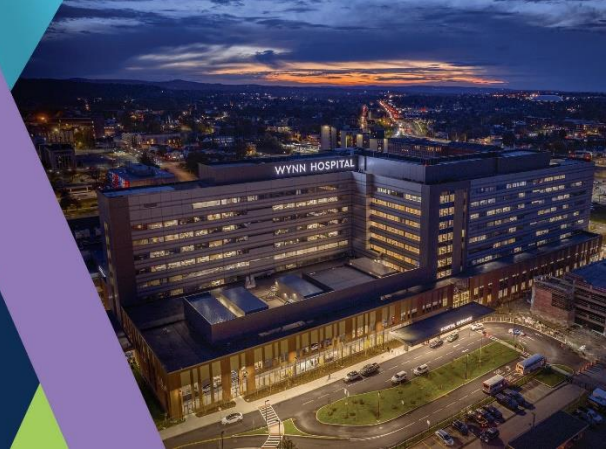


# Just the Facts

— MVHS & WYNN HOSPITAL

There's so much happening in healthcare in our region – at times it's hard to stay updated! That's why Just the Facts is being reinvigorated. This weekly publication, published on Tuesdays, will provide you with the latest information about MVHS and the Wynn Hospital!



## TOPIC FOR TUESDAY, DECEMBER 17, 2024:

### Department Spotlight: All About the Command Center

#### What does the Command Center do?

The Command Center operates as the hospital's centralized hub, monitoring patient flow and capacity 24/7. The Command Center is made up of three departments:

- Service Response Center (SRC)
- Transfer Center
- Telemetry.

The Command Center is also the home base for the critical response nurse and transport. Transport is dispatched to jobs throughout the entire hospital by the Service Response Center.

The Transfer Center is responsible for all bed flow from the Emergency Department, Post Anesthesia Care Unit (PACU) and internal transfers. Internal transfers could be downgrades or upgrades within the hospital or patients that need to be transferred to a tertiary care center. The Transfer Center also coordinates transfers from external hospitals and provider offices into the Wynn Hospitals.

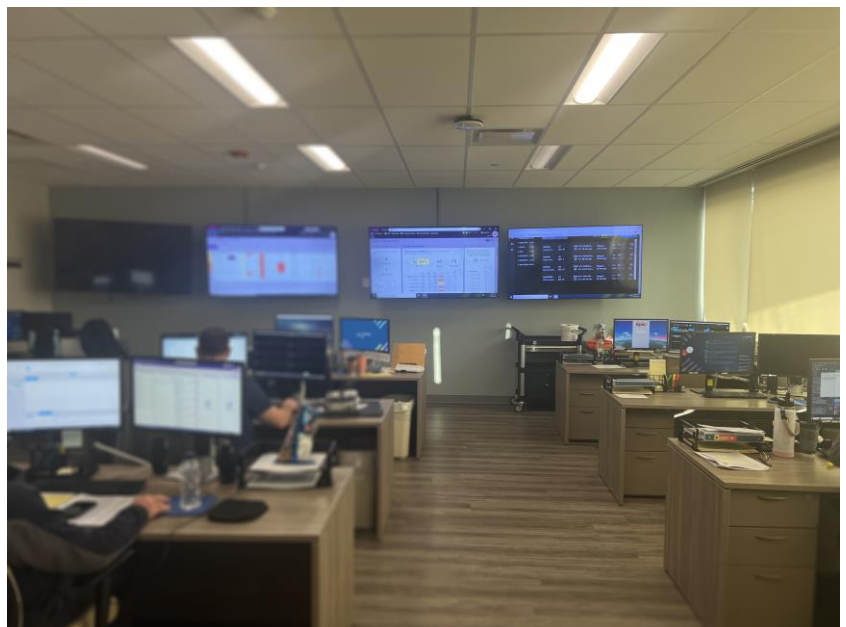
The Telemetry Room monitors all remote telemetry patients on the sixth, seventh and eighth floors. They also serve as a secondary observation for the Intermediate Care Unit. Monitor technicians are responsible for interpreting and monitoring patient's rhythms 24/7 and relaying any abnormalities to the nurse.

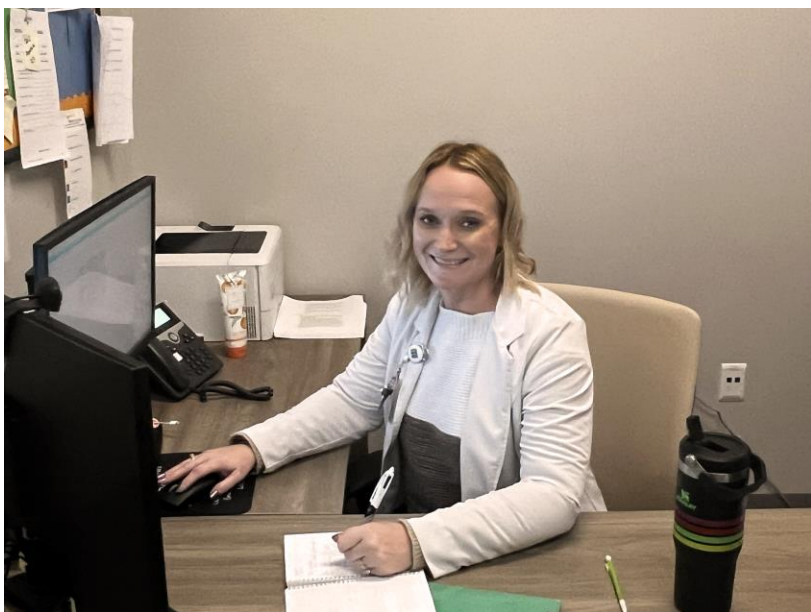
#### Where is the Command Center located?

Wynn Hospital, third floor.

#### How many employees work there?

76 employees work in all three departments of the Command Center.





### **What is a typical day like?**

On average, the Service Response Center receives 700-800 calls per day. These calls are both internal (emergent and non-emergent) and external. The emergent calls come into the Code phone, which are then paged overhead and sent out through Informacast messages (our mass messaging system).

Katie Boone, Nurse Manager, Transfer Center

