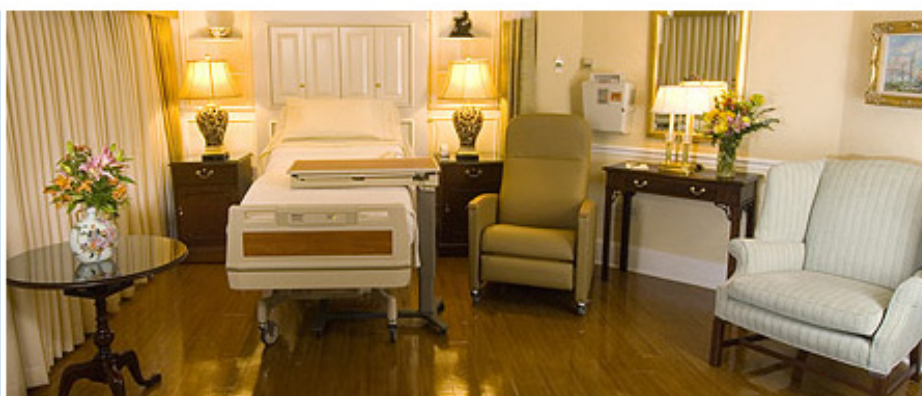


In the comfort zone

The newly renovated Gumenick Suites exceed patient expectations.



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Boasting updated lighting and flooring as well as a new décor and upgraded media and wireless access, the recently renovated Gumenick Suites have been receiving rave reviews by patients.

Completed last winter, the renovations are the first to the state-of-the-art facility since it opened in 1989 on the ninth floor of the VCU Medical Center's Main Hospital.

Clint Cheshire, business manager for the suites, said that the new amenities — including a warming room capable of accommodating patients in need of higher room temperatures and an updated communal day room — provide a relaxing, recuperative environment throughout a patient's hospital stay.

"Patients and their families are pleased with the refreshed setting," Cheshire said. "Patients today have expectations. Our new up-to-date surroundings go a long way toward meeting those expectations. Patient comments have been very positive."

In satisfaction surveys, patients refer to the suites as a "five-star hotel" and praise "the peace and quiet" of the facility and the care of its staff.

"Words cannot express how much support we have received from all of the staff," one patient wrote. "Everyone was wonderful. It made us feel like family."

Totalling six suites, the upgraded facility offers comprehensive medical care combined with the luxury of first-class accommodations. A large suite for overnight guests adjoins most patient rooms and features a self-service kitchenette with a coffee maker, microwave oven and mini-

refrigerator. Families are encouraged to take an active role in the patient's care and are always welcome.

"Patients respond especially well in esthetically pleasing surroundings designed with their comfort and relaxation in mind," said Charlotte Rousseau, a care partner at the suites. "The soothing colors and peaceful environment seem to help patients feel better faster and heal quicker."

The suites are available to most patients who need general clinical care. Pediatric and psychiatric admissions are not accepted. Patient admissions and transfers may be arranged through the patient's admitting physician.

Patients are assigned a primary and an associate nurse who coordinate care throughout their stay. Primary nursing provides consistency and allows the nurse and patient to develop a special bond. Patients can rest assured they have an advocate ready to relay information, address questions and provide support.

Excellent staffing ratios permit nurses at the suites to spend more time at the bedside, caring for the patient.

The renovations were made possible by a generous donation from the Gumenick family. The original facility was funded and named for Sophia and Nathan Gumenick, longtime VCU Medical Center supporters.

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