

WAY TO

Baptist Medical Center East is undergoing a dramatic transformation that is changing the face of local healthcare

GROW

If you live in the tri-county area, you've likely witnessed the transformation of Baptist Health over the last few years. Signs of construction simply serve as a testament of growth taking place in the area. As the communities served by Baptist Health increase, healthcare services and facilities must keep pace.

The sights and sounds of growth are not new at Baptist Medical Center East. East Montgomery is one of the fastest growing areas in central Alabama. During the last two years, the number of patients has increased 20 percent at Baptist Medical Center East, which is an encouraging achievement for hospital staff.

Mindy Burdick, Baptist Medical Center East administrator, says the hospital's transformation and additional services have been a plus for patients and staff. In fact, she



says patient satisfaction scores have reached an all-time high.

Patients and staff truly feel that Baptist Medical Center East is their community hospital, Burdick says. "We are a family-oriented facility," she adds. "Our staff works well together as a cohesive team. Our goal is to be a high-quality, cost-effective, patient-friendly hospital, and I think we are accomplishing this goal."

LOOKING BACK, LOOKING FORWARD

Burdick believes Baptist Medical Center East's growth reflects the facility's progress over the last few years. "We have assessed the needs of our patients and community and have developed services based on those needs," she says.

Over the last six years Baptist Medical Center East has begun using magnetic resonance imaging (MRI) and 64-slice computed tomography. It also expanded the emergency department, nursery and neonatal intensive care unit. Baptist Medical Center East is also home to an inpatient and outpatient therapy center, one of two Baptist breast health centers, one of three sleep disorders centers, as well as a state-of-the-art endoscopy center.

At Baptist Medical Center East, nearly 300 newborns are delivered each month. With so many special deliveries, the hospital added six additional labor and delivery rooms earlier this year, bringing the total to 16, along with a brand-new nurses' station. This first phase was unveiled in February. Phase two of the labor and delivery unit's project will include renovating the original 12 rooms, an additional Caesarean section suite and an expanded recovery area. The entire project is expected to be complete in May.

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Construction of the new medical-surgical unit, located on the south side of the hospital, began in April. The new unit, expected to be complete at the end of this year, will provide Baptist Medical Center East with 21 new private medical-surgical patient rooms.

Expect to see more private rooms at the hospital in the future. "Patients have expressed that they want private rooms when they stay at our facility," Burdick says. "We've taken what they have said to heart and are in the process of eliminating all semi-private rooms."

With more services and rooms, the hospital hired more employees. "We have done an outstanding job at maintaining and expanding our staff to meet patient care needs," Burdick says. "Baptist Medical Center East has 43.6 percent more employees now than in 2004."

But rapid growth won't hinder other issues important to Baptist Medical Center East and its patients, Burdick says. "We are still focused on creating a culture of patient safety and achieving the highest quality of care and customer satisfaction," she adds. ☒



Patient room rendering.

BECOME HEALTH SAVVY



To learn more about services at Baptist Medical Center East, please visit baptistfirst.org.

AT YOUR SERVICE

Baptist Medical Center East, located at 400 Taylor Road in Montgomery, is an acute-care community hospital that provides a broad range of health-care services. Examples include 24-hour emergency services, a state-of-the-art labor and delivery center, level II neonatal intensive care unit and medi-

cal/surgical intensive care unit. Other medical and surgical services are orthopaedics, general surgery, urology and laser eye treatments.

Baptist Medical Center East's radiology department offers an array of inpatient and outpatient services, including ultrasound, nuclear medicine,

computed tomography (CT) and MRI. Its Therapy Center offers occupational, speech and physical therapies to outpatients and inpatients. Also housed on the Baptist Medical Center East campus are the Baptist Breast Health Center, the Sleep Disorders Center and the Endoscopy Center.

