



MOVE RESOURCE CENTER

MOVE RESOURCE CENTER (MRC) – PURPOSE

- Provide the appropriate level of support with on-site and/or virtual support for the departments during moves and early days of operation.
- Groups include BJC staff, key vendor partners for medical equipment, IT applications, and hospital team members.

FULL MRC STRUCTURE

FULL MRC Main Floor Conf Room E/W

- Documentation Point Person
- Activation Manager
- Clinical Asset Management / Clinical Engineering / Vendors
- IT / TFC* / Vendors
 - Will oversee issues with applications, devices and connectivity

• Construction PM

Check in on a regular (Q2 hours) basis:

- Paric
- Facilities Engineering
- EVS

FULL MRC Rounding on Floors

- Activation Manager
- IS / TFC
- CAM / CE
- FE
- EVS
- Public Safety
- VP / Director

On-Call Available by Phone

- Communications / Media Relations
- Owner-Directs
 - Furniture, signage, art, cubicle/shower curtains
- Design Team
 - A/E
- Supply Chain
- Risk Management
- Pt Experience / Office of Family Affairs
- Lab*
- Pharmacy*
- Public Safety
- SupplyPlus

CAM / IS SUPPORT

For early moves of offices, Facilities, Public Safety, Lab & Pharmacy, it's proposed having local support within the departments – not a full MRC stationed in a conference room:

- IS – desktop and telecom; CIS as needed; vendors for specific applications as needed
- CAM – PM, CE and vendor support necessary for any equipment being relocated

PROPOSED SCHEDULE

Fri, 11/1	Sat, 11/2		Sun, 11/3		Mon, 11/4		Tues, 11/5		Wed, 11/6		Thurs, 11/7		Fri, 11/8	
6-10pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-12:30p	12pm-6pm	7am-7:30pm	7pm-7:30am	7am-7:30pm	7pm-7:30am	7am-7:30pm	7pm-7:30am	7am-7:30pm	7pm-6:30am

Sat, 11/9		Sun, 11/10		Mon, 11/11		Tues, 11/12		Wed, 11/13		Thurs, 11/14		Fri, 11/15	
6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm	6am-2pm	1:30pm-8pm

Highlights:

- Staffed during the move hours 11/1-11/4
- Begin 24-hour coverage with the ED move on 11/5 through Saturday, 11/9
- Saturday, 11/9-Friday, 11/14: 14 hours across two shifts with 30 minute overlap
- After 11/14, transition to on-call support

STANDARD WORK: ISSUES TRACKING

As issues, questions and concerns arise during the moves:

- 1) In each department, an issues tracking log will be posted.
 - Unit secretary/Charge Tech desks for patient care areas
 - For other departments:
 - Control Desk for Procedure Floor
 - Need to identify locations as part of move meeting #3 with other areas.
- 2) Tracking log remotely via Google Docs
 - 1) Mike Vitale is the primary contact for BJWCH
 - 2) Lindsay Selner and Raema Howell are the contacts for the project team

STANDARD WORK: ISSUES LOG

Campus Renewal On the Move Issues List							
Issue / Concern	Person Reporting Issue	Report to MRC?	Who Called MRC?	Time Called	Action by MRC	ETA for Resolution	
	Name / Phone #	Y/N	Name / Phone #	Date @ Time		Date / Time	
Examples:							
ex 1	Not enough lockers	Sally Smith, RN 314-362-0000	NO	-	-	-	
ex 2	Time clock not working	Joe Jones, RN 314-362-1111	YES	John Hancock, Chg RN 314-362-2222	12/11/18 @ 1301	MRC Tracking #; Issue logged with IT and service request entered 12/11/18 @ 1800	
1							
2							
3							
4							
5							

STANDARD WORK: DAILY CALLS

PD&C has standard work of doing “go / no go calls” for moves and openings to review level of completeness of installation, testing, training and overall readiness.

- Calls are 1 week out, 1 day out, and morning of move.

BJWCH’s move schedule is different and the standard work needs to be adjusted – because once moves start 11/1, we will work to complete all moves by 11/4.

- We may need to adjust timing or triage issues, but we will not call “no go”.

Propose doing touch base call twice daily to provide an update on the following:

- Activities from the day / night
- Report of issues open / issues closed through the MRC
- Critical issues that need leadership direction

STANDARD WORK: DAILY CALLS

Calls will be scheduled at 9 a.m. and 4 p.m. daily

Based on the current move schedule, our proposal is:

- True Go/No Go for:
 - Pharmacy – 10/11, 10/17, 10/18 (move 10/18 and 10/19)
 - Lab – 10/18, 10/24, 10/25 (move 10/25 and 10/26)

Daily Update Calls:

- A.M.: Look back at yesterday's work, open issues, look ahead
- P.M.: Moves accomplished, open issues, look ahead
- Begin on **10/25**, continue daily 10/28-11/5 for moves.
- Starting 11/5 PM – **11/15**
 - Use them as report-outs for MRC issues

CLOSING THE MRC

- Starting 11/9, when the MRC is proposed to have hours (not 24/7 staffing), the Activation leader in the MRC will have a discussion with the hospital AOD.
- If it is approved to close the MRC (for that day), an email will be sent to all hospital leadership and all on the on-call lists as resources.
- Issues arising after that time should be:
 1. Logged on the unit's list and will be picked up the next morning when the units are rounded on.
 2. If urgent, call for immediate help to the appropriate person on the call-down list