It’s countdown time as Mercy Hospital prepares to reveal its entire new face to Western New York in December with the completion of the new main entrance and lobby. Construction work began immediately following the opening of the Mercy Emergency Center in May to expand the modernistic design across the rest of the hospital’s Abbott Road facade. The main lobby is being extended by 17 feet providing a more spacious and bright reception area featuring a wall of windows similar to the Emergency Center. A new Lorraine Avenue street-level entrance, elevator, and parking ramp staircase have been operational since September and serving as the temporary main entrance during the construction. The connecting corridor from the Emergency Center to the main lobby will include a 70-foot mural display highlighting Mercy’s heritage. And, there’s something else brewing… a Tim Horton’s™ coffee kiosk is being planned as an added attraction in the main lobby.

Residents of the Mercy Nursing Facility participated in a new program called “Cook-n-Chat.” This new program sponsored by the Dietary Department combines social activity with meal preparation, allowing the residents to participate in familiar routines of their past. Residents, while enjoying a glass of wine, met with staff to plan a menu for an evening meal. The menu they selected consisted of eggplant parmesan, homemade bread, salad with homemade dressing and dessert. The following week, the same residents cut, chopped, kneaded and baked the meal along with staff and served it to all the residents in their household. Residents in other households also dined on the same menu, but their food was prepared by the main kitchen using the same recipes.
Cook-n-Chat will be a monthly event open to all interested residents and will rotate households. Many other staff members have signed up to plan and prepare their family’s special recipe with the facility and we are encouraging families to send in their favorite recipes as well.

- A group has been formed consisting of all Mercy Nursing Facility associates who have attended Eden Certification training in order to continue the growth of Person Centered care in our facility. The group discussed ways of educating others who have not participated in the training. Members of the group will be leading “Learning Circles” on each Household to facilitate improved communication of feelings and ideas of residents and staff alike to improve care and quality of life.

- In non-invasive cardiology, a Team Charter has been developed with Patient Access and Nuclear Medicine related to pre-registration of patients along with obtaining the preauthorization for nuclear stress testing and stress echoes. The goals are to increase patient satisfaction, increase procedure volume and decrease no shows of outpatients.

- Efforts to improve patient satisfaction are underway in Invasive Cardiology, including: a trial on patient flow to keep patients moving through the Holding area; Continued evaluation of food selection post procedure; Evaluating possibility of water cooler and/or coffee machine for patients and families in the waiting area; Holding staff meetings focused on patient satisfaction improvement possibilities in the invasive catheterization area; and AIDET training involving all Cath Lab staff has been completed.

- For enhanced patient safety and peace of mind, the Mercy Hospital Foundation recently donated a defibrillator to the Mercy Diagnostic and Treatment Center, Partners in Rehab facility.

- In the Stress Lab, pre-registration of outpatients was instituted for all outpatient non-invasive procedures. For additional convenience, patients no longer have to go to the 3rd floor prior to their non-invasive cardiology procedure being performed.

- At AthletiCare-MACC, staff provided free sports injury screens to 5 high school athletes (referred from Sports Outreach ATCs) during the month of September.

- The Pharmacy Department has made a number of Operational Improvements to improve patient service and satisfaction, including: Changed Pyxis pull to overnight shift, resulting in standardized pull times for all drugs; provides for full machines as soon as possible in AM, and reduces number of stock outs. Reconfigured Deliveries, in which deliveries now separate Pyxis refills from routine drug deliveries; routine drug deliveries now take approximately 20 minutes for inpatient units vs. 60 minutes when we combined drug deliveries with Pyxis refills; nurses get the new medications they need to administer faster and on a more consistent basis. Redesigned 1st and second shift workflow; Outsourced production of non-commercially available IVs; and instituted Self-check of medication order entry which requires pharmacists to re-check every order sheet processed for errors and omissions, to check entire order sheet – not just the set of orders for which the order sheet was scanned to pharmacy, and to use the edit function on scans to mark each order checked.
At AthletiCare-MACC, Rick Szabala, senior PT, rolled out a new Peer Review process to staff. This new Peer Review initiative has been implemented at all outpatient rehab sites and managed by a committee led by Kathy Aebischer (Manager at SOCH/SJH).

The Pharmacy mandated verification of relevant lab data for warfarin and potassium orders which requires pharmacists to check labs and mark the most recent lab value on scanned order prior to processing orders for warfarin and potassium.

In September, the MHOB Sleep Lab installed a new state-of-the-art sleep monitoring system called the CareFusion Somnostar system. This new technology enhances accuracy, increases efficiency, and meets all requirements for Sleep Lab Accreditation. Sleep related breathing disorders have been linked to detrimental impact on both cardiac and neuro systems. This affect is reversible with diagnostic testing and treatment. Sleep disorders may affect 20% of the population and for patients with other illnesses, that number could be as high as 30%. During recent years, there has been a significant increase in public awareness of the importance of sleep.

The Mercy Nursing Facility continues to post and Overall Quality Rating of 4- stars under CMS’s 5-star rating program. A 4-star rating indicates above average quality.

**Perfect Care Core Measures:** According to Performance Improvement, core measure data through June 2010 shows the following results:

- SCIP Perfect Care 1, 2, 3, 4, 6 & VTE 1&2 YTD = 86%
- PN (pneumonia) Perfect Care YTD through June = 88%
- HF Perfect Care YTD through June= 91%
- AMI Perfect Care YTD through June = 94%

Mercy Sleep Lab staff from left are: Susan Miller, RRT, RPSGT; Brian Leahy, RRT, RPSGT; Karen Schmalfeld, RRT; and Dave Ciesla, RRT-NPS, RPSGT.
• Mercy Nursing Facility held Town Hall Meetings with Pat O’Connor and Sally Smith on one three shifts in September in an ongoing effort to ensure proper communication and open dialogue.

• Mercy Associates were recently honored for 5 & 10 Year service anniversaries. In addition to receiving a special anniversary pin, they were treated to cake and punch in the hospital’s new main conference room.

• An Associates’ Benefits Fair was recently held in the main conference room. Several associates visited with specialists from HR and representatives from various agencies and health insurance companies to ask questions and learn more about the benefits available to them. Free flu shots were also made available at the fair.

• Mercy Hospital of Buffalo celebrated “Mercy Day” on September 24th. Volunteers served complimentary coffee cake and tea to associates and visitors in the morning. A special mass was held at noon in the chapel followed by a reception in the hospital’s rotunda. Several Sisters of Mercy and associates attended the celebration. The Sisters of Mercy founded Mercy Hospital in 1904. Mercy Day, which is the Feast of our Lady of Mercy, has historic roots as being the day that the Sisters of Mercy Foundress Catherine McAuley welcomed the first residents to the House of Mercy that she established on September 24th, 1827 in Dublin, Ireland.
• New medical staff appointments in September included: Kevan Sternberg, MD (Urology); Ghous Yasin, MD (Medicine); and Jack Lawler, MD (OB/GYN). In July (omitted from August Journey Report), appointments included: Kevin Shiley, MD (Medicine/Infectious Disease; James Collins, MD (Family Practice); Albert Cowie, MD (Radiology); Lisette D’Eon, MD (Medicine) and Mark Doerr, MD (Urology).

• The Respiratory Care Department is pleased to announce the appointments of new Medical Directors for both Sleep and Respiratory Care. Dr. Francis Augustine has assumed the role for the Sleep Lab, and Dr. Dave Durante for Respiratory Care.

Catholic Health’s 2nd Annual Cardiovascular Symposium was held at the Albright-Knox Art Gallery on October 2. Over 150 area physicians and health care professionals attended the event to learn about the latest advancements in cardiovascular care. Speakers included: Julie LaManna, RN, Catholic Health Senior Director of Cardiovascular Services, who presented on “The Hybrid Imaging Operating Room (OR): The New Sandbox;” Joseph Gelormini, MD, FACC, FSCAI, Director of Echocardiography at Sisters Hospital and St. Joseph Campus, presenting on “Radial Artery Approach to Diagnostic Coronary Angiography and Intervention;” John Bell-Thomson, MD, MBA, Chairman of the Department of Cardiothoracic Surgery, Mercy Hospital of Buffalo, presenting on “Mitrail Valve Repair: Why The Robot?”; Husam Balkhy, MD, Chairman, Department of Cardiac Surgery and Director, Center for Robotic and Minimally Invasive Surgery at the Wisconsin Heart Hospital who delivered the keynote address: “Integrating Robotics and Anastomotic Devices in a Totally Endoscopic Approach to Coronary Bypass Surgery;” Iris Hudson, DO, Department of Anesthesiology at Mercy Hospital, who presented on “The Art Form of Anesthetic Management of the Off-Pump Coronary Artery Bypass (OPCAB);” Lee Guterman, PhD, MD, Director of Neurology, Medical Director of Catholic Health Stroke Services, and Catalina Ionita, MD, Catholic Health Director of Neuro-Critical Care, who spoke on “Endovascular Therapy for Combined Carotid and Coronary Disease;” and Roger Walcott, MD, Department of Vascular Surgery, Catholic Health, who presented on “The Current Management of Ruptured Abdominal Aortic Aneurysms.”

• The Mercy Hospital Emergency Center construction project recently won the Buffalo’s Business First newspaper Brick by Brick Award for Best Medical Complex. Recognized in the award are the general contractor- The Pike Company, architect- Cannon Design, and Owner- Catholic Health.