

From: Quaday, Karen A
To: [Simon, Alisha \(MDH\)](#)
Cc: [McClellan, James M](#)
Subject: Letter to support licenses for Regions Hospital
Date: Friday, April 13, 2018 9:56:06 PM

Dear Ms. Simon,

My name is Dr. Karen Quaday. I am in my 30th year working as a physician at Regions Hospital in the Emergency Department. I have held many leadership positions including elected Chief of Staff. I truly believe Regions Hospital provides outstanding medical care. The people who work here are dedicated professionals. I want to encourage you to support the request for 100 additional licenses to help the healthcare professionals do their jobs. I am hoping to show through a personal story why Regions needs these beds, why our community must have these beds, and why our loved ones deserve these beds. Saying NO to additional licenses is simply inconceivable.

About 16 months ago, my mother collapsed in a cardiac arrest in front of me at a restaurant. My mother is quite healthy, lives independently and even still works a job at age 82. She takes only a thyroid pill every day. So this was quite unexpected. Fortunately, she regained a pulse and woke by the time the medics arrived. However, she lost her pulse several more times before she arrived at Regions Emergency Department. Each time, her heart stopped beating, her brain lacked oxygen and she passed out. The paramedics reportedly gave her multiple IV meds to restart her heart during that 15 minute ambulance ride! In fact, I was told the medics were quite "shaken" at her critical condition.

In the ER, she was seen immediately. Multiple tests were done. An external pacemaker was applied to her chest. The astute ER physicians recognized that not only was her heart a problem, but that she had a significant head injury from the fall. A head CT revealed multiple areas of bleeding in her brain. The Trauma surgeons and Neurosurgeons came to see her promptly. Everyone provided excellent care. The plan was to admit her to the hospital. She would need additional testing and a pacemaker inserted as soon as possible. We arrived in the ER at 7pm and by 10pm, the bed was requested and the inpatient orders pended as is standard practice.

Sadly, at this point, we knew there were no available inpatient beds. Other ER patients were already waiting for hospital beds. In addition, the waiting room had >20 patients who still needed to be seen and receive care. My mother and the others waiting for hospital beds were now taking up precious ER beds preventing those waiting room patients from receiving the care they needed and deserved. My mother was treated urgently based on her condition. Yet, despite her critical situation and my leadership position in the organization, she would have to wait in the ER. She was simply too unstable to transfer to another facility. She also had significant traumatic injuries that needed the expertise of a Level 1 Trauma Center. Last and in my mother's opinion, most importantly, all of her care has been at Regions and with HealthPartners. She simply had no interest in another hospital. So we waited in the ER. And we waited. So did those patients in the waiting room.

By 11am the next morning (16 hours after arrival and 13 hours after a bed was requested), we were still in the ER. Cardiology had not seen her yet nor scheduled that very important procedure to

insert a pacemaker. Yet she had not had any food because “everyone knew” she was going to have a procedure that day. She also had not had further testing in the ER because the inpatient orders are pended as is standard practice. ER’s are simply not designed to provide the same care as an inpatient unit. Essentially, all the physicians and nurses wanted to provide the best care but the system was simply overwhelmed. To put it bluntly, despite a serious life threat, a healthcare team dedicated to providing excellent care and a daughter who has some clout in the organization, my mother’s care was compromised solely because there were not enough beds in a Level 1 Trauma Center to care for her cardiac, traumatic and neurosurgical emergencies. Just think what that means!

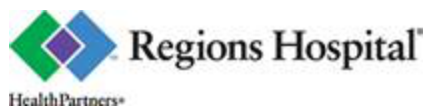
I’ll skip to the end. Thankfully, my mother is fully recovered, continues to work and lives independently. She got her pacemaker at 4:30 pm that day. My story has a happy ending and life is good.....for her.

My question to those who make the decision about additional licenses is simply this: if this was your loved one, how would you feel waiting in the ER? Better yet, imagine your loved one is in the waiting room and can’t be fully evaluated due to the backlog of patients still in the ER awaiting inpatient beds.

I still fully trust the excellent professionals at Regions Hospital. I know they are dedicated to providing the best and safest care possible. Filling up an ER with inpatients and making other patients wait hours is not a sustainable practice. Give the health care workers at Regions the space and ability to do their jobs. Let them fulfill their mission to provide outstanding medical care to our community. I respectfully ask that you approve the 100 bed license increase for Regions Hospital. Every patient deserves the best care possible.

Sincerely,

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