



**QUEEN ELIZABETH HOSPITAL
EMERGENCY DEPARTMENT
CHARLOTTETOWN, PEI**

**PHASE 1
REDEVELOPMENT PROJECT**

PUTTING HEALTHCARE IN A BETTER PLACE

Running an emergency department can be a challenge at the best of times. Providing top medical treatment to patients requiring varying levels of care at the drop of a hat, on a schedule that is simply unpredictable, requires a department that is functioning at its utmost performance. Providing the level of care that is necessary for the emergency department means the department must not only be on top of day-to-day management, but it must also be proactive in ensuring they recruit and retain the right talent and keep up with new technologies to meet patient demands and expectations.

"Atlantic Business Interiors and Nurture provided us with a new way of looking at furniture by providing insights on how it can support the work being done in the emergency department, and providing research on how the space can help us to achieve our goals moving forward."

Anita MacKenzie,
Nurse and Project Manager



"We have worked with a lot of companies while we were doing this project, but I have to say that Atlantic Business Interiors has been one of the best!", says MacKenzie.

HISTORY & SYMPTOMS

The Queen Elizabeth Hospital was originally built in the 1970's as a 274-bed acute care facility, and is the main referral hospital for all of Prince Edward Island. In August 2006 it was decided that a redevelopment of the facility was necessary to support the major changes that have been made for both inpatient and outpatient care, and also to meet the demands of the aging population.

DIAGNOSIS

The redevelopment needed to provide a facility that would decrease the need for inpatient care in the future, and reduce wait times on surgeries and emergency department visits.

The new departments design strategy was to provide a space that ensured adaptability, efficiency, ergonomics and collaborative spaces for staff. All of these components were key for implementing a space that would support the care giver, patient and partner in care, and have the flexibility to support growth and changes in technology.

TREATMENT

The new emergency department includes a state of the art trauma room, two critical care rooms, two psychiatric rooms and 29 private treatment rooms centered around a central nursing station for easy patient access.

A combination of Nurture and Steelcase products were used to create the environments in the new department. The spacious waiting area contains plenty of natural light, screens displaying patient wait times, and has Aspekt & R2 Nurture seating for comfort. Private rooms allow for confidential discussions of medical conditions, and each contain the tools and technology required for any medical condition, which allows for treatment without displacing the patient.

Sync caregiver stations provide decentralized touchdown spaces for staff in critical care areas, allowing easy access to technology, supporting workflow and keeping them close to patients in need of urgent care. Amia and Cachet chairs were used throughout the space, along with Details keyboard trays and organizational worktools to help staff by supporting high ergonomic standards.



OUR PRODUCTS

Nurture Aspekt & R2 Seating
Nurture SYNC Caseworks
Steelcase Amia & Cachet
Turnstone Jenny & Crew
Turnstone Payback &
Currency Caseworks
Coalesse Akira Tables
Details Keyboard Trays &
Organizational Worktools

CUSTOMER STORY

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TEST RESULTS

The spaces in the emergency department were created through Nurture's research based design strategy, and have since proven to be successful in providing a higher overall level of care and reducing wait times. The hospital has implemented best practices focused on patient care and service, have better access to tools and technology and have the flexibility for changes they may need in the future.