

## THE ERASMUS HOSPITAL EMERGENCY DEPARTMENT INAUGURATES ITS NEW RECEPTION FACILITIES

**Brussels, 22/04/2025** – The Erasmus Hospital (H.U.B) is pleased to announce a major transformation of its Emergency Department. The result of an in-depth reflection on modern emergency medicine and the continuous improvement of care, this remodelling marks a crucial new stage in the development of emergency treatment in Belgium. One inspired by the “Moving Forward” concept as employed by the most modern emergency services.

### A PHILOSOPHY: "ARCHITECTURE IN THE SERVICE OF MEDICINE"

The project is based on a modern principle: Architectural design in the service of emergency medicine. *"The architecture makes the function and the function is supported by the architecture,"* explains Adeline Higuët, Head of the Emergency Department. This approach translates the desire to totally rethink the experience of patients and medical staff. It is in bringing together the range of professions vital to the department's effective functioning that this emergency service marks such a notable development in Brussels. A unique team has been assembled in the Belgian capital, bringing together specialists from numerous disciplines. Professors of internal medicine closely monitor rare diseases while emergency doctors, specialised internists, surgeons and senior paediatricians each contribute to ensuring effective care by pooling their specific expertise. It is this combination of skills that makes the department so effective.

Access to Emergencies will also be optimised, for ambulances, the S.M.U.R. emergency and resuscitation vehicles and pedestrians. A four-lane garage operating on a one way system will now permit fluid departures and efficient arrivals for ambulances and other medical vehicles. This to ensure that patients are treated immediately on arrival according to a well defined pathway. In addition, a new specially designed pedestrian access offers considerably improved accessibility for anyone arriving at the Emergency Department by their own means, travelling by public transport for example (bus, underground).

### THE “MOVING FORWARD” CONCEPT: A REVOLUTION IN MANAGING PATIENT FLOWS

- ☐ **Continuous flow:** The patient is placed at the centre of a fluid and personalised care flow
- ☐ **Dedicated care zones:** Each area is designed to meet specific needs: short care zones and long care zones (lying).
- ☐ **Doctor-nurse cooperation:** Expert duos guarantee effective global treatment

These changes aim to offer a “patient experience” that is more fluid, positive, human and caring. Our approach rests on three fundamental principles: *“care – cure – counsel”*. This embodies our commitment to caring for our patients with respect, our mission to treat them effectively and our responsibility to provide comprehensive and personalised follow-up. *“We undertake that no patient shall leave our department without a clear understanding of their condition. All follow-up appointments are planned and all information, documents and necessary medical prescriptions are provided systematically, thereby guaranteeing total and transparent care and treatment.”*

### AN INFRASTRUCTURE THOUGHT THROUGH TO THE SMALLEST DETAIL

#### New reception area

To optimise emergency treatment, the project includes the creation of distinct pathways for adult and paediatric emergency treatment, thereby permitting an emergency response adapted to each age group. This separation contributes to a better management of patient flows and reduces stress, especially for children and their parents. Three medical triage areas have therefore been created, permitting rapid patient evaluation on arrival and guaranteeing a fluid and continuous treatment pathway. These zones are essential for prioritising on the basis of seriousness and the care required. There is also an “Ultra Ultra Short” pathway for the least serious cases, guaranteeing minimum waiting time and immediate care. This new organisation also includes a dedicated waiting area, thereby optimising the space and managing priorities while ensuring an improved patient experience.

#### Surveillance Unit (SU)

The Surveillance Unit (UDS) was designed to meet the different medical needs. On one hand it is intended for patients who must be kept under surveillance for between 3 and 6 hours before returning home, in the case of concussion for example. It also receives patients who must be kept under surveillance for between 12 and 24 hours before being discharged. Finally, the SU has 6 to 8 beds for patients who require hospitalisation while waiting for a bed to become free in the department to which they are to be transferred. This organisation aims to provide appropriate medical follow-up within a reassuring and secure framework while ensuring attentive reception for the patient and also family members who will receive support throughout the process.

# COMMUNIQUÉ DE PRESSE



*"The changes we are making to the Emergency Department are inspired by values of respect, a caring attitude and a readiness to listen to patients and care teams. The patient is at the centre of all we do."*, explains Dr Adeline Higuët, Head of the Erasmus Hospital (H.U.B) Emergency Department.

# COMMUNIQUÉ DE PRESSE



## CONTACTS

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## ABOUT THE BRUSSELS UNIVERSITY HOSPITAL

**The HU.B**, the ULB's university hospital, has brought together the Jules Bordet Institute, the Erasmus Hospital and the Queen Fabiola Children's University Hospital (HUDERF) since 2021. Located in the heart of Brussels, it provides specialised, oncological and paediatric care to a high standard of excellence, combining research and training for the care staff of the future. With more than 6,000 staff, Brussels University Hospital embodies the values of solidarity, inclusiveness, innovation and free examination.

**The Jules Bordet Institute** is the only integrated centre for the fight against cancer in Belgium. Recognised by the OEI, for the past 80 years it has pursued a triple mission: care, research and teaching in the field of oncology. Since 2021, the Institute has been housed in an ultramodern building of 80,000 m<sup>2</sup> in Anderlecht, with 250 beds and a further 43 day hospitalisation beds.

**The Erasmus Hospital** is a general hospital with 1,048 beds that treats up to 30,000 hospitalised patients and provides 400,000 consultations a year. Its team of 4,000 professionals provide state-of-the-art care, supplemented by the Lothier Polyclinic and two specialised centres (the CTR and CRG).

These are both located on the Erasmus university hospital campus that includes the Faculty of Medicine, the Faculty of Motor Sciences and the School of Public Health (representing a total of 6,200 students).

**The Queen Fabiola Children's University Hospital** (HUDERF) is the only Belgian hospital dedicated to children and adolescents. In sparing no effort to ensure the well-being of its young patients, the hospital helps make them actors in their own development and to take up their place in society. Located in Laeken, the HUDERF has 183 beds and provides 135,000 consultations and 36,000 emergency admissions every year in pursuing its mission of providing global and innovative care and treatment for its young patients by combining excellence, research and health education.