Challenges within the Inner City Hospital Environment

Gary Giovinazzo
CBRE
Challenges within an Inner City Hospital Environment

Currently Manage the NYC Health + Hospitals (H+H) account
- Largest public hospital system in nation
- Comprised of 21 Acute Care Hospitals, Long Term Care Facilities, Nursing Homes, Clinics and Diagnostic and Treatment Centers
- Serves all eight and a half million New Yorkers

Patient Population at these facilities
- Patients who seek care at the worst time
- Have little to no primary care
- Hospital is their primary care access
- Many patients are un-insured, have multiple clinical diagnosis, have mental health issues, and drug dependency
- The population also has a high rate of being undocumented with no insurance

The challenges with this population are difficult but the dedicated staff works well to deliver the best patient care possible.

Some of the following issues listed would be helpful to be able to track with the new lighting technology.
Patients leaving without being discharged from the In-Patient units

This makes it difficult for the nursing staff to deliver the needed plan of care for the patients.

In addition this also puts a burden on the hospital Security staff to search and look for patients who may have left without being properly discharged, against medical advice.
Some drug abuse patients come to the Emergency Room to have an I.V. port inserted then leave without being discharged to have quick access to inject illegal drugs.
This is a concern as the patients need to be cared for. Their illness sometimes get them restless, attempt to get off the unit, and sometimes get violent between the other patients and or nursing staff.
Improving Patient Satisfaction scores

The technology can assist in helping the Nursing staff deliver quality health care by monitoring the status within the room when the nursing staff is performing other functions. Some items are slips, and falls in the room and shower areas, and patients falling out of bed.