

Kenmore Mercy CONNECTION

June 2011
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Associate News and Events

Catholic Health
Kenmore Mercy Hospital

Hospital recognizes special nursing staff

Kenmore Mercy Hospital capped off National Nurses Week by recognizing some of its best nursing staff during a special ceremony held on May 12, Florence Nightingale's birthday.

Annette Gillies was chosen as Nurse of Distinction, Debbie Micholas was chosen as Outstanding Staff Nurse, and Michelle Giallella was chosen as Nurse's Aide of Distinction.

Annette, a nurse on the 2 West medical/surgical unit, joined Kenmore Mercy in 2003. Debbie, a nurse on the 2 East surgical recovery/orthopedic unit, started at Kenmore Mercy in 2008. Debbie was also honored by the New York State



Annette Gillies, RN
Nurse of Distinction



Debbie Micholas, RN
Outstanding Nurse



Michelle Giallella, NA
Nurse's Aide of Distinction

Nurse's Association - Professional Nurses Association of WNY, Inc., as this year's Outstanding Nurse. Michelle, a nurse's aide on the 3 East telemetry unit, has been a dedicated associate at Kenmore Mercy Hospital since 1997.

"Nursing staff like Annette, Debbie and Michelle are an important asset to Kenmore Mercy Hospital, not only for their clinical skills, but for the genuine care and compassion they extend to our patients each day," said Cheryl Hayes, vice president of Patient Care Services.

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Follow Kenmore Mercy
Hospital on Facebook

Happy birthday, Kenmore Mercy!

This year marks Kenmore Mercy Hospital's 60th anniversary. To celebrate, we are seeking patient stories from throughout the community.

Read the wonderful stories already submitted in the Patient Stories area of the website at www.chsbuffalo.org. Included is the story of a young girl whose experiences at Kenmore Mercy Hospital and with the Sisters of Mercy led to a 40 year career with Catholic Health hospitals.



One story tells of a young girl who spent a day shadowing Sister Mary Mechtilde O'Connor, RSM, foundress and first administrator of Kenmore Mercy Hospital.

SAVE THE DATE: Kenmore Mercy Hospital Birthday Celebration and Recommitment Ceremony - Friday, October 7.



From the President James Millard

Spring is traditionally a time for renewal of life and hope for the future. It gives us all the opportunity to pause and look at all of the wonderful things that surround us. While this year's record rainfall made us wonder if spring would ever get here, we can now look forward to a beautiful Western New York summer.

Another record that we're looking to break is our patient satisfaction scores. February's results demonstrate that Kenmore Mercy Hospital is leading the region in patient satisfaction. We exceeded the national best practice - top ten percent - for overall inpatient hospital ratings with a score of 88 percent. By focusing on the patients' needs, communicating with one another and living our values effectively each and every day, you help make this rating possible. Our goal is now to consistently achieve this top ten percent rating.

In March and April, many of you attended an Associate Forum, where we provided updates on current projects and plans for the future. I wanted to thank everyone who attended one of these meetings. Hopefully, you found the information useful. We also asked you to complete a "President's Survey," looking for your opinions on a number of key issues. The results provide us with valuable information that we can use to make Kenmore Mercy Hospital a better place to work, visit and receive care. Thanks to everyone who took the time to complete this survey. We'll soon be sharing the results with you.

As you take the time to reflect on the wonderful things that surround you, be proud of the excellent care that you provide, show pride in your workplace, and consider how each of you can truly make a difference.

Welcome Aboard

The Department of Orthopedics is pleased to welcome the following physicians from Northtown Orthopedics:



Craig S. Chertack, MD



Peter Gambacorta, DO

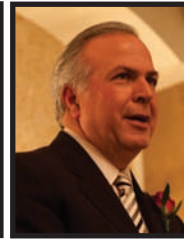


Patrick Hlubik, MD

The Spiritual Care Department welcomes **Rev. Stephen Luchies** as a chaplain. He joins Kenmore Mercy after previously working as lead chaplain at United Hospital System Kenosha, Wis.



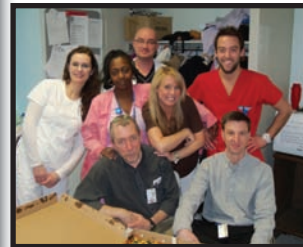
Kudos!



Congratulations to **David N. Johnson, MD**, and **James G. Corasanti, MD, PhD**, Kenmore Mercy Hospital physicians who received D'Youville College's Achievement in Health Care Award.



Frank Heinrich, lead pharmacist, received the Orville C. Baxter Memorial Professional Practice Award from the University of Buffalo School of Pharmacy.



The **3E Nursing Staff** observed Doctors' Day on March 30 with a pizza party for Kenmore Mercy's physicians.



Congratulations to **Christine Durys** who was selected as Kenmore Mercy's "Laboratorian of Distinction" by her peers.



Kenmore Mercy's **volunteers** were honored at a luncheon during Volunteer Recognition Week.



Peggy White, Health Information site manager, received the New York State Health Information Management Association 2011 Clinical Preceptor Award.

Diane Taylor, RN, Emergency Department, recently received her Bachelor of Science degree in Nursing from Niagara University.

Integrating our Mission each day

For 60 years, Kenmore Mercy Hospital has been called upon again and again to demonstrate our Values of reverence, compassion, justice and excellence, based on Catholic social teachings.

As a hospital, we have an ideal opportunity to serve people at a critical time in their lives and as a result, we each become responsible for integrating our Mission “to reveal the healing love of Jesus to those in need.”

These “teachings” are shared via the hospital’s dedicated mission integration committee and interpreted in medical cases by an ethics committee. A mission audit is conducted annually and is reflected by Catholic Health’s eight *Pursuing Excellence Expectations*. Also, integral to business planning is a mission

due diligence analysis that assures that decisions are congruent with our mission.

The people who live our mission effectively are the reason that countless individuals choose Kenmore Mercy Hospital each day.

Just a few of these individuals are the nominees and winners of the quarterly LOVE Award. Many associates are also recognized through the KUDOS program. There are countless others, too, who excel each day and are rewarded through the personal satisfaction of doing their jobs well.

To learn more about Kenmore Mercy’s mission integration and ethics committees, call Sister Ellen McClure, vice president of mission Integration at x76260.

Years go up and weight goes down

Five years later and several hundred pounds lighter, the nearly 400 staff who regularly use Kenmore Mercy Hospital’s Wellness Center are celebrating their successes.

Kathy Novo, certified athletic trainer and coordinator for the center, notes how much it has grown over the years.

“When we first opened back in 2006, the Wellness Center was a welcome addition for associates and volunteers who wanted a place to workout.”

“Today, we have doubled the amount of equipment thanks to grants from the Kenmore Mercy Foundation,” she said.

Staff have their choice of exercise equipment – elliptical, treadmills, exercise and recumbent bikes, free weights, weighted hula hoop, decline benches, and much more – as well as exercise classes. The fitness



room is open 24/7 for all associates who have completed an orientation.

Enrollment forms are available outside of the Wellness Center on the lower level. Simply fill out an “Agreement and Release of Liability” form and return it to Betty Rychlik in room 4002 to schedule an orientation.

Orientation: Fridays at 5 p.m. and by appointment

Cardio dance/ weight resistance class: Monday/Wednesday/Friday at 4 p.m.

Honoring our heroes



In preparation for Independence Day, Kenmore Mercy Hospital will host a flag ceremony to honor its associates, volunteers, and community members who serve or have served our country so that we can live in freedom.

All are welcome to join us at the flag pole on June 29 at 11 a.m. to recognize the numerous veterans, active duty personnel, and National Guards members and reservists who have left their regular jobs to serve our country.

Save the date! Associate Picnic!

Visit with your friends and co-workers at this year's Associate Picnic.

Look for the tent in the south driveway of the hospital!

Thursday, July 21

This year's theme:

Happy Days:
Back to the '50s

Nurses' quilts comfort patients

Each and every day a nurse touches the lives of our patients and their families. However, nurses Pat Vitthuhn and Laura Nowak, are leaving a little bit of themselves through hand-sewn quilts.

Laura makes fleece quilts with a group called "Blankets for Comfort" and Pat makes old fashioned quilts with another group, "St. Mary's Piecemakers." Laura and Pat both work in ambulatory surgery at Kenmore Mercy. Their projects are labor intensive and utilize a team of quilters.

"The colors and patterns they use in their quilts would bring a smile to anyone," said Kathy Vitthuhn, director of nursing and facilitator for the project. The quilts are given to Kenmore Mercy's hospice, transplant donor, and terminally ill Intensive Care Unit patients.

While some patients may only use their quilt for a short time, families appreciate having something that comforted their loved one, to take home with them.

Chaplain achieves distinction

Rev. Nancy Lindberg, a member of the Spiritual Care team, recently attained the distinction of being named a board certified chaplain from the Association of Professional Chaplains.

The status of board certified chaplain represents a high level of commitment and professional achievement, as well as recognition by one's peers and the board of directors of a nationally recognized professional association.



Nurses Pat Vitthuhn and Laura Nowak help patients who are suffering with the quilts.

The quilters aren't looking for accolades for their handiwork, but for others to follow by example and help those in need. "Let's help out those who are suffering, comfort them, and show compassion," said Laura.

Both "St. Mary's Piecemakers" and "Blankets for Comfort" accept donations of fabric to keep their project going. To donate, contact Kathy Vitthuhn at x76849. Even the smallest scrape of fabric can become a part of a loving gift for someone who needs comfort and support.



Nancy has been with Kenmore Mercy Hospital since 2010 and previously worked at Catholic Health's St. Francis of Buffalo.

**"No matter how small the gift, God gives the increase."
~ Catherine McAuley, Foundress of the Sisters of Mercy**

Associates think green

Congratulations to all of the Kenmore Mercy Hospital associates who put on their "green" thinking caps for Earth Day. Many departments competed in a recycling poster contest to demonstrate what can be recycled at Kenmore Mercy.

Ambulatory Surgery took first prize, followed by Administration/Medical Staff, and 3 East.



This poster was created by Ambulatory Surgery.

"The poster contest served as a way to show just how much waste departments go through and the sorts of items that actually are recyclable," said Kathy McAlpine chair for the hospital's Go Green committee and Food Services manager.

Kenmore Mercy Hospital, and all of Catholic Health, has taken big steps to become more environmentally responsible. With everyone's support we hope to reach our target goal of recycling 27 percent of our waste.