

The excitement is building...



Eastern New Mexico Medical Center's emergency room expansion marks a new age in customer service – both in design and amenities, as well as patient satisfaction. ENMMC broke ground for the new 15,000-square foot emergency department in December 2008. The project will be completed in three phases, and is scheduled to open this summer. The ER remains open during the construction project and continues to serve the community. Information about interim parking for the ER is prominently posted at hospital entrances, as well as on the hospital's web site, www.enmmc.com.

New technology and services in the ER include:

- 23 patient care rooms, including specific treatment rooms earmarked for trauma examination, psychiatric evaluation, orthopedic and obstetric patients, as well as a dedicated isolation room, three nursing stations and four fast track rooms.
- A larger primary reception area with a secondary, transitional reception room
- Three registration windows and two triage rooms

The design of the new space supports better patient flow, as well as better monitoring of patients and a shorter wait time to see a doctor during peak ER admissions times.

Concurrent with the ER expansion, Eastern New Mexico Medical Center has implemented emergency room discharge follow-up calls to enhance communication with patients. The calls are designed to collect feedback about their experience and use the information to set new goals for patient care. At triage, each ER patient is asked if they would like to be contacted about their ER visit upon discharge. If the patient elects to be contacted, a representative from ENMMC will make three attempts within 72 hours after discharge to contact the patient.

Patients are asked about their recovery status, follow-up appointments with their physician and their overall ER experience. The feedback provides ENMMC with timely information to recognize and reward staff for outstanding patient care, as well as target areas for improvement.

Over the last year, the facility's patient satisfaction scores have increased by 12 percent – and more than 63 percent of patients surveyed in the last quarter of 2008 said they would recommend the facility to others for emergency care. Quality and service are very important to the staff and administration at ENMMC and we appreciate the feedback from our patients to help us to ensure that you have the best possible ER experience.

The emergency room expansion is all about customer service – both in design and amenities, as well as patient satisfaction and we are excited to be able to offer quality compassionate care for our community. We appreciate your patience and understanding during the construction and hope you are as excited as we are to see the wonderful new addition to our facility!