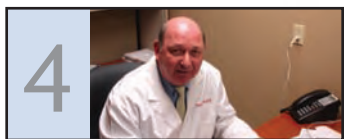


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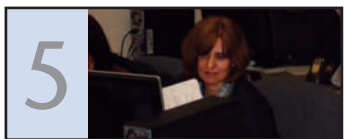
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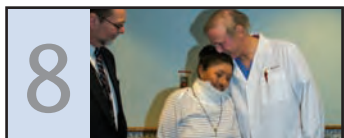
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Mercy Hospital Emergency Center Set for Unveiling

Some of Western New York's best and brightest emergency medical professionals will finally have a setting that matches their skill and dedication as Mercy Hospital of Buffalo gets ready to open the doors to its new Emergency Center on May 12, 2010.

Catholic Health broke ground in October 2008 with a vision to create the region's most effective state-of-the-art emergency facility. When the doors open, Mercy Hospital will be home to the largest emergency department in the area – an important statistic considering the fact that Mercy's emergency room is the busiest in Western New York.

The 46,000 square-foot facility spans nearly an entire city block on Abbott Road from Lorraine to Choate Avenue. The exterior design incorporates plenty of green space and gardens and the extensive use of glass embraces the Fredrick Law Olmsted-designed

Cazenovia Park located directly across the street.

Patients and visitors arriving at the new ER will be greeted by a spacious and open reception area that looks and feels more like a hotel lobby than a healthcare facility. For greater convenience and expeditious service, ambulatory patients will go right to the ER entrance and receive free valet parking. The waiting area is designed with comfort in mind. Both sides of the reception area are walls of glass windows to stream soothing natural light into the facility. Other features include a designated child-friendly area and a peaceful meditation garden located just outside the reception area.

Upon arrival, patients will be assessed by a registered nurse. The ER is equipped with three triage rooms and

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Mercy Hospital ER Set for Unveiling *(continued)*

will provide bedside triage and registration as appropriate. Patients will then be placed in one of 32 private treatment rooms. A row of windows along the addition will bring natural and calming light to the rooms. Each room also has a 26" flat screen TV. Three of the rooms will operate as negative pressure rooms for patients that require this specialized environment.

To enhance turnaround times for prompt diagnosis, a radiology suite will be located within the facility featuring 24/7 digital imaging and a high resolution 64-slice CT scanner.



Larger treatment rooms will feature removable cabinetry to allow for surge capacity.

To expedite patient lab results, a pneumatic tube system will quickly send samples up to the hospital's 7th floor laboratory, eliminating slower hand delivery.

The ER will house a full decontamination facility featuring a separate exterior entrance and the ability to decontaminate patients exposed to hazardous materials by having them directly enter a negative pressure room to avoid the spread of contamination.

Resting atop the new Emergency Center is a carefully designed helipad to accommodate air-ambulance service. This will allow for the fast transfer of patients from rural facilities primarily for the treatment of cardiac and stroke emergencies.

Currently operating as the busiest emergency department in Western New York, Mercy Hospital is responding to a critical need for expanded emergency services. An eighteen-month, \$32 million dollar construction project, the new Emergency Center at Mercy Hospital has been the largest undertaking of its kind for Catholic Health.



The extensive use of natural light creates a soothing environment and is eco-friendly.



Expansive nursing stations provide efficient work areas for the region's busiest ER.

Mercy Hospital's New ER at a Glance

- Addition of 46,000 Square Feet, Including 24,000 Square Feet of New Clinical-Use Space.
- 32 Private Patient Rooms With Surge Capacity
- On-site Diagnostic Imaging featuring 64-Slice CT, Digital X-Ray, and Chest Unit
- Isolated Hazardous Materials Decontamination Room with Separate Entrance, Self-Contained Water System and Access to Negative Pressure Rooms
- Pneumatic-Tube Transport for Direct Access to Lab
- Secure Psychiatric Observation Room
- 3 Triage Rooms
- 3 Negative Pressure Rooms
- 2 Large Resuscitation Rooms
- Ortho Room
- Centrally Located Dictation Room
- Helipad for Air Ambulance
- Wireless Communication Systems
- In-Room Computer Stations
- Abundant Natural Light
- Staff Lounge

Emergency Center to Receive Enhanced Technology

The region's largest ER will also be home to some of the most advanced and innovative technology in the region. Mercy Hospital became the first acute care facility in Western New York with a 64-Slice CT Scanner when it installed the Siemens Somatom 64-Slice CT scanner in 2005. A second 64-Slice CT Scanner will be part of the new ER, providing fast, stunningly clear images for emergency physicians. In an emergency setting, where patients may find it difficult to remain perfectly still, or hold their breath for more than a second or two, the 64-slice CT scanner captures images very quickly and with minimal patient discomfort.

Communication is critical in the ER and new cutting edge wireless communications technology will integrate the nurse call system, MedHost paging, and wireless phones. ER nurses and medical staff will carry wireless phones to provide fast convenient communication in the much larger ER environment. Now, when a nurse pages a physician, the call-back comes directly to their wireless phone and not the nurses' station – the least likely place they would be in a busy ER environment. They will also be able to respond to patients directly since their phones will be integrated with the call system. This exciting new process is modeled after the successful communications system implemented at the University of Pittsburgh Medical Center Children's Hospital.

The extensive use of MedHost, the emergency department information



Hard-wired workstations in treatment rooms will replace many of the mobile computers, or "wheelies," that can be susceptible to battery or wireless connectivity issues.

system, and other information technology like Soarian, put a tremendous burden on our mobile computers on wheels, or "wheelies." In the new ER environment, specially designed wall-mounted computers in patient treatment rooms are replacing many of the wheelies, eliminating issues associated with battery-life and wireless connections. A few wheelies will still be in service, but with the availability of so many hard-wired computers, these wheelies will be much more durable.

Catholic Health and CIPA Partner to Advance Electronic Health Records



Bruce Platt, MD is implementing eClinicalWorks at his cardiology practice. "It requires a good deal of work up-front, but once it's in place and up and running, that work will be well worth it," said Platt.

As the push toward electronic health records (EHRs) advances, Catholic Health has partnered with CIPA to help CIPA Physicians acquire and implement an EHR. As part of an agreement with eClinicalWorks, a Westborough, MA based developer of electronic health record and practice management software, CIPA has negotiated the purchase of software licenses for its members and Catholic Health is providing services for training physicians, hosting, and implementing the application in physician offices.

"This is a tremendous opportunity for our physicians to begin leveraging

technology to improve the delivery of health-care in our community," said Dr. Michael Edbauer, medical director for CIPA.

As part of the program, Catholic Health is developing interfaces that will allow lab, radiology, and transcribed reports to be delivered directly from Catholic Health to a physician's eClinicalWorks EHR system. In addition to the community physicians participating in the program, Catholic Health will be implementing eClinicalWorks throughout its Primary Care Centers as well.

With healthcare reform closer than ever before, we're struggling to discern everything that it means for individuals and institutions. There are, however, already laws on the books that will have a major impact on our health-care system. Chief among these is the American Recovery and Reinvestment Act (ARRA), often referred to as the "federal stimulus package."

ARRA authorizes the Centers for Medicare and Medicaid Services (CMS) to provide a reimbursement incentive for physician and hospital providers who are successful at becoming "meaningful users" of EHRs. The

theory behind the legislation is that technology will help physicians and hospitals provide care that is faster, better, and safer.

Catholic Health has hired additional staff and set-up a special Help Desk phonenumber and e-mail address to support eClinicalWorks users. There are currently dozens of eClinicalWorks users in the region. The CIPA-Catholic Health program has started with three practices encompassing 15 providers using the eClinicalWorks system. There are nearly 30 more practices scheduled to implement the system. The program includes both EHR and practice management capabilities for CIPA physicians. Catholic Health's primary care centers will utilize only the EHR function.

For more information on how to participate in the CIPA-Catholic Health EHR program, please contact:

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Physicians Work to Develop CPOE Technology at Catholic Health

Soarian Computerized Physician Order Entry (CPOE) is coming to Mercy Hospital of Buffalo this spring. A pilot group of 12 physicians, residents, and mid-level providers will begin using this new and dynamic tool to issue orders for patients on two pilot units, 5 McAuley East and 6 McAuley East, as part of the first phase of the CPOE implementation.

The pilot group and pilot units are limited due to the complexity of the CPOE system. A dedicated multidisciplinary team of Catholic Health associates and Siemens experts have been building CPOE for several months. Catholic Health Pharmacy associates have played a significant role in this process because of the wide range of prescribing options that need to be available to physicians. “Building” CPOE means taking thousands of possible clinical options and scenarios, including tests, therapies, courses of treatment, and medications, and developing the lists and decision algorithms that make the system work.

“Our team has done a tremendous job in getting this work done,” said Shanay Shearer, RN, Director IT, Core Clinicals. Working side-by-side with a multidisciplinary team from within Catholic Health and from Siemens Medical Solutions, they have made tremendous progress. “Not only are they building CPOE from the ground-up, they are doing so using a new method-

ology from Siemens,” she added.

CPOE is being developed with what has been called “Agile Implementation Methodology.” This method dramatically condenses the time it takes to develop and implement CPOE by



Diana Pomokova, MD reviews order screens as part of the Pilot Group for the CPOE launch at Mercy Hospital.

concentrating on fundamental order sets and pick-lists and committing additional resources to the project.

Why the rush? Besides the immediate patient benefits (more on that further down), the healthcare stimulus package, as it’s called, requires hospitals and healthcare systems to demonstrate “meaningful use” of electronic medical records. CPOE is a significant part of the meaningful use criteria.

Federal incentives aside, Catholic Health made a commitment to transform healthcare through better processes and technology when it launched Equinox five years ago.

CPOE is and always has been a cornerstone of what we’re trying to achieve with Equinox. By taking the physician ordering process out of the paper world and moving it into an integrated electronic health record, we improve communication, enhance patient safety, and achieve an even higher level of quality care.

The change to CPOE will be challenging for physicians, nurses, and clerical staff – all of whom will need to learn and adapt to new processes. As we have proved time and again, however, our team is more than capable of meeting the challenge. Since the very first Soarian module was introduced five years ago, our clinicians have embraced the new technology and harnessed its potential.

The pilot team’s work is critical. They will identify elements in the system that need to be enhanced or changed, validate the work that has been done and be pioneers in the new processes that accompany the new technology.

“This is where the rubber meets the road, it’s the culmination of many associate’s hard work and the starting point for a new era in the way we practice medicine at Mercy Hospital and Catholic Health,” said Thomas Raab, MD, chairman and program director, Infectious Disease at Mercy Hospital and member of the pilot team.

Williamsville Diagnostic Center Receives Accreditation

The American College of Radiology (ACR) has recently awarded the MRI Department at Kenmore Mercy Hospital's Williamsville Diagnostic Center with a three-year accreditation for Magnetic Resonance Imaging (MRI).

The ACR accreditation recognizes that the hospital's MRI service has undergone a rigorous review process and meets nationally accepted standards of care.

"Receiving MRI accreditation demonstrates our commitment to providing high quality, patient-centered care," said Jason Judd, Chief Technologist of Williamsville Diagnostic Center's Imaging Department.

The Williamsville Diagnostic Center performs all types of MRIs, including, abdomen, pelvic, brain, spine, bones and joints, etc. They have a 1.5 tesla high field strength GE Magnet, which allows for fast high quality imaging.

Accreditation is awarded following an in-depth review of facilities, equipment and staff qualifications by an ACR panel consisting of board certified physicians and medical physicists.

Catholic Health Names Cardiovascular Service Line VP

After an extensive nationwide search, Catholic Health announced the appointment of Jason J. Jankowiak, MBA, CHE, as Vice President – Cardiovascular Service Line for Catholic Health in late February. He began his new role on March 1.

Jason comes to Catholic Health from HealthGrades, Denver, Co., the nation's leading independent ratings organization, where he most recently served as senior healthcare management consultant for Cardiovascular and Orthopedic Service Lines. He is a native Western New Yorker and a graduate of Canisius High School.

In this key position for Catholic Health, Jason will have overall responsibility for system-wide coordination, integration and advancement of the Cardiovascular Service Line, one of the critical components of Catholic Health's 2020 Strategic Plan.

He will work closely with Catholic Health's cardiovascular physicians and staff to grow our cardiovascular services in the years ahead and ensure our position as one of the nation's leading programs.

In our evolving service line organization, Jason will work closely with Holly Bowser, Vice President, Neuroscience and Vascular Service Lines, to ensure coordination, integration, growth and quality improvement across all our vascular service lines.

As an executive with HealthGrades, Jason has extensive experience in developing clinical service line strategies



Jason Jankowiak, Vice President, Cardiac Service Line

and growth initiatives for large health systems.

Jason has expertise in physician engagement, process and organizational redesign, governance, change management, process and quality improvement and financial turnaround.

Prior to his position with HealthGrades, he was senior healthcare management consultant with Deloitte Consulting, LLC, Denver, and prior to that he served as healthcare management consultant for The Chartis Group, LLC in New York City.

Jason earned his Masters in Finance and International Business from the University at Buffalo and earned a graduate certificate in Healthcare Administration from George Washington University. He obtained his Bachelor's in Mechanical Engineering from the University of Notre Dame.

Please join us in welcoming Jason Jankowiak back to Buffalo and the Catholic Health team.

Doctor's Work Underscores the Catholic Health Mission

Pope John Paul II called him Dr. Buffalo, while the children he helps have called him Dr. Miracle. Yet, internationally recognized and respected Jeffrey Meilman, MD, a plastic surgeon at Kenmore Mercy Hospital, is actually reluctant to speak about his humanitarian deeds that have given dozens of children and young adults a new lease on life. He would rather see others in the limelight.

Each year, through his Hope for Tomorrow Foundation, he makes two trips to help 10 to 15 children and young adults - in medically underserved countries - to receive needed surgery to correct facial deformities and other physical conditions caused by birth defects or injuries.

Dr. Meilman and other Hope for Tomorrow members have brought eight of those patients to the Vatican to be blessed by the Pope. And, in recent years, a number of patients have been flown to Buffalo where Kenmore Mercy Hospital has donated the operating room, professional staff, medical supplies and post surgical care.

The roots of the Hope for Tomorrow Foundation, an organization supported by some 30 people...volunteers,

physicians, surgeons and financial backers, go back to the early 1990s when a Polish girl's face was destroyed by burns from a fiery automobile ac-

Most recently, the foundation, Dr. Meilman and Kenmore Mercy helped a 23-year-old Bolivian mother of four regain movement in her arms and neck.



Dr. Meilman poses with Jeanneth Blanca Rojas Paucura, a Bolivian burn victim whom he helped regain movement in her arms and neck.

Jeanneth Blanca Rojas Paucara suffered horrific burns on the streets of Bolivia two years ago. Since the injury, she could not eat on her own, or move her head or neck; she could not work. Over six hours, Dr. Meilman reconstructed her entire neck and lower face, a surgery she called her "lottery ticket back to life."

Jeffrey Meilman is a native of Buffalo. He is active on the staff of many Buffalo hospitals and has had extensive surgical training at major universities including McGill University, the University of Rochester, the University of Illinois,

Albany Medical School and the State University of New York at Buffalo.

Dr. Meilman served in Korea and Vietnam as a United States Air Force surgeon. It was there that he saw so many people in need of surgical restoration and he decided to specialize in plastic surgery. He has had a very successful plastic surgery practice in Amherst for over 20 years.

cident. She desperately needed surgical help she could not afford or get in her homeland. The Polish-American community in Buffalo raised the funds to bring her to Buffalo where Dr. Meilman restored her beauty.

What began then by wanting to help one person has now helped hundreds. It has brought children to Western New York for surgery and has sent medical teams to places such as Russia, India, Cuba, Poland and Jamaica.

ABOUT CATHOLIC HEALTH

Our Mission: We are called to reveal the healing love of Jesus to those in need.

Our 2020 Vision: Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

Our Values: Reverence, Compassion, Justice, Excellence

ABOUT THE PHYSICIAN RESOURCE

The Physician Resource is a quarterly publication intended to illuminate the resources, programs, and initiatives available to physicians and mid-level providers that make Catholic Health's continuum of care the clinical environment of choice for private practice physicians in Western New York. It is published by the Marketing and Public Relations Department of Catholic Health.



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