

Emergency Department/FirstCare

As the eighth busiest emergency department in Wisconsin, St. Mary's Hospital Medical Center strives to deliver the highest quality multi-specialty care to all patients without discrimination. The Emergency Department provides in-depth assessment for serious illness and injuries, 24 hours a day, seven days a week.

Scope of Services

St. Mary's Emergency Department provides evaluation, treatment, stabilization and disposition of neonate through geriatric patients experiencing any medical or surgical emergency.

The Staff

The Emergency Department staff is certified in Advanced Cardiac Life Support (ACLS). All staff physicians are board certified/board eligible in emergency medicine and nurses are trauma nurse core-certified. To maintain the maximum level of professional and technical competence, all Emergency Department staff members participate in continuing education, training and testing.

Reduced Waiting Times

In November 2001, the Emergency Department implemented in-room patient registration. After patients sign-in and are triaged, they are sent directly to a private room. The customer-friendly program offers tremendous timesavings for patients, as well as improved care. The following flowchart compares the two processes.

Chest Pain Center

The Chest Pain Center is a clinical decision and treatment unit, currently offered in conjunction with St. Vincent Hospital, Bellin Hospital, Cardiology Associates and Green Bay Heart Care.

As an extension of emergency services, the Chest Pain Center ensures early treatment of life threatening conditions, while avoiding unnecessary hospital admissions.

In traditional models a patient is admitted to the hospital or ties up a scarce emergency bed for many hours. In contrast, the Chest Pain Center offers:

- Improved patient outcome;
- High quality, timely patient care;
- Lower average cost of care;
- Improved hospital bed utilization;
- Increased patient satisfaction;
- Improved patient flow in the Emergency Department.

FirstCare

FirstCare is the Green Bay area's first 24-hour walk-in care facility. It is conveniently located at St. Mary's Hospital Medical Center.

(continued on back)

Patient Flow Comparison

Traditional Patient Registration

Triage → Registration → Waiting Room → Patient Room

New Patient Flow with In-Room Registration

Triage → Patient Room

Our Mission:

To meet or exceed our patients expectations in delivering outstanding medical care. We do this through our shared commitment and dedication to St. Mary's Hospital Medical Center core values of care, joy, respect and competence.

FirstCare offers:

- Treatment for minor injuries and illnesses, 24 hours a day, 365 days a year.
- Walk-in care; no appointment necessary.
- Less waiting. FirstCare's goal is to turnaround patients in 60 minutes or less without diagnostics, and 90 minutes or less if diagnostics are required.
- Easy access off of Highway 41.
- Direct billing to insurance.
- The support of St. Mary's health care resources, including lab, diagnostics and the Emergency Department for in-depth assessment and care of more serious cases.
- Walk-in blood pressure screenings.

For the Community

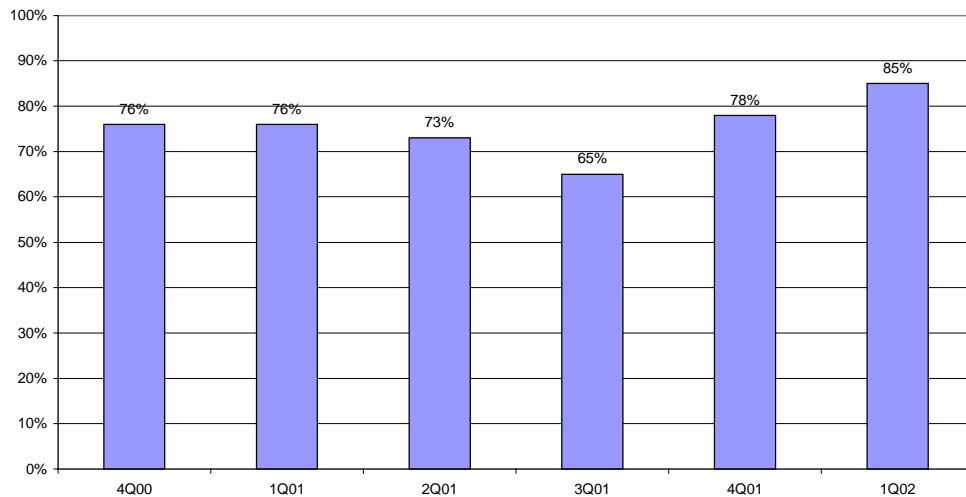
St. Mary's serves as the **training center** for Green Bay's emergency medical technicians, as well as nursing students and paramedics.

Nursing staff participates in a variety of community outreach programs, including:

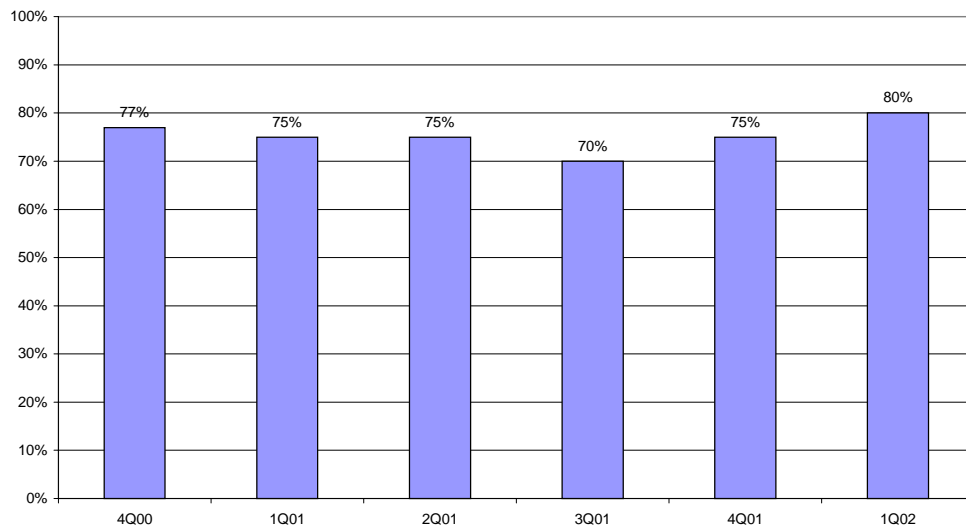
- **Red Cross Babysitters Training** for children 11+ years.
- **TAKE CARE** lectures for senior citizens.
- **ENCARE** (Emergency Nurses Cancel Alcohol-Related Emergencies), a teen prevention program focusing on the effects of drinking and driving.
- **Child Passenger Safety Clinics** designed to educate parents on car seat safety.
- **Blood Pressure Screenings** at local stores.
- **Participation** in community events such as the "Big Event for Little Kids"

For more information on St. Mary's Emergency Department or FirstCare, contact Elaine Ouellette, RN, at (920) 498-4563.

Visit us online at www.stmgb.org.



FirstCare patients without diagnostic departments
Time Goal: <60 minutes



FirstCare patients with diagnostic departments
Time Goal: <90 minutes