



Intermountain<sup>®</sup>  
Medical Center



# A NATIONAL LEADER IN ADVANCED CLINICAL CARE



Intermountain Healthcare's flagship hospital, Intermountain Medical Center in Murray, Utah, is a quaternary care facility, major referral center, and Level I Trauma Center dedicated to providing extraordinary care to patients from across the Western United States. The Medical Center offers a full range of critical care, heart, pulmonary, cancer, neurological, and obstetric services. Our reputation as a national leader in delivering high-value care is rooted in evidence-based best practices, robust clinical informatics, and fostering a culture of innovation and continuous improvement.





<b>2007</b> <i>IMED opened</i>	<b>4,900+</b> <i>employees</i>	<b>~2,800</b> <i>patients per day</i>	<b>110</b> <i>acres of land</i>	<b>\$572M</b> <i>to build IMED</i>	<b>1.7M</b> <i>square feet</i>
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**OUR HISTORY**

Planning for the Medical Center began in 1997 to solve two challenges: Intermountain Healthcare’s Cottonwood Hospital in Murray was aging and LDS Hospital was unable to expand. Between 1999 and 2002, Intermountain purchased 100 acres of land at 5300 South State Street in Murray, an ideal site because of its central location in the heart of the Salt Lake Valley, close to numerous transportation options. After a 10-year planning and construction process, Intermountain Medical Center opened its doors on October 29, 2007.

**OUR DESIGN**

The Medical Center’s campus is designed to provide a healing environment for patients and visitors. The gardens, fountains, a labyrinth, spectacular views of the mountains, walking paths, family alcoves, meditation rooms and a chapel offer peaceful spaces to restore calm and reduce stress. The facilities are designed to enhance privacy, foster family engagement, and accommodate overnight family stays.

**OUR SERVICES**

The Medical Center offers advanced treatment for almost any medical condition. This brochure features detailed descriptions of our centers of excellence for brain and spine care, cancer care, emergency and trauma care, heart and vascular care, intensive medicine, solid organ transplant, women and newborn care, and our programs dedicated to research, training, and innovation.

*“Intermountain Medical Center has an outstanding team of caregivers. They provide excellent clinical care, but more importantly, they treat each patient with respect and compassion. I would recommend the team here to anyone, including my own family.”*

— Suzanne Anderson, RN, Nurse Administrator,  
Intermountain Medical Center

*Additional programs and services include:*

- Audiology - Hearing & Hearing Aids
- Diabetes
- Dialysis
- Emergency Infection Prevention
- Endoscopy & Colonoscopy
- Imaging - MRI, X-Ray & CT Scans
- Infusion Services - IV Therapy, Chemotherapy
- Internal Medicine
- Laboratory Services
- Pharmacy
- Pulmonology - Lungs & Breathing Problems
- Surgical Services - Inpatient & Outpatient
- Therapy & Rehabilitation - Physical, Occupational & Speech
- Wound Care & Hyperbaric Medicine



# BRAIN *and* SPINE CARE *at the* INTERMOUNTAIN NEUROSCIENCES INSTITUTE

Intermountain Neurosciences Institute offers advanced care and treatment options for conditions related to the brain, spine, and nervous system. Our team-based approach includes experts from many disciplines, with physicians, advanced practice providers, nurses, and caregivers working together, in coordination with other teams and services in the hospital, to provide the most appropriate care and treatment for your neurological and neurosurgical care.

### SERVICES

- Stroke Care
- Brain Tumors
- Multiple Sclerosis
- Headaches
- Epilepsy
- Movement Disorders
- Comprehensive Spine Care
- Neuromuscular Disorders
- Dementia

### UTAH’S LEADING STROKE CENTER

Intermountain Medical Center is Utah’s leading stroke center, and is certified by The Joint Commission as a Comprehensive Stroke Center, offering some of the best outcome measures for stroke patients in the nation. The neurologists of the Medical Center also provide TeleStroke services to Intermountain’s 23 hospitals — and to contracted facilities outside the Intermountain region — allowing our specialists to remotely assist in diagnosing and treating stroke patients throughout the Intermountain West.

<b>79.3%</b> <i>of patients are treated within 45 minutes of having a stroke</i>	<b>33</b> <i>minutes (median) from Emergency Department arrival to IV medication administration to treat a stroke</i>	<b>3.28%</b> <i>of IMED neuroscience patients return to hospital after discharge (69th percentile among hospitals that share this data)</i>
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### NEURO REHABILITATION

Intermountain Neurosciences supports a holistic patient journey from start to finish, whether the patient is in the neurocritical care unit, the neuromedical unit, or in a coordinated transition to our rehabilitation services. By participating in multiple international studies, and through a cross-functional team approach, we discover the best ways to help patients recover from stroke and other neurological illnesses and injuries, and accelerate the transition from hospital care to returning home.

*“When patients with neurological disease come to Intermountain Medical Center, we bring together the experts, the technology, and proven processes based on best evidence to give them the best chance for full recovery and the opportunity to get back to living a healthy life.”*

— Robert Hoesch, MD, PhD,  
Sr. Medical Director, Intermountain  
Neurosciences Clinical Program







**62**  
cancer specialists

**1700**  
patients treated annually

## CANCER CARE

*“At Intermountain, we’re bringing the best cancer care closer to home while advancing research that offers the hope and promise of a cure.”*

—Timothy Yeatman, MD, Executive Medical Director of Oncologic Services and Senior Medical Director of the Intermountain Oncology Clinical Program

The Cancer Center at Intermountain Medical Center offers an extensive network of leading cancer specialists and sub-specialties for all cancer types. We provide more cancer screening and treatment services than all other health systems in Utah, combined. From detection and diagnosis, and through treatment and survivor support, our cancer team supports its patients every step of the way.

World-class physicians, nurse navigators, and caregivers are committed to providing comprehensive cancer services personalized to meet each patient’s needs. Our involvement in cancer research helps us not only drive progress in cancer treatment for patients locally, nationally and internationally, but also gives patients access to innovative therapies for the best possible outcomes. At Intermountain, we are dedicated to helping people live the healthiest lives possible through our comprehensive team approach, advanced technology and individualized cancer care. Because of our mission, Intermountain consistently exceeds national averages for quality of cancer care and medical outcomes (as reported by the Commission on Cancer).



### CANCER TYPES TREATED

- Bladder
- Breast
- Colorectal
- Melanoma
- Pancreas
- Thyroid
- Brain
- Central Nervous System
- Lung
- Non-Hodgkin Lymphoma
- Prostate
- Uterine

### BREAST CARE CENTER

The Breast Care Center offers mammography and a full spectrum of services for breast-related conditions. Our specialized Breast Care Center treats more breast cancer patients than any other facility in Utah, with survival rates well above the national average.



# EMERGENCY *and* TRAUMA CARE

6

Intensive care units

235

Average number of emergency patients per day

A Level I Trauma Center, Intermountain Medical Center serves as home base for Intermountain Life Flight air ambulance services, which flies both helicopters and fixed-wing aircraft. The hospital is centrally located in the heart of the Salt Lake valley with faster, easy access to several major freeways, because in an emergency, every second counts. Our trauma team consists of skilled surgeons and physicians from many specialties, specially-trained nurses, and clinicians. The Medical Center also provides remote TeleHealth consultation and critical care monitoring services to smaller hospitals all over the region.

SERVICES

- Intermountain Life Flight Air Ambulance
  - Diagnostic Services
  - Angiography
  - TeleHealth Consultation
- CT scanning
  - Radiology
  - Critical Care Monitoring



*“Intermountain Medical Center has a team of outstanding trauma surgeons, critical care physicians, and specialists in all fields — which allows us to provide state-of-the-art care to those who suffer major, life-threatening, traumatic injuries. When compared to national standards, traumatically injured patients who receive care at Intermountain Medical Center are more likely to survive and return home.”*

—Don VanBoerum, MD, Trauma Services Medical Director







## HEART *and* VASCULAR CARE *at the* INTERMOUNTAIN HEART INSTITUTE

**1**

World's largest DNA  
registry for heart  
disease

**40+**

cardiovascular  
board-certified spe-  
cialists

**100+**

heart-related  
research projects  
and clinical trials

**T**he Intermountain Heart Institute is a nationally recognized leader in the research, diagnosis, and treatment of cardiovascular disease. Our specialized team includes board-certified cardiologists, heart rhythm specialists, cardiothoracic surgeons, and heart failure specialists that provide comprehensive care to save lives, promote health, and improve quality of life for patients with cardiovascular conditions.

Our clinics and specialty programs combine expert knowledge, the most advanced treatments, and the latest research for our patients. We are committed to discovering new ways to detect, treat and ultimately prevent heart disease with ongoing research.

*"The Intermountain Heart Institute has assembled an exemplary heart team. Our cardiology, cardiovascular surgery, thoracic surgery and vascular surgery programs seamlessly provide the most advanced and caring attention to each patient."*

—Donald Lappé, MD, Director of Cardiology,  
Intermountain Heart Institute

### CLINICS & SPECIALTY PROGRAMS:

- Aortic Disease Center
- Cardiac Rehabilitation
- Cardio-Oncology Program
- Cardiology
- Cardiothoracic Surgery
- Adult Congenital Heart Disease Program
- Coronary Heart Disease Program
- Genetic Heart Disease Program
- Heart Failure, Transplant, and Artificial Heart Programs
- Heart Rhythm Program
- Heart Valve and Structural Heart Disease Program
- Hypertrophic Cardiomyopathy Program
- Peripheral Vascular Disease Program



*Door-to-balloon time is under 90 minutes  
since 2011 – well below the national average*





## CRITICAL MEDICINE



*“The outstanding Critical Care Services at Intermountain Medical Center are the flagship of the Intermountain Healthcare system wide Critical Care Operations team. Intermountain Critical Care Operations includes bedside physicians at each hospital and Tele Critical Care services, providing remote 24-hour monitoring of all ICU beds across Intermountain. This team contributes to the highest quality, evidence-based care available to critically ill patients throughout Utah through interactions with the 14 Intermountain Hospitals with ICUs.”*

—Colin K. Grissom, MD, Senior Medical Director, Critical Care Operations

**C**ritical Care Services at Intermountain Medical Center include six specialized intensive care units (ICU) staffed 24 hours a day by sub-specialty trained critical care physicians who provide advanced care for the severely injured and critically ill patients from throughout the Intermountain West. We have developed special standards of care to treat serious illnesses such as pneumonia and sepsis, as well as other nationally recognized care protocols.

### ICU PROGRAMS

- Shock/Trauma ICU
- Neuro Critical Care Unit
- Thoracic ICU
- Coronary ICU
- Respiratory ICU
- Newborn ICU

### HUMANIZING CRITICAL CARE

A life-threatening illness and injury can be stressful for patients and their loved ones, which is why we established the IMED Center for Humanizing Critical Care. Researchers and clinicians at the center focus on new processes and cutting-edge research to make the ICU experience less traumatic and disorienting for patients and family members facing life-threatening illnesses and injuries. The Patient and Family Advisory Council was created to help patients and families take a proactive role in their care.

**6**  
specialized  
critical care units

**93**  
average number  
of ICU patients  
per day

**1**  
The **ONLY** dedicated  
neurological critical  
care unit in Utah



# WOMEN *and* NEWBORN CARE

**A**t the Medical Center, our goal is to help mothers and babies have the safest and most successful pregnancy and birth experience possible. We offer a full range of women and newborn services, including childbirth education, labor and delivery, and gynecologic care.

Mothers and babies will experience the highest-quality preventive, diagnostic and treatment services in a setting that is internationally recognized for excellence. Our Newborn Intensive Care Unit offers the latest neonatal technology and a team of skilled and compassionate physicians and nurses — many of whom also work at Primary Children’s Hospital — with board certifications in obstetrics, gynecology, maternal fetal medicine, and genetics.

### PROGRAMS & SERVICES

- Newborn Intensive Care Unit (NICU)
- High-Risk Pregnancy Care
- Maternal Fetal Medicine
- Participation in dozens of NIH-sponsored multicenter trials
- 18 labor & delivery rooms
- 60 private postpartum rooms



<b>12</b> Average number of babies born per day	<b>~3,400</b> Kindergarten classes since 2007	<b>48</b> NICU beds
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*“Intermountain Medical Center is a leader in Women and Newborn services. We’ve developed protocols and care practices here that have helped improve the health of mothers and babies all over Utah, the Intermountain west, and the nation. And we always place the needs of our patients first — we strive to help every woman and child have the best experience possible.”*

—Sean Esplin, Chairman, Department of  
Obstetrics and Gynecology







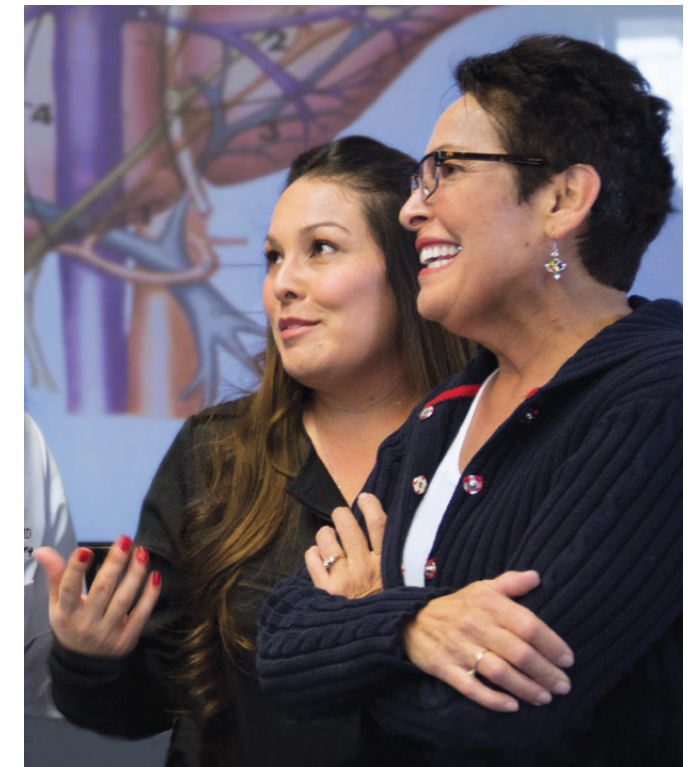
## SOLID ORGAN TRANSPLANT

**T**he Solid Organ Transplant Program at the Medical Center has distinguished itself by offering positive outcomes, shorter wait times, innovative research and surgical techniques, and by providing some of the highest survival rates in the nation.

Ventricular Assist Device programs serve as national models. The Abdominal Solid Organ Transplant program holds more than 35 years of experience in covering all aspects of transplant care — before, during, and after transplant — with a commitment to providing life-long follow-up care for their donors and recipients. Our teams actively participate in research and offer unique expertise in multi-organ transplantation.

### SERVICES

- Heart Transplant, Artificial Heart & Heart Failure
- Kidney Transplant & Nephrology Services
- Liver Transplant & Hepatology Services
- Pancreas Transplant
- Living Kidney and Liver Donor Transplants
- 1st pancreas transplant in the Western U.S.
- 1st adult living liver donor transplant in Utah
- 3,000+ kidney transplants
- 1,400+ heart transplants
- 1,000+ liver transplants



*Rachel Garcia-Trujillo (left) donated a portion of her liver to her mother Betty Garcia (right), which saved Betty's life. The Living Liver Donor Program helps patients return to a healthier life sooner and with better outcomes.*

**1,200+**  
completed living kidney  
donor transplants

**7 ½**  
months is the program's  
median wait time for a  
transplant



# RESEARCH *and* INNOVATION

Intermountain Medical Center uses its model healthcare system to advance clinical investigation and research to improve patient outcomes and healthcare quality through innovation, discovery, and implementation science. The clinical staff in these programs treat patients as well as lead quality research studies to advance their field. We invest in research that will have an immediate impact on care delivery performance to achieve the best medical result, at the lowest necessary cost.

Intermountain Healthcare has a long and distinguished history of leading cutting-edge clinical research beginning in the 1950s, when investigators at our original flagship, LDS Hospital, conducted formal biomedical research studies. Since that time, Intermountain researchers have been involved in thousands of studies across dozens of clinical specialties. Several studies are funded by generous donations through the Intermountain Research and Medical Foundation.

### AREAS OF RESEARCH

- Behavioral Health
- Infectious Diseases\*
- Digestive Health
- Musculoskeletal
- Oncology\*
- Pediatric Specialties\*
- Pulmonary/Critical Care\*
- Women & Newborns\*
- Care Transformation/Information Services\*
- Cardiovascular\*
- Care Delivery Science\*
- Medical Specialties
- Neurosciences\*
- Organ Transplantation\*
- Precision Genomics\*
- Surgical Specialties\*
- Thrombosis\*

*\*Areas of research represented on our system-wide Research Guidance Council*



### TRAINING

We partner with the University of Utah School of Medicine, Stanford School of Medicine, and other institutions to provide many research and training opportunities for clinicians.

The new Intermountain Healthcare Kem C. Gardner Transformation Center will train healthcare leaders to transform the ways health care is provided across the United States and around the world that are patient-centered and that consistently provide the best clinical outcomes at sustainable costs. The Center includes the Intermountain Healthcare Leadership Institute, Intermountain Healthcare Delivery Institute, Clinical Programs, and other research and innovation programs.

### EDUCATION

Hundreds of physicians, nurses, and other specialists undergo training and clinical rotations at Intermountain Medical Center each year. We partner with the University of Utah School of Medicine, Stanford School of Medicine, and other institutions to provide many research and training opportunities for clinicians.







## A TRUE STORY

*“On February 12, my wife, Rosemary, was evacuated by Life Flight from St. John’s Hospital in Jackson, Wyoming, to Intermountain Medical Center. She was later diagnosed with a salmonella blood infection that caused a flash pulmonary edema that led to our rapid transfer to Intermountain Medical Center. She underwent a complicated process of diagnosis and treatment that ended very well.*

*I was so relieved when I heard the destination, recommended in Jackson, was Intermountain Medical Center. In our experience, it more than lived up to its reputation for excellence.*

*The Life Flight crew was kind, encouraging, and very efficient. They made the transfers quickly and smoothly. I thank God for Life Flight and I thank Intermountain Medical Center for providing it. At the hospital, the doctors moved quickly to stabilize her with no complicated paperwork to delay them. Nobody ever asked about insurance. A couple of days later, I volunteered her insurance cards and they thanked us and copied them.*

*“Intermountain Medical Center more than lived up to its reputation for excellence... I wish I could package all that happened to us and ship it to us here at Stanford...”*

*The doctors were kind and considerate and very intelligent. They gave us good explanations and kept us informed. They were absolutely determined to figure out the whole story... The nurses, aides, and technicians were uniformly nice and helpful as could be. We got the impression they just loved working at Intermountain Medical Center. Their spirit and morale were a thing of beauty.*

*I wish I could package all that and ship it to us here at Stanford. We flew home on February 17 with Rosemary cured, out of danger, but, as you can imagine, pretty exhausted and in need of a few weeks rest, which she’s getting now. So many thanks for the excellent care!”*

**Alain Enthoven**, PhD, is a respected health economist, a member of the Institute of Medicine, and a professor emeritus at Stanford University. He sent this letter to us in early 2015 and it is shared with his permission.







5121 S. Cottonwood Street

Murray, UT 84107

801.507.7000

*[www.intermountainmedicalcenter.org](http://www.intermountainmedicalcenter.org)*