

ReEnvisioning Critical Care

A Case for Support





Eric Hanson of Myersville and his family (pictured on the cover) credit Frederick Health's Critical Care teams with helping to save his life during a medical crisis. Our current fundraising campaign, *ReEnvisioning Critical Care*, will help ensure that every member of our community receives the same life-saving care that Eric did—even as our community grows and the demand for care increases. The *ReEnvisioning Critical Care* project will focus on three key areas: redesigning our adult and pediatric Emergency Departments, renovating and expanding our Intensive Care Unit, and relocating and increasing the capacity of our Cardiac Catheterization Lab.

When you or a family member is critically ill or injured, where do you go?

If you're like most people in our community, you go to Frederick Health Hospital. Whether you require a visit to the Emergency Department, a stay in our Intensive Care Unit (ICU), or an Interventional Cardiology procedure, you know you will receive top-notch care.

As the area's sole provider of critical care services, it is imperative that we position ourselves to meet the healthcare needs of our growing community. Our *ReEnvisioning Critical Care* campaign, focused on the renovation and expansion of our critical care services, will do just that. This \$45.8 million project will make the environment at Frederick Health Hospital even more comfortable, convenient, and patient-centered for you and your loved ones. Most importantly, the enhancements we are making will ensure that when you or a loved one is experiencing a medical emergency, the critical care services you need are available right here, close to home.

Learn more about how you can join us in re-envisioning the way critical care is delivered at Frederick Health Hospital in the following pages.



Message to the Community

All of us who are responsible for ensuring the delivery of emergency and acute care understand how important it is for Frederick Health to be able to fully meet our community's needs—now and in the future.

We are proud of the awards and accolades our critical care teams have received. We are even prouder of the testimonials we hear daily from people whose lives were saved thanks to our critical care teams' quick thinking and professional actions.

As expert as our teams are in delivering critical care services, we realize that continuing to provide superior healthcare means constantly re-evaluating everything we do. We are experiencing an increase in demand for our cardiac care services. We recognize the need to improve the patient experience in our busy adult and pediatric Emergency Departments. And the COVID-19 crisis clearly emphasized the importance of having a high functioning ICU that stands ready to meet the needs of the community even when the demand is at its highest. The ReEnvisioning Critical Care project is a crucial investment in the hospital—one that has the potential to impact every individual living or working in Frederick County. We think that's an investment worth making.

When a member of our Development Council reaches out to you, we hope we can count on your support!

Thomas A. Kleinhanzl

Tom Kleinhanzl
President & CEO

Karlys Kline

Karlys Kline
Development Council Chair

Our Vision

Frederick has ranked among the fastest growing cities in Maryland for the past five years. As our population grows, we're seeing an even greater demand for healthcare services—especially among the elderly who typically have more serious conditions and are more frequent utilizers of our hospital.

To prepare for this ever-increasing demand, we are positioning Frederick Health Hospital for the future by:

- Reimagining our adult and pediatric Emergency Departments to integrate care, improve access, and create a more patient-centered experience
- Enhancing our ICU to provide additional capacity, larger rooms, and a family-friendly waiting area
- Relocating and expanding the Cardiac Catheterization Lab to accommodate current demand as well as prepare for future growth



Artist rendering of Frederick Health Hospital upon completion of the ReEnvisioning Critical Care project.

Leading the Way

Founded in 1989, the Frederick Health Development Council is the driving force behind the hospital's fundraising efforts. For more than 30 years, this dedicated group of community leaders has raised more than \$87 million to support the hospital.

Their efforts, combined with the community's longstanding tradition of generosity, have made possible the renovations, new construction, service line enhancements, and new and replacement medical technologies that are necessary for Frederick Health to stay on the leading edge of healthcare delivery.

As we re-envision how we deliver critical care to the hundreds of patients who pass through our doors every day, our Development Council volunteers will once again lead the way. Members of the hospital's Development Council have committed to raising \$14.75 million of the estimated \$45.8 million cost of the *ReEnvisioning Critical Care* project.

Pictured here are members of the Frederick Health Development Council's Executive Committee:

Front Row L-R: Vice President & Chief Development Officer Robin Rose, President & CEO Tom Kleinhanzl, Development Council Chair Karlys Kline, Signature Gifts Chair Anne-Herbert Rollins, and Special Gifts Vice Chair Mary Barry

Second Row L-R: Business & Industry Vice Chair MJ Hermes, Special Gifts Chair Joe Brown, Employee Giving Vice Chair Lisa Gerwig, and Annual Support Chair Rick Graf

Third Row: Employee Giving Chair Renee Marcellino

Fourth Row: Business & Industry Chair Gary Orton

Not Pictured: Planned Gifts Chair Michael Delauter and Annual Support Vice Chair Jim Gangawere



Reimagining the Emergency Department

Reimagining our Emergency Department will involve modifications to better integrate care, improve access, and create a more patient-centered experience including:

- Co-location of adult and pediatric emergency services on the first floor
- Separating the waiting, triage, and treatment rooms for adult and pediatric patients
- Creation of distinct treatment zones and improved workflows for more efficient care
- Transition from semi-private to private pediatric inpatient rooms
- Creation of a Rapid Treatment Zone and Results Pending Area
- Enlarging the Behavioral Health Crisis area from five to nine beds with separate adult and pediatric areas, a playroom for the children, dayroom for the adults, and consultation spaces

- Expansion and redesign of the intake area and waiting room to allow for additional restrooms, easy access to the main hospital lobby, gift shop and cafeteria, and enhanced safety and security features

“Whether a patient is experiencing chest pain, difficulty breathing, stroke, or any other urgent medical crisis, Frederick Health’s Emergency Department is here—24 hours a day, seven days a week, 365 days a year. With the tremendous growth in our county, we recognize the importance of keeping pace. The planned renovations will make it possible for us to expand and improve our services and allow for seamless critical care delivery through physical design and additional bed capacity—all this to better reflect our mission to positively impact the well-being of every individual in our community.”

Jennifer Kramer, MSN, RN, NEA-BC
Director, Emergency and Respiratory Services



Each triage area in the adult Emergency Department will be separated with walls instead of curtains, providing additional privacy.



The pediatric Emergency Department will be relocated to the first floor adjacent to the adult Emergency Department.

Enhancing the Intensive Care Unit

We are extremely proud that our ICU has earned numerous awards and accolades. The addition of two, large, private rooms and the improvements planned for the existing 18 rooms are necessary to ensure that we can continue to provide life-saving care to our growing community, even in times of high demand.

Planned enhancements include:

- Enlarged room size to better accommodate patients and families
- Installation of a private bathroom in each room
- Creation of a larger ICU waiting area with convenience features, natural light, and private meeting rooms
- Improved supply and medication locations to enhance team efficiency



The enlarged and redesigned ICU rooms will better accommodate modern equipment, care delivery, and family visitation. Currently, the toilet area is open to the room and separated only with a privacy curtain. With this project, each room will now have a private bathroom and shower.

On May 5, 2017, Cathy and Eric Hanson went to see a movie at a local theatre. Just moments after the lights went out, Cathy felt “the life go out of Eric” in the seat next to her. Moments later, she would find out why: his heart had completely stopped. Eric was in full cardiac arrest.

A total stranger heard Cathy’s cries for help and initiated CPR until an ambulance arrived. Because Eric’s heart had been deprived of oxygen for nearly seven minutes, paramedics immediately used the defibrillator to try to restart his heart—shocking him 17 more times on the way to Frederick Health Hospital. Once there, he was placed on an Arctic Sun machine, one of two systems the hospital uses to induce hypothermia in patients at risk for brain damage due to oxygen deprivation.

During the next three days, while Eric lay unresponsive undergoing hypothermia treatment using the Arctic Sun machine, Cathy prepared herself for the worst. “The ICU nurses, the Intensivists, and the entire care team were outstanding. They surrounded me with compassion, and helped me understand my options for Eric’s long-term care...if he survived.”

On day seven in the ICU, Cathy entered Eric’s room to find him sitting up in bed. Subsequent tests have shown that he suffered no brain damage, despite the extended period of oxygen deprivation.

“There is not a doubt in our minds that Frederick Health’s Emergency Department and ICU played a key role in Eric’s survival. We are forever grateful.”

Cathy and Eric Hanson
Myersville, Maryland



Beating the Odds with Help from Frederick Health

Increasing the Capacity of Cardiac Services

In order to better meet our current needs and position ourselves for future growth and demand, Cardiology Services (including the Cardiac Catheterization Lab) will be relocated and expanded. A third-floor addition to the hospital will be constructed to accommodate the vertical space requirements needed for the upgraded, state-of-the-art technology in the Cardiac Cath rooms.

Additional plans to increase capacity and enhance care include:

- Increasing the number of Catheterization Labs from two to three
- Increasing the number of pre and post procedural treatment bays from six to 16
- Providing space for more electrophysiology procedures
- Providing space for future expansion when an additional catheterization lab is needed



Current space limitations require some cardiac catheterization patients to receive pre and post procedure treatments on separate floors of the hospital. This project will allow us to more than double the number of pre and post procedure rooms within the cardiac service area, improving the overall patient experience and efficiency of staff.

By the time he was 70 years old, John Shafer had already had two procedures to improve blood flow to his heart. These procedures, called angioplasties, use a catheter with a balloon device attached that is expanded at the site of the blockage to open the artery and restore blood flow.

When John needed his first angioplasty, the procedure was not available at Frederick Health. Instead, John and his wife Bette had to travel nearly 60 miles from their Frederick home for the procedure. But when his cardiologist recommended another angioplasty in July of 2009, John was pleased to learn he could have it right here in Frederick—since the procedure was now available at Frederick Health Hospital.

“I was the hospital’s first elective angioplasty patient,” says John. “It worked out great. The cardiac staff was compassionate and well-trained. I was admitted one day and released the next. And it was so convenient—my wife didn’t have to drive down the road and stay in a hotel while I was in the hospital.” Over the past decade, John has returned to Frederick Health’s Catheterization Lab for additional procedures and has always been pleased with the process and the outcome.

“Bette and I have supported this hospital as a community treasure for a long time,” stated John. “Frederick Health is always taking steps forward and doing all they can to increase services to the community.”

John Shafer
Frederick, Maryland



Cardiac Care Close to Home

ReEnvisioning Critical Care

ReEnvisioning Critical Care is about far more than meeting a fundraising goal. It's about sharing a vision for how Frederick Health can deliver healthcare to our community. Healthcare that is always available. Easily accessible. Family-centered. And as comfortable and private as possible. We invite you to help bring this vision to life by joining our efforts to...



Deliver top-quality, well-integrated emergency care to children and adults in a patient-centered, family-friendly environment.



Provide life-saving intensive care that is clinically excellent in a comfortable, private environment for every patient, even in periods of highest demand.



Care for an ever-increasing number of patients who require cardiac services, including catheterization and electrophysiological procedures, in an expanded space with room to grow.

The ReEnvisioning Critical Care project will help ensure that when you or a loved one experiences a medical emergency, the critical care services you need will be available, right here at home—now, and for years to come.

Members of Frederick Health's Development team work with the Development Council's volunteers to encourage charitable giving from individuals, businesses, and foundations in support of the hospital's mission. Feel free to reach out if you'd like to discuss giving opportunities and how you can help make a difference.

Pictured L-R: Senior Development Officer Sadie Wolf, Vice President & Chief Development Officer Robin Rose, Donor Engagement Coordinator Meghan Sweigart, and Donor Database Associate Amanda Headley



The Development Team can be reached
at 240-566-3478 or Donate@Frederick.Health

