

# Teaching Our Students About Transforming the Patient Experience



Rush University Medical Center provides Rush University students with opportunities to observe and participate in clinical practice at one of the nation's most well-respected academic medical centers. The \$900-million renovation of the Rush campus currently under way will enhance this clinical experience further by centering the Medical Center's facilities and processes around optimizing the patient experience.



The new hospital building, slated for completion in 2012, provides one physical example of the patient-centered focus that is fundamental to both clinical care and education at Rush.

All patient rooms will be standardized, which will greatly enhance staff efficiency, and in turn improve patient safety. With supplies, equipment and other necessary items located in the same place in every room, staff won't have to take time to orient themselves when they enter a particular room; they will be able to focus immediately and solely on the patient — an efficiency that could be critical in a medical emergency. Standardized rooms also support high quality patient care. For

example, clinicians are taught to examine patients from the right side first, and all of the rooms are designed to allow clinicians to naturally flow to the patient's right side. This arrangement is just one subtle but significant way the room design facilitates the best physical examination practice, and the best clinical instruction for students.



available to care providers throughout Rush. The use of electronic medical records is a trend in health care and will be prevalent in the health care settings where our students will practice in the future.

The campus renovation also extends to the Medical Center's information system. Rush is implementing a new integrated electronic medical record system that will incorporate new patient data in real time and make each patient's entire record



By transforming the Medical Center's facilities and systems to center around providing the best possible care for patients, Rush also is transforming our teaching environment to provide the optimal clinical education for our students.

