

**With Attached Photo:** Tina Ingles RN; Keyohna Shelton UC; Cheryl Moye; Misty Marquez ECCT, Patrick Hawkins RN; Gail Stone; Michele Jarvis; Charnika Mungin RN; Elizabeth Unangst ECCT and Diane Costa.

**Contact:** Jenni Morris, interim director, Marketing & Public Relations; jenni.morris@sghs.org, 912-466-2145

## Better ER Experience? Thank a Volunteer

*Southeast Georgia Health System Camden Campus Emergency Care Center completes renovation.*

St. Marys, Georgia: December 19, 2024 – If you find yourself in the Emergency Care Center (ECC) at Southeast Georgia Health System Camden Campus and notice shorter wait times and a more



efficient, pleasant experience, thank the ECC staff and a volunteer. Through fundraising and gift shop sales, 40 active members of the Camden Campus Volunteer Services Department donated \$30,000 to improve patient care in the ECC. “Our volunteers provide service and support to patients, visitors and staff, and raise funds to benefit patient care,” says Director, Volunteer Services, Kristin Doll, CAVS, CDVS, adding, “Our goal is to provide funds for projects that benefit patient care. Enhancing the Emergency Care Center through the use of these funds met this criteria.”

### Three Key Improvements

The \$30,000 donation helped the ECC address the increase in patients using Camden’s ECC due to the area’s growing population. According to Chad Cline, BSN, RN, manager of the Emergency Care Center, the improvements focused on three key areas aimed at enhancing patient care and “throughput” – the process of moving patients from admission to discharge. “The project began as a trauma room renovation, a longstanding goal of mine since I assumed the management role in 2021. The original layout was inefficient, which hindered the care of our most critical patients. By using some of the funds to add more open floor space and well-stocked supply cabinets, we improved our response times and overall effectiveness during trauma and emergency situations.”

The Volunteer Services funds also helped establish a Results Pending room – patients with less serious conditions can be moved here to await their test results and discharge. “By addressing minor complaints more quickly, we reduce patient wait times, leading to shorter visits and increased patient satisfaction. Moving patients with less serious conditions out of rooms more efficiently also allows us to prioritize sudden surges in patient volume and patients with more serious conditions, ensuring that they receive timely care and proper monitoring,” Cline says, adding, “This has significantly improved the overall patient experience.”

Since restructuring the trauma room and adding a Results Pending area, the ECC has reduced the average length of stay, has fewer patients leaving without being seen and scores higher ratings on patient experience surveys.

### **Happy Staff Means Happier Patients**

In addition to the restructured trauma room and new Results Pending room, the donation helped create a “more modern and comfortable break room” Cline says. “Staff attitudes also impact positive patient experiences, which is why we improved the team’s work environment. Upgrading break areas and providing better spaces for rest contributed to higher staff morale; a happy staff translates into happier patients.”

Reflecting on her volunteers, Doll says, “We are fortunate to have amazing, dedicated volunteers who are committed to helping us provide the best patient experience and outcomes. They serve tirelessly throughout the year, raising funds for special projects as well as caring for our patients, visitors and team members. We also want to acknowledge the various Health System departments who partner with us in these efforts, as well as everyone who shops at our gift shops and fundraising sales.”

Working on the frontlines of emergency care, Cline is especially appreciative. “I would like to recognize the volunteers for their invaluable, often unseen contributions to the daily operations of our hospital. Their dedication and hard work make a meaningful difference in the care we provide. Their generous financial contributions have enhanced our patient and staff environments, and we are grateful for their ongoing support and commitment to our mission.”

To learn how you can become one of our dynamic volunteers, please contact Kristin Doll at 912-466-1071 or [kdoll@sghs.org](mailto:kdoll@sghs.org). If you would like to make a financial donation to improve patient care, contact Krista Robitz, director of Development at 912-466-3361 or [krobitz@sghs.org](mailto:krobitz@sghs.org).

### **ABOUT SOUTHEAST GEORGIA HEALTH SYSTEM**

Southeast Georgia Health System is a not-for-profit health system comprised of two acute care hospitals, two Cancer Care Centers and multiple specialty care centers, including orthopaedic and spine care, joint replacement, breast care, maternity, outpatient rehabilitation, sleep management and wound care. The Brunswick Campus Cancer Care Center is accredited by the American College of Surgeons Commission on Cancer and is one of the few centers in Georgia to offer CyberKnife® M6 with MLC. Additionally, the Brunswick Campus is accredited by The Joint Commission as an Advanced Primary Stroke Center and the Camden Campus is accredited as an Acute Stroke Ready Hospital. The Southeast Georgia Physician Associates medical group includes more than 160 providers working in 20 different medical specialties at more than 40 locations. The Health System is part of Coastal Community Health, a regional affiliation between Baptist Health and Southeast Georgia Health System, a highly integrated hospital network focused on significant initiatives designed to enhance the quality and value of care provided to our contiguous communities. For more information, visit [sghs.org](http://sghs.org).

###