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Dignity Health Facilities Receive a \$220 Million Facelift to Express Health, Healing and Humankindness

Multi-Phase Design Enhancements in 39 Hospitals Support Patient Experience

SAN FRANCISCO – September 10, 2015 – [Dignity Health](#), one of the largest health systems in the nation, is underway with a \$220 million multi-phase improvement project across its 39-hospital network that recognizes the role that the physical environment has on the ability to improve healing and the overall experience of patients, their families, and visitors.

“From the moment patients arrive, to their departure, every aspect of their journey of care with us should be grounded in healing for both them and their families,” said Lloyd H. Dean, president/chief executive officer for Dignity Health.

Dignity Health is making this investment as part of its commitment to humankindness and to improving the experience of everyone who steps into a Dignity Health facility. All improvements are slated to be completed by December 2016.

Improvements will be realized in patient rooms, emergency departments, nurse’s stations, family & surgery waiting areas, main lobbies, parking areas, gardens, and common areas. Guided by feedback from patients and their families, the improvements will flow from five design directives that link directly to patient needs:

Patient Need: Welcome me as a guest (a need to feel safe & acknowledged).

Design Directive: Refreshed surroundings and convenient added touches, such as easier access to wheel chairs, vehicle charging stations, and more clearly defined entrances. Free and easy access Wi-Fi will be available throughout the facilities.

Patient Need: Make me feel comfortable and comforted (a need to feel comfortable).

Design Directive: Custom designed family seating will be available in patient rooms to respond to the needs of the family while visiting their friend or loved one. We will change the cafeteria experience to provide more communal gatherings for guests, families, and staff in warmer, more flexible surroundings.

Patient Need: Help me navigate with ease (a need to feel informed and empowered).

Design Directive: Improved way-finding signage and a way-finding app that will give visitors directions through any smartphone while on our campuses.

Patient Need: See me as a person first (a need to feel respected and seen).

Design Directive: Remove barriers to human connection. The improvements to patient rooms, waiting areas and cafeterias will address this need. We will also provide interactive TV and digital monitors in patient rooms and waiting areas.

Patient Need: Inspire my spirit to heal (a need to feel uplifted).

Design Directive: Interpret healing in unexpected ways. Healing messages will greet people both inside and outside the hospital to inspire healing for our staff, our patients and their families, and visitors. We will even add a wellness wall to all cafeterias that will encourage both staff and visitors to lead healthier lives.

Far from the typical hospital improvement project, these bold enhancements showcase Dignity Health's [kindness-centered brand](#) with its creative approach.

The enhancements will also extend to employees and physicians as refreshed and refurbished staff and physician lounges that will provide places of respite for caregivers and staff.

“Our improvements are grounded in research, science, and our brand ethos of *Hello humankindness*,” said vice president, corporate real estate of Dignity Health, Jeff Land. “We understand the link between the hospital environment and the recovery process, which is why these improvements are so important to delivering the best care possible to our patients, today and in the future.”

Dignity Health also embraces the principles of environmental stewardship. These enhancements incorporate environmental principles, policies and procedures that include water conservation, reduced waste and increased recycling, elimination of hazardous chemicals, and tracked greenhouse gases.

Each facility has a specific exterior and interior schedule of improvements that has been developed to minimize disruption of patient care.

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About Dignity Health

Dignity Health, one of the nation's largest health care systems, is a 20-state network of nearly 9,000 physicians, 56,000 employees, and more than 400 care centers, including hospitals, urgent and occupational care, imaging centers, home health, and primary care clinics. Headquartered in San

Francisco, Dignity Health is dedicated to providing compassionate, high-quality and affordable patient-centered care with special attention to the poor and underserved. In FY14, Dignity Health provided nearly \$2 billion in charitable care and services. For more information, please visit our website at www.dignityhealth.org. You can also follow us on [Twitter](#) and [Facebook](#).