



*Lifeline to* TOMORROW

*Our Campaign for an Emergency Care Pavilion*

*Lifeline to Tomorrow—  
Our Campaign for an  
Emergency Care Pavilion will  
raise the private funds needed to  
guarantee the future of exceptional  
emergency care at Englewood  
Hospital and Medical Center. The  
Campaign will forge a new partner-  
ship between the Medical Center  
and the community, the financial  
lifeline to a next-generation facility.  
Shared commitment, common goals,  
and an unflagging devotion to excel-  
lence will build a state-of-the-art  
pavilion offering the highest quality  
patient care in a humanistic setting.  
Exemplary giving will ensure the  
future of Englewood's outstanding  
emergency care, linking philanthropy  
and healthcare in a tangible and  
enduring way.*



*Lifeline to Tomorrow* will guarantee the future of  
exceptional emergency care at  
Englewood Hospital and Medical Center.

**CRITICAL DIFFERENCE**

It was a quiet Saturday evening in December of 2004 when Evan Krieger of Haworth told his wife, Miriam, that he wasn't up to par. "I had a funny feeling in my chest, as though some pills wouldn't go down," he remembers. Soon he was in an ambulance on the way to Englewood Hospital.

Within a few minutes, a heart attack—what the family feared most—was ruled out, but the actual diagnosis would be far more frightening. Evan had a tear in his ascending aorta, the largest artery in the body. The cardiac surgeon delivered the shattering news. "The doctor told us that 75 percent of the patients who have surgery for this kind of problem will survive, but that without it, I would most likely die."

"Do it well, and do it quickly," were Evan's instructions to the physicians who held his life in their hands. He was rushed to

the operating room, where the cardiac team was waiting. After eight hours of surgery and three days in a coma, Evan awoke and began his successful recovery. "I know that if I hadn't been taken to Englewood Hospital, I would not have lived," said Evan.

The close-knit Krieger family filled Evan's hospital room with their love and their gratitude for the lifesaving care he had received. When one of Evan's grandsons, Owen Jennings of Upper Montclair, needed highly skilled care for recurrent spontaneous pneumothorax, a condition that caused his lungs to collapse, his parents chose the same surgeons and the healthcare team at Englewood Hospital.

Owen, a remarkably accomplished teenager, is back to enjoying the things he loves, especially spending time with his "Poppy."

*What made the difference for Evan Krieger?*

**Crucial Resources** Evan benefited from highly specialized care not available at all hospitals.

**Prompt Diagnosis** Experienced caregivers used remarkable skill, teamwork, and technology to make a lifesaving diagnosis.

**Effective Triage and Lifesaving Protocols** Evan was evaluated by the Emergency Department physician and staff, and put in the care of Englewood's top-rated cardiac surgery team within minutes.



The Krieger family gathered for a family portrait in August 2005 during Miriam and Evan's 50<sup>th</sup> wedding anniversary celebration.

# Exceptional emergency care is at a crossroads.



Evan Krieger's family insisted on Englewood Hospital, and Evan's life was saved. The Kriegers knew they could count on Englewood, where grandchildren had been born, serious medical conditions had been treated, and expert emergency care had been provided to family members on numerous occasions.

Both Evan and Owen Jennings received outstanding care in the Emergency Department and throughout the Medical Center. Miriam Krieger, who was a patient after being blind-sided by an almost fatal stroke at the age of 59, clearly recognizes the value of a hospital with superior services. "It's good to know that we're near a hospital where the doctoring is as good as it is at Englewood," said Miriam.

To continue the high level of care the community expects from our Emergency Department, several challenges must be met.

## INSURMOUNTABLE SPACE RESTRICTIONS

The Emergency Department is too small for the number of patients who require its services. *In 2006, there were 36,350 patient visits to a 20,000-capacity facility.* Patients, loved ones, and staff are affected by overcrowding in many ways. Unacceptable wait times are one of the most severe problems. Patients wait for an average of four hours to see a doctor. Individuals requiring hospitalization, who comprise approximately 25 percent of all emergency room patients, wait an average of six hours to be admitted. Extended waiting is made worse by a drab and uncomfortable waiting room that is often taxed beyond capacity.

The time it takes for patients to go from arrival to discharge, called throughput time, is directly related to the size of the facility. Currently, for each additional 2,000 patients, throughput time increases by 30 minutes, and Englewood's throughput time is expected to grow.

## AN OUTDATED, AGING PHYSICAL PLANT

The physical plant, designed to meet industry standards of 30 years ago, is no longer a viable, efficient workplace. The central work area is small and crowded. The once-spacious department can no longer contain further developments in technology, most of which did not exist 30 years ago. State-of-the-art X-ray and imaging equipment is

located outside of the department; the Homeland Security module and decontamination unit are outside in a trailer; and optimal computerization, which saves time and money, is impossible.

The Emergency Department was completed in 1976 and has seen no enlargement and only two minor renovations. Its size, design, and age, as well as the constant demand for services, prohibit expansion or modernization. The Medical Center also lacks

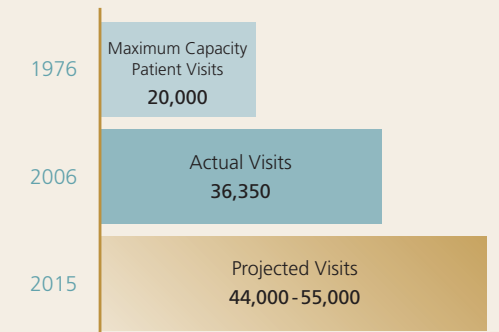
the appropriate space needed to relocate the Emergency Department to another area. To ensure the future of exceptional emergency care for our patients, we must build a new facility.

## COMPROMISED COMFORT AND PRIVACY

The existing physical plant compromises comfort and privacy. Most patients are treated in small areas separated only by curtains. Family members, who are encouraged to stay with their

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An Escalating Demand for Services



loved ones, end up crammed into awkward areas. There is no opportunity for private patient care discussion, nor are there special areas for cases such as psychiatric patients or victims of sexual assault.

The premises also lack comfortable triage and registration areas, designated pediatric areas, and a bereavement room. The Medical Center's high standards for privacy and comfort simply aren't being met.



### AN ESCALATING DEMAND FOR SERVICES

The demand for services at Englewood is expected to grow in size and intensity. Experts predict the number of patient visits could reach 55,000 by 2015. Englewood, with a proven track record for successfully treating some of the most severely ill people in New Jersey, already sees a higher percentage of acutely sick patients than most of the emergency departments in the state. In addition, as the local population ages, the average patient is expected to be older, sicker, and more likely to be in need of diagnostic and treatment modalities at the most advanced level, some of which can only be found at a major medical center

with Englewood's capabilities. As the hospital continues to enhance existing programs and services and add new ones, seniors are expected to turn to the hospital in increasing numbers for the highest level of patient care during a medical emergency.

### A UNIQUE RESPONSIBILITY

The community's expectations for the best possible care extend to all age groups, making the Medical Center the first choice for the healthcare of tens of thousands of area residents each year. Historically, most of the people who are admitted as inpatients enter through the Emergency Department. Englewood's emergency patients benefit from the hospital's expert care and specialized services at the time of their

*"The demand for services at Englewood is expected to grow in size and intensity."*

arrival, during diagnosis and treatment, and throughout recuperation. Comprehensive services are provided by an experienced, multidisciplinary healthcare team, greatly diminishing the need for any patient to be transferred to another institution—a vital benefit, particularly when a delay in treatment could be life-threatening.

Englewood's top-rated cardiac team often works in conjunction with the emergency care staff. When Evan Krieger arrived at the Emergency Department, the cardiac surgery team was

assembled as soon as there was a suspicion of his deadly condition. This is only one of many instances in which a patient's life was saved thanks to the timely availability of premier specialized services.

Our Emergency Department is a critical portal of entry to many cardiac patients. As the Northern Valley's only hospital offering cardiac services that include heart surgery, the Medical Center has a unique responsibility to ensure access to that care—now, and in the future.



### Our Challenges

- Insurmountable Space Restrictions
- An Outdated, Aging Physical Plant
- Compromised Comfort and Privacy
- An Escalating Demand for Services
- A Unique Responsibility

### Our Response

To ensure the future of exceptional emergency care for our patients, Englewood Hospital and Medical Center must build a next-generation facility.

*We must build a next-generation facility.*



# Focused on the Future

“Go, Englewood,” says Owen Jennings while pondering the future. Owen, a star athlete, distinguished student, and student leader who’s headed for a prestigious Ivy League college, is all about tomorrow these days, but he hasn’t forgotten his healthcare team at Englewood Hospital. Back to good health after numerous trips to the Emergency Department and two major surgeries to repair his lungs, he knows the value of outstanding patient care. “Englewood is my hospital,” said Owen, who still returns to the hospital to visit the people who cared for him.

*Lifeline to Tomorrow* will build a state-of-the-art emergency care pavilion that will ensure exceptional care for countless men, women, and children for many years to come.

*Our actions today will meet the needs of tomorrow.*

Philanthropy and *h* healthcare will be linked in a tangible and enduring way.

A NEXT-GENERATION FACILITY

Our emergency care pavilion, a skillfully conceived and executed structure, will be emblematic of the remarkable patient care it encloses. The 35,000 square foot facility will include 40 private treatment rooms, numerous staff work stations, specialty rooms, a dedicated radiology and imaging center, and a spacious waiting area featuring amenities such as a children's play area, carefully engineered acoustics, and abundant natural light. The physical plant will support the highest quality patient care, and design elements will be consistent with the humanistic values that have been adopted by the Medical Center.

The pavilion will be prominently located on Engle Street, with the walk-in entrance just steps away from Englewood's main lobby. A receptionist will greet walk-in patients and initiate registration and triage. The pavilion puts patients and loved ones within convenient proximity to the chaplain's office, parking, the café, the gift shop, and the Healing Garden.

Patients arriving by ambulance will be accommodated at a separate entrance. An advanced communications system will link physicians and emergency service crews during transport, allowing the healthcare team to prepare for patients before they arrive.



Walk-in Entrance



Ambulance Entrance



Walk-in Entrance, Aerial View

Shared commitment, common goals,  
and an unflinching devotion to excellence will shape our future.

**THE HIGHEST QUALITY PATIENT CARE**

Representatives from the Emergency Department's clinical staff, supporting departments, and the Medical Center's management team collaborated with experienced architectural consultants to envision a setting conducive to the highest quality patient care. The team's goal was to create an innovative environment that would foster the best practices in patient care, the highest levels of patient satisfaction, and leading humanistic standards for patients, loved ones, and staff. Provisions for outstanding technology, trends in patient care, and financial prudence were also major considerations.



**SUPERIOR DESIGN AND LAYOUT**

A waiting area planned for comfort and efficiency will be the first of many advancements in emergency care that individuals will experience at Englewood. Every feature has been designed to make a difference. A major highlight will be flexible patient treatment rooms that allow staff to treat any patient in any space. In addition, the 11 x 14 rooms are configured to allow comfortable seating for loved ones even when caregivers are present.

The shift to using several decentralized care team areas distributed throughout the pavilion will dramatically benefit patients, staff, and loved ones, as care teams are able to move throughout multiple work stations according to the needs of patients.

**SPECIAL FEATURES**

Dedicated rooms that meet special needs comprise an essential element of the pavilion design. A trauma center will provide lifesaving care. Four behavioral health rooms will ensure the comfort and safety of all patients. Accommodations for victims of sexual assault will include an interview area, examination room, and shower. A family consultation room will facilitate discussions among patients, loved ones, and staff, and a bereavement room will provide a dignified place of solace. A decontamination unit situated near the ambulance entrance will safely prepare arriving patients who could contaminate others.

Our concern for the welfare of all of our partners in community service will be reflected in the

pavilion design. Two rooms will be set aside for police officers and emergency service workers to rest and plan for their next assignment.

**BEYOND CLINICAL CARE**

Kindness, compassion, and commitment to community extend beyond clinical care. Recognizing the effect our environment has on us all, great attention has been focused on décor and furnishings. Attractive color schemes, warm design elements, comfortable furniture, and relaxing lighting are an integral part of the overall plan. Children will enjoy treatment rooms with cheerful juvenile themes.

Quality masonry and landscaping will accent Englewood's newest building, an attractive addition to a gracious neighborhood.

*“Kindness, compassion, and commitment to community extend beyond clinical care.”*



**Hallmarks of Excellence**

- 35,000 Square Feet, Three Times as Large as the Existing Emergency Department
- Separate Entrances for Walk-ins and Ambulances
- Spacious Waiting Area with Comfortable Seating
- “Fast Track” Triage and Minor Treatment
- 40 Private Treatment Rooms
- Decentralized Care Team Stations
- Dedicated Physician Work and Consult Area
- Advanced Communications with Incoming Ambulance Crews and Paramedics
- State-of-the-Art Radiology and Imaging Center
- Four Specially Equipped Behavioral Health Rooms
- Family Consult Room
- Comfortable, Soothing Décor

# Englewood Hospital and Medical Center

## COMPASSION, INNOVATION, AND EXCELLENCE

The mission of Englewood Hospital and Medical Center was borne from the vision of pioneering community members who believed all people should receive the best healthcare possible. The idealistic group set forth to establish a place of caring and healing, and the fruit of their dedication was Englewood Hospital, which admitted its first patient in 1890.

The founding members' pioneering spirit, concern for others, and commitment to excellence are

reflected in the essence of Englewood Hospital and Medical Center today. Englewood is a non-profit institution governed by a volunteer Board of Trustees, whose members

are elected from the community. Located in the City of Englewood, the Medical Center is a community hospital, an academic center of teaching, learning, and research, and the Northern Valley's only major medical center. Englewood offers superior healthcare to more than one million residents in Bergen, Hudson, and Passaic counties in New Jersey, Rockland County in New York, and to individuals from across the nation and around the world.

Englewood Hospital and Medical Center Foundation is the financial lifeline of the Medical Center.

## MISSION

The mission of Englewood Hospital and Medical Center is to provide comprehensive, state-of-the-art patient services; to empha-

size caring and other human values in the treatment of patients and in relations among employees, medical staff, and community; to be a center of education and research, as demonstrated by its affiliation with the Mount Sinai School of Medicine; and to provide employees and medical staff with maximum opportunities to achieve their personal and professional goals.

## VISION

Englewood Hospital and Medical Center will be the regional leader in providing state-of-the-art compassionate care in a humanistic setting.





ENGLEWOOD  
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