



## **Mount Sinai Hospital Chicago, Illinois**

Susan Bagdade and Corinne Sadecki

Mount Sinai Emergency Department (ED) offers to improve the Health & Vitality of an inner city community in Chicago's Lawndale neighborhood by offering a skilled staff cohesively working together to strive for excellence. Celebrating the hospital's 90<sup>th</sup> Year, the Emergency Department contributes to Mount Sinai's vision to become the "National Model for the Delivery of Urban Health Care". As one of the busiest Level I Trauma Centers in the Chicago-land area, Mount Sinai ED maintains its excellence by superceding its goals and providing superior healthcare with experience and professionalism.

Mount Sinai Hospital is a Level I Adult and Pediatric Trauma Center with a 35 bed ED. Approximately 60,000 patients are cared for annually. In 2009 alone, over 2,000 adult and 250 pediatric trauma patients came through the doors of the ED. Having limited resources, the ED has the same issues most hospitals encounter these days such as bed availability and boarding patients in the ED. However, we consistently maintain a left without treatment rate of less than 2%.

This is made possible by an amazing staff consisting of RNs, MDs, ED Residents, PAs, Trauma Techs, Medical Assistants, and recently added Nurse Practitioners to the team. Mount Sinai ED is often referred to as the "Heartbeat of the West Side". The nurses who walk the floors of the ED strive for excellence and achieve this by making the most of the continuing education opportunities available at both Mount Sinai and in the Greater Chicago Area. The majority of our ED nurses have specialty certifications, including but not limited to TNS, CEN, TNCC, ENPC, ECRN and we also have a growing population of SANE nurses. It is said that once nurses had "done their time" at Mount Sinai ED, they can work virtually anywhere else due to the knowledge and experience they obtained. Furthermore, the statement rings true that states, "Once a Sinai Nurse, always a Sinai Nurse".

The ED always fosters a nurturing relationship with those eager to learn. Nursing students are mentored by the ED staff to enable them to hone their craft in a direct and "hands-on" method providing them with daily experiences. More recently, Paramedic and EMT-B students from one of the City of Chicago colleges began to gain experience by spending time in the ED learning valuable lessons. The Mount Sinai ED answered their "call to duty" by establishing a relationship with Illinois National Guard Medics allowing them to do a trauma rotation to gain experience before being deployed to serve our country. The ED staff is there with open arms, sharing their bevy of knowledge with all willing to learn. Mount Sinai ED established themselves with their hugely successful organ donor program through "Gift of Hope". In 2008, Mount Sinai Hospital saw a 65% conversion rate of all their organ donations. The ED largely contributed to the hospital's winning of the Organ and Tissue Donor Networks

Gift of Hope Medal of Honor marking their success rate, as well as, their ability to carry on the gift of life through organ donation.

It takes a very special person to work at Mount Sinai's Emergency Department. For a place that is anything but traditional, ED nurses maintain a positive work environment by helping each other and always treating everyone with respect. To work in a field that is thankless to begin with, self-satisfaction becomes the ultimate reward. However, there is nothing more rewarding than helping someone, with out stretched hands in his or her time of need. Mount Sinai Emergency Department believes their actions, offering a healing and caring presence for patients, their families, and the community is, bar none, the Ultimate Goal.