imparkHEALTH

JOHN H. STROGER JR. HOSPITAL
COOK COUNTY HEALTH AND HOSPITAL SYSTEM

HEALTHCARE   ABOVE GROUND   **1,458** SPACES   AUTOMATED

CHICAGO, IL   450 BEDS   PAY ON FOOT
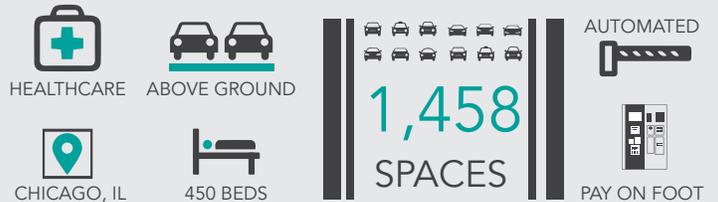
CASE STUDY

CHALLENGE
- The hospital's parking facility was routinely full by 9:30 a.m., causing patients to be sent to a remote lot and shuttled back to the hospital.
- The facility was designed with only one cashier exit lane, causing long lines and delays.
- Hospital patrons could only pay for parking using cash, which was an inconvenient restriction.
- On-site parking equipment was outdated and no longer functioned effectively.
- The hospital's Patient First initiative identified a patient experience shortfall in its parking provisions.
- Departments issued their own parking validations, making forecasting and audits difficult.

APPROACH
- Introduced a valet service for patients and visitors to increase capacity and convenience.
- Identified and selected an overflow parking site in the surrounding area for employees.
- Converted the parking facility from a cashier environment to an automated pay-on-foot system.
- Added three additional exit lanes to reduce patron wait times.
- Replaced outdated parking equipment with reliable, user-friendly pay stations that accepted credit cards.
- Restructured parking rates to be patient friendly while deterring non-patrons of the hospital.
- Centralized parking validations system to allow for more effective oversight.

RESULTS
- Increased daily parking capacity by 31% (460 stalls).
- Improved patient satisfaction by adding valet service and maximizing self-park capacity.
- Minimized egress times by adding three additional exits and switching to pay-on-foot system.
- Improved efficiencies by centralizing validations system.