Collaborating to Enhance Emergency Patient Care

In 1962, HRH put down roots in Hendricks County with a commitment to delivering high-quality, patient-centered care. Fifty-five years later, we’ve grown into the full service health system we are today, with a breadth of award-winning comprehensive services available to our community. Our Emergency Departments (ED) in Danville and at our soon to be opened new HRH Brownsburg Hospital continue our mission in providing increased access to care close to home.

Approximately two years ago, staff in the Danville ED began discussing difficulties they were experiencing in efficiently triaging patients. These discussions spurred collaborative conversations on the need for a reimagined, redesigned ED that would enhance patient care and support the staff. The results of those collaborative conversations are now reality.

After eight months, construction is complete. The ED now boasts two new triage rooms and a space for ClaimAid, a service to assist patients without insurance. The redesign also included moving Security to a different location that is located partially in the ED and partially in the ED waiting room, allowing Security better viewing of people as they enter the hospital and easier access to respond to any emergencies that arise in the triage area.

Additionally, the greeting nurse now has a greater visual field to better monitor the ED census and respond to patients who may need more immediate attention. Jennifer Miller, HRH ED Director, says the staff has already seen the benefits of the redesign. “Our goal in terms of patient care was for licensed personnel to be able to complete an ‘across the room’ assessment of a patient as soon as the patient enters the doors. Recently, a patient’s family member entered and reported to the greeting staff she had a family member in the car experiencing chest pain. The situation, as she presented it, did not appear urgent. However, a nurse overhead, went to patient drop off and found the patient going into cardiac arrest. The nurse was able to provide life-saving treatment and call for help. In situations like this, minutes count.”

Portions of the redesign were completed with the specific goal of enhancing patient privacy. Strategically placed and tinted windows in the triage rooms allow triage nurses to monitor the waiting room while maintaining the privacy of the patient in the room. “I’m proud of the ED team for speaking up about the challenges they were experiencing and presenting specific options to improve patient care,” says Kevin Speer, HRH President & CEO. “This redesign shows we do what is necessary to serve our patients and the community better every day.”

Associate Engagement Supports Year-Round Health Partnership

Many HRH associates are familiar with our organization’s support of the American Heart Association (AHA) specific to Go Red for Women fundraising activities that occur every February. What many may not be aware of is how this partnership continues on an ongoing basis.

HRH sponsored four teams in the AHA Heart Walk. “It’s a wonderful way to honor loved ones impacted by cardiovascular disease and stroke,” says Anne Miller, HRH Policy Coordinator. In addition to the funds the teams raised, associates in the Cardiac Cath Lab held a raffle and ice cream social in August that raised $960 for their Heart Walk team.

Philip Thomas, HRH Medical Group Care Coordinator, received special recognition at the AHA Heart Walk. Nominated by the HRH Wellness Department for the AHA Real People, Real Change Program, the AHA selected Thomas as one of its seven winners. Thomas’ award recognizes his efforts to improve his blood pressure and comes with a check for $1,000 for the HRH Wellness Department in recognition of the help Seyffarth and Brenda Moeckly provided him during the Associate Weight Challenge. The grant will be used to continue to promote health and wellness at HRH.

In addition to these events, the Copper Grill offers a “Copper 500” meal every day to support heart-healthy diets. “HRH is proud to partner with the AHA every year to bring awareness, education, and support to the community in regards to heart health,” says Kevin Speer, HRH President & CEO. “Heart disease and stroke strike close to home for many of us at HRH. Our dedication to a healthier life and a healthier community can impact so many lives.”
HRH had the honor of grilling lunch for some of our local first responders. We thank these amazing people for working so hard to protect our community and for allowing us to show our appreciation for all they do.

The Indianapolis Zoo welcomed approximately 2,000 HRH associates and their families for HRH Associate Day at the Zoo. The HRH Board of Trustees and Management Council treated attendees to a day of fun complete with unlimited rides, a buffet-style dinner and a private dolphin show to show associates appreciation for all they do.

The 4th Annual Bowling for Boobies provided a fun way for families to support the fight against breast cancer. Attendees enjoyed bowling, family-friendly games, a silent auction, raffle and many surprises! Proceeds supported the American Cancer Society in Making Strides Against Breast Cancer.

UPCOMING EVENTS

FREE JOINT PAIN TALK - SHOULDER
Thursday, September 21 | 6PM-7PM
Plainfield Public Library
Register at HENDRICKS.ORG/TALKS.

AVON COMMUNITY HERITAGE FESTIVAL
Saturday, September 30 | 10AM-8:30PM
Washington Township Park