



Emergency Care
at Providence St. Vincent
Medical Center

**TOMORROW
STARTS TODAY**
Re-imagining Emergency and Critical Care

+ **PROVIDENCE**
St. Vincent
Medical Center

A million things can bring you to the emergency department...

A car accident, a heart attack or stroke, or a child in pain at midnight.

We know that when you get there, you don't want...
Long lines. Long waits. A chaotic waiting area.

And, when a loved one is in an ambulance, we know you don't want to hear that they can't go where they usually receive care.



Today: Busy and frequently full

At Providence St. Vincent Medical Center we opened our current emergency facilities in 1994. Over the years we've expanded them and made them more efficient.

But today they serve more than 85,000 people each year. That's more than any other hospital in the region and 25,000 more than 20 years ago. And our patients today are older and sicker, with more time-consuming needs.

As a result, the average patient waits more than an hour to see a caregiver. Some wait much longer. Too often patients coming by ambulance must be sent to other hospitals because our own facilities are full.

Without new facilities, these problems will rapidly grow worse. The fastest-growing age group in our community is 65 and older, exactly the people most likely to need our care.

Unless we act today, average wait times could grow to three hours or longer and many more ambulance patients will need to be sent elsewhere.



After Chris crashed his mountain bike and shattered his ankle, his wife, Oona, drove him 40 miles to our emergency department. "They were just so amazing," she said. "Everybody was courteous, professional and compassionate. And they were doing this in the middle of a pandemic. I was just very impressed."

Better, faster emergency care for more people will...



Cut wait times to 25 minutes or less and reduce ambulance diversions



Start care faster in a new Arrival Care Zone, where many patients will receive all the care they need



Speed diagnoses with a larger diagnostic imaging department and second CT scanner



Provide flexibility, with 13 rooms that can transform to serve adults, children, or behavioral health patients



Enhance heart and stroke care with rooms specially designed for those patients



Expand care for vulnerable populations including adolescents in behavioral health crisis

Tomorrow: Less waiting, more care

At Providence St. Vincent we have re-imagined our emergency facilities to transform patient care. We will cut wait times by more than half—even as we grow to serve more than 100,000 people each year.

These facilities will be larger, with 84 treatment spaces compared to our current 58. But they will also be smarter. A new entrance will make the waiting area safer and more secure. An arrival care zone will speed you to a caregiver as soon as you arrive. Treatment spaces

made uniform will speed access to equipment and supplies. A senior-friendly design will make navigation easier for elders. And flexible rooms will expand our capacity to serve children and patients experiencing behavioral health challenges.

Re-imagined care also includes new, state-of-the-art equipment, including a second CT scanner to accelerate diagnoses. And, just in case, utility hook-ups on outside walls will allow us to expand capacity for natural or man-made disasters—or another pandemic.



More than 11,000 children and adolescents come to us for emergency care, a number that is expected to grow by more than 15% by 2030. Our new facility will include a flexible care zone with rooms that can be quickly transformed to handle surges in children needing care.

"Our community has an immediate need. This is the busiest emergency department in the region. It's shocking that there are times when we have to turn ambulances away. This project—based on deep analysis and thorough planning—will meet that need for years into the future and better serve everyone, including people from marginalized communities."

- Nancy and Andy Bryant





"I've worked in emergency medicine most of my adult life. Re-imagined to the latest standards and designed for the future, this facility will deliver on its promise to transform care. Our caregivers are excited about its potential to serve people in need."

- Ray Moreno, M.D., Chief Medical Officer,
Providence St. Vincent Medical Center

Providence St. Vincent Medical Center recognized for excellence

- National "Top 50 Hospital"
- Top-quintile in Emergency Department Patient Satisfaction
- Six-time winner of national "Excellence in Nursing" award
- Healthgrades America's "50 Best Cardiac Surgery" and Five-Star Recipient for coronary intervention and heart attack
- American Heart and Stroke Associations "Achievement Award" for stroke care
- National award for "Excellence in Spiritual Care"

A cost-effective and careful investment

The cost of new, larger emergency facilities is \$47 million. That will upgrade everything you see and touch.

The Providence system has recently invested more than \$100 million in

capital improvements at Providence St. Vincent. To augment this investment, the Providence St. Vincent Medical Foundation has committed to secure \$45 million for the new facilities by 2025.



Help bring better, faster care to more people

When something brings you or a loved one to the emergency department at Providence St. Vincent, we commit to provide you fast, industry-leading care.

Your support for Tomorrow Starts Today will give us the capacity to do that for

years to come. The facilities you help to create—larger, smarter and more flexible—will serve our community for decades, assuring short lines, short waits, fewer patients re-routed to other facilities, and a calm, reassuring environment.

OUR MISSION

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

OUR VALUES

Compassion, Dignity, Justice, Excellence, Integrity

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