

Baylor's new Women's Center more like a hotel than a hospital
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Baylor Medical Center at Frisco opened its new \$20 million Women's Center on Monday with five scheduled mothers-to-be, though only three were able to wait long enough to deliver at the new facility.

The 40,000-square-foot center, on the second floor of Baylor Frisco, is part of a larger expansion of the medical complex.

Randi Elliott, director of the Women's Center, said the center is designed to put families at ease.

"We deliver care in a very unparalleled way," Ms. Elliott said. "We focus on the family."

To start, babies are taken away from the mother only when medically necessary so parents don't miss out on important events like the child's first bath. Newborns are taken to the nursery only at the family's request. Parents receive complementary meals, dads get their babies' footprints on their scrub tops, and the babies receive special handmade blankets.

The other key, Ms. Elliott said, is to make a family's visit more like a trip to a resort than a medical center. They offer wireless Internet and 24-hour concierge service; the large waiting room is designed and furnished to look like a hotel lobby and features a play room for kids.

The center features nine labor-and-delivery suites, 15 postpartum suites, eight antepartum suites, a three-bed recovery suite, three operating rooms, a 16-bed nursery and an eight-bed neonatal intensive-care unit. A 120-person nursing staff and more than 20 obstetricians run the center.

Each suite is decorated with mahogany wood that conceals medical equipment. All nursing documentation is electronic, so each room is equipped with its own computer.

The suites also offer flat-screen televisions hooked up to small Web-cams mounted above the TVs. These video cameras allow the nursing staff to monitor patients when medically necessary. And when the new family's ready, the camera can also let friends and family view the room online through a password-protected Web site.

Amid the amenities, security is not forgotten. The new center features an infant security system that monitors all newborn babies, who wear ankle bracelets. The bracelet plays a song when the baby is brought to its mother and sounds an alarm if it's taken to the wrong family.

If the baby is taken outside the Women's Center without being properly discharged, an alarm sounds and elevators and doors are locked to prevent the infant from being taken outside the hospital.

Ms. Elliott said the center also offers a full range of childbirth-education classes and staff as well as medical supplies and accessories. In short, she said, the new center tries to anticipate and provide all a mother, baby and family needs.

"No other hospital is like us," she said. "The way we deliver care – it's about the cohesive family unit."