



Your Community, Your Hospital: The NVRH West Wing Project

The Project

As NVRH approaches its 50th anniversary, it embarks upon the largest renovation and expansion to its clinical space since its original construction in 1972. This exciting project – totaling approximately \$22 million – will add more than 8,000 square feet to the West Wing of the Hospital, creating a greatly expanded Emergency Department (ED) to include a Mental Health Support Area, and expanded/improved spaces for the Laboratory and Pharmacy.

The Need

The practice of medicine has evolved significantly over the last 50 years. While NVRH's team and treatment have advanced – utilizing healthcare's best practices and processes – the ED facilities are among the most outdated in the hospital. And growing patient numbers, particularly in the ED, have strained the hospital facilities. The NEK has the oldest population in the state, and people are living longer due to advanced medical care. This results in a growing need for emergency care for critical illness and episodes such as heart attacks and strokes. In the last year, more than 13,500 individuals visited the ED. On average, the department saw 37 patients daily, with as many as 50+ on its busiest days. This causes a ripple effect in other areas of the hospital: there are more people to register, labs to conduct, and diagnostic images to take. Couple this with NVRH's growing orthopaedic and surgical programs, and our Day Surgery and operating rooms are stretched to the max. Maintaining high quality health in the Northeast Kingdom requires a strong and modern healthcare system. Including modern facilities.

The Reality

- With little privacy, incoming patients stand at a window to start their registration paperwork. All nine Emergency Department beds are filled, again. Additional patients are in overflow beds in the hallway, and there is just one bathroom in the entire area, in use that afternoon as the only decontamination space. A patient with mental health challenges requiring significant support and resources has been living in the ED for days awaiting a bed in an appropriate treatment facility. Nurses and providers jostle for limited desk space to document notes and make phone calls. A doctor tries to find a quiet, private space to deliver difficult news to a family.
- An ambulance has just arrived, but the modern rig doesn't fit in the ambulance bays. The patient is unloaded in the rain.
- The small Laboratory waiting area overflows into the hallway. Lab patients must carry their samples across the main corridor hallway, through the waiting area, and through the office door. Two blood-draw patients have to share one small room with no privacy dividers.
- The Pharmacy staff jostle for space to prepare infusions on the counter in their hallway; the chiller is full with nowhere to put additional medication requiring refrigeration; a pharmacist provides confidential counseling through the window facing the main hallway of the hospital

These realities are becoming all too frequent, often daily. We must act now to address these challenges.

The Fix

To continue to provide the highest level of care possible, improvements to the NVRH Emergency Department must include:

- Increased number of treatment rooms from 9 to 12 (including 2 trauma rooms and a triage room)
- A new Mental Health Support Area with staff and family areas, and four dedicated rooms for patients struggling with mental health issues, providing greater safety, privacy, and comfort for every patient, visitor, and staff member
- Private consultation spaces for conversations between providers and families facing difficult decisions and circumstances
- Improved ambulance bay that is fully covered and eliminates the need to unload patients outdoors
- Additional restrooms, enhanced decontamination area, and dedicated secure storage space

Improvements to other areas of the hospital must include:

- Expanded Laboratory with new waiting area, private restrooms and blood draw stations; additional space for new equipment that will significantly expand and improve on-site lab capabilities
- Expanded Pharmacy with a private consultation area and sufficient space for medication preparation and storage

Your Community. Your Hospital.

NVRH offers quality healthcare. That's because the Hospital continuously strives to advance and evolve alongside its community's needs. Cramped spaces, outdated equipment, concerns with privacy and comfort, and inadequate accommodations for patients and staff stall this progress. Don't our patients, families, and staff deserve better?

Together, we can build a modern healthcare system that meets our needs and that we can be proud of. And ultimately, the West Wing Project helps ensure that the very best care continues to be available close to home right here in the NEK.

Thank you for supporting the West Wing Project.