased truck traffic from the old Service Road onto 14th Avenue during demolition activities.
- ▶ Noise from demolition activities will be increased from 7am to 7pm, Monday to Friday.
- ▶ Weekend work may be necessary. No work on the weekend will begin before 9 am.
- ▶ Construction equipment and barriers are located at the front entry drive loop as work on the bioswale continues.

▶ FOR MORE INFORMATION

GENERAL SERVICES AGENCY

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AHS INFORMATION

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▶ WEBSITE: highlandatr.org

- ▶ For immediate safety or nuisance concerns, call the 24-Hour Highland ATR Hotline at **(510) 227-0392**



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Birthing Suite



L&D Care Team Nursing Station



Window View

LABOR AND DELIVERY

POSITIVE FEEDBACK:

- The larger birthing suites are both beautiful and functional.
- Patient satisfaction surveys give the updated facility high marks.
- “We love to see the faces of the families when they first see the beautiful space.”
— L&D Nursing Supervisor

FACILITY ENHANCEMENTS:

- Patient rooms are filled with light from the large windows that frame soothing views.
- The entire floor space is so much larger and more open.
— L&D Nurse

KEY IMPROVEMENTS:

- Individual patient rooms ensure maximum privacy and comfort.
- Several beautiful waiting room areas welcome family and friends.
- The expanded nursing station provides ample room for charting.
— Director of Nursing

BETTER WORKFLOW:

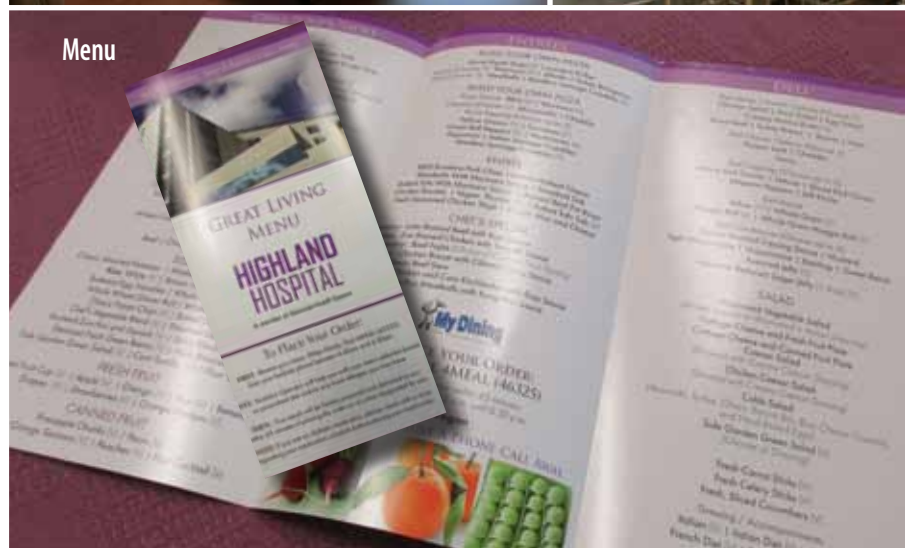
- We have dedicated isolation rooms to use when necessary.
- A menu provides patients meal options prepared in a state-of-the-art kitchen.
- The single rooms are quiet and more restful.
— Medical/Surgery Nurse, 9th Floor



Med/Surg Patient Room



Kitchen



Menu