



Affiliate of  Northwell Health®



Learn why more people are saying...

“Take me to Crouse.”



*A New Era in
Emergency Services Care
for Central New Yorkers...*

NOW OPEN!

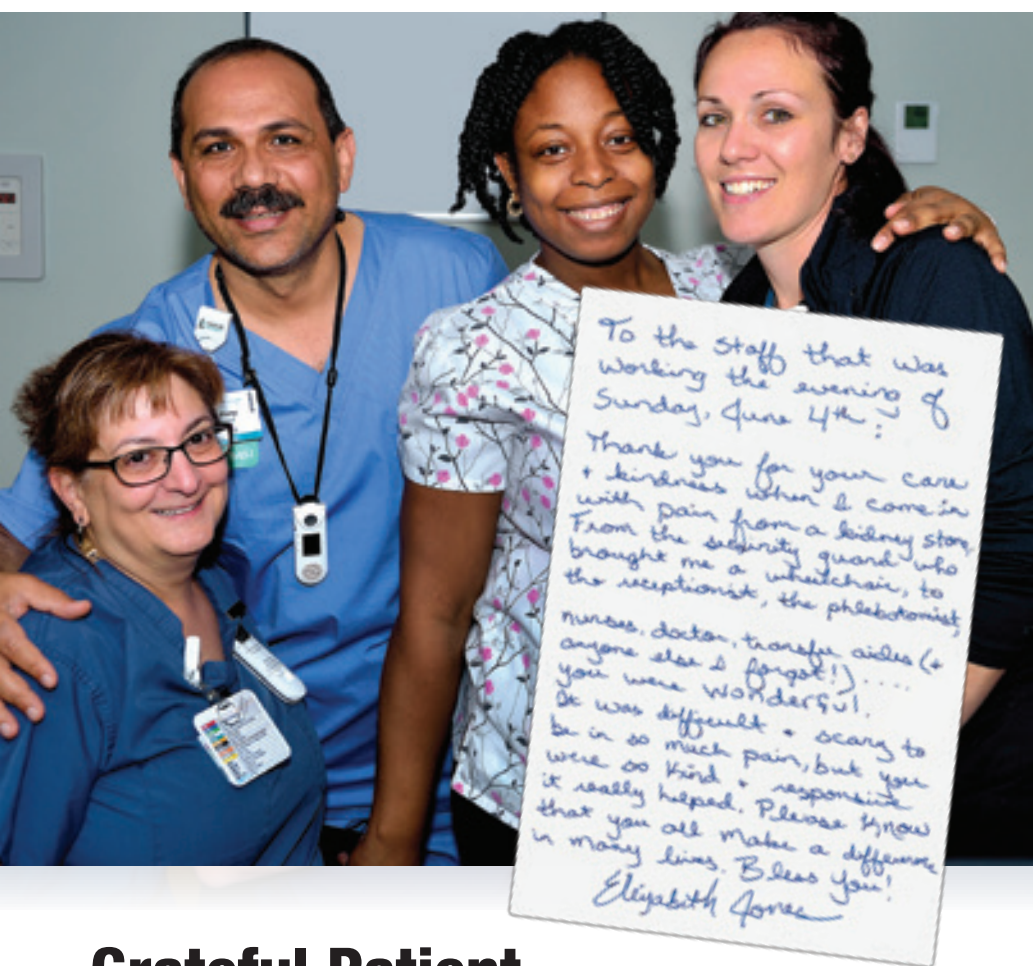


Introducing the new Pomeroy Emergency Services Department at Crouse Health.

Crouse Health's **new Pomeroy Emergency Services Department**—opened to patients just last week—brings emergency care in Central New York to a new level with the replacement of our 40-year-old ER with the **region's newest, most state-of-the-art facility**.

Phase two of the project is scheduled for completion in 2018, when PromptCare, Crouse's stand-alone, walk-in emergent care center, will move across the street, adjacent to the hospital's main emergency room.

This **major strategic initiative** is a tangible expression of Crouse's commitment to provide the best in patient care for our region. Many thanks to our donors and the entire Crouse team for making our community's new ER a reality. **And much appreciation to our local and regional EMS partners for their continued support of the Crouse mission.**



Grateful Patient

Thanks Crouse Emergency Team

We receive many compliment and thank you letters from patients and families, similar to this heartfelt, handwritten note from Elizabeth Jones about her recent visit to the Pomeroy Emergency Services Department. She was certainly glad she said, "Take me to Crouse!"

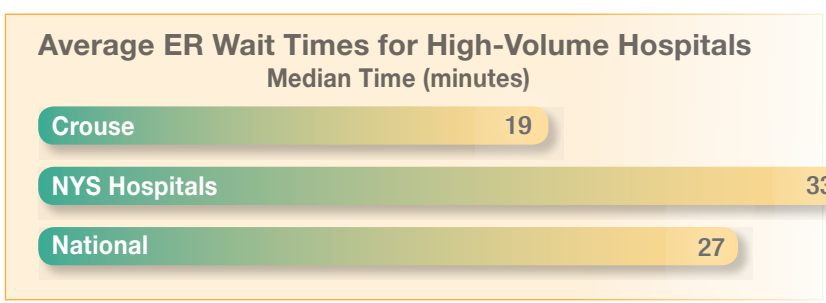
*When seconds count,
more patients count on
**Pomeroy Emergency Services
at Crouse Health.***

Working Harder to Treat You Faster



82,000
Patient visits in 2016, which makes Crouse's emergency services one of the busiest in the region.

When it comes to urgent care, moments matter. And Crouse has the lowest reported wait time of any Syracuse hospital—an average of just 19 minutes* from when a patient enters the Crouse ER until seen by a provider. Our team's quick response times and patient-centered approach, plus a brand new facility, add up to the best in emergency care at the hospital you trust—Crouse Health.



*CMS Hospital Compare at Medicare.gov



One team. Second to none.

The team at Crouse is highly experienced in treating the most complex, urgent medical conditions—from stroke and heart attack to broken bones and sprains—with one goal: to make you better.

EMERGENCY SERVICES LEADERSHIP

Back: Medical Director David Mason, MD

Middle Row: Clinical Supervisor Erin Zinkievich and Associate Medical Director Richard Steinmann, MD

Front: Senior Quality Officer Michael Jorolemon, DO; Nurse Manager Charles Eaton; Clinical Supervisor Jennifer Killoran; and Chief Nursing Officer Betty O'Connor

150 Experienced and passionate board-certified emergency medicine physicians, nurses, physician assistants, nurse practitioners, pharmacists, social workers, care managers and support staff.



The wait for a new Emergency Services Department at Crouse is over.

From 7,800 to 21,000 sq. ft.
The Pomeroy Emergency Services Department has almost tripled in size.

The increased size and improved, modern design allow us to move patients faster—and more comfortably and safely—through triage. The new ER will increase provider efficiencies and decrease wait times, leading ultimately to better outcomes and patient satisfaction.

Enhancements include:

- Increased number of private patient treatment rooms.
- Increased overall square footage of each room.
- Installed color-coded caregiver stations for quicker access.
- Integrated the most advanced CT technology.
- Provided a dedicated comfort care suite for families.
- Created two isolation rooms to better protect patients, staff and the community.

While Phase 1 is now open, our work continues into 2018 with three key milestones to be achieved during Phase 2:

- Moving PromptCare, our stand-alone, walk-in emergent care center, across the street adjacent to the hospital's main emergency room.
- Providing separate walk-in triage area to more quickly assess who requires immediate critical care and whose conditions may be less urgent.
- Relocating the Observation Unit, allowing our team to move patients quicker and more efficiently to treatment suites.

Visit our new ER at crouse.org/TakeMeToCrouse

NEW YORK STATE-DESIGNATED STROKE CENTER

Nationally Recognized Stroke Care

Receiving fast stroke diagnosis and treatment starts even before patients arrive at the Pomeroy Emergency Services Department. That's because our Emergency Medical Services (EMS) partners start communicating with our team the moment they arrive on scene.



Working together, we're meeting the most rigorous standards in treating stroke—the ones reserved for hospitals that consistently meet aggressive door-to-treatment times that surpass the U.S. average.

Crouse's ER features a dedicated stroke treatment room, with adjacent advanced CT technology that provides fast, accurate diagnoses. Crouse is also the only hospital in the region equipped with two hybrid operating room suites, with world-class neurosurgeons available 24/7 when minimally invasive stroke rescue therapies are needed.

Crouse Health Median Door to tPA Administration

Median Time (in minutes)



Research shows if tPA is given within three hours of symptoms, the effects of stroke decrease significantly. Crouse has earned the American Heart Association's Target: Stroke Honor Roll Elite Plus recognition for meeting—and exceeding—AHA guidelines for giving tPA within 45 minutes.

*Hospital data as reported to American Heart Association



Cardiac Emergencies...Quickest Care

During a heart attack, preventing serious heart tissue damage is critical. Working closely with our EMS partners, Crouse has among the lowest “door-to-balloon” (door-to-treatment) cardiac times in New York State—39 minutes* (median time) versus the statewide average of 56 minutes (median time).

And we're proud to be the **only area hospital** designated as a **Mission: Lifeline® Gold provider by the American Heart Association** for implementing specific quality improvement measures outlined by the AHA for the treatment of patients who suffer severe heart attacks.

*NYS Dept. of Health 2016



POMEROY EMERGENCY SERVICES DEPARTMENT AT CROUSE HEALTH

Community Generosity Makes It All Possible

The completion of phase one of the \$38 million Pomeroy Emergency Services Department project was marked July 12 during a ribbon-cutting ceremony in the new facility.

The generosity of donors from across our community has been overwhelming, including Bill and Sandra Pomeroy, who, through the William G. Pomeroy Foundation, provided the naming gift for the project. The Crouse family thanks our many current and future donors, as well as those who, in any way, have made this advanced emergency center possible.



crouse.org/crousecares

