

A new ER

Easier Access, Faster Service

St. Luke's Hospital is pleased to announce the opening of our new Emergency Department. The 34,395 square foot ER provides expanded care areas to serve our growing community in a compassionate and family-centered environment. Our ultimate goal is to provide easier access and faster service for you and your family.

St. Luke's ER treats over 50,000 patients a year and each month, handles about 600 ambulance calls and nearly 30 helicopter transports. St. Luke's ER is home to Lifeguard Air Ambulance. The blue helicopter has been a familiar sight in the skies around Cedar Rapids since 1981. All told, Lifeguard has flown over 6,000 emergency flights.

St. Luke's ER treats everything from catastrophic injury or illness to scraped knees and sore throats. St. Luke's ER staff includes doctors trained in emergency medicine and specially-trained registered nurses and emergency medical technicians who provide the most immediate, appropriate care. St. Luke's and the University of Iowa Hospitals and Clinics have partnered to offer the state's only emergency medicine residency program, which is based at St. Luke's.

At St. Luke's, our mission is to give the healthcare we'd like our loved ones to receive. We consider it an honor and privilege to care for you and your family. We hope you never need emergency care, but if you do we'll do everything we can to ensure you have the best outcome possible.



Ryan Sundermann, MD
medical director
St. Luke's Emergency
Department



St. Luke's new and improved ER services

One of the state's busiest Emergency Departments is faster, more efficient and easier to get to thanks to a modernization project.

Construction at St. Luke's began in 2006, but the hard work started well before that time. Several years prior, St. Luke's administration assembled a multidisciplinary team to map out a new ER, which would accommodate emergency needs for the 21st century and beyond.

"The old ER was built in 1972," said Sandi McIntosh, St. Luke's Emergency Services director. "Our new facility was designed to meet patient and family needs and also facilitate patient flow."

ER design

"It's designed like a racetrack," said Ryan Sundermann, MD, St. Luke's Emergency Department medical director. "The doctors' and nurses' work stations are placed in the center surrounded by patient rooms. It creates better flow and easier

access to patients. There is also consultant work space and X-ray viewing capabilities."

A new feature of St. Luke's ER is two separate entrances for patients who arrive by car and those who arrive by ambulance. During the day, patients arriving by car can take advantage of free valet parking. When they walk in the Emergency entrance they are greeted by a staff person from guest relations. For those arriving more urgently, the ambulance bay is used. The separate entries decrease congestion and assist with faster patient triage.

"We have a dual triage area staffed with two nurses during peak times," said McIntosh. "This improves flow and gives patients the privacy they deserve."

Triage

Two triage rooms allow for patient privacy and if the nurse determines the patient needs X-rays or lab work she can process the orders or send the patient directly to a private room where a doctor will examine them.

From triage, patients are moved into a private room, where bedside registration takes place. And as they anticipate the doctor, patients can enjoy watching television on a flat screen."

Private rooms

St. Luke's added ten rooms for patients bringing the total number of private rooms in the ER to 34. There are four large critical care rooms and additional rooms are available if needed.

"The way our new ER is laid out – we bring all of the equipment needed to the patient like wireless heart monitors and EKGs," said McIntosh. "Our staff also uses wireless communication, which enables instant voice communication that users control with spoken commands. It increases productivity and communication among staff."

There are three nurses' stations. Two in the racetrack area and one near the critical care rooms. In addition, all of the private rooms are set up exactly the same and supplies and equipment are in a central location – all of these changes streamline care and reduce wait time.

St. Luke's added two private consultant rooms, which are available to families to speak with doctors in a private setting. These rooms have a sofa, chairs, television and telephone.

Patient amenities

Other highlights of St. Luke's newly remodeled Emergency Department include a spacious and aesthetically pleasing lobby and a patient activity cart. Another amenity for patients and families is wireless Internet access. If patients or visitors don't have a laptop they can check one out. And while St. Luke's works hard to eliminate waiting,

sometimes it can't be avoided; that's why the hospital started using guest pagers, which allow for more privacy and can be used to keep individuals updated.

"We expanded and remodeled St. Luke's ER to better meet the needs of the community," said Dr. Sundermann. "I think we exceeded expectations; not only is this a top-notch facility, which redefines emergency care for patients, but it's a great environment to work in for doctors, nurses and other healthcare professionals. The focus of the ER remodel was patient comfort, care and access, combined with the latest technology. I think we've exceeded expectations with these changes."

■ **Log on to stlukescr.org to take a virtual tour of St. Luke's new ER.**

Inside the new ER

Ambulance bay
The enclosed space protects patients from the elements. Adjacent to the ambulance bay is a patient treatment room, decontamination rooms and a dedicated EMS/public safety workspace.



Nurses' stations

There are three nurses' stations, which are surrounded by patient rooms, allowing for more accessibility to patients.



Critical care rooms

The critical care rooms are equipped with all of the latest technology, an X-ray viewer, extra lighting and plenty of room for additional equipment.



Patient activity cart

Cart is stocked with Gameboys, DVD players, playing cards, crayons and coloring books for ER guests.



Guest relations

A St. Luke's associate guides patients through their ER visit.

