



EVERY SECOND

counts

Staying on track with Fast Track and Mercy's Emergency Department

Over a year ago, Mercy Medical Center's Emergency Department (ED) Fast Track guaranteed patients with less serious injuries or illnesses their care would be started in at least 30 minutes. Since then our patient numbers have more than doubled, reflecting the community's overwhelmingly positive support.

In fact, Mercy's ED ranks in the top 5 percent of U.S. hospitals in patient satisfaction, according to an ongoing survey conducted by Press Ganey Associates, Inc.

Brand new Fast Track

Mercy is once again responding to patient needs by making upgrades designed to enhance the efficiency of our nursing staff, while decreasing patient wait times and overall lengths of stay at our Fast Track. A brand new Fast Track facility will be completed in February 2008.

Changes also are in progress in the main ED, where more serious illnesses and injuries are treated. Remodeling highlights include the convenience of central supply and storage rooms, a snack area and a point-of-care lab which will allow for rapid testing of illnesses like influenza or RSV. Additionally, Mercy is renovating existing emergency rooms to all private rooms.

Peregrine Charities awards grant

The quality of Mercy's ED captured the attention of Peregrine Charities, a grant making family foundation that supports medical research for rare pediatric diseases and provides assistance with children's hospitalization and medical treatments. The Mercy Medical Center Foundation was given a \$50,000 grant for ED renovation, equipment and supplies. These child-

friendly areas will create more access and efficiency when responding to pediatric emergencies.

State-of-the-art bedside technology

Every ED private room features state-of-the-art cardiac monitoring, allowing medical professionals to perform bedside EKGs. This allows ED staff members and physicians to rapidly

identify and appropriately treat a heart attack patient. Rapid access to EKGs saves lives and improves the outcomes of heart attack patients as quicker response time translates to less heart muscle damage.

Patient care will not be affected in any way during these remodeling efforts as each step is carefully phased to the next to avoid compromising the top-notch care that scored higher than 95 percent of U.S. hospitals for patient satisfaction.

"We are excited to have a new facility that will give patients an attractive surrounding and one that will allow us to provide more efficient and private care."

Dr. Mark Pospisil



Dr. Mark Pospisil
Medical Director

