

REIMAGINING ER

a look inside Feather River Hospital's new



A PUBLICATION OF FEATHER RIVER HOSPITAL



FEATHER RIVER HOSPITAL

A brief history

FROM the outset, the physicians at Feather River Hospital have maintained the philosophy that the physical, mental and spiritual needs of their patients would be considered on equal footing. Indeed, as a part of Adventist Health, a faith-based organization that runs 18 hospitals in California, Oregon, Washington and Hawaii, Feather River Hospital places great emphasis on the spiritual nature of healing.

This attitude has prevailed since 1947, when four like-minded local physicians (doctors Merritt C. Horning, Dean Hoiland, C.C. Landis and Glenn Blackwelder) decided the ridge between Feather River and Butte Creek would provide a serene setting for just such a hospital. Horning, particularly, saw the benefits of treating patients amid the natural beauty of Paradise, a place where physicians and patients alike would be reminded of the importance of sunshine, fresh air and a healthy diet every day.

Construction of Feather River Hospital was completed in 1950 as a 15-bed sanitarium in the current place of the Canyon View Clinic, just down the hill from what is considered the hospital today. Two years later, a surgery unit was added, marking the first of many expansions that would transform the hospital into the state-of-the-art, 100-bed facility it is now.

Feather River Hospital has changed right alongside Paradise as a community, which slowly moved away from the agricultural and lumber industries and became a desirable location for middle-aged professionals commuting to Chico and elderly individuals seeking peace and quiet in retirement. With an aging population, the health care demands of the community increased and Feather River Hospital became the largest employer in Paradise.

By the end of the '60s, a new wing of Feather River Hospital was completed, shortly followed by the addition of a new food service department and physician's office building in 1964. The most significant addition was yet to come, however, as construction of current hospital was completed in 1968. With their facilities expanding at a steady pace, the hospital's founding physicians and trustees sought to ensure their original mission would not become obscured, officially joining Adventist Health in January of 1973.

The hospital continued growing, adding another wing in 1980 and the Birth Day Place—a maternity center with eight different birthing suites—in 1994. Since its introduction, the Birth Day Place has delivered an average of 780 babies a year, topping out at over 1,000 deliveries in 2010. In 2003, the hospital opened a cutting-edge Cancer Center and a 7,200 square-foot, six-bed in-patient hospice facility, the first of its kind in Butte County.

As Feather River Hospital has remained committed to the growth and improvement of their facilities, the recent addition of the \$40 million, 17,000 square-foot Emergency Department seems like a natural progression. Surely, the four physicians who shared a vision of a medical facility that would adhere to Adventist values and treat patients in a peaceful and serene setting would be proud to see how far the hospital has come—and how well-positioned it is for the future.





Feather River Hospital unveils new department

Hundreds of excited people attended the Jan. 26 open house of Feather River Hospital's brand-new Emergency Department. In addition to raffle prizes, music and scrumptious food, the much-anticipated event also offered tours of the new ER which, at just over 17,000 square feet in area, is more than three times the size of the modest ER it replaces.

Feather River's new, \$40-million state-of-the-art emergency facility—funded primarily through bond financing by Adventist Health and in part by donations from the community—allows the hospital to increase its bed capacity from seven licensed beds to 18 licensed beds, each housed in a separate, private room. Previously, ER staff had to improvise separate curtained-off spaces to accommodate the approximately 12 to 14 patients who come through the doors of

the ER at a time. Additionally, one of the larger of the 18 new rooms—able to accommodate more equipment and staff than the smaller rooms—is reserved for patients requiring immediate care for life-threatening accidents or illnesses.

The new ER also boasts a special, private “decontamination room” for patients who may have been exposed to toxic substances. In the old ER, such patients were dealt with outdoors before being allowed alongside the general ER-patient population.

Unlike the hospital's former ER setup, the new emergency department features a rear ambulance entrance, separating patients arriving by ambulance from people entering the ER through the front entrance. This desirable advance offers privacy for ambulance patients as well as less disruption for those in the waiting area. Also, a

dedicated “navigator”—someone hired specifically to provide such services as assisting people with wheelchairs and serving as a go-between for patients and their family members—will be on hand at the new facility 16 hours per day.

Within the new ER, communication between staff members, and between staff and patients, has been made more efficient with the introduction of a computer tracking screen that keeps tabs on the location of every nurse and technician in the large building, and wireless phones carried by all nurses so that patients can call them directly from their beds.

Feather River Hospital's latest addition is truly a win-win situation for the residents of Paradise and the surrounding area, as well as the hospital's happy staff.

Interesting ER Facts

- +** 66 percent of the waste produced during the construction of Feather River Hospital's new Emergency Room has already been recycled.
- +** 1,250 square yards of concrete were poured during construction.
- +** Construction of the Emergency Room required 280 tons of steel, 140 tons of which were produced within a 500 mile radius.
- +** The Emergency Room is made up of over 18,000 concrete foundation blocks.

Large nursing station centrally located for attentive patient care

Private admitting booths



The largest, most advanced MRI in the region



Immediate access to cutting-edge imaging services



18 Private Rooms



A Spacious Lobby and Waiting Room



A Beautiful new entrance to the hospital





17,000 SQUARE FEET SPACIOUS LOBBY COMPLETE WITH A NUTRITION STATION, BATHROOMS, AND EVEN A CHILDREN'S PLAY AREA A TRAUMA ROOM A SPECIAL ROOM FOR PEDIATRIC PATIENTS A NEW CALL SYSTEM THAT CONNECTS PATIENTS TO THEIR NURSE'S PHONE WITH JUST THE PUSH OF A BUTTON A GYNECOLOGICAL TREATMENT ROOM WITH A PRIVATE SHOWER AND BATHROOM A FAMILY CONSULTATION ROOM.



18 private rooms

An Isolation Room for patients with infectious diseases



Dedicated pediatrics room





UNDETERRED BY TOUGH WORK

Andrea Springer

“Have you seen our old emergency room?” said Andrea Springer, a registered nurse in Feather River Hospital’s emergency department, with a laugh when asked how she feels about the new facilities. “Logistically, it was just very difficult. We had what I’d call a system of curtains—curtains and gurneys.”

“We’d fit three curtains and gurneys in a space this size,” Springer said, indicating the area which will serve as a break room for employees when the new Emergency Department opens.

Springer started working part-time at Feather River in 2009, hoping to secure a full-time position. “I came to work per-diem here just so I could try to get on the staff,” she said. “It’s very hard, because nurses tend to stay here, there’s not a large turnover rate. Now that I’m here I can’t imagine working anywhere else. This is where I hope to retire from.”

Springer moved to Durham from San Luis Obispo in 1998. Her health care career began at Cypress Acres, a nursing home in Paradise where her job was “collecting all the bedpans and urinals and cleaning and sterilizing them.” Undeterred by the tough work, she became a certified nurse’s assistant in 1999, a licensed vocational nurse in 2001 and a registered nurse in 2003. She said the appeal has always been the connection she feels with her patients.

“I’ve worked in a lot of different fields, I’ve worked retail and been a hairdresser, a lot of different jobs where I was involved in customer service,” she said. “Then I started working in health care and the interactions you have with people are very different, much more meaningful and personal.”

Springer said her favorite part of working at Feather River is the support the nursing and medical staff get from people at all levels in the hospital.

“I worked at Oroville Hospital, Enloe Hospital, and moved to Nevada and worked in a hospital there for awhile, and in all those positions I never met the CEO of the hospital,” she said. “But Kevin [Erich, CEO and President of Feather River Hospital] was just in the ER the other day, just checking in.”

“We see him on a regular basis, and have the opportunity to have conversations with him, tell him what’s going right and what’s going wrong, and it gets fixed.”

As we toured the soon-to-open emergency room, Springer could barely contain her excitement as she pointed out new and expanded features.

“It’s all so beautiful, just look at all the space,” she said.

DRIVING VALUES

Melissa Barnard

“Feather River is a very different and special place to work,” said Melissa Barnard, director of the hospital’s Emergency Department. “And that’s because we’re very driven by our mission and values.”

The mission Barnard referred to is the succinct statement that Feather River and other Adventist Health hospitals operate by, which she readily recited: “To share God’s love by providing physical, mental and spiritual healing.”

“Even though it’s an Adventist organization, you certainly don’t have to be an Adventist to dig that mission,” said Barnard, who has worked at Feather River since 2003 and served as director of the Emergency Department for five years.

Barnard said treating all people with dignity and respect is one of the hospital’s core values, and explained it doesn’t just apply to patients but to their families and fellow hospital workers as well.

“We take care of each other as family, we care about each other,” said Barnard, who moved to Paradise from Chicago, where she worked in big hospitals and corporations where she felt “like just another number” to her employers.



A tale of five hospitals

IN 2010, Adventist Health Emergency Departments from five member sites formed a collaborative with a goal to transform the Emergency Department patient experience. They realized that since about 60 percent of inpatient admissions come through the Emergency Department, the first impression the facility imparts is an important factor for the overall inpatient experience.

The leadership from these five sites met with a consultant group who helped them develop what they thought would be the best emergency department patient experience, one that would set Adventist Health Emergency Departments apart from the field.

This process started with the building itself, the interior design, the color scheme and the decor.

Feather River Hospital brought in soothing natural colors and images, which are consistent with the intentions of the founding fathers of Feather River Hospital, who set out to treat patients in a country setting surrounded by nature.

Hospital employees also benefit from this project in several ways—the staff is receiving ongoing training for how to give more individualized care in order to connect on a personal level with patients and their families, and will be provided a more accommodating space to unwind following a traumatic situation. This will, in turn, help them recharge and stay focused on their work. Progress will continue for the next few years as the staff and technology catch up with the vision created by the leaders of the five Emergency Departments.

On March 4, commitment ceremonies took place at the same time at all of the five revamped Emergency Departments (four in California and one in Washington) with members of the leadership team looking on. Once the members of the staff are personally committed to enhancing the patient and family experience, each site will move forward keeping the original goal in mind: to forever transform the Emergency Department experience.

WORKING TOGETHER

“Part of it is being in a small town,” she said. “Since it’s smaller here, we all really know each other.”

But it’s not just the size of the town. Barnard’s sentiments regarding the close-knit character of the hospital, and specifically the ER, are echoed by her coworkers, who also praise her vision, demeanor and ability to engage the staff under her direction. Her vibrancy, sense of humor and passion for her job are infectious.

“People come into the ER for a lot of ailments that we can’t fix that day,” Barnard said, regarding one of the ways the mission applies to patient care. “Particularly the chronic ones—those are the people that we can give spiritual and mental healing, reassurance and caring to. Sometimes it’s all that we can do, but it’s still very valuable.”

Barnard has managed the new Emergency Department’s development down to the smallest detail throughout the process. Touring the patient rooms, she took special pride pointing out paintings that she personally selected to match the color scheme of each room and provide an aura of calm.

“This part was really important, and we wanted to make sure it was something special,” she said regarding a spacious “reflection room,” where nurses and staff can take personal time when affected by the trauma and tragedy they face in the line of duty. “These guys work really, really hard, and the work runs the gamut of human emotions.”

TAKING CARE OF THE ENTIRE PERSON

Marty Cardinalli

Marty Cardinalli is a health care veteran with nearly 32 years as a registered nurse in the Emergency Department at Feather River Hospital. As a nurse with plenty of experiences and many stories to tell, one might think he would be jaded about a mere change in venue, but the newly expanded ER has rejuvenated him.

“It feels like a new job,” he noted. “And, more importantly, our increased focus on the patient experience is exciting.”

Cardinalli came to Paradise three decades ago after a long search for the right job, the right environment, and the right organization, all of which he found at Feather River Hospital. For Cardinalli, the hospital’s religious base was a key factor.

“Placing God at the center is the best environment for patient care to take place,” he said.

Cardinalli, who has worked at hospitals that lacked the faith-based focus, found Feather River Hospital to have a very different culture.

“We interviewed at a whole bunch of places all through the Sierras, looking for the right fit for us,” he said in reference to his wife, who also works at Feather River. “We saw the great community here in Paradise. It was in the mountains, and the hospital welcomed us with open arms.”

They felt wanted right away and appreciated the nurturing environment of the hospital, a sentiment they still share today.

“We feel needed,” he said. “We are an integral part of the plan, and this hospital really appreciates your efforts. In fact, nearly every month, I get a note or comment from someone in middle management or above to tell me they appreciate what I do. That means a lot.”

Cardinalli’s enthusiasm extends to the brand-new ER.

“Because the space is really large, you might be afraid we’d get lost,” he said with a laugh. “And it definitely is much larger than what we have been used to.”

“But I’ll really be able to work more closely with my patients, which will eliminate the distractions,” he continued. “I can spend more time with them with my ‘chin on the rail’ listening to them.”

Cardinalli shares his mantra with nursing students every chance he gets—if you really want to help your patients, get in and get your ‘chin on the rail,’ and really listen to their particular needs.

“We won’t be lost,” he emphasized. “I can stay with my patient right by the bedside since everything I need is right there.”

And that is exactly what the nurses at Feather River Hospital strive to do.

DIRECTORY

General Information (530) 877-9361

Feather River Hospital was established in 1950 as a 15-bed facility to treat the Ridge community. Today, Feather River Hospital is a 100-bed facility offering compassionate care along with advanced technology.

Behavioral Health Services (530) 872-2000 (ext. 2647)

Providing adults and children with outpatient treatment services for a variety of mental health disorders. Programs include: Psychiatric evaluations, Play Therapy for children, ADD evaluations, Pain Management.

Birth Day Place (530) 876-BABY

Private birthing suites for labor, delivery and recovery, and postpartum care. Our knowledgeable nurses will advise you on the care of your newborn, including benefits of breastfeeding.

Cancer Center (530) 876-3144

Oncology specialists at the Cancer Center are dedicated to developing a treatment plan that is specifically designed to meet your individual needs. They use a multidisciplinary approach that integrates therapies to focus on your medical, nutritional, physical, psychological and spiritual needs.

Medical Oncology (530) 876-3141

Our infusion center offers the most advanced treatment protocols provided by our trained staff in a comfortable environment.

Radiation Oncology (530) 876-3144

Our radiation oncology team utilizes CT and MRI scanners along with a three-dimensional treatment planning system to develop a radiation treatment protocol tailored specifically to each patient.

Cardiac Services (530) 876-7907

Cardiology Diagnostic Services offers the latest in digital technology for diagnostic Cardiovascular Ultrasound and Stress Testing.

Chaplain Services (530) 876-7102

Critical Care Unit (530) 876-7900

The Critical Care Unit (also known as ICU) provides care for critically ill patients who require constant physiological monitoring and frequent nursing intervention.

Diabetes Education Program (530) 876-7297

Knowledge is power. Through our program courses you will learn new skills and receive vital information to equip you to better manage your diabetes.

Emergency Services (530) 876-7995 (ext. 8501)

The Emergency Department is staffed 24 hours a day, 7 days a week with qualified physicians, physician assistants, nurse practitioners, and highly trained registered nurses. With our new expansion, we offer 18 private rooms, family consultation room, spacious lobby and waiting area, and immediate access to cutting-edge imaging services.

Feather River Health Center

5125 Skyway, Paradise (530) 872-2000

This outpatient facility is designed for non-emergency ambulatory medical care of children and adults, and provides dental services for children. Same day appointments available.

Feather River Midwifery

Certified Nurse Midwives provide women's health care, including prenatal care, childbirth, postpartum and newborn care.

Chico Clinic 1617 Esplanade, Chico (530) 345-4471
Paradise Clinic 771 Buschmann, Paradise (530) 872-7579

Feather River Outpatient Center

6283 Clark Rd, Ste. 4, Paradise (530) 872-2436

A one-stop facility providing for your health care needs, including diagnostic imaging testing, mammograms, and laboratory services.

Feather River Pharmacy

5125 Skyway, Paradise (530) 876-2525

Health Foundation (530) 872-7166

The Foundation raises funds to for health care services, programs, and outreach efforts provided by Feather River Hospital. Your donation is greatly appreciated. Online donations can be made at www.frhosp.org.

Health Information Management (Medical Records) (530) 876-7950

Healthy Mothers (530) 876-2518

Home Health (530) 872-3378

In-home health services by nurses, aides and therapists, as prescribed by your physician.

Home Oxygen & Home Medical Equipment (530) 872-0872

Complete home medical equipment supply, including oxygen and respiratory equipment, including set-up and management.

Hospice (530) 877-8755

Designed to improve the quality of life – physical, social, psychological and spiritual – for terminally ill people of all ages. Services available in your home or in our Hospice House.

Human Resources (530) 876-7966

Job applicants must apply online — www.frhosp.org.

Joint Replacement Center of Excellence (530) 876-7111

Our excellent surgeons and award-winning program offer precise hip and knee procedures.

Laboratory Services

5974 Pentz Rd., Paradise (530) 876-7909
6480 Pentz Rd., Ste. D, Paradise (530) 876-1318
6283 Clark Rd. Ste. #4, Paradise (530) 872-2436
5125 Skyway, Paradise (530) 876-2530
111 Raley Blvd., Ste. 200, Chico (530) 342-4576
14144 Lakeridge Ct. Ste #1, Magalia (530) 873-4623

Lifeline Personal Emergency Response Systems (530) 876-2145

A personal emergency response program to reach help 24/7 with just a press of a button.

Lifestyle Medicine (530) 876-7154

Focusing on the role of lifestyle in the prevention of disease. We offer numerous classes and screenings to keep you healthy. See our online calendar at www.frhosp.org.

Meals on Wheels (530) 877-8707

Delivering low-cost meals to any person who does not have access to adequate nutrition, due to either a personal health problem or caring for another person.

Medical Imaging (X-Ray) (530) 876-7908

Digital images are produced of the chest, bones, spine and GI. Services include MRI, PET-CT, ultrasound and nuclear medicine.

Medical Nutrition Therapy Program (530) 876-2116

Nature's Pantry

5008 Clark Road, Paradise (530) 872-0549

Paradise Hospice Thrift Shop

6848 Skyway #P, Paradise (530) 872-4255

Patient Access (Admitting) (530) 877-9361

Patient Financial Services (Billing) (530) 876-7910

Patient Rights (530) 876-7995 (ext. 2125)

Physician Referral (530) 876-7243

Call us if you need a physician, or want information about a specialist on staff. Calls answered Monday through Friday, 8 a.m. to 5 p.m.

Public Information (530) 876-7283

Call to listen to a recorded message about upcoming programs and services, or to get the latest details about current activities.

Pulmonary Services (530) 876-7234

Smoking Cessation (530) 876-3166

We offer one-on-one sessions with a trained Respiratory Therapist to help restore and maintain pulmonary function. Those who would like to stop smoking can attend our cessation class, and be set up with a plan tailored to their specific needs.

Rehabilitation Services (530) 872-2003

Offering outpatient physical therapy, as well as occupational, balance and speech therapies.

Sleep Medicine (530) 876-7242

A diagnostic and treatment laboratory for those with sleep apnea.

Volunteer Services (530) 876-2134

Volunteer opportunities are available wherever hospital services are offered, as well as at the Thrift Shop and Boutique.