

**Hospital Name:**

Kaiser Foundation Hospital –  
Sacramento/Roseville-Eureka

**Address:**

1600 Eureka Road  
Roseville, CA 95661

**Contact:**

Pankaj Patal, MD  
Chief, Emergency Department  
(916) 631-3010

2006 ED Volume: 39,292  
Growth from 2005: 1.7%  
Total Staffed Hospital Beds: 166  
Acute ED Beds: 24  
Fast Track: no  
Clinical Decision Unit: no

**Problem to be Resolved:**

ED located in a fast-growing  
community needed to expand  
to meet the needs of the  
community

**Key Words:**

- Expansion
- Patient care experience
- ED units

**Lessons Learned:**

Despite the anticipated increase  
in ED visits resulting from fast  
population growth in the  
region, Kaiser was able to re-  
design its ED to maintain the  
feeling of a small ED.

**Reason for Change:**

Placer County, in which Kaiser Foundation Hospital –  
Sacramento/Roseville-Eureka is located, has been growing at a  
rapid pace in recent years. Kaiser wanted to expand capacity and  
make other improvements in order to be able to continue to  
provide the community with a high level of care.

**Implementation:**

In 2006, construction began on Kaiser's new 42,000 square foot  
emergency department. Not only will this new department expand  
capacity from 24 beds to 52, it has totally redesigned the ED to  
enhance the overall patient experience.

The new design essentially divides the department into four smaller  
units, each one functioning as a mini-ED. Although all connected,  
each of these units will function independently, and will contain all  
equipment necessary to treat the variety of conditions seen in the  
ED, including women's health issues, fractures, infectious diseases  
requiring isolation, eye, ear, nose and throat problems, heart  
attacks, and strokes. Each unit will also have its own waiting area,  
so that friends and family can be nearby during treatment.

Also, because the waiting rooms are in each of the individual units,  
there is no "up front" waiting room or registration area; upon  
arrival in the ED, patients will be directed to one of the four units.  
This eliminates any unnecessary waiting.

Kaiser recognized that the new expanded ED will never be able to  
perform to its greatest potential unless there is adequate support  
from other units of the hospital. Because of this, Kaiser is also  
expanding the radiology department, tripling its current size. This  
department will have the capacity necessary to accommodate the  
increased demand coming from the larger ED. Also, a new  
pharmacy is being built adjacent to the ED, which will improve  
access to this service. Both of these projects are expected to be  
completed in 2009.

**Results/Impact:**

The impact of this new design will not be known until the facility is  
completed some time in 2008; however the hope is that this new  
design will both enhance the patient care experience as well as  
maximize efficiency. Patient satisfaction is expected to increase  
because dividing the department into four smaller units will allow  
staff to deliver more personalized care normally available only in a  
small ED.