

**St. Luke's Hospital Groundbreaking  
Program**

**November 1, 2004**

Welcome     John B. Day  
*President & CEO*  
*Southcoast Health System*

Hospitals Group     Ronald B. Goodspeed, MD, MPH  
*President*  
*Southcoast Hospitals Group*

Trustees     R. William Blasdale  
*Chairman, Board of Trustees*  
*Southcoast Health System*

Physicians     Paul Bulat, MD  
*Medical Director, Emergency Services*  
*St. Luke's Hospital*

Close     John B. Day

**St. Luke's Hospital Groundbreaking**  
**Remarks of John B. Day**

Thank you all for coming this afternoon. I am pleased to be among the first to welcome you to the beginnings of a New St. Luke's.

Today we are embarking on a major expansion that will bring the people of greater New Bedford the very best Emergency Department, more patient beds and better access to surgery. This project addresses some of the most pressing health care needs of this community. What we are building here, on this site, will touch every family in this region.

St. Luke's is a valued and unique treasure in this community. We are the only hospital serving the people of greater New Bedford. The public puts their trust in us to provide them with superior medical care — care that is there when they need it, day or night. Our patients want the best — and we strive to deliver the best.

Most importantly we are greater New Bedford's *only* source for around-the-clock emergency care. We are here every hour of every day of the year. We are here when people need us, often at some of their most vulnerable and difficult times. We are also neighbors with those who live close to the hospital. Working together, we have begun to support each other in improving the quality of life in our neighborhood while assuring the best health care for every citizen in greater New Bedford.

Today marks a new beginning for St. Luke's. In two years, St. Luke's will open its new expanded Emergency Department with 51 treatment bays in a state-of-the-art facility that will help ease overcrowding, ensure privacy and reduce waits. We will have 32 more patient beds, in spacious rooms, that will help alleviate delays for surgery and in the Emergency Department. And we will have two new operating rooms outfitted with the latest technology that will increase our surgical capacity.

What will remain the same is the dedication of our physicians, nurses, technicians and staff to bring the very best medicine to greater New Bedford and beyond — and to do it with the most caring and friendly service anywhere.

It is now my pleasure to introduce my good friend and colleague, Dr. Ron Goodspeed, President of Southcoast Hospitals Group.

**St. Luke's Hospital Groundbreaking**  
**Remarks of Ronald B. Goodspeed, MD, MPH**

Thank you, John.

It is exciting to be here today to mark the start of a project that will respond directly to the needs of our patients who require — and deserve — the highest-quality care in a timely manner.

The New St. Luke's Hospital that we are building here will dramatically expand and redesign the Emergency Department, add desperately needed beds to patient floors and add two additional operating suites. We are building to meet today's challenging demands while preparing for the needs of the future. In short, we are building the hospital of the future today.

The cornerstone of the New St. Luke's is our new Emergency Department:

- Our new ED will expand to 51 treatment bays — all of which are both private and loaded with the latest high-tech medical equipment.
- Not only will we be able to treat more people at the same time, there will also be a new “fast lane” option, called ExpressCare 24, to speed patients with minor complaints, such as flu, ear infection and suture removal, through the ED in less than an hour.
- Two new negative-pressure decontamination rooms will be available for the treatment of patients with contagious diseases.
- A new, specially dedicated area will allow families to meet in privacy.

We will also be adding 32 new hospital beds to help get patients treated more quickly.

- Floor space in the Memorial Building will triple.
- The new design will increase efficiency and improve patient flow.
- And we are building in the ability to grow in the future.

The demand for surgery in our area is also steadily increasing — and with it the demand for top-quality surgeons. Our two new Operating Rooms will help us make scheduling elective surgery more convenient for both surgeons and patients. It will also help us attract the most talented surgeons to St. Luke's.

The changes we are making to St. Luke's will serve the entire community. Our physicians and staff will have better facilities to work in. Our patients and their families will have faster service, more room and increased quality care. The New St. Luke's is a hospital everyone in our community will be proud of — the right balance of quality, experience, technology and compassion.

It is now my pleasure to turn the podium over to Bill Blasdale, Chairman of the Board of Trustees of Southcoast Health System.

**St. Luke's Hospital Groundbreaking**  
**Remarks of R. William Blasdale**

Thank you, Ron.

It is my sincere pleasure to be here today and to witness yet another major step forward that Southcoast is making to improve the health of our communities.

As John said, St. Luke's is unique in this community because it is the only hospital and the only provider of emergency services. There's no one else to turn to — everyone turns to us. And when they do, they want to know that they can trust us to provide them with the very best medicine has to offer.

That has been our commitment at Southcoast since we brought together St. Luke's, Charlton and Tobey hospitals in 1996. We have assessed the health care needs across the region and set into motion plans that have methodically addressed our region's most pressing needs. We have brought open heart surgery to the region to address the high incidence of heart disease on the

South Coast. We have given the residents on the eastern side of our service area the advanced surgical facilities that meet their growing needs.

Now it's time to complete the picture with a New St. Luke's — a new and improved hospital that addresses the needs that are most important to the people of greater New Bedford. We have made the plans, and today we are beginning construction.

But we are also beginning a campaign to help support this effort.

- It is support from the great people of this community — like you — that allows us to bring today's most advanced medical treatments to your family, making sure you can get the best care close to home.
- It is support from the great people of this community — like you — that allows us to bring the very latest medical technology to your hospital.
- And it is support from the great people of this community — like you — that allows us to bring you that care from the very best doctors, nurses, technologists and caregivers — without having to wait.

Those of you who know me have heard me say this before, but it is important to say it again. When my wife, Mary Jean, and I were discussing our support for this St. Luke's project, we very quickly reached the same conclusion: **There are many causes *worth* supporting. This is one cause we *must* support.** I thank you for joining me in support of this project. Together we will make this campaign — and the New St. Luke's — a roaring success! On behalf of all the trustees at Southcoast, I thank you for your ongoing and enduring support.

I would now like to ask Dr. Paul Bulat, the Medical Director of Emergency Services at St. Luke's Hospital, to say a few words.

**St. Luke's Hospital Groundbreaking  
Remarks of Paul Bulat, MD**

Thank you, Bill.

The physicians and staff, who work on the front lines of emergency medicine at St. Luke's Hospital every day, probably have the clearest picture of why we so desperately need the New St. Luke's.

Our Emergency Department treats 73,000 patients a year in a department that was built to treat about 55,000. Imagine, if you will, the challenge of working in a facility that does not provide an efficient and comforting environment for many of our patients — patients who are vulnerable, frightened and, for many, in a life-or-death situation.

Since I began working at St. Luke's in 1986, I have seen the severity of our patients' illnesses steadily increase. The increase in acuity, coupled with the physical constraints of a department that is too small, places tremendous stress on our staff. We have worked hard to increase efficiency, but without renovation there is just so much we can do.

Currently in the ED:

- Treatment bays are too tight for doctors and nurses to work comfortably.
- Beds are divided only by curtains.
- Rows of patients line the hallways separated by curtains we have hung from the ceiling.
- The hallway beds are full so often that we have actually assigned the beds numbers that hang on the hallway walls.
- Lack of inpatient beds result in a "full house," which means top-to-bottom delays at the hospital.

With long waits and crowded space, tempers flare and staff, patients and families become frustrated. There can be an overall appearance of chaos.

Working in this environment can be challenging for physicians and staff, mainly because we know we are capable of providing a much higher standard of quality care.

The New St. Luke's addresses these challenges:

- The new Emergency Department is 80 percent larger, has a much better design and is more advanced.
- It will have ample space to house the newest technology and give the physicians and nurses more room to move.

- We will have 51 new treatment bays — all of them private with solid walls for patient privacy.
- And it will be compartmentalized and secure.

As John mentioned, we are greater New Bedford's *only* source for around-the-clock emergency care. We are here 24 hours a day, 7 days a week. We are here during snow storms, hurricanes, mass casualty disasters and flu season. We must be ready for whatever comes through the doors — every day and every night.

As some of you may know, the St. Luke's Hospital emergency physicians are a private group contracted through the hospital to provide emergency services. We have multiple specialties, including internal medicine, pediatrics and epidemiology. Combined we have decades of experience and expertise. We take this responsibility seriously and we are dedicated to providing this critical service.

You see, we understand the need for this renovation because we *live* the reality of the overcrowded ED every day.

Therefore, the physician members of St. Luke's Hospital Emergency Associate group — Drs. Shea, Cameron, Fuerman, Gravel, Harding, Mahoney, Stively and myself — today announce our commitment to pledge \$1 million toward The New St. Luke's.

It is imperative that St. Luke's has adequate Emergency Department facilities and the most up-to-date and forward-looking technology. We need this to provide high-quality care to our patients, who deserve the very best. We are proud to show our support for this critical project with our \$1 million commitment.

Thank you.

It is now my pleasure to turn the podium back to John Day.

**St. Luke's Hospital Groundbreaking  
Closing Remarks of John B. Day**

Thank you, Paul. The commitment that you and your fellow Emergency Department physicians are showing toward this project is indeed heartening. Being on the front lines, you know better than anyone what this project will mean to our patients and everyone who lives in this community. On behalf of everyone at Southcoast, I thank you for your generous pledge. I would ask you all to join me in another round of applause for our Emergency Room physicians.

That concludes the formal remarks. I now invite you to join us in the Prescott Board Room, located just inside the hospital's main entrance, for a reception in honor of this project.

Again, thank you all for coming and lending your support to this important project.

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