

# The Everett Independent

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## Cambridge Health Alliance emergency department improvements boost quality, patient satisfaction

Cambridge Health Alliance (CHA) officials announced that Jason Tracy, MD, has been named Site Chief of Emergency Medicine for CHA's Whidden Hospital campus in Everett. Dr. Tracy comes to CHA following appointments at Beth Israel Deaconess Medical Center and Nashoba Valley Medical Center, where he most recently served as Chief of Emergency Medicine.

Dr. Tracy's arrival at CHA coincides with tremendous advancements made in the emergency departments at all three of its hospital campuses (Whidden, Cambridge, and Somerville), resulting in enhanced efficiency, quality, volume, and patient satisfaction. New rapid assessment protocols, the implementation of an electronic patient

tracking system, and the addition of patient greeters all have contributed to improved patient flow. CHA's emergency department length of stay has decreased 13 percent, while patient satisfaction has jumped almost 10 percent.

Whidden's 24-hour emergency department, which was completely renovated in 2007, continues to serve patients of all ages and meet the needs of residents in Everett, Chelsea, Malden, Revere, and Winthrop. Over the past six

months, Whidden's ED has consistently ranked in the top five percent of hospitals in both Massachusetts and the U.S. in patient satisfaction. In 2010, it is expected to register over 42,000 patient visits.

Dr. Tracy graduated from Boston University School of Medicine and completed his emergency medicine residency at Beth Israel Deaconess Medical Center, where he served as chief resident. He is an instructor in medicine at Harvard Medical School.