
CARING EMPOWERS / GENEROSITY HEALS

EMERGENCY SERVICES

Caring for you when the unexpected happens.

How we can care together, today

Programs and Services Support · Updated Technology

New Equipment · Advanced Training

Modernized Patient Rooms and Nurses' Stations

TOTAL: \$5,000,000

PLEASE CONSIDER ...

- Napa County residents and visitors rely on Queen of the Valley Medical Center as the **only state-designated Trauma Center in the county**. The Queen's Emergency Department (ED) is **always ready**, 24/7, 365 days a year.
 - ~ Staffed by a **highly skilled medical team**, specially trained in emergency care.
 - ~ Ready access to the most advanced diagnostic and resuscitation equipment in the area.
 - ~ Nationally recognized **physician specialists** are either in-house or available on call.
 - ~ A helipad is located directly in front of the ED with 24-hour service.
 - ~ **Serves as the base station for Napa County emergency services**, connecting emergency ground vehicles, the California Highway Patrol and medevac helicopters.
 - ~ Paramedics and flight nurses can call into the ED to begin and coordinate life-saving interventions in route to the Queen.
- **Napa Valley Emergency Medical Group** has provided care for patients at QVMC since 1972. Its experienced and highly credentialed physicians offer what is needed most in an emergency—**fast, accurate diagnoses under pressure**. All NVEMG emergency physicians are residency trained, board certified and Diplomates of the American Board of Emergency Medicine.
- **In an emergency, minutes can make a difference. To continue to maintain modern Emergency Services, the ED needs to:**
 - ~ **Acquire** emerging technology and equipment.
 - ~ **Provide** ongoing specialized training for the entire medical team.
 - ~ **Be ready** to accommodate projected increases in patient volumes over the next five years.
 - ~ Create an environment that is conducive to healing and operates efficiently.
- Visits to the QVMC Emergency Department are increasing. In 2015, the ED is projected to care for 33,020 lives – a 6% increase over 2014. This increased usage means more wear and tear. The ED needs refurbishing to provide a more pleasant space for anxious patients and their families. Studies, specific to emergency departments, show that a soothing environment can positively influence health outcomes and ease some of the anxiety associated with an unexpected trip to the ED.
- New or modernized emergency departments directly correlate to higher patient satisfaction with care in all hospital departments.



THE VALUE

Supporting the Emergency Department:

- Allows QVMC to build upon the outstanding emergency medicine experience it already offers.
- Provides the resources necessary for **comprehensive, efficient, state-of-the-art emergency medicine** – a benefit to every patient who walks through our doors.
- Enables the medical team to continue to embrace and adapt to emerging best practices and innovation in emergency care.
- Will offer a patient and family-friendly setting in the ED that is conducive to healing.

Cardiac Emergencies

When your heart is in trouble, every second is precious. Opening clogged arteries and restoring blood flow is the most important factor in preventing damage. At the Queen, medical and surgical specialists are on call around the clock to handle cardiac emergencies, and the state-of-the-art cardiac catheterization lab is ready to treat heart attacks at a moment's notice.

Neurological Care

The Peggy Herman Neuroscience Center at QVMC, affiliated with UCSF's Department of Neurosurgery, offers immediate brain and spinal medical care in collaboration with the Queen's Emergency Department. From neurological events, like a stroke or seizure, to significant neurotrauma, neurologists and neurosurgeons work with NVEMG physicians to provide cutting-edge medical care. These expert consultants are available 24/7 to provide in-person evaluations for those with acute neurological emergencies.

Pediatric Emergencies

The Emergency Department's goal for pediatric patients is an "ouchless" emergency room, creating a more pleasant experience for a sick or injured child. The department is fully stocked with specialized equipment designed for use with children—much of it colorful and whimsical, to help provide distraction and comfort:

- ~ Nitrous oxide and oxygen delivery system that resembles a robot.
- ~ Resuscitator system sized for infants and babies.
- ~ "Difficult airway" kit for treating small patients with breathing problems.
- ~ Kid-sized splints and special tools to help retrieve foreign objects from noses and ears.
- ~ Needle-less injector to deliver medication.
- ~ Apple iPad loaded with kid-friendly apps to help reduce fear and keep small ones entertained during waiting periods.