Kenmore Mercy Hospital was recently awarded the prestigious Pathway to Excellence® designation by the American Nurses Credentialing Center, becoming the first hospital in Western New York to achieve this recognition.

The designation substantiates the professional satisfaction of nurses at Kenmore Mercy and identifies the hospital as having high nurse satisfaction and retention rates.

“This recognition represents a great deal of hard work and a true commitment to nursing excellence,” said Cheryl Hayes, vice president of Patient Care Services for Kenmore Mercy Hospital.

For an organization to earn the Pathway to Excellence distinction, it must successfully undergo a thorough review process that documents foundational quality initiatives that create a positive work environment - as defined by nurses and supported by research.

These initiatives must be present in the facility’s practices, policies, and culture. Nurses in the organization verify the presence of the criteria in the organization through participation in a confidential online survey.

As a Pathway to Excellence® designated organization, Kenmore Mercy Hospital is committed to nurses, to what nurses identify as important to their practice, and to valuing nurses’ contributions in the workplace.

Watch for details regarding an award ceremony next month.

Kenmore Mercy Hospital was named among the top five percent of U.S. hospitals for patient safety according to a new report from HealthGrades.

The report, “Patient Safety and Satisfaction: The State of American Hospitals,” found that hospitals with the highest patient ratings in physician and nursing communication on average have fewer patient safety events.

Among 263 hospitals nationwide, Kenmore Mercy was one of only seven hospitals in New York State, and the only Buffalo area hospital, to receive HealthGrades’ 2012 Patient Safety Excellence Award™.

“I am proud to see Kenmore Mercy recognized for the great work we do each day to ensure the safety of our patients and provide high quality care,” said James Millard, president and CEO of Kenmore Mercy Hospital.

“This award demonstrates our constant focus on creating a safe environment for our patients across all the services we provide,” he added.

To identify the 2012 Outstanding Patient Experience Award™ recipients, HealthGrades analyzed approximately 40 million Medicare hospitalizations from 2008-2010, representing 5,000 hospitals across the country.

Learn about Kenmore Mercy’s other awards. Use the app on your smartphone to take a photo of this QR code.
From the President
James Millard

With summer in full swing, my mind turns to enjoying the warm weather whenever I can. I hope you will take advantage of some of the events that Catholic Health has planned this year.

I’m looking forward to the annual Kenmore Mercy Foundation Golf & Wine Event. You may be more interested in baseball, amusement parks or picnics. Be sure to check the intranet, the Catholic Health Connections, or visit the human resources department for more information about upcoming associate appreciation events.

Your administrative team at Kenmore Mercy continues to look for ways to better communicate with our associates. With that in mind, I am very pleased with the responses I heard from associates and volunteers regarding the Associate Forum sessions held in May.

More than 90 percent of those who attended reported that they preferred the new fair-like format. Individuals were encouraged to stop in when they had time and to visit the various information stations. This allowed for more one-on-one time for questions and greater flexibility for those associates who in the past struggled with getting to the forums.

Of course, the topic that was on everyone’s mind was the building of our new Emergency Department. I’m certain you have noticed that the south driveway to the campus is blocked off and excavation on the site has begun. Construction of the new building will begin soon.

Be sure to read the bulletins that are being distributed to keep up on the Emergency Department progress. Also, there are boards located at the entrances and by the cafeteria detailing the plans and any news coverage we have received. Anticipated completion will be next summer, which will certainly be a reason to celebrate!

Kudos!

Will Koszela, health information coder/analyst, earned his Registered Health Information Technologist certification.

The Mission Integration Committee hosted a clothing drive in May to support the Buffalo City Mission. More than 450 pounds of clothing was collected.

Good luck and farewell to Lydia Strong, facilities attendant, who recently retired. She joined Kenmore Mercy in July 1979.

The hospital’s Go Green Team celebrated Earth Day on April 20 by educating staff about their year-round commitment to environmental sustainability.

In addition, they helped replant Buffalo’s trees as part of the international “Canopy Project,” by selling 100 Sugar Maple tree seedlings, funded by the Kenmore Mercy Foundation. Profits from the sale benefited Kenmore Mercy’s Helping Hands Fund.

Welcome New Medical Staff

Melissa Franckowiak, MD, joined the Anesthesia Department.

Fayez Kotob, MD, joined the Anesthesia/Pain Management Department.

Timothy McGrath, MD, joined the Surgery/Orthopedics Department.

Baljinder Singh, MD, joined the Internal Medicine/Neurology Department.

Mary Turkiewicz, MD, joined the Radiology Department.

Save the Date!

Associate Picnic
Thursday, July 19
Food, friends, and fun!

Upcoming Events

July 2 - Tribute to Service Personnel
August 2 - Auxiliary Jewerly Sale
August 29 & 30 - Auxiliary Book Sale
New program decreasing stress of ER visits

Navigating through healthcare can quickly become a confusing and frustrating experience, especially under the stress of a medical emergency. Kenmore Mercy Hospital is working to change that with its new patient advocate program dedicated to facilitating a low stress visit to the Emergency Department.

Staffed by hospital volunteers, the program enhances communication and comfort. The volunteers act as liaisons to facilitate communication between the patients, their families or visitors and the healthcare providers.

“These volunteers don’t practice medicine,” said Lynn Overbeck, CAVS, director of Volunteer Services. “Their role is to be advocates for our patients and their accompanying caregivers, to help relieve unnecessary anxiety, and see that patients’ needs are taken care of adequately and promptly.”

Special training is provided, including learning about Emergency Department policies and procedures, as well as tips for communicating and interacting with people in stressful circumstances.

Hospital officials recently broke ground on our new Emergency Department that will nearly double the size of our existing ER and bring state-of-the-art emergency services to individuals, families and businesses throughout the region.

“The building of our new Emergency Department will help us to provide more efficient and effective emergency care services for our patients,” said Overbeck. “But, the patient advocate program will help us to better care for them.”

ASA gives kudos for for quality stroke care

Kenmore Mercy Hospital has received the American Heart Association/American Stroke Association’s Get With The Guidelines® Stroke Silver Plus Quality Achievement Award.

The award recognizes the hospital’s commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

Kenmore Mercy Hospital achieved at least 12 consecutive months of 85 percent or higher adherence to all Get With The Guidelines-Stroke Quality Achievement indicators and at least 75 percent or higher compliance with six of 10 Stroke Quality Measures, which measure quality of care.

Nursing associates recognized for excellent care

Kenmore Mercy Hospital capped off National Nurses’ Week by recognizing some of its best nursing staff during a special ceremony on May 10.

Mary LaMartina, RN, BSN, CCRN, Intensive Care Unit, was chosen as Nurse of Distinction. Alan Chittley, RN, BSN, ONC, a night nurse on the 2 East surgical recovery/orthopedic unit, was chosen as Outstanding Staff Nurse, and Mary Boldinski, NA, Emergency Department, was chosen as Outstanding Nurse’s Assistant.

“These honorees demonstrate excellence in the areas of clinical performance, advancement of the nursing practice, and contributions to the hospital’s goal of improving the quality of patient care,” said Cheryl Hayes, vice president of Patient Care Services.
Education program helps nurses to advance

Catholic Health recently honored the first ever graduating class of its unique Nurse Scholars Program on May 15.

Catholic Health teamed up with Niagara University in 2010 to launch the “RN to BSN” degree program for its registered nurses who want to advance their careers. The program offers qualified nurses the opportunity to earn a Bachelor of Science Degree in Nursing from Niagara University in 30 months.

As part of the program, Catholic Health covers the cost of tuition and books, and provides a laptop computer to help the nurses with their studies. In exchange, the nurses agree to remain employed within Catholic Health for three years after earning their bachelors’ degrees.

Through a special arrangement with Niagara University, many of the classes are held at Catholic Health’s Education Center at the AppleTree Business Park in Cheektowaga. The class of 2012 included six Kenmore Mercy Hospital associates.

“We'd like to congratulate all our graduate nurses for this significant accomplishment,” said Cheryl Hayes, vice president of Patient Care Services for Kenmore Mercy Hospital. “These nurses have shown their commitment to lifelong nursing and professional excellence.”

Cheryl Hayes, vice president of Patient Care Services (center), joined Kenmore Mercy’s nurses (from left), Cheryl Robinson, Deborah Micholas, Brenda Cramer, Cheryl Hayes, Eileen Gramlich and Thomas Collins at the graduation ceremony.

Congratulations!

- Thomas Collins, Nurse Manager - MRU
- Brenda Cramer, RN - 2 West
- Eileen Gramlich, RN - MRU
- Deborah Green, RN - Nursing Administration
- Deborah Micholas, RN - 2 East
- Cheryl Robinson, RN - ED

New emergency department project underway

The construction of Kenmore Mercy’s new Emergency Department is in full swing and the campus is transforming more each day.

The former Health Information Services offices, medical library and physician’s lounge on the first floor have all been relocated and demolished.

Digging has also begun in the former physician’s parking lot, allowing for the rerouting of both the sanitary and storm sewer systems.

Throughout the summer excavation, removal of dirt from the campus, and construction of the foundation and basement will be very apparent, with trucks coming and going.

In mid-July, concrete footings will be added and the foundation will be constructed.

By the start of fall, the structure will take shape as the steel beams are put into place. The entire shell of the building is anticipated to be completed in November.

The goal is to complete the project by spring of 2013. Watch the Emergency Department bulletins and the website for more updates.

"The best thing about the future is that it comes one day at a time." ~ Abraham Lincoln