New, state-of-the-art equipment, including high definition scopes and processors, has recently arrived in Mercy Hospital's GI (gastrointestinal) Unit. Offering a full range of GI services, the unit is the only site in Western New York providing a complete array of motility and impedance testing for adults and children.

“We are trying to make the local doctors aware of this service for the convenience of their patients needing these types of diagnostic studies,” said Carol Hammond, GI Nurse Manager.

The motility testing system has features to perform esophageal studies with impedance, pH studies with impedance and anorectal motility studies, according to Carol.

“Our doctors and patients are benefitting from the diagnostic capabilities and latest technological advances found with the new GI equipment,” said Carol. “For instance, our doctors can now complete a dictated report immediately following procedures, which in turn can mean less wait for results and diagnoses for patients.”

The Mercy GI Unit also operates an infusion therapy program, offering IV infusions and blood transfusions. The infusion therapy room is designed with patient comfort in mind and is

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Lisa McCabe, RN, BSN, MS, was recently named Infection Control Coordinator for Mercy Hospital. Lisa recently received a master’s degree in Community Health Nursing from D’Youville College.

In her new position, Lisa will monitor and oversee the prevention of hospital-acquired infections. She will work closely with Angie Tavernier, RN from Infection Control on initiatives throughout the hospital.

Margit Kerekes recently began her new position as Invasive Scheduler for the Cardiac Catheterization and Electrophysiology Labs. A Mercy associate for over 20 years, Margit previously worked in the stress lab.

Robin Schenk, MS, RD, CNSC, recently achieved board certification as a Nutrition Support Clinician. She joins seven other Registered Dietitians within CHS who are board certified Nutrition Support Clinicians. She is Mercy’s Nutrition Support Dietitian and participates on the multidisciplinary Stroke Team.

Lisa Neuhaus, MS, RD, CNSD, CDN, Director of Food and Nutrition Services was recently awarded the Isabelle Hallahan Award by the New York State Dietetic Association for excellence in the promotion of the roles of registered dietitians in Food Service.

Theresa Amborski, RD, CNSD, Clinical Nutrition Manager at Mercy Hospital was recently selected to be the Media Representative for the greater Buffalo area by the New York State Dietetic Association. A Registered Dietitian, she will be featured as the nutrition expert for various media outlets.

Congratulations are extended to Mary McCabe, DTR, CDM, CFPP, on recently receiving her Certified Dietary Manager, Certified Food Protection Professional credential.

Julie Przybylak of Mercy’s OHU Unit recently completed the San Diego Rock and Roll Marathon to support the Leukemia and Lymphoma Society. She raised over $4,000 for the cause.

New nurses Christie Hirschman (6McE), left, and Kelly Judge (8McE) joined 30 other nurses who were welcomed to Mercy Hospital on June 6th during nursing orientation.

Maya Srivastava, M.D., Ph.D. and Michael Moore, M.D., F.A.C.P., utilize new technology equipped with five lounge chairs and television. In addition, Boniva and Reclast injections for osteoporosis and Remicade infusions for specific autoimmune diseases are available through the program.

The Mercy GI Unit is open Monday through Saturday from 6 am to 3 pm daily. Michael Moore, M.D., F.A.C.P., is the Division Chief of Medicine for the GI Department at Mercy. Maya Srivastava, M.D., Ph.D., specializes in gastroenterology and immunology for adults and children ages 6 months and older. The GI Department is also utilized by a number of other gastroenterologists, surgeons, and primary care physicians.

“Go Green” efforts continue throughout Mercy Hospital.

• Committee Chair Peggy Jetter recently attended a Clean Med conference to gather ideas for new initiatives.
• The paper recycling program is nearing full operation. The group may purchase smaller bins to expand the program.
• Food and Nutrition staff are part of a CHS subgroup to evaluate the elimination of Styrofoam. They recently began purchasing mayonnaise in plastic bags rather than containers to reduce plastic waste.
“Are we always doing everything to help your pain?” It is a question that Mercy’s Pain Management Team members keep asking as they strive to improve patient satisfaction. Headed by Diane Glowacki, RN, MSN, Clinical Nurse Specialist, and Christopher Jacobus, M.D. as the physician champion of the team, the group began their journey in the Fall of 2007. Baseline scores (2006 data) from the ongoing patient survey program administered by the National Research Institute (NRC) showed that 30.8% of patients felt that staff did not do enough to control their pain. The team’s goal was to lower the score to 16.3%, reflecting Top 10% performance among hospitals nationwide.

“One of our early initiatives was producing a colored laminated poster for every patient room which read, Are We Always Doing Everything to Help Your Pain?,” said Diane. “We then looked at providing the Staff RN’s with some evidenced-based best practice tools to help them manage their patients’ pain more effectively.”

“Previous practice at Mercy was that only telemetry and critical care units were able to give direct IV push analgesic agents to help alleviate patients’ pain,” she said. “In March, we were successful in expanding that skill to nurses on all the medical and surgical units.”

In other efforts, Diane noted, “Our nurse managers and patient advocates began rounding more frequently and asking patients whether we were helping them enough with their pain. We also worked closely with Pharmacy and published a special Pain Management issue of the Pharmacy’s newsletter to reinforce communication with our physicians and nurses.”

Their hard work is paying off. Results from March 2008 indicated that only 19.6% of all patients surveyed felt that pain care was a problem. Three units, 6 McAuley West, 7 McAuley West and 8 McAuley East, had recent scores of 12.5%, 13.3%, and 14.29% respectively, as they exceeded their Top 10% Performance target goal.

Congratulations go out to all the physicians, nurses, and associates for their outstanding efforts in improving pain management, including the rest of the Pain Management Team: Maureen Sullivan, RN, 8McE Nurse Manager; Kim Fadeley, RN, 6McW Nurse Manager; Kathleen Guarino, VP and Chief Nursing Officer; Steve Rice, Pharmacist; Linda Delly, RN, Staff Education; Michelle Torzewski, RN, Staff Education; Mickey Gorman, RN, ICU; and Anne McGillicuddy, Patient Representative.

ASSOCIATE NOTICE
Smoking will no longer be permitted in McAuley Circle. Associates may continue to use the smoking hut, picnic tables near hut, and floors 4 - 6 of the parking ramp beyond buffer zone.
“You must be cheerful and happy, animating all around you,” wrote Sisters of Mercy Foundress Catherine McAuley. Anybody who has had the pleasure of working with Sister Peggy Gorman through the years knows how well she lives by those words.

After serving as Vice President of Mission Integration at Mercy Hospital since 2001 and playing a key role in the founding of the Catholic Health System, Sr. Peggy recently left CHS to begin a new ministry as Chief Development Officer for the Sisters of Mercy, New York, Pennsylvania, Pacific West Community (Buffalo, Rochester, Erie, Pittsburgh and the Philippines).

A South Buffalo native, Sister Peggy first worked at Mercy Hospital as an aide back in high school. Little did she know that thirty years later she would be influential in shaping the health care delivery system in Western New York.

“We met every week for more than a year to develop the by-laws for the new system,” Sr. Peggy recalled as health care matters were in the forefront during her tenure as the President of the Sisters of Mercy when CHS formed in 1998. “At the same time, I was on the Board of Eastern Mercy Health System when it was transforming itself into Catholic Health East,” she added.

Peggy worked for a short time as an educator and later found herself in various ministries related to health care, including a period as a certified chaplain in spiritual care and Vice President of Mission for the Mercy Health System in the 1980’s. While Vice President of the Sisters of Mercy from 1988 to 1992 and President of the congregation from 1992 to 2000, Sr. Peggy served on the health care boards of Kenmore Mercy Hospital, Mercy Hospital, St. Jerome Hospital in Batavia, the Mercy Health System, and was a founding member of the CHS Board.

“The most difficult part of leaving will be missing all the wonderful people I have been privileged to work with...there are so many uniringly devoted associates. They go above and beyond the call of duty, and to me, that is what makes Mercy Hospital so great!” Sister said. “I’ve witnessed the support of being part of the Mercy and CHS family.”

She added, “What I do hope I’ve instilled in associates is that every job is vital to patients and their families and that we are all part of a bigger ministry—which is the healing ministry of Jesus.”

Anne Beecroft, RN
Helps Dad Deliver

The first call came in at 8:15 am on May 14th. Anne Beecroft, RN, picked up the phone at the Mercy OB/GYN Center. The rest is an amazing story of how Anne calmly and professionally handled a very critical situation.

It was Kevin Mast calling to tell Anne that his wife Daisy had been experiencing contractions all night. Anne promptly told Kevin to get her to the hospital as soon as possible. Ten minutes later, Kevin called again to say that his wife’s water broke and he saw a baby’s foot.

Anne called to her co-workers to send an ambulance to the Mast residence and proceeded to walk Kevin through steps to help his wife and deliver the baby. “There were tough moments,” Anne said. “He had trouble getting the head out and the cord was wrapped around the baby’s neck and torso. But we kept going and crossing each challenge until the baby was out. But, then we did not hear the baby crying.”

Anne described the next seconds ticking by, “I kept telling Kevin to gently rub the baby’s face and neck to stimu-
late her. My co-workers in the clinic were listening and waiting. Some were crying...some were praying. We started to hear the baby whimpering and then it turned to a cry. Everybody roared with cheers.”

“Afterwards, Kevin told me that I had been his eyes and hands and by the grace of God, it was a beautiful birth,” said Anne.

Weighing in at 4 pounds, 2 ounces, the baby girl was named Channah because it contains the name Ann in it and means “a favored grace from God.” Channah’s middle name is Cavena which means “beautiful birth.” Kevin and Daisy live in East Aurora and have two other daughters, 4-year-old Sipharah, who held the phone to daddy’s ear through the delivery, and 1-year-old Delorah.

Four weeks later, Channah had grown to nearly 6 pounds and Kevin Mast had a touching Father’s Day story that was featured in The Buffalo News and Channels 4 and 2 TV News. In all accounts, he credits our Mercy nurse, Anne Beecroft, for the very happy ending.

**Mercy Hosts Video Teleconference For Soldier To See Birth of His Child**

Marine Corporal Ryan Czekalski, who is serving on the front lines in Iraq, and his wife Elizabeth were together via video teleconference during the birth of their baby girl MaKayla on July 2, 2008, at Mercy Hospital.

The call which was made possible through the Freedom Calls Foundation was the first live birth video teleconference for Freedom Calls in Western New York. Mom, dad and family had an opportunity to visit again the following day and the local media was invited for a short time in the beginning of the call. Their story was featured on the front page of the July 4th edition of The Buffalo News and on Channels 2, 4, and 7 news programs.

Special thanks go out to Joy Kent, Nurse Manager; Mary Ann Murphy, Director of Maternal Child Services; Elaine Keegan, Nurse Manager; and David Rhoads, CHS IT Manager for making this event possible.

“We placed the camera as if Ryan was in the room,” said Mary Ann Murphy. “It meant a lot for both of them to be able to support each other through this special time in their lives.”

**Patient Sees Grandson Graduate By Viewing Live Webcast**

When Gregory Tierney received his diploma during Canisius High School’s graduation ceremony, his grandfather, the late Richard Bosinski, motioned to whistle and was proudly clapping.

What makes this story different is that Bosinski was watching the ceremony live from his hospital bed via an internet webcast. At the time, Bosinski was being cared for in Mercy Hospital’s hospice care unit.

According to his daughter Elaine Tierney, her father Richard and her son Gregory had a close relationship. “We are very grateful to the Mercy staff for making this happen...it was a real boost for the whole family,” she said.

Instrumental in coordinating the viewing were Kelly Denall, BSN, CHPN, Mercy Hospital’s Hospice liaison; Pauline Blake, Nurse Manager of 5 McE Unit; and Liaquat Ali, IT Department’s lead help desk analyst. Another grandson, Andrew Bona, helped with the computer set-up during the webcast.

Liaquat, who set up the computer on wheels in the patient’s room and tested the connections, put it simply, “…it’s all about the patients and what we can do for them.”

Gregory Tierney, center, in above photo with mother Elaine Tierney and grandfather, the late Richard Bosinski; below photo with Pauline Blake, Nurse Manager and Kelly Denall, Hospice liaison for Mercy.
Mercy at Work

Everyone is a Champ!

Mercy COO Nils Gunnersen believes that the game of chess is a valuable learning tool for children. That is why Gunnersen has chosen to volunteer his time to teach chess at the Sisters of Mercy-sponsored Helping Hearts Kids Club in Buffalo, and the Northern Chautauqua Catholic School located near his home in Dunkirk.

First Stroke Expo Was a Great Success

Over 200 people throughout the community attended Mercy Hospital’s Stroke Awareness & Health Expo held at McKinley Mall on June 7th. Sixty people took advantage of the free health screenings for stroke, cholesterol, diabetes, blood pressure, and BMI (body mass index). Physician presentations were made by Peterkin Lee-Kwen, M.D., Medical Director of the Mercy Hospital Stroke Center; Lee Guterman, Ph.D., M.D., Medical Director of CHS Stroke Services; and Russell Carlson, M.D., Director of Wellness and Outreach at Mercy Hospital. Diane Glowacki, RN, MSN, Mercy’s Clinical Nurse Specialist, coordinated the event.

Special thanks go out to the 43 volunteers from across Mercy and CHS who donated their time to the expo.

Practicing the Plan

Congratulations To Our Residents

Congratulations and best wishes are extended to our residents who recently graduated from the CHS Internal Medicine Training Program. They are: (l.-r.) Dr. Suhail Shafi, Dr. Vittal Chundru, Dr. Mirza Baig, Dr. Seema Bhat, Dr. Ambuga Badari, Dr. Umee Ashraf, Dr. Avinash Juneja, Dr. Rajesh Rohilla, Dr. Ismat Shafaj, Dr. Saria Gouher, Dr. Naseed Alam, and Dr. Khalid Qazi, Program Director.