Mercy Hospital Gears Up for Opening of New Emergency Center

On May 11, Western New York will experience the future of emergency care with the opening of the new Emergency Center at Mercy Hospital of Buffalo. The opening marks the culmination of an 18-month construction project to create the largest and most advanced emergency center in the region. The community is invited to tour the new center on Saturday, May 8 from 1–4 p.m. The event will feature light refreshments, free health screenings and activities for the kids.

“This project began with a commitment to our community to respond to a growing need for emergency care services while improving the patient experience,” said C. J. Urlaub, president and CEO of Mercy Hospital. “We are proud to deliver on that pledge as we open the doors to our new Emergency Center.”

The 46,000 square-foot facility spans the front of the hospital, creating a modern facade with architectural elements to complement nearby Cazenovia Park. Patients and visitors will be greeted by a bright, spacious reception area leading to 32 private treatment rooms specially equipped to handle any type of medical emergency.

The emergency center houses its own radiology suite with 24/7 digital imaging and a high resolution, 64-slice CT scanner to expedite care and treatment. Free valet parking and flat screen TVs in each patient room provide added convenience for emergency patients. Other features of the new Emergency Center include a rooftop helipad, child-friendly waiting area, and courtyard meditation garden.

Construction work will continue over the next several months on the hospital’s main entrance and lobby, the former emergency department, and a new street-level entrance from the parking ramp. The $32 million construction project is the largest undertaking of its kind for Catholic Health.

Catholic Health Celebrates First Anniversary of Sisters Hospital, St. Joseph Campus

It’s hard to believe that it has been a year since Sisters of Charity and St. Joseph hospitals came together to form one of the largest hospitals in Western New York. While change of this magnitude is never easy, it has been a journey filled with achievements, and many more to come.

With the help of associates from both campuses, and the support of the entire system, we not only brought two hospitals together as one, but are also shaping a new future for our associates, patients and the community.

The first test of this new collaboration came with our successful Joint Commission reaccreditation survey last year. It was the first of several recognitions for the new two-campus hospital, including a Consumer Choice #1 ranking in Western New York for the best nurses and the most personalized care.

The SleepCare program at St. Joseph Campus was re-accredited and will be the model for a new program being launched at Kenmore Mercy Hospital later this year. Exciting new programs opened on both campuses this year. In January, the M. Steven Piver, MD, Center for Women’s Health & Wellness opened in the Seton Professional Building of the Main Street campus. And most recently, Catholic Health opened the first of three Advanced Wound Healing Centers in the Caritas Building on the St. Joseph Campus.

Both campuses were also designated BlueCross BlueShield Blue Distinction Centers – Main Street for Bariatric Surgery, Spine Surgery, and Knee & Hip Replacement, and the St. Joseph Campus for Knee & Hip Replacement. The Echocardiography Laboratories at both campuses were also reaccredited for quality and safety under a multiple site designation.

This new sense of oneness also shined through in Sisters Hospital’s community outreach activities. In addition to numerous Mission activities, both campuses donated over 2,500 pounds of food and raised $3,400 to support the Food Bank of WNY and our Helping Hands funds. And the generosity didn’t stop there. Associate support also exceeded an ambitious fundraising goal for the Sisters Hospital Foundation Annual Giving Campaign.

Together, these accomplishments and recognitions highlight the quality care we provide and the realization that together we truly are stronger.
Do Something Good for Helping Hands and the Food Bank

Most of us use computers every day to search for information. It’s a good way to look up recipes, to search for a a new music CD, or to check your email. As technology continues to evolve, so do the ways in which we use it. Many of us are familiar with the internet and its vast array of resources. But did you know that you can use the internet to help others?

With primary care services from the Riverside/Campbell Health Center, Catholic Health is continually looking for ways to improve care. One area where we can see improvements is in breast cancer screening. Catholic Health’s LIFESKILLS Diabetes Education Program provides education and support for patients and caregivers. For more information on Catholic Health’s LIFESKILLS Diabetes Education Program, please visit our website at www.chsbuffalo.org/diabetes.

Catholic Health Sponsors Electronics Recycling Day

Earth Day – Do something good for the planet on April 22. Look for more information on Earth Day activities at our various ministries.

Electronics Recycling Day - Spring is a great time to clean up around the house. But what do you do with those old PCs, monitors, VCR players and other electronics? It’s illegal to just throw them away in the trash. A better solution is to bring them to the Electronics Recycling Day at Catholic Health. The event is free and open to the public. It’s a great opportunity to get rid of unwanted items in your home and protect the environment. Catholic Health Go Green volunteers, in cooperation with Regional Computer Recycling and Recovery of Rochester, will accept unwanted personal electronic equipment from your home. As part of this event, we’ll also be collecting non-perishable food items for the Food Bank of WNY.

Look for details coming soon and start gathering up your old unwanted electronics.

Catholic Health Hospitals Host Free Breast Cancer Screenings

In April 2006, Catholic Health flipped the switch and took a giant leap forward in clinical transformation, launching the first phase of Sustain with Sustained Clinical Access. This new initiative is designed to provide electronic access to clinical results for patient lab work, radiology studies, and tomato reports.

Before Sustain, information was locked away in paper charts. If a patient went to Sisters Hospital for a procedure, the entire medical record had to be reconstructed in the Sustain system. Now, the medical record is available online at any time.

Catholic Health Health Care System celebrates 40 years of helping hands.

"Our Roots, Our Mission, Our Promise of Excellence"

Primary Care Moves Ahead with Several Important Changes

With 12 Primary Care Centers throughout Western New York, Catholic Health is continually looking for ways to improve care. One area where we can see improvements is in breast cancer screening. Catholic Health’s LIFESKILLS Diabetes Education Program provides education and support for patients and caregivers. For more information on Catholic Health’s LIFESKILLS Diabetes Education Program, please visit our website at www.chsbuffalo.org/diabetes.

Easing the Way for IV Therapies at Home

Catholic Health Home Care’s new Infusion Therapy Service is tailored to meet the needs of patients undergoing IV therapy at home. Our team, including licensed infusion pharmacists and registered nurses, provides this highly specialized care in the comfort and privacy of the patient's own home, eliminating the inconveniences and added cost of a trip to the hospital.

With the opening of our Home Infusion Pharmacy in 2009, we are able to provide a greater continuum of care for the patients we serve.

Catholic Health Home Care’s new Infusion Pharmacy can perform a home visit to instruct Christine Miller.

Diabetes Education Program Celebrates Four Decades of Service

The year was 1970. While bell-bottoms and platform shoes were the latest fad, a young endocrinologist at Sisters Hospital of Buffalo named Joseph Armenia, MD, was looking for a new way to help patients deal with the devastating effects of his diabetes. That year, he approached hospital administration about developing a formal diabetes education program to serve patients in the local community.

A short time later, Mary Taberski, a registered nurse from OLV Hospital, was hired to work alongside Dr. Armenia to develop the educational materials and teach the program. From there, one of the area’s first diabetes education programs was born. Now, four decades later, Dr. Armenia and Mary Taberski are still part of Catholic Health’s nationally recognized LIFESKILLS Diabetes Education Program.

Founder of the WNY Chapter of the American Diabetes Association in the early 70’s, Dr. Armenia still operates the area’s first diabetes education program. Over the last four decades, a lot has changed in terms of early detection, insulin effectiveness, and blood glucose monitoring, but patient teaching remains a cornerstone of patient management. “We’ve come a long way in our knowledge and approach to diabetes education,” said Taberski. “When we started, patients got about one hour of instruction. Today, it’s 10 hours or more. Patients are much more involved in their care and more knowledgeable about managing their diabetes.”

Along with Taberski, Sherman Wicks, RN, BSN, Irene Haefner, RN, CDE, Irene Hofmeister, RN, CDE, and Delores Millett, RN, CHES, help teach the diabetes education program to over 2,400 patients each year. Recognized by the American Diabetes Association, Catholic Health’s Diabetes Education Program includes inpatient physician training, a comprehensive self-management education program, individual instruction for insulin administration and home blood glucose testing, follow-up instruction, gestational diabetes classes for pregnancy-related diabetic test, and pre-diabetic classes for individuals at risk of developing diabetes.

Congratulations to Dr. Armenia, Mary, and our entire team of diabetes educators for their dedication to the field. For more information on Catholic Health’s LIFESKILLS Diabetes Education Program, please visit our website at www.chsbuffalo.org/diabetes.
A Heartwarming Story from Sisters Hospital

During a heart attack, the heart stops beating, cutting off blood flow to the heart and brain. More than 90% of people who suffer cardiac arrest outside the hospital die before reaching the ER, accounting for more than 300,000 deaths in the U.S. each year. Besides heart disease, those who survive resuscitation can suffer neurological injuries from brain loss to cognitive impairment.

In recent years, physicians and emergency medical personnel have had success limiting brain damage following cardiac arrest with a procedure called mild therapeutic hypothermia. Sisters of Charity Hospital recently began using the cooling protocol, which is also available at Mercy Hospital. For 32-year-old Denysha Harwell, it was a difference.

In January, Denysha collapsed after suffering a heart attack while working at the Castalian Center on Mill Street. Before she could call 911, coworkers called 911. Paramedics arrived within two minutes and began CPR. When medical staff arrived, Denysha had been without blood flow to her brain for 20 minutes. They transported Denysha to Sisters Hospital.

Denysha was taken to the ICU where her body temperature was chilledIV saline, cooling blankets and ice packs to lower her body temperature. The ER staff continued the cooling process using the same method. “Our team has done a tremendous job in getting this work done in a very short period of time,” said Michael McRae, administrator of Father Baker Manor. “I’d like to thank our clinical and support staff, all the people who make Father Baker Manor a home we can all be proud of.”

This is the third deficiency-free survey for a Catholic Health Long Term Care facility in the past year. In 2009, Catholic Health’s McAusley Residence in Tonawanda also earned a deficiency-free survey.

As an area leader in residential and senior services, our association work hard to provide our patients and residents with high quality care. Staff member Claire Kiechel, president & CEO of Continuum, said, “It’s important that we continue to provide quality care to our residents.”

In addition to providing long term care services, Father Baker Manor also offers short-term education and support to help patients make the transition from hospital to home, resulting in improved outcomes and short-term care program for patients recovering from serious cardiac conditions.

Mercy Hospital Pilots Computerized Physician Order Entry

The next chapter in the Saranac story – Computerized Physician Order Entry (CPOE) – is coming to Mercy Hospital of Buffalo this spring. A pilot group will begin using this new and dynamic tool to improve patient care during this first phase of CPOE implementation.

The pilot team’s work is critical. It will test the system and identify improvements before CPOE is launched on all nursing units and then system-wide.

A dedicated team of Catholic Health and Siemens experts worked for several months building CPOE. Our Pharmacy staff also played a key role in developing the necessary interfaces with our systems. The pilot is a critical step in implementing CPOE.

CPOE is being developed using a method that dramatically speeds up the implementation process. “Our team has done a tremendous job in getting this work done in a very short timeframe,” said Douglas B. Moreland, MD, FACS, the Buffalo Neurosurgery Group, representing Catholic Health.

Why the rush? Besides the immediate patient benefits, federal funding is available for hospitals that successfully implement CPOE. While computerized order entry was developed more than 20 years ago, CPOE is a cornerstone of that commitment.

Economic incentives aside, Catholic Health attributes the commitment to transform healthcare through better processes and technology when reducing our costs and improving our business performance.

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Three Named to Health Care 50 List

Three members of the Catholic Health family have been named to Business First’s Health Care 50 — an annual list of the movers, innovators, strategists, outstanding caregivers and pioneers in WNY health care. Catholic Health’s Christine Calvitti, FNP-BC, executive director of Population Health; and the Rev. James Morrisey, J.C.D., president and CEO, were named to the list for their contributions to improving health care in WNY. In addition to our recognition, three of our members were named to the list of 2013-2014 rising stars: Jane K. Cardone, RN, MSN, Division of Women’s Health’s chief nurse; Sarah A. Ferrale, RN, MSN, acute care clinical director, beefed up the WNY health care landscape with innovative strategies to improve patient care. Christine Calvitti, FNP-BC, executive director of Population Health, is recognized for her leadership in developing a population health strategy that focuses on improving health outcomes and reducing costs. She has also been involved in the development of a new wellness program for employees that includes educational sessions on nutrition and physical activity. Jane K. Cardone, RN, MSN, Division of Women’s Health’s chief nurse, is recognized for her leadership in developing a comprehensive women’s health program that includes services for cancer survivors, reproductive health, and menopause management. Sarah A. Ferrale, RN, MSN, acute care clinical director, is recognized for her leadership in developing a new acute care program that focuses on improving patient outcomes and reducing readmissions. Christine Calvitti, FNP-BC, executive director of Population Health, is recognized for her leadership in developing a population health strategy that focuses on improving health outcomes and reducing costs. She has also been involved in the development of a new wellness program for employees that includes educational sessions on nutrition and physical activity. Jane K. Cardone, RN, MSN, Division of Women’s Health’s chief nurse, is recognized for her leadership in developing a comprehensive women’s health program that includes services for cancer survivors, reproductive health, and menopause management. Sarah A. Ferrale, RN, MSN, acute care clinical director, is recognized for her leadership in developing a new acute care program that focuses on improving patient outcomes and reducing readmissions.

Loving the Health Ministry Award & Kudos Winners

Jen Bosetti and Victoria Stone were the winners of the KDIVS movie pages for January and February. Annual Love Award Breakfast

Home Care will hold an annual LOVE Award Breakfast on Friday, April 30 at the Appletree Business Park. During the breakfast, Home Care leadership and management will honor 21 associates who were recipients or nominees of the LOVE Award this year. Each honoree will be presented with a gift for living our values.

Auction/Bake Sale

The Home Care Mission Committee sponsored an Auction/Bake Sale event to support our associates and their families and caregivers. Home Care associates are encouraged to bring new or gently-used items to the event. In addition to additional items, there will be a raffle and a silent auction. All proceeds from the successful event are used to support mission grants to our associates and their families.

Glove Ritual

Home Care held a special ritual in March to express gratitude to all the caregivers who have given so generously of their time and talent to support our mission. Home Care leadership and management associated with a pair of gloves symbolizing the healing they have brought to others through their work.

Catholic Health e-Store Offers Convenient Online Shopping

Online shopping is a simple and convenient way for people to buy the things they need or send gifts. People who are looking for medical merchandise, want to send flowers to a patient or someone they love, or are looking for unique gift items, can log on to www.catholichealth-e-store.com to browse the items available. So whether you're looking for medical merchandise, want to send flowers to a patient or someone you love, or are looking for unique gift items, you can log on to www.catholichealth-e-store.com to browse the items available.

Catholic Health Expands Presence on Facebook and Twitter

Last September, Catholic Health’s Marketing and Communications Department announced its goal of doubling the number of Gemmen family was the first to use the database. In the last six months, 150 New York Catholic in Facebook over 500 fans on Facebook and over 200 followers on Twitter, with new friends coming on board every day. This interactive communication tools help us in touch with our patients and staff, pro- vide valuable health information and respond to inquiries. Subscribers can sign up on what’s happening within Catholic Health, including awards and recognitions, upcoming events, and career opportunities. It’s a great way to stay tuned, informed, and let others know what makes Catholic Health a great place to work and receive care.

In addition to building an engaged community among our associates, patients, and physicians, our social media presence raises awareness and credibility for Catholic Health in the community. We have seen over 5400 visitors on Facebook and over 2000 followers on Twitter, with new friends coming on board every day. This interactive communication tools help us stay in touch with our patients and staff, provide valuable health information and respond to inquiries. Subscribers can sign up on the website to receive updates on what’s happening within Catholic Health, including awards and recognitions, upcoming events, and career opportunities. It’s a great way to stay tuned, informed, and let others know what makes Catholic Health a great place to work and receive care.

Catholic Health, News & Events

Catholic Home Care, News & Events

Catholic Health is offering a free Work Conditioning Program to help people return to work after injury, or new moms recently discharged from the hospital, it can also mean getting needed medical care, injury, or new moms recently discharged from the hospital, it can also mean getting needed medical care.
Mail Order Prescriptions Offer Convenience and Savings

Are you looking for a convenient way to reduce your prescription costs for maintenance medications? The savings may be in your mailbox. Associates with health coverage through Catholic Health now have the choice of two mail order prescription options – Express Scripts and Walgreens Mail Service. Both mail-order services offer ease and convenience for your maintenance medication needs, including online refill ordering, online bill payments and extended customer service hours.

With either mail order service, you will have only two co-payments for a 90-day supply of maintenance medications, versus three co-payments for the same 90-day supply at a retail pharmacy. Please note: only those drugs on Independent Health’s Maintenance Drug List are eligible for this offer. Look for a “D” on the IHA formulary.

To begin using Express Scripts or Walgreens Mail Service, you will need to complete an enrollment form and have your doctor write a new prescription for a 90-day supply of the maintenance medication(s).

Refilling your mail order prescriptions is fast and easy through online access, by telephone or by mail. You must have your Member ID number, your prescription number, and your credit card or flex benefit card number.

To make sure you don’t run out of a medication, reorder 14 days before your prescription runs out.

To obtain a mail order enrollment form or to find out if your maintenance medications are eligible for mail order service, contact Independent Health at 635-7880 or (888) 879-9172, Monday – Friday from 8 a.m. to 8 p.m. TTD users may call 631-3108.