Cape Cod Healthcare

Our Vision.

To be the health service provider of choice for all Cape Cod residents and visitors.

To achieve and maintain the highest standards in health care delivery and service.

To partner with other health and human service providers.

To invest in needed medical technologies, human resources and clinical services.

To help identify and respond to the needs of our community.

To be exceptional.

Delivering an exceptional healthcare experience.

As one of the nation’s top 15 health systems and the leading provider of healthcare services for this region, Cape Cod Healthcare is deeply committed to enhancing the health and well-being of the communities we serve. From building new facilities and expanding clinical programs to investing in the latest medical and information technology, our highly-skilled physicians, nurses, employees and volunteers share a strong commitment to delivering an exceptional healthcare experience to each and every patient who walks through our doors.
Taking good care of our community.

Consistent growth and demand for excellence has led Cape Cod Healthcare to commit to building brand new state-of-the-art emergency centers at both Cape Cod Hospital and Falmouth Hospital. The new facilities will not only address the current size constraints, but will also enhance the healthcare experience for the more than 133,000 emergency patients treated each year.

On Cape Cod, Falmouth Hospital and Cape Cod Hospital have a long history of serving area residents and visitors in their time of need. The emergency centers at both hospitals are where more than 133,000 patients go each year to get the best care and emergency treatment options available. Cape Cod Healthcare’s expert physicians and medical staff work tirelessly to ensure the best possible outcome for every patient by providing them with quality patient-centered emergency services. And, while Cape Cod Hospital and Falmouth Hospital have achieved unprecedented levels of clinical excellence in their emergency departments, their facilities have become outdated and insufficient, no longer reflecting the exceptional care being provided.

Demand for emergency care services. As the region’s not-for-profit health system, Cape Cod Healthcare is the leading provider of health services for the residents of and visitors to Cape Cod. Over the past decade, the Cape’s diverse demographics and seasonal population trends have directly contributed to the significant increase in emergency department visits at Cape Cod Healthcare’s two acute-care hospitals. Specific factors that have directly influenced the demand for services include serving a year-round population of 215,000 that triples between June and September each year with an additional 5.5 million daytrippers and overnight visitors to the area annually; having double the State’s average of persons age 65 and older, or 25% of the population; treating a rising number of patients presenting with mental illness or substance abuse-related emergencies; and providing a significant amount of care to those in our community who are either uninsured or underinsured.

The emergency departments at Cape Cod Hospital and Falmouth Hospital were designed to accommodate an annual combined patient volume of 80,000 (55,000 and 25,000, respectively). In 2012, however, Cape Cod Healthcare’s two emergency centers treated more than 133,000 patients. Add two visitors or family members to accompany each patient, and volumes escalate to nearly 400,000 individuals annually, which is almost double the year-round population of Cape Cod. At these levels, overcrowding and congestion occur, access is compromised, and our clinicians are often forced to treat patients in shared spaces, including hallways and other public areas.

Responding to the needs of our patients and caregivers. For our patients and caregivers, the effects of overcrowding can negatively impact wait times, privacy and confidentiality, and the delivery of patient-centered care. Over the past three years, Cape Cod Healthcare has developed a successful system-wide strategy to address specific consequences related to overcrowding in its two emergency centers. Efforts focused on refining process and patient flow have resulted in sustainable improvements in performance at both facilities, including a consistent reduction in wait times and the delivery of quality patient-centered care.
patient satisfaction scores consistently in the top 5-10% of the country. At Cape Cod Hospital, for example, 90% of patients are in a bed within 25 minutes or less and are seen by a physician within 40 minutes or less – both roughly half the national average.

These metrics gauge the success of our efforts and demonstrate a clear improvement in various throughput and output processes that have positively impacted the patient experience. With these innovative patient-flow processes in place, Cape Cod Healthcare’s next step in responding to the excessive demand for emergency services on Cape Cod is to address the physical limitations of each facility.

In order to maintain the highest standards of patient care delivery, Cape Cod Healthcare has committed to building two new emergency centers that will enhance the level of care for which we are nationally recognized.

Building the best in emergency care.

Cape Cod Healthcare is committed to ensuring that the residents of and visitors to Cape Cod can continue to count on their hospital to offer the most advanced emergency care in a modern, state-of-the-art facility.

The overall concept for both emergency centers will focus on enhancing our patients’ healthcare experience from the moment they arrive. For the growing number of older adults requiring emergency care, special features will be incorporated into the design to help ensure their comfort, safety, and ease of access. Thoughtful interiors that more closely resemble a hospitality setting and feature natural light and design elements will help facilitate healing throughout both facilities.

To address the fluctuation in patient volumes, the newly designed emergency centers will incorporate a variety of treatment spaces that maximize flexibility to handle surges in capacity. Glass-enclosed clinical areas, including triage, will maintain patient privacy while also increasing visibility of any patient in any treatment space. Finally, all new patient treatment rooms will be private and large enough to allow family members and visitors to remain in the room while care is being delivered.

Once complete, Cape Cod Healthcare’s two new emergency centers will provide welcoming, spacious, patient-centered designs, with state-of-the-art technology that enhances the healthcare experience of all our patients. Both hospitals will be equipped to effectively and efficiently treat emergency patients based on level and type of service, degree of acuity and age. And finally, our emergency department physicians, nurses, and clinical providers will have the advantage of delivering personalized, exceptional care in new facilities that reflect our commitment to clinical excellence and patient satisfaction.
Emergency Center Expansion Highlights.

**New, larger emergency centers.** Cape Cod Healthcare’s two new emergency centers will offer the most advanced medical options in modern, state-of-the-art facilities.

Sizable changes to the square footage will help to reduce the congestion and crowding our patients currently experience while thoughtful interiors that more closely resemble a hospitality setting and feature natural light and design elements will help facilitate healing throughout both facilities.

**Enhanced patient experience.** From the moment a patient arrives at one of our emergency departments, our multidisciplinary team approach will help to minimize patient wait times and delays between evaluation, treatment, and discharge, especially for those who present with minor illnesses and injuries.

Triage and bedside registration will help improve communication between caregivers while they are determining the optimum level of care consistent with their patient’s medical needs.

**Customized patient care.** Three separate units within each emergency center provide customized patient care based on the level of service needed, degree of acuity, age of patient, or specialty.

Both emergency departments will have new **Acute Care Units** that will be specially designed to allow caregivers to flex up and down into various treatment spaces as daily patient volumes rise and fall – especially during the summer months when patient visits increase exponentially. Also, the increase of care spaces within the Acute Care Units will eliminate the need for patients to be examined and treated in the hallways when the emergency centers experience an influx of volume.

The **Fast Track Units** are an integral part of the emergency centers. Designed to facilitate the care for patients presenting with non-critical injuries, fast track emergency care significantly helps to reduce patient wait times, as well as the overall length of a patient’s stay by providing focused treatment quickly and efficiently.

Designated behavioral health rooms located in the new **Specialty Care Units** will provide secure treatment space for patients suffering from an acute psychiatric episode or from an injury and illness related to their mental-health, substance-abuse or behavioral condition.

**Increased number of care spaces with enhanced privacy and comfort.** All treatment rooms in the Acute Care Units will be equipped to accommodate higher acuity patients. This will give staff the flexibility to determine daily room utilization based on a patient’s medical needs without hindering efficiency and effectiveness. Rooms will also be private and large enough to allow family members to remain in the room while care is being delivered.

For the clinical staff, centralized nursing stations throughout the emergency departments will offer greater visibility into all patient treatment areas. This will help promote better communication between patients and staff, improve response times, and maximize patient safety.
Cape Cod Hospital

YEAR OPENED
October 1920

NUMBER OF BEDS
259

PHYSICIANS
300+

EMPLOYEES
1,700

VOLUNTEERS
900

ADMISSIONS/DISCHARGES
16,208

TOTAL SURGICAL CASES
10,653

BIRTHS
821

EMERGENCY DEPARTMENT VISITS
92,100

One of America’s top community hospitals.

In 2013, Cape Cod Hospital was named one of America’s 100 Great Community Hospitals for the second consecutive year. This designation, which was awarded to just three Massachusetts hospitals, reflects our ongoing commitment to excellence and delivering the highest quality of care to our patients.

Nowhere throughout Cape Cod Hospital is this high standard of care more expected than in the emergency department. Last updated in 1993, Cape Cod Hospital’s emergency center was built to accommodate upwards of 55,000 patients annually. By 2000, however, patient volumes had already reached 70,000 and in 2012, they surpassed all previous years with patient visits exceeding operational capacity by nearly 68% for a total of 92,100.
Corresponding daily patient volume totals for 2012 averaged 230, which was 100 more patients being treated than 1993 projections. During July and August, these volumes increased to nearly 350 equating to a new patient arriving for care every 3-1/2 minutes.

Annual and daily patient volumes at these levels make Cape Cod Hospital the busiest emergency department in New England during the summer – and the third busiest throughout the rest of the year.

Cape Cod Hospital’s new emergency center. At 54,000 square feet, the new emergency center will be nearly double the size of the current department and will include a total of 72 patient care treatment areas throughout the department.

Cape Cod Hospital’s new emergency center will increase in size from 23,900 square feet to 54,000 square feet with a total of 72 patient care treatment areas throughout the department.

Also located within the Acute Care Unit is the new Emergency Diagnostic Suite. Because the large majority of patients who come through the emergency department require some kind of imaging, having immediate access to these services is essential to providing the best possible care. The Emergency Diagnostic Suite will be equipped with the latest CT technology, X-ray and Ultrasound capabilities which will enable emergency department staff to more quickly diagnose a patient’s injury or trauma.

The Fast Track Unit is an integral part of the emergency center, designed to facilitate the care for patients presenting with non-critical emergencies. This eleven-bed unit significantly helps to shorten the time patients spend in the emergency department by providing focused treatment quickly and efficiently in a comfortable more appropriate setting than the Acute Care Unit.

The new Specialty Care Unit, which opened in 2011, is conveniently located adjacent to the Acute Care and Fast Track Units. With dedicated equipment, supplies, and appropriate staffing, this nine-bed unit was designed to meet the specific needs of a growing number of patients with behavioral and mental-health conditions who need emergency services. Rooms not in use for behavioral health issues are available for patients who may require additional observation, diagnostic evaluation and/or treatment.
CAPE COD HOSPITAL
Emergency Center Expansion

LAST UPDATED
1993

TOTAL SQUARE FOOTAGE
28,900 sf

PROJECTED ANNUAL
PATIENT VOLUME
55,000

PROPOSED EXPANSION
+ 25,000 sf | 52 new patient rooms

TOTAL SQUARE FOOTAGE
OF NEW EMERGENCY CENTER
54,000 sf

TOTAL PATIENT BEDS
72

START DATE
March 2013

ANTICIPATED COMPLETION
October 2015

PROJECT BUDGET
$25 Million
Falmouth Hospital

YEAR OPENED
May 1963

NUMBER OF BEDS
95

PHYSICIANS
200+

EMPLOYEES
603

VOLUNTEERS
325

ADMISSIONS/DISCHARGES
6,401

TOTAL SURGICAL CASES
4,091

BIRTHS
575

EMERGENCY DEPARTMENT VISITS
41,000

Fifty years of delivering exceptional patient care.

Falmouth Hospital first opened its doors fifty years ago with a 24-hour emergency room and 58 beds. Today, Falmouth’s community hospital has become an award-winning, nationally recognized healthcare provider.

Last updated in 1998, Falmouth Hospital’s emergency center was built to accommodate upwards of 25,000 annual visits. In 2012, emergency department volume reached a record high with patient visits exceeding operational capacity by more than 61% for a total of 41,000.
Corresponding daily patient volume totals for 2012 averaged 110 per day throughout the year except for the months of July and August when this number increased to approximately 130 patients per day.

**Falmouth Hospital’s new emergency center.** The size of Falmouth Hospital’s emergency center will increase from 14,000 to 24,000 square feet and include a total of 40 patient care treatment rooms. The new Acute Care Unit is divided into two clinically flexible areas that will be able to accommodate changes in patient volumes throughout the year. Advanced clinical stations will be centrally located surrounded by 29 private treatment rooms, including specialty care and trauma rooms.

Located within the Acute Care Unit is the multi-functional Specialty Care Suite. With four private rooms and its own nursing station, this self-contained suite will be designated for behavioral health patients, or those requiring additional observation and evaluation.

The emergency center Fast Track Unit is an integral part of the department, designed to facilitate the care for patients presenting with non-critical emergencies. Caregivers in this seven-bed unit are focused on treating patients quickly and efficiently helping to reduce the length of time a patient spends in the emergency department. Falmouth Hospital’s expansion will include a new sub-waiting area for the Fast Track Unit.
FALMOUTH HOSPITAL
Emergency Center Expansion

LAST UPDATED
1998

TOTAL SQUARE FOOTAGE
14,000 sf

PROJECTED ANNUAL PATIENT VOLUME
25,000

PROPOSED EXPANSION
+ 10,000 sf  |  33 new treatment rooms

TOTAL SQUARE FOOTAGE OF NEW EMERGENCY CENTER
24,000 sf

TOTAL PATIENT BEDS
40

START DATE
February 2014

ANTICIPATED COMPLETION
February 2015

PROJECT BUDGET
$11.4 Million
Help make a difference in your community.

When an emergency happens, close proximity to a quality, state-of-the-art facility can make all the difference.

Cape Cod Healthcare’s commitment to excellence earned the organization recognition by Truven Health Analytics as one of the Top 15 Health Systems in the nation. As the only recipient awarded this distinction in New England, we know we are doing our job and taking good care of our community.

This remarkable achievement is a culmination of the profound growth and development we have experienced over the past decade. Thanks to $147 million in charitable gifts from our donors, we have built new facilities and created new models of care delivery to ensure our community has access to the most exemplary services available.

Today, we are once again looking to our generous donors to help bring the best in emergency care to Cape Cod. Please consider supporting the expansion and renovation of Cape Cod Healthcare’s most critical departments.

Your gift will make a difference.

Ways to support Cape Cod Healthcare.

Cape Cod Healthcare Foundation welcomes gifts of all sizes and in many forms. We invite you to support Cape Cod Healthcare’s Emergency Centers Campaign by considering one of the following gift options:

Outright Gifts
- Gifts of Cash. Cash is the simplest, most direct, and most popular type of charitable gift.
- Securities and Non-Cash Gifts. You may choose to support Cape Cod Healthcare by making a gift of securities, mutual funds, closely held stock, an IRA charitable rollover, retirement assets, real estate, or personal property.

Planned Gifts
- Charitable Gift Annuity. The Charitable Gift Annuity provides a fixed income to you and/or another beneficiary for life, and offers a generous federal tax deduction. The payout rate depends on the age and number of beneficiaries.
- Including Cape Cod Healthcare in Your Will. You can leave a legacy to Cape Cod Healthcare by bequest or a variety of trusts.
- Retirement Plan Assets. You can name Cape Cod Healthcare as beneficiary of all or a percentage of whatever remains in the fund at the end of your life.

To learn more about Cape Cod Healthcare’s planned giving program, please contact Nancy J. Leanues, Executive Director of Gift Planning, at 508/862-7627, or email nleanues@capecodhealth.org.

Recognizing Your Support

A named space is a lasting gift that permanently recognizes your support of Cape Cod Healthcare with a plaque or appropriate signage. As part of Cape Cod Healthcare’s Emergency Centers Campaign, we are pleased to offer a selection of naming opportunities at many levels of giving from $25,000 to several million dollars. To review available recognition, or for more information on supporting Cape Cod Healthcare, please contact:

Cape Cod Healthcare Foundation
508/862-5600  |  www.givetocapecodhealth.org