



CARE IN A HEARTBEAT

THE CAMPAIGN FOR THE
NEW DAY KIMBALL HOSPITAL
EMERGENCY DEPARTMENT

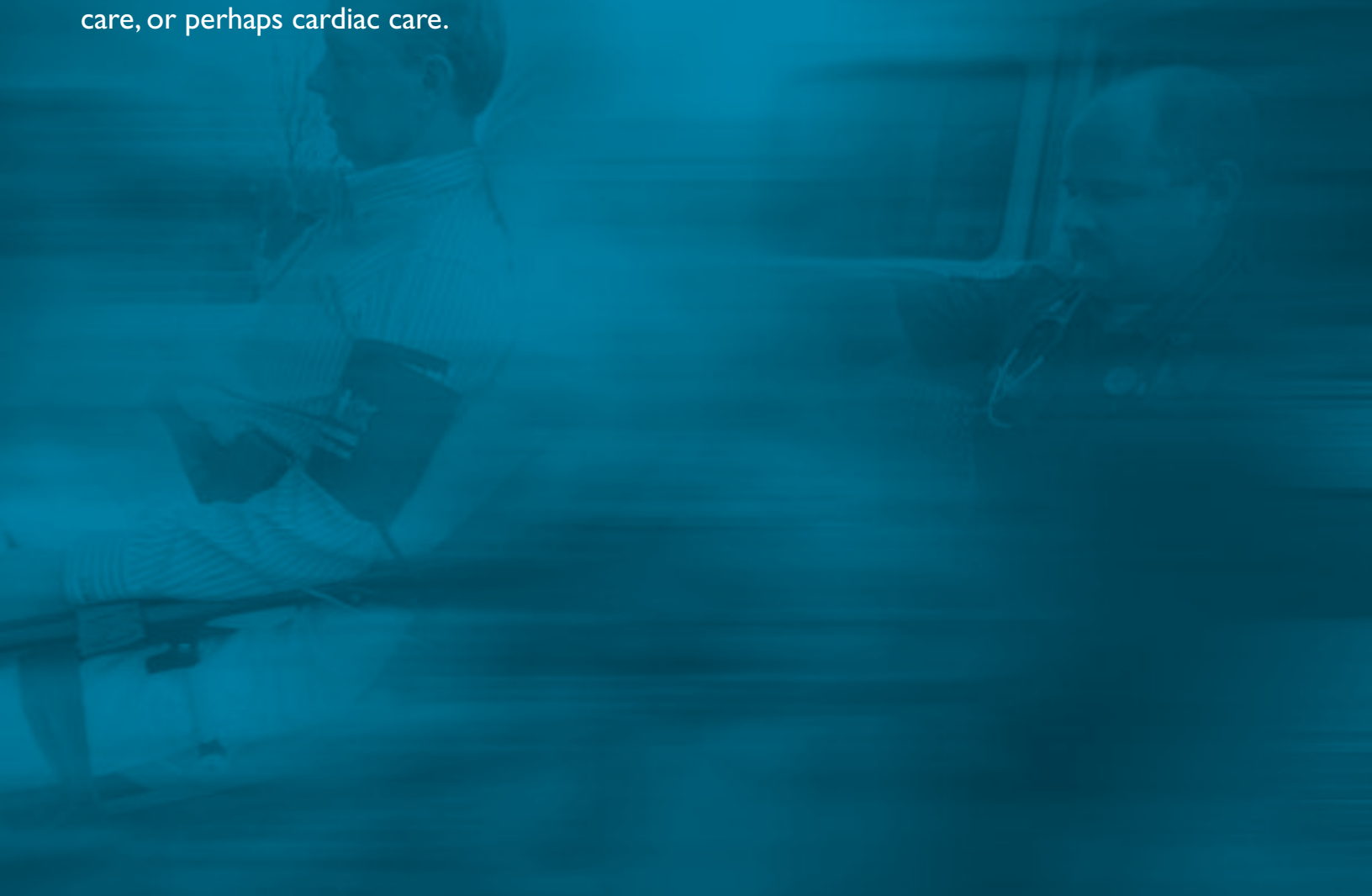
THE IMPORTANCE OF TIME

When a serious accident occurs, time is of the essence. Responding rapidly to an emergency can be the difference between life and death, chronic injury and recovery. Every year, approximately 110 million Americans visit emergency rooms, many of them with serious injuries that need immediate care. Unfortunately, without immediate treatment, the repercussions can prove fatal.

According to statistics from the Centers for Disease Control (CDC), only 22% of patients in emergency rooms receive treatment in fewer than 15 minutes. Even more disturbing, the average amount of time spent in an emergency room is 2.6 hours. In the current recession, more and more people are seeking medical attention in emergency rooms, increasing the wait-time even further.

In any hospital, interconnected teams of experts and professionals work diligently to save lives, prolong lives, and improve the quality of people's lives. To this end, the Emergency Department is a perfect example of how this important life-saving work is carried out.

The ultimate goal is to get patients in and out of the Emergency Department as quickly and efficiently as possible—to assess patients, stabilize them, and get them where they need to go. In many cases doctors can diagnose, treat and send the patient home, but in other cases, persons with major trauma may need extensive intervention before being sent for surgery, intensive care, or perhaps cardiac care.



MESSAGE FROM THE CAMPAIGN CHAIRS

“I remember it like it was yesterday. I got a call that Peter had been in a serious head-on car accident. The driver of the car that hit him was killed. Peter was brought to the Day Kimball Hospital Emergency Department, where—well, there’s no other way to say it—they saved his life. But even more amazing was that in the process, Dr. Wexler, our current ED Medical Director, detected some abnormal kidney function that led to a diagnosis of kidney cancer. Peter underwent successful treatment and his cancer is now gone. My husband’s life was saved twice, thanks to the excellent doctors and staff at Day Kimball.”—Kim

“Day Kimball Hospital came through for me when I needed help. Now it’s *our* turn to rally behind Day Kimball and successfully complete this Campaign to renovate and expand the Emergency Department.”—Peter

Dear friends:

When we were asked to chair the *Care in a Heartbeat* Campaign for the new Day Kimball Hospital Emergency Department, we considered it very seriously. We prayed about it, discussed what was most important to us, our family, our community—and the answer was a resounding “yes.” *We had to be integrally connected with this effort.*

Patients and visitors consistently commend our Emergency Department for its excellent clinical service and personal attention to those with critical and immediate medical problems. However, population growth in recent years has stretched our capacity to serve in the existing facility. In addition, the inevitable need to stay current in a healthcare environment that is changing at a furious pace is increasingly creating obstacles to providing the best possible care. Positive healthcare experiences and outcomes are critical for patients and staff alike in all areas—and so, in order to meet current and future demands, the need for expansion has also become critical.

One of our hospital’s biggest challenges has always been to maintain the ongoing availability and accessibility of its exemplary services to all who need them. Additionally, the hospital must respond to growing consumer pressures for the most sophisticated, contemporary services and facilities in our service area. Residents of our expanding communities expect—and deserve—only the very best in medical care.

So now we turn to our “family” and many friends—individuals, businesses, foundations, and corporations throughout northeast Connecticut and beyond—to join in generously supporting this urgent Campaign.

These Campaign efforts are essential not only to ensure the future health and wellbeing of those served by Day Kimball Healthcare, but for the economic health of the entire northeast Connecticut region.

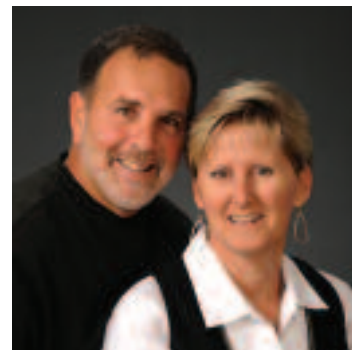
\$3 million is an ambitious goal—but understand that we are being presented with an historic opportunity both to transform the front door of healthcare in our hospital and to continue our roles as leader and champion for the healthcare needs of our patients and our community.

We know we can count on you.

Sincerely,

Kimberly Lane (Deary)
Co-chairs, *Care in a Heartbeat* Campaign

Peter Deary



THE EMERGENCY DEPARTMENT AT DAY KIMBALL

The goal of any emergency department is to provide high-quality care in a healing environment. Unfortunately, this can be achieved only when the facility is equal to the ability of the staff.

Day Kimball Hospital receives more than 30,000 visits annually to the Emergency Department (ED)—in a facility originally built to handle 18,000—and is forecasted to eclipse that within the next few years. Increases in the over-65 population will continue to spur this precipitous utilization, which further taxes our already strained local healthcare system. The current Emergency Department is too small based on present-day volume and architectural standards, lacks privacy, and inhibits physician and staff recruitment.

Consequently, the ED has had to do much more with less, in many creative ways:

- Medical staff manages this challenge by utilizing hallway space as patient intake, diagnostic, and treatment space;
- Patients are rarely diverted even though the Hospital is permitted to do so if necessary;
- All staff has demonstrated great skill at getting the job done without sacrificing quality, in cramped and over-utilized quarters.

THE HIGHEST STANDARDS

“Emergencies are not elective.”—Peter Deary

Although the Emergency Department at Day Kimball Hospital has outgrown the area originally developed for it, patient care remains at optimum levels. The hospital's emergency and trauma teams have the experience and expertise to provide the best possible urgent and emergency care.

Day Kimball Hospital's Emergency Department is staffed by a multi-disciplinary team of physicians, nurses, physician assistants, nurse practitioners, patient-care technicians and unit receptionists.

The ED's physicians are Board certified and have extensive experience in emergency medicine. In addition, nurses are certified in advanced cardiac life support and advanced pediatric life support. A close relationship between the ED staff and local physicians, including primary care physicians, provides excellent communication and collaboration regarding patient care.

Day Kimball's ED also houses an array of modern emergency medical equipment, including state-of-the-art bedside monitoring and ultrasound, airway devices, and a fiber-optic laryngoscope.

For patients who need the highly specialized services of a major medical center, Day Kimball's ED is affiliated with the University of Massachusetts Memorial Medical Center in Worcester—accessible from both our on-site helipad and by ambulance.

In addition, patients of all ages with all types of injuries and illnesses are treated regardless of their ability to pay.



“You never know what's going to happen next. Just when you think everything's under control and you can take a deep breath, someone else is brought in and everyone is put to the test again. I think that it's this sense of challenge that keeps everyone motivated and working as a team.”

—Dr. Steve Wexler, Medical Director, Day Kimball Hospital Emergency Department

... AMIDST THE MOST CHALLENGING OF SETTINGS

“People come to our ED because they are in crisis. They expect—and deserve—the best of care, as quickly as possible, in a setting that offers comfort and reassurance.”—Kimberly Lane (Deary), APRN

On a typical day in this relatively rural area of northeast Connecticut, Day Kimball Hospital's Emergency Department is overflowing.

You might find a young boy lying on a gurney in the hallway, his distraught parents perched on the edge, since there are no vacant treatment rooms and limited private areas for family to wait.

Ambulances arrive and discharge gravely ill or injured patients—but the few critical-care rooms are already taken. These patients, too, must be situated in the hallway for now—scared and confused.

Triage is backed up, and although all available staff persons are now involved in processing patients as quickly as possible, there are simply no empty rooms.

To add to the challenge, Behavioral Health Crisis Services are currently based in the middle of the ED, impacting the flow of service and creating further spatial and treatment challenges. Behavioral health cases have tripled in the last 10 years alone, affecting the overall atmosphere within the Emergency Department. On this day, a young man in emotional distress is acting irrationally, shouting and wrestling the EMTs who have brought him in. He is as terrified as the patients nearby, reluctant witnesses to the scene.

Privacy. Confidentiality. Efficiency. Dignity. Reassurance. An appropriate setting, equal to the task should not be too much to ask of an Emergency Department.



CARE IN A HEARTBEAT: THE NEW DAY KIMBALL

AN OPPORTUNITY TO HELP SAVE LIVES

Day Kimball Hospital has recognized the need to make significant improvements and key upgrades to the existing Emergency Department. These are intended to address very specific consumer requests and demands, improve safety and enhance the patient experience, and address space shortages as a result of regulatory changes since the department was first constructed. Although some limited additional capacity will be added as a result of the renovations, the main reason for the project will always be to provide superior and improved care for the patients currently using emergency services at the hospital, and to make corrective improvements to the existing physical environment.

The new Emergency Department will be built on a patient-centered design. From private rooms to easier access to emergency specialists, the facility will ensure that a patient's needs are met and exceeded, by:

- meeting our patients' and families' expectations for a compassionate, excellent emergency experience;
- providing the necessary space for our patients, families, physicians, nurses, and staff;
- ensuring privacy—from treatment rooms and triage rooms to confidential medical and family consultation areas;
- decreasing waiting and patient treatment times;
- reducing throughput and admission times;
- enhancing collaboration with other hospital departments; and
- meeting new bio-terrorism, Homeland Security, and emergency preparedness guidelines.

NAMING OPPORTUNITIES

Dollar amounts reflect commemorative values, not actual renovation or construction costs.

The **Care in a Heartbeat** Campaign offers a number of opportunities for donors to fund named gifts—either in their own names or as tributes or memorials to others. To honor those making campaign donations in the amount specified, Day Kimball invites donors to name the selected spaces described. Donors may also combine their gifts to name one of the giving opportunities.



ALL HOSPITAL EMERGENCY DEPARTMENT

A New Entrance: The Gateway to Care

Emergency Department (exterior recognition) \$500,000

Entrance, Emergency and PromptCare Rooms \$500,000

The new entrance provides a comfortable and spacious waiting area for families, as their loved ones receive care. Accommodations will include access to handicapped-accessible restrooms, vending areas, children's play areas, and the internet. The canopy allows patients to be dropped off or picked up under cover, protected from inclement weather.

Separate and Covered Ambulance Entrance

The ambulance entry will be moved away from the main Emergency Department entrance, which will be reserved for walk-in patients. The separate entry will include a canopy to protect patients arriving by ambulance. In a world where Emergency Departments are required to plan for all possibilities, the area will be also be equipped to easily convert to a hazardous decontamination zone or to receive mass casualties.

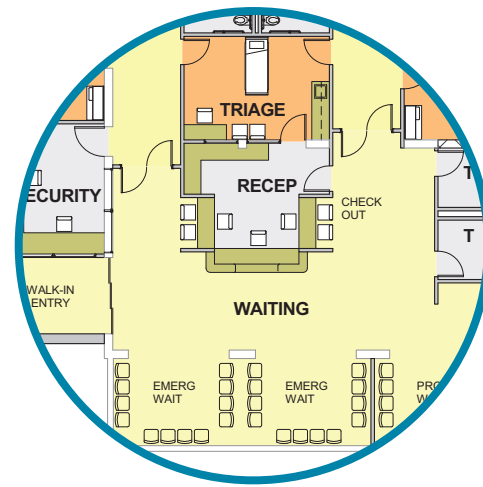
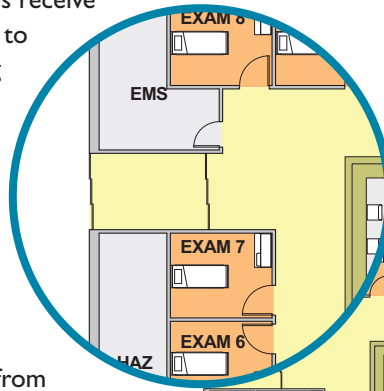
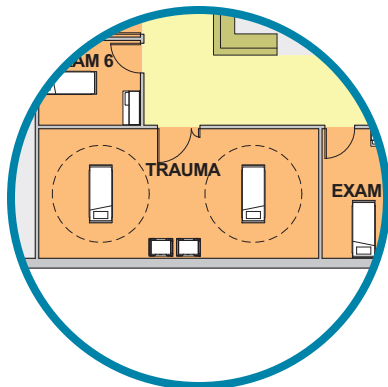
Waiting Room Renovation

Emergency Department Waiting Area \$ 150,000

Reception Area \$ 50,000

Triage Room \$ 50,000

Registration Area \$ 25,000



“I was the middle child of 13, and the first to be born at Day Kimball. This is a small-town hospital with big-city technology and top medical professionals. It’s my hospital, and I want to be sure that everyone in this area is getting the best care under the best conditions.”—Peter Deary



State-of-the-Art Resuscitation Room \$250,000

Often referred to as the “Trauma Room,” this is where the most critically ill ED patients receive priority care for immediate stabilization and treatment. At almost three times the size of a normal ED room, this new component will include overhead x-ray, an adult code cart, a pediatric code cart, and an Omnicell Medication Cabinet—and will accommodate ED staff, specialists, and the additional equipment.



Doubling the Number of Patient Rooms \$25,000 each

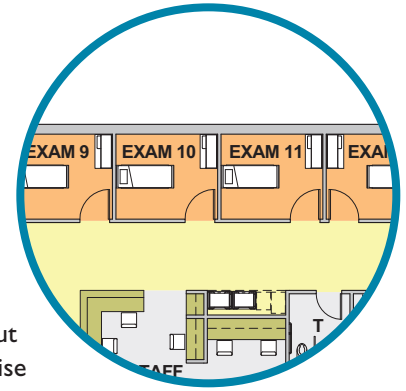
To meet growing demand, the number of patient rooms will be doubled to 24. Not only will this serve the existing level of patients more efficiently, it will also allow for an increase in patient visits that normally accompanies ED enhancements, while improving and enhancing safety, efficiency, and patient privacy issues.

Bedside Registration

During peak periods, patients will be brought directly into treatment rooms for bedside registration, bypassing registration at the front desk. This not only reduces the time before patients actually see a physician, but also shortens the total duration of a visit to the Emergency Department and makes the entire process more efficient.

All Private Treatment Rooms

This is perhaps the most significant improvement to address consumer demands and enhance the overall patient experience. No longer will patients be placed in areas that are separated by curtains, but rather in spacious rooms that offer privacy, confidentiality, and dignity. This also greatly reduces the noise level and the chaotic environment that is inherent in an Emergency Department.



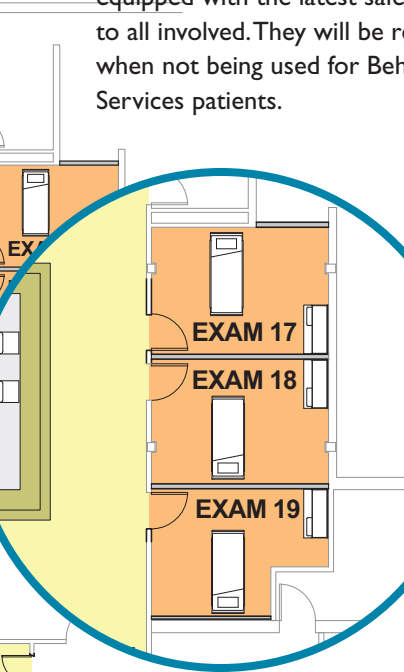
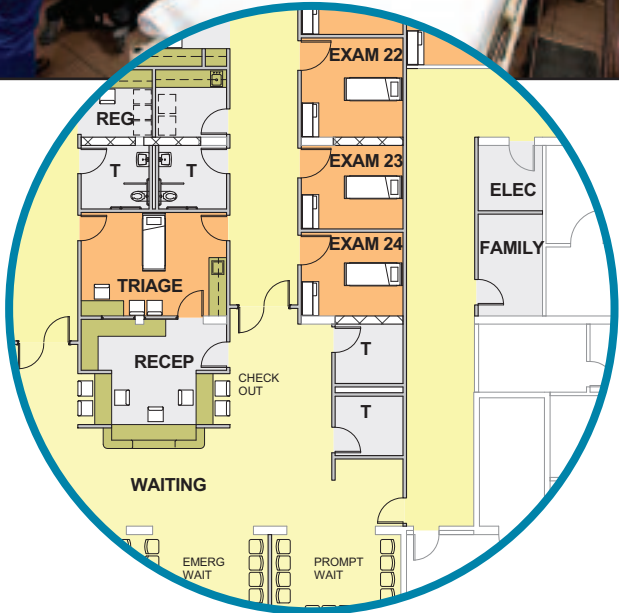
Specialty Equipment

The goal for the enhanced ED is to provide each patient room with monitoring equipment, ensuring that rooms are assigned in an equitable manner and special needs such as cardiac care are consistent across the board. Currently, the ED is equipped with 11 monitors, though 13 more will be needed to improve efficiency and quality of care. The addition of specialty beds, bariatric equipment, and other items will also allow us to provide the highest quality care for all—including patients with advanced medical needs and physical challenges.

Behavioral Health Crisis Services Treatment Area \$150,000

Dedicated and Discreet Psychiatric Treatment Rooms

As many agencies and government programs reduce resources for the mentally ill, Emergency Departments often become the first place these patients are brought during a crisis. Although these patients often require medical care in addition to treatment for their psychiatric condition, they can disrupt the healthcare environment and pose a risk to themselves, other patients, and staff. Four new treatment rooms in a segregated area of the Emergency Department will provide appropriate treatment for patients requiring Behavioral Health Crisis Services. The rooms will provide the utmost in patient comfort and care, yet will be under constant observation and equipped with the latest safety features to reduce risk to all involved. They will be ready to serve ED patients when not being used for Behavioral Health Crisis Services patients.



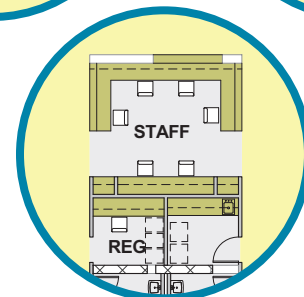
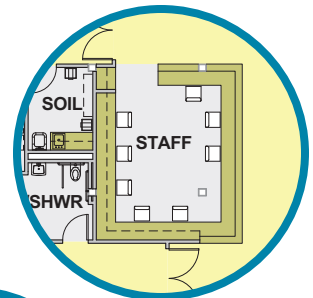
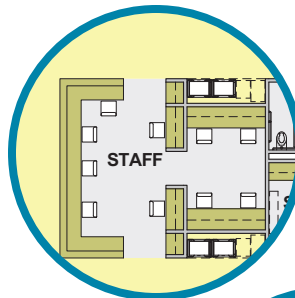
New PromptCare Suite \$100,000

A new and expanded PromptCare Suite with larger private treatment rooms will be constructed directly adjacent to the main waiting area—allowing quicker access to treatment for patients with minor injuries and illnesses.

Staff Support Areas

- Emergency Department Director's Office* \$50,000
- Staff Stations (3)* \$50,000 each
- Emergency Department Staff Lounge* \$50,000
- Emergency Medical Services Staff Room* \$25,000

Having sufficient and well-equipped space for staff to do their work, and maintaining adequate inventories of supplies assure efficient service and reduce the time that a patient spends in the Emergency Department. Current space constrictions will be corrected by adding more—and more appropriate—work areas for staff, and more accessible space to store equipment and supplies.



DAY KIMBALL: THE HEARTBEAT OF WINDHAM COUNTY

On September 1, 1894, Day Kimball Hospital of Windham County opened its doors for the first time. Originally, it was the inspiration of two sisters, Elizabeth and Gertrude Vinton, who had a vision for a “Windham County Infirmary.” The building, on the current site of Perrin Hill, was made possible by a \$5,000 donation from Mrs. M. Day Kimball in memory of her recently deceased son, Day Kimball—with the condition that the institution be named after him. Other Kimball family members pledged an additional \$4,000, and the community rallied to raise the rest. With the resulting \$10,000, Day Kimball Hospital was born.

Since then, we have grown along with the community. Through the years, many additions were built. New wings were erected to increase the number of patient rooms, buildings constructed to provide convenient living quarters for nurses. A third-floor maternity ward was added, as well as a center specifically for pediatric patients.

The 1980s and 1990s saw the uniting of Day Kimball and Community Health and Home Care, creating the Day Kimball Foundation, the beginnings of a comprehensive healthcare network. Hospice of Northeastern Connecticut and Northeastern Homemakers eventually become part of this foundation. The new Hale Medical Pavilion houses the Burdick Birthing Center and Surgical Suites. Day Kimball HomeCare and Hospice of Northeastern CT also officially become departments of the Hospital. More recently, Physician Services of Northeast Connecticut, became part of the Day Kimball family. And in 2009, the entire Day Kimball complex and family of services was rebranded as Day Kimball Healthcare.

S E R V I C E S & L O C A T I O N S

The **Day Kimball Healthcare** medical services network serves northeast Connecticut through locations from Thompson to Plainfield—with more than 200 doctors and medical practitioners delivering primary care, diagnostics, general surgery, and specialty services such as oncology, orthopedics, women's health and geriatrics, as well as home-based medical and companion services.

Since 1985, **Day Kimball HomeMakers** has provided non-medical support services (visiting nurses, physical therapy, geriatric case managers and physicians) that complement in-home medical services.

The mission of **Hospice and Palliative Care of Northeastern Connecticut** is to provide compassionate end-of-life care to patients, and support for their families.

Physician Services of Northeast Connecticut, LLC was established in 2008 to support the area's primary care physicians and align their practices with Day Kimball Healthcare, Inc., and to connect individuals and families with not only primary care but related specialty services through their “medical home” provider.



Day Kimball Healthcare

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