

## Here for You | THE CAMPAIGN FOR MOUNT AUBURN HOSPITAL

Mount Auburn Hospital is transforming the way you receive emergency care by building an innovative model of faster, more comfortable emergency services. Each patient arriving in the emergency department will be seen quickly and given the targeted treatment needed to receive the right care, at the right time, by the right experts, close to home.



Reception and Waiting Area



Fast Track Care



Trauma Area

### GETTING YOU THE CARE YOU NEED, FASTER

A new rapid intake and care delivery process will enable each patient arriving in the emergency department to be quickly transferred to the appropriate care team for treatment, *reducing wait times by up to forty percent.*

- Critical cases such as heart attacks, strokes or serious injuries will be given life-saving interventions immediately upon arrival and benefit from a vastly enlarged and better equipped resuscitative care area. The proximate location of the operating rooms, radiology, and interventional cardiology will allow for a more rapid transition to potentially life-saving interventions.
- Patients with mid-acuity conditions such as abdominal pain or back pain will be rapidly evaluated, treated within the emergency department and discharged, or admitted to the hospital if needed.
- For patients with lower acuity injuries or illnesses, such as small broken bones or sinus infections, a care initiation area will “fast track” them to the appropriate care team for comprehensive treatment prior to being discharged.

### FACILITIES DESIGNED FOR OUTSTANDING CARE AND COMFORT, IN ANY SITUATION

This new emergency services design to provide separate pathways for varying levels of severity will ensure that you and your loved ones receive the *care you need in the most efficient, comfortable, and compassionate way.* To launch this new model of care, the emergency department’s physical layout will be expanded and designed to maximize patient flow, privacy and comfort, and to enhance teamwork across the emergency department and other hospital specialties and services.

- The new fast track care initiation area will provide a comfortable space for patients and their loved ones to receive evaluation and treatment more quickly. Faster access to doctors will reduce wait times and the overall length of stay. Reclining exam chairs will allow patients to interact more comfortably with medical staff.
- The co-location of connected services such as radiology, surgery, the cardiac cath lab, pathology, and behavioral health will give patients faster access to the specialized caregivers and facilities needed in an emergency, and allow for faster, better communication between care teams.
- Each patient will receive the targeted, personalized care they need with centralized, open work areas that optimize clinical staff collaboration and allow medical personnel to maintain visibility with their patients.
- Patients in critical condition will receive treatment faster than ever through an enlarged trauma area and a specialized EMS staging area designed to provide immediate care as patients arrive by ambulance.

At its best, emergency care encompasses a wide range of illnesses, injuries, and situations – including those that can't always be anticipated. The COVID-19 pandemic demonstrated Mount Auburn Hospital's ability to provide patients excellent care and safety, no matter the circumstances. It also provided valuable lessons on the physical and procedural designs that will allow us to provide an even higher level of care when the next crisis arises. The design of the Emergency Department of the Future provides flexibility and resources to safely treat those who need our care, whatever the situation. It also acknowledges and supports the important role family and loved ones play in the care and recovery process.

## INVESTING IN EXCEPTIONAL EMERGENCY SERVICES FOR OUR COMMUNITY

A positive patient experience is at the heart of Mount Auburn Hospital's mission. We aim to provide every patient we serve, at all levels of care, the best possible experience and outcome. Our vision for innovative, expanded and targeted emergency services will provide all patients with *more immediate attention, faster access to specially trained physicians, and the highest level of care and comfort, close to home.*

To accomplish these transformative improvements, we have set an ambitious goal of raising \$30 million over the next five years. The *Here for You* campaign will **expand and redesign the emergency department** to provide faster, more comfortable and targeted care; **strengthen our potent ecosystem of services closely connected to emergency care** —including radiology, cardiology, surgery, critical care, neurology, pulmonary medicine, infectious disease, pediatrics, and psychiatry; and **enhance the patient experience** through new and existing resources such as nurse navigators to facilitate care coordination, wellness and education programs, and a healing garden.

Philanthropic gifts to Mount Auburn Hospital have a critical and lasting impact on the health and well-being of our community, and preserve our legacy of providing excellence with compassion to all who need our care.

We invite you to join us in building the emergency care services our community needs and deserves. Your friends and neighbors will surely thank you.

## CAMPAIGN GOALS

### INNOVATIONS IN EMERGENCY CARE

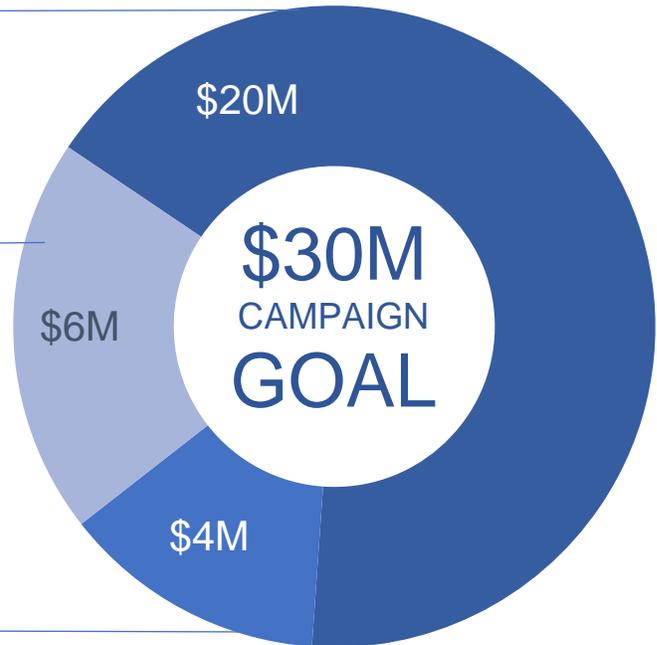
We will create a new model of emergency care services to provide faster, personalized, more comfortable emergency care.

### ENHANCING THE PATIENT EXPERIENCE FOR ALL

We will enhance the patient experience throughout the hospital through new and existing resources that will support care coordination, expand wellness and education programs, and create the Patricia and Herbert Pratt Family Healing Garden to provide patients with a place of calm and reflection during treatment.

### MEETING NEW AND EVOLVING NEEDS

We will utilize flexible funds to leverage new opportunities and meet our community's evolving needs, guided by our credo of *Excellence with Compassion*.



To learn more about the *Here for You* Campaign and how you can join us, please contact Colin Maclaurin at [cmaclaur@mah.harvard.edu](mailto:cmaclaur@mah.harvard.edu) or 617-499-5589.