

community connection

A periodic update for Mercy General Hospital's neighbors
in the East Sacramento community

September 2004

Dear Neighbor,

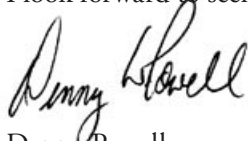
In December 2001, Mercy General Hospital first announced its plans for a state-of-the-art Heart Center and the generous donation from Mr. Alex Spanos, a former Mercy heart



patient. In the many months that have followed, we've had several neighborhood meetings, discussions with local leaders and we've completed a year of work with our hospital Neighborhood Construction and Renovation Task Force. The details of our proposal have evolved throughout this process and we want to share the results of that process with you.

Please join us in our Main Auditorium on Monday evening, October 11 at 6 p.m. to learn more about the proposal we plan to submit to the City and how that proposal will help Mercy General Hospital continue to serve the healthcare needs of East Sacramento for years to come. (You will find directions to Mercy General's Main Auditorium on page 4 of this newsletter.)

I look forward to seeing you here on October 11.



Denny Powell
President

**"How fortunate we are to be
living and working in this
community where services
are available for every need."**

—40-year East Sacramento resident

Fiction vs. Fact

Fiction: If Mercy General didn't get the donation, there would be no plans for construction at the hospital.

Fact: California law requires Mercy General to upgrade its acute care inpatient hospital buildings or take them out of service by 2013. Upgrading some of our existing buildings to meet these standards is not feasible due to the high cost and significant disruption factors. Building a new, state-of-the-art center will allow us to address California's seismic requirements and provide a modern facility in which to serve our patients.

Fiction: I heard that the number of cardiac surgery cases is decreasing at Mercy General. If that's true, there shouldn't be a need for more cardiac-related hospital space.

Fact: First of all, most of the additional space is necessary to accommodate the *existing* volume at Mercy General. We have too few operating rooms to meet current demand and must schedule procedures into the early morning hours to accommodate our patients. Second, it is true that the number of cardiac bypass surgery cases is decreasing across the country because preventive care, such as the use of cholesterol medication, along with improvements in the effectiveness of cardiac catheterization procedures, has meant that fewer people with heart disease are requiring open-heart surgery. However, healthcare experts predict there will be a sustained need for open-heart surgeries for patients with advanced heart disease, and programs like Mercy General's will continue to be in high demand because they can provide care to the most acutely ill patients. We are predicting a stable volume of open-heart surgeries at Mercy over the next 10 years. Third, Mercy General has seen an increase in other cardiac procedures; for example we have seen an increase in the number of electrophysiology (EP) procedures. These procedures

Continued on page 4



Mercy General Hospital

CHW

**For neighborhood suggestions or feedback,
contact Sandra Meyers at 453-4432,
or e-mail her at smeyers@chw.edu.**

The Sisters' Mission of Mercy and Healing

This is a very special time for the Sisters of Mercy and our ministries as we celebrate several significant milestones.



*Sister Kathleen Horgan
MGH Mission Integration*

Each September we celebrate Mercy Day — an anniversary that commemorates the founding of the Sisters of Mercy in Ireland. The Sisters of Mercy are also beginning a months-long celebration of our 150 years of service here in California.

In 2005, our first Sacramento hospital, what is now Mercy General Hospital, will celebrate 80 years of serving the community at 40th and J

Streets. Mercy General provides many healthcare services, including emergency care and basic inpatient healthcare

services. In fact, in the last year our staff cared for more than 32,000 people in our emergency room and delivered nearly 2,800 babies. (These numbers reflect patients seen in the fiscal year 2004, July '03 to June '04).

And October of this year marks 30 years of open-heart surgery at Mercy General. We are very proud that our flagship hospital has developed into a nationally regarded leader in cardiac care. In the last year, our staff of physicians and caregivers performed more than 5,000 cardiac procedures — and saved countless lives.

We are very proud of our employees and physicians who provide excellent clinical care and compassionate service to our patients and their families. We thank you for allowing us to continue provide needed healthcare services in your community.

What About Parking?

Neighbors, patients and employees agree that the hospital needs additional parking capacity. A number of different options have been studied. In fact, the hospital has looked at nearly every surface area that it owns to determine the best possible place(s) to add parking.

At the same time we are analyzing our options, we are actively engaged in the development of a Transportation Management Plan (TMP). The goal of our TMP is to reduce the number of trips being made to Mercy General. We want our employees to use alternative transportation methods as much as possible — bicycling, walking, taking public transit or carpooling. We are surveying our employees to find out how we can help them use these alternatives.

Mercy General currently offers free parking to employees that carpool, discounted RT passes and a quarterly contest that rewards employees who use a commute alternative. The formal TMP we are developing will enhance the programs we currently offer.

Enhancing Healing at Mercy General Hospital

One of the most frequent requests we hear from our neighbors is for more greenery and enhanced landscaping on the hospital campus. Mercy General has responded to those requests in a number of ways.

We have completed some landscaping enhancements (parking structure planters, replanting of bushes along J Street) and we are in the planning stages for others (enhanced greenery and color along the 39th Street side of the Mercy Medical Plaza building).

We have also incorporated lush landscaping into the design of the Alex G. Spanos Heart Center. A Healing Garden is being proposed for the area between the existing South Wing building and the Heart Center building. That Healing Garden design currently includes greenery; seating areas; a variety of ground materials that provide complementing textures and colors as well as a water feature that would enhance the beauty of the area and provide calming sounds.

We expect the Healing Garden to provide a welcoming respite to patients, family members and others who desire a beautiful, relaxing place to rest and reflect.

The Alex G. Spanos Heart Center

The Alex G. Spanos Heart Center will be a state-of-the-art facility to match the high caliber of Mercy General's nationally renowned heart program. It will:

- Consolidate Mercy General's inpatient heart care services into one building
- Provide a 128-bed, five-story replacement facility at the center of the campus
- Improve patient flow and enhance patient satisfaction
- Incorporate a new, more accessible chapel for patients, families and staff
- Relocate the main hospital entrance to J Street, as it was when Mercy General was built in 1925
- Reflect the architectural style of East Sacramento



"Mercy saved my life."

—Mercy outreach program participant

Talk with Me About Mercy General Hospital

My name is Sandra Meyers and I am the Neighborhood Liaison for Mercy General Hospital. I have had the opportunity to meet many of our hospital neighbors over the last few years — at our neighborhood meetings, through one-on-one phone conversations and during visits to some of your homes.

I appreciate the time many of you have taken to call and ask questions, provide suggestions and express concerns. I received many phone calls in response to our first *Community Connection* newsletter. Through my interactions I've learned a great deal about the neighborhood, the hospital's history as a neighbor and about the things that matter most to many of you.



I want to continue an open dialogue between the hospital and our neighbors. To accomplish this, we will continue to periodically send out new editions of this newsletter with information about the hospital. We will also continue to hold regular Neighborhood Advisory

Committee (NAC) meetings. The NAC consists of area residents who have an interest in the relationship between the hospital and its neighbors. Any one who wishes to attend a NAC meeting can do so. (Please let me know of your interest and I will add your name to our NAC mailing list.) We hope that by making these efforts, we will maintain the open dialogue we have established.

If you are interested in receiving information about the NAC meetings or have other questions or comments you would like to share, please feel free to call me at my direct number 453-4432. If you prefer to simply leave a message, you can call our message line at 453-4899.

Sincerely,
Sandra Meyers

For neighborhood suggestions or feedback, contact Sandra Meyers at 453-4432, or e-mail her at smeyers@chw.edu.

Invitation to October Meeting

Please join us for an important Neighborhood Update Meeting **Monday, Oct. 11, 2004, 6 p.m.**

Mercy General Hospital
Main Auditorium

Directions:

1. Enter at the hospital's main entrance near the U-shaped driveway.
2. Walk past the Information Desk to the North elevators.
3. Take the North elevators to the lower level.
4. Turn left out of the elevators.
5. Follow the signs to the Main Auditorium.

Fiction vs. Fact *Continued from page 1*

are performed in the EP lab on patients who are experiencing electrical malfunctions in their heart. Overall, the square footage we are adding will provide a more convenient, efficient and satisfactory environment for patients and their families, as well as our physicians and staff.

Fiction: Most of the local residents are against this project. Why go through with it?

How Can You Help?

Mercy General Hospital has built a national reputation for the exceptional care and service we provide to our patients and it has a tradition of service to Sacramento residents that reaches back more than 80 years. We look forward to continuing that high level of excellent care and service to this community.

If you have a story you would like to share about your experience at our hospital, or would like to find out how you can help support Mercy General's healthcare mission, we would love to talk with you. Please call Sandra Meyers, our Neighborhood Liaison, at 453-4432 or e-mail her at smeyers@chw.edu.

Fact: A recent community attitude survey provides a different perspective. A Sacramento area survey indicated that the majority of local residents believe the Alex G. Spanos Heart Center would improve the quality of cardiac care in our community. We have also received many letters and calls from area residents, previous patients and others who are supportive of the hospital's plans and appreciate the services Mercy General provides to this community.



Mercy General Hospital
CHW

4001 J Street
Sacramento, CA 95819

Presorted
First Class
U.S. Postage
PAID
Sacramento, CA
Permit No. 333