**Introduction**

The process of activating a new healthcare facility involves more than ensuring the building, supplies, and equipment are ready and in place for day one of operations. People make a hospital come to life. To facilitate the transition into a new healthcare facility, HTS has developed a method that better prepares hospital staff to problem solve around practical issues and enhance staff readiness.

**What is Day in the Life?**

Day in the Life is an interdisciplinary event that provides a “dress rehearsal” for staff who will be involved on day one and with ongoing operations in the new facility. Day in the Life provides an opportunity to test scenarios with mock patients and evaluate new workflows, operation plans, systems integration, staff training effectiveness, and equipment functionality in the new spaces.

Day in the Life scenarios focus on routine expected everyday situations as well as high risk stress, low frequency emergency events. By allowing hospital staff to apply their acquired workflow knowledge in the new space, staff gain confidence in their ability to deliver effective patient care in the new facility.

Day in the Life has many objectives, among which teamwork and communication are a priority. Teamwork within hospital settings has been linked to improving communication, patient safety, and overall quality of care; thus Day in the Life maximizes its potential by incorporating these collaborative methods. Research supports using an interdisciplinary approach during training as an effective method to resolve potential gaps in communication and processes.
Why Day in the Life?

Research Supports Simulation-Based Training Events

HTS’ Day in the Life dress rehearsals use a combination of Simulation-Based Training (SBT) techniques and interdisciplinary training to ensure staff are prepared for the opening day of the new facility. Each Day in the Life event serves as “an education and training strategy, [which has] proven to be effective and superior to other training delivery modalities for a broad range of skills including teamwork and technical skills” (Rosen et. al., 2012).

Research also supports that the use of this exercise will enhance the level of familiarity, experience and knowledge necessary for successful hospital activation. The hands-on experience acquired through practicing realistic scenarios is an effective way for hospital employees to interact with equipment, discover initial issues with workflow and equipment placement, as well as create safe and efficient work solutions in their new space prior to activation day.

Provides an Accurate Assessment of Facility and Staff Readiness

Workflow, equipment, system, and facility issues are identified and recorded throughout the day to be tracked for issue resolution. This process provides the key project stakeholders with an accurate assessment of staff and facility readiness. Several debriefing sessions are held during and after each dress rehearsal to allow participants to share issues, propose solutions and apply their new knowledge.

Staff Confidence Increases With Each Dress Rehearsal

Transition to a new facility can cause anxiety among hospital staff because staff may be uncertain regarding new procedures, workflows and interdisciplinary interactions. To counteract this anxiety, Day in the Life provides a valuable opportunity for staff to familiarize themselves with the facility and practice working as a team.
Day in the Life provides hospital staff with the necessary tools and preparation to confidently take on the new transition. Not only do the day’s activities address the most crucial issues that need to be resolved prior to a move, it also initiates the staff’s relationship with the facility. The interdisciplinary nature of the event draws attention to what is new and different in the new facility, high-risk events, and common day-to-day hospital operations to guarantee a fluid transition. As a result of engaging staff within the new facility, staff become better equipped to function within the space and more confident in their performing their roles within the new setting both individually and as a team.

In a client survey conducted by HTS Inc., it was found that staff confidence increases as a result of participating in Day in the Life activities. Hospital staff from eleven different HTS, Inc. projects were surveyed after having participating in multiple Day in the Life sessions and it was found that staff confidence increases as a result of participating in Day in the Life activities. In responding to the question, “This exercise will help me transition into the new facility,” 61% of staff participating in Day in the Life #1 responded “very good” or “excellent.” This positive response after Day in the Life #2 increased further to 90%. An increase in confidence among staff lessens their anxiety and enhances their ability to transition into the new facility.

Conclusion

Day in the Life provides hospital staff with the necessary tools and preparation to confidently take on the new transition. Not only do the day’s activities address the most crucial issues that need to be resolved prior to a move, it also initiates the staff’s relationship with the facility. The interdisciplinary nature of the event draws attention to what is new and different in the new facility, high-risk events, and common day-to-day hospital operations to guarantee a fluid transition. As a result of engaging staff within the new facility, staff become better equipped to function within the space and more confident in their performing their roles within the new setting both individually and as a team.