

Plans in place for ER groundbreaking

With site preparation already underway, Kenmore Mercy Hospital is planning to break ground for its new Emergency Department next March.

Design plans for the \$14 million Emergency Department, which will be built along the south side of the hospital, focus on providing a more comfortable, private, and efficient patient care experience.

Expected to be completed in the fall of 2013, the new Emergency Department will feature 25 private treatment rooms for the more than 34,000 patients who are expected to receive



emergency care there each year.

The project also features a new ambulance bay, centralized nurses' stations, a "SuperTrack" unit, and specialized resuscitation, bariatric, and decontamination rooms. A CT scanner and digital x-ray equipment will be housed within the department to expedite diagnostic studies.

"All of these improvements will help enhance patient flow, reduce wait times, and provide more

efficient and effective emergency care services," said Raquel Martin, MD, medical director of the Emergency Department.

The Kenmore Mercy Hospital Foundation recently announced plans for a \$1 million capital campaign to help finance the project.

The campaign is seeking contributions from hospital physicians and staff, area businesses and foundations, and the community.

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Check out the *Kenmore Mercy Foundation Insider*, inside this edition.

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High HealthGrades scores for hospital

Kenmore Mercy Hospital has again achieved high scores with HealthGrades®, the nation's leading objective rating source studying patient outcome information.

For the sixth year in a row, the hospital received the HealthGrades Joint Replacement Excellence Award, ranking it among the top five percent of hospitals in the nation and #3 in New York State.

Kenmore Mercy also received a 5-star rating for both neurosurgery and GI procedures/surgeries.

Catholic Health has received the most 5-star and quality Excellence Awards of any Western New York health provider from HealthGrades®.

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From the President James Millard

As the weather begins to change and the snow begins to fall, my mind turns to a time of giving and thankfulness. And we have much to be thankful for this year at Kenmore Mercy Hospital.

We successfully attained Joint Commission Certification in three areas, Total Knee, Total Hip and Advanced Stroke Care. Striving to take our stroke care a step further, the hospital is participating in the American Stroke Association's Get With The Guidelines, for which we already achieved the Bronze Performance Achievement Award. We also finalized the design for our new Emergency Department, and expect to begin construction on the actual ED in the spring.

I am also proud to share that 85 percent of you completed the Voice of the Associate Survey, setting an all time record at Kenmore Mercy Hospital and exceeding the percentage of responses of any of the other hospitals in Catholic Health. Our last round of Associate Forums also set a record for attendance. I appreciate your active engagement and participation, as both of these provide you with an opportunity to share your opinions and suggestions. We value your feedback and use it to make Kenmore Mercy Hospital a better place for patients and staff.

We are fortunate at Kenmore Mercy to have a wonderful family of staff, volunteer and physicians who are dedicated to fulfilling our mission as you care for our patients. Thank you for all that you do for our patients and for each other. With all of your help, we look forward to another great year in 2012.

Welcome Aboard

Kenmore Mercy Hospital is pleased to welcome the following physicians to the medical staff.

Jonathan Coolidge, MD, Emergency Medicine

Thomas E. Conley, MD, Internal Medicine, specializing in neurology

Donna A. Feldman, MD, Obstetrics & Gynecology

Ross Sherban, DO, Surgery, specializing in orthopedics

Meliton B. Silva, MD, Surgery

Kristen L. Smyers, MD, Obstetrics & Gynecology

Diane J. Sutter, MD, Obstetrics & Gynecology

Chad P. Tyler, DO, Family Practice

Gary G. Wang, MD, Internal Medicine, specializing in rehabilitation medicine

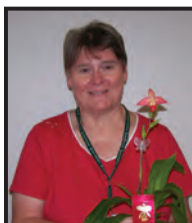
Kenmore Mercy Hospital is pleased to welcome the following managers.

Tom Collins, RN, was promoted to nurse manager of the Medical Rehabilitation Unit.

Jodie Wiatrowski joined Ken-Ton Primary Care Center as clinical coordinator.

Kudos!

Barb Domagala, transcriptionist, won two ribbons for her orchid presentation at the Niagara Frontier Orchid Society Show in October.



Barb Domagala

Diane Taylor, RN, Emergency Department, obtained her National Certification in Emergency Nursing.

Naheed Ali-Sayeed, clinical nutrition manager, recently authored a text book titled *Civilizations and Food Culture in the Far East*.



Naheed Ali-Sayeed

The **Respiratory Therapy** and **Dietary Departments** both held raffles in October for the Helping Hands Fund.

Amanda Kramer, RN, BSN, Emergency Department clinical advisor, and **Cathy Mulawka, RN, MBA**, clinical project advisor, recently submitted an abstract for a poster to the International Stroke Conference 2012. Their poster was chosen from hundreds of submissions, and is one of a handful chosen to present a 30 minute oral presentation. The poster discusses customizing electronic medical records at Kenmore Mercy to improve stroke care indicators in the Emergency Department.

The **Pulmonary Rehabilitation Program** was recently recertified by the American Association of Cardiovascular and Pulmonary Rehabilitation. The three-year certification recognizes programs rigorously reviewed by the national board who meet the AACVPR requirements for standards of care.

New endoscopes help GI unit

With the purchase of 29 new endoscopes earlier this year, Kenmore Mercy Hospital is enhancing patient care and improving turn around times for colonoscopies, bronchoscopies and other endoscopic procedures.

“This new technology will help us to better diagnose our patients by giving gastroenterologists remarkably clear views,” said Veronica Valazza, nurse manager for the Endoscopy Department.

In addition, the Endoscopy Department recently installed all new medivators, a high level disinfection system which tests, washes, disinfects and rinses flexible endoscopes between patient uses.

Improving endoscope throughput allows additional patient procedures to be scheduled and results in increased facility revenue.

New equipment enhances spinal surgeries

When it comes to surgery, the clearer the image, the better the outcome. With the recent purchase of a Zeiss OPMI Pentero Surgical Microscope and ARCADIS Orbic 3D New Generation C-Arm, a one of a kind in Western New York, neurosurgeons at Kenmore Mercy Hospital are getting the results they need for today's new and complex procedures.

The \$200,000 microscope, was developed specifically for use in surgeries of the brain, spine and nervous system.

The \$196,000 mobile C-arm system from Siemens, provides enhanced

Associates give thanks by giving

The true spirit of Thanksgiving was alive and well as Kenmore Mercy staff gathered in the atrium on November 22 to bless and distribute Thanksgiving food baskets that were prepared to help needy families throughout the community.

Various departments donated all the trimmings and carefully put together 45 individual baskets which were distributed by local parishes.



Cathy Stachowski and Suzanne Judd, CT technicians, prepare their department's basket donation.

MRU gets into the "spirit"

Kenmore Mercy Hospital's Medical Rehabilitation Unit hosted a Halloween party for patients, complete with costumes and games.

Games like "bobbing" for apples, skull toss and ring around the witch's hat were specially designed to replace patients' normal rehabilitation activities for the day.



MRU staff Terry Viverettem, Mary Caezza and Nafeesa Mussa scare up some fun with patient Amelia Rattigan (center).



Michael Stoffman, MD, performs a spinal surgery.

image quality making interventional procedures more efficient and precise.

“With the addition of this new microscope and C-arm, our patients receive the latest in neurosurgical care and our medical staff has the advanced equipment they need to keep pace with the growing number of neurosurgery procedures performed at Kenmore Mercy,” said James Millard, hospital President & CEO.

Currently, Kenmore Mercy's surgeons perform nearly 1,500 neurosurgeries per year.

60 years and still going strong

Kenmore Mercy celebrated its 60th anniversary on October 7 with a ceremony attended by hospital family and friends, including the Sisters of Mercy, who founded the hospital; Bishop Edward U. Kmiec, DD, Bishop of Buffalo; and dozens of hospital staff.

Longtime doctors, associates and volunteers were also honored, many who have served the hospital for more than four decades and through several renovations, including the addition of the north and

south “Wings of Mercy” in the late 1950s, the west building in 1975, and the new patient addition and atrium lobby in 1996.

But, as Bishop Kmiec, who has been a patient at Kenmore Mercy, noted, it is the people who make the hospital so special. “We can have a pretty building, but it’s the staff that gives it a heart,” he said. “And you give it a lot of heart.”



Frederick Beerel, MD, Irene Stevens, RN, and Carolyn Hilbert, director of Pulmonary Services, were among the hospital staff who helped celebrate Kenmore Mercy's 60th Anniversary.

TCAB working well on 3 East

This past January, 3 East joined a collaborative nationwide project called *Transforming Care at the Bedside*.

This initiative allows the bedside nurse to develop and institute changes that will improve patient care. The nurses brainstormed about what needed to improve on the unit and tested the processes.

Some of the improvements included:

- Establishing an education cart to house all patient education in a portable and accessible location.
- Adding white boards to each room which have information such as the names of the staff that are responsible the patient's care. This idea was shared with the patient satisfaction committee and adopted on all the floors.
- Creating an IV cart that houses all materials needed to draw blood and start IVs, which is portable and easily accessible. Additional floors have adopted this idea.
- Changing the way nurses report off to each other shift to shift, going from taping to face to face reports. This provides better



Nurses Jennifer Rennels and Kayla Mornelli have been involved in many of the TCAB initiatives.

communication of patient issues. Other floors are starting to use this reporting system also.

- Developing a system of cleaning and disinfecting telemetry leads in between patient use. This has gone hospital wide.

The TCAB initiative has spread to other floors in the hospital and each floor is developing processes to improve patient care. The goal of the initiative is to share and adapt ideas from one another to enhance quality and patient safety at Kenmore Mercy Hospital.

Upcoming Events December

- 12 Ken-East Select Choir
- 14 Pearl Jewelry and Silk Ties by House of Nacre
- 15 Annual Holiday Appreciation Meal

January

- 10 & 11 Happy Feet (Gel Insoles)

February

- 12-18 Cardiovascular Professionals Week

Human Resources Reminder

Please remember to update your home addresses and emergency contact information with Human Resources. The US Postal Service is prohibited from forwarding W-2 information even if a forwarding address is on record with the Post Office. A current address is essential to receive your W-2 document for tax purposes.