Blessing and Dedication Ceremony Held for Mercy Hospital’s New Dialysis Access Center

It is estimated that over 1,300 people locally require dialysis treatment for kidney failure – a number that continues to increase by about 12% annually. In response to the growing need for vascular access services, Mercy Hospital has opened a Dialysis Access Center (DAC) to provide comprehensive care for dialysis patients in one convenient location.

An estimated $2.1 million construction project, the DAC features three new procedure rooms, recovery area, renovated clinical space, administrative offices and a patient waiting area on the hospital’s 4th floor, Main wing.

The DAC is focused on helping patients manage their care and keep their vascular access sites in good condition for uninterrupted dialysis treatments. The center is staffed by a team of surgical interventionalists, physician assistants, registered nurses, and special procedure and ultrasound technicians. Together, this team of renal specialists employs the latest evaluation tools, treatments and surgical interventions to help patients maintain their vascular access.

“Our Center is a ‘one-stop’ destination where dialysis patients can conveniently receive all the care they need for maintaining optimal vascular access in one visit,” said Dr. George Blessios, a general and transplant surgeon who is medical director of the DAC at Mercy Hospital. “With one-day scheduling, we can help the patients return to their home dialysis unit more quickly.”

For more information, please call the DAC at 819-9750.
Heart surgery program receives top quality rating

The Catholic Health Heart Center at Mercy Hospital has been awarded a three-star national quality rating by the Society of Thoracic Surgeons (STS) for the period covering July 1, 2012 to June 30, 2013. Approximately 13.4% of the 1,070 participating hospitals across the country received a “three-star” rating – the highest award under the STS quality rating system for heart bypass surgery, also called coronary artery bypass graft surgery (CABG).

“The STS rating is national validation that our doctors and program rank among the very best in the country,” said Jason Jankowiak, VP of Catholic Health Cardiovascular Services. “This achievement reflects our dedication to exceeding national standards for quality and safety for our patients.”

Since voluntarily joining the STS program in 2008, the Heart Center has been awarded a top three-star rating in 7 out of 10 reporting cycles.

Two students awarded medical staff scholarships

In 2012, the Mercy Hospital Medical Staff established a college scholarship program for children of Mercy associates using funds made available through physician dues.

“The purpose of this program is to provide some assistance and facilitate the ability of our hospital staff members and their dependents to follow their dreams,” said Dr. Carlos Santos, an OB/GYN physician who previously served on the Medical Executive Committee and led the efforts to set up the scholarship fund.

This year, the program awarded two $1,000 scholarships to Matthew Rebmann, RN and Cari Koerner, daughter of Thomas Koerner of Respiratory Care. Academic achievement, community service, and leadership were among the criteria considered.
Mercy Hospital designated a Comprehensive Stroke Center by The Joint Commission

Mercy Excels in 2014 HealthGrades Ratings

Cardiac surgery program ranked among top 5% in nation

Mercy Hospital has become the first hospital in Western New York and second in the state to be named a Comprehensive Stroke Center by The Joint Commission, the nation’s leading accrediting body for hospitals and health providers.

“We know when a stroke strikes, time is brain; and getting to the nearest designated stroke center can save lives and prevent permanent disability,” said Dr. Lee Guterman, medical director of Stroke Services for Catholic Health. “Now, as a Comprehensive Stroke Center, our patients and their families can rest assured that the stroke services available at Mercy Hospital are the best in the region and among the best in the country.”

Comprehensive Stroke Center Accreditation recognizes hospitals that have state-of-the-art facilities and highly trained physicians and staff to treat the most critically ill stroke patients. Mercy Hospital underwent a rigorous two-day survey in November with Joint Commission experts looking at all aspects of stroke care from advanced imaging services, to 24/7 availability of specialized treatments, to staff qualifications and competencies.

“I would like to congratulate our staff and physicians for this outstanding achievement,” said Mercy President & CEO C.J. Urlaub.

OB-GYN center opens in Springville

To better serve the healthcare needs of women throughout southern Erie County, Catholic Health recently opened an obstetrical and gynecological center, Springville OB-GYN, at 27 Franklin Street in Springville.

The center is staffed by Mercy Hospital OB-GYN physicians, Dr. Nicholas Cromwell and Dr. Jane Kraft, and a full obstetrical team, including social workers and nutritionists. For more information, call (716) 592-7400.

Cardiovascular Symposium educates physicians on latest developments in heart care

The 5th Annual Catholic Health Cardiovascular Symposium featured educational presentations by the area’s leaders in cardiovascular care. Held at the Millennium Hotel on September 28, the continuing medical education program provided updates on all the latest developments and treatment methods in cardiovascular care services.

For its analysis, Healthgrades independently evaluated approximately 40 million Medicare patient records from nearly 4,500 hospitals nationwide. Using a star rating system, the report identifies hospitals with better than expected (five stars), as expected (three stars), or worse than expected (one star) performance in a number of high volume procedures. According to HealthGrades research, patients treated at a five-star hospital for a particular procedure have a lower risk of dying or developing a complication than if they were treated at a one-star rated hospital for the same procedure.

In addition, the hospital was awarded top Five-Star quality ratings in Coronary Bypass Surgery (4 years in a row); Hip Fracture Treatment (3 years in a row); Spinal Fusion Surgery (4 years in a row); Esophageal/Stomach Surgeries; Gallbladder Surgery (2 years in a row); Appendectomy (4 years in a row); Gynecologic Surgery (3 years in a row); and Prostatectomy (3 years in a row).

Pictured above, from left, are: Dr. Joseph Gelormini, medical director of the Cardiovascular Service Line; Dr. Salvatore Calandra, director of Interventional Cardiology; Dr. John Bell-Thomson, chairman of the Cardiothoracic Surgery Department; and Dr. Henry Meltzer, an interventional cardiologist, who participated in a panel discussion at the symposium.

In photo above, staff, physician and nursing leaders from key services related to stroke care were recognized for their efforts in the successful Joint Commission Survey.
Enhancing the Patient Experience

Language of Caring program designed to improve service

Continuing on our "Journey from Good to Great," we are very excited to announce the The Language of Caring program as our next step towards our goal of exceptional patient care. Selected associates, managers, and physicians were trained as facilitators last fall, and have been leading 2-hour Language of Caring Jumpstart sessions that began in January. Mandatory for all Mercy associates, these sessions will be conducted at the hospital and offsite locations through the end of February. Staff can enroll via NetLearning. All attendees of the Jumpstart sessions through Feb. 28 will be entered in a drawing to win an iPad mini. A special thank you goes out to all of the Mercy 40+ facilitators that have dedicated their time, skills, and talents to this important initiative.

This program is designed to give staff the skills and tools to consistently provide exceptional experiences to patients, families, and to each other. Starting in March 2014, the first of 10 (30-minute) modules will be presented by each department manager or designee in their respective department/unit. They include:

1. Introducing The Language of Caring (March 2014)
2. Heart-Head-Heart (April – May 2014)
3. The Practice of Presence
4. Acknowledging Feelings
5. Showing Caring Nonverbally
6. Explaining Positive Intent
7. The Blameless Apology
8. The Gift of Appreciation
9. Say it again with HEART
10. The Language of Caring: From Good to GREAT

Pictured above: Participating in a training session for the Language of Caring program were, from left: Keri Hendrix, PACU; Dr. Thomas Raub, chairman, Dept. of Medicine; Barb Lawrence, RN, Patient Care Services; Peggy Blenski, Care Management; Elizabeth Gavin, RN, 6 East; and LuAnn McCoy, Care Management.

“Angels of Mercy” Recognized in the ICU

“Angels of Mercy soothed our souls” was the headline of a touching editorial published in The Buffalo News in November. Joni Canastraro, a West Seneca resident, wrote about the compassionate care that her late husband, Lou, received while a patient at Mercy Hospital.

She wrote, “I felt the love of God within Mercy Hospital’s walls in a powerfully personal way and I know Lou did too.”

She also refers to "one precious ICU nurse who stayed hours after her shift had ended to ensure Lou was as comfortable as possible. Like so many others, she exemplifies what Mercy Hospital is all about.”

That "precious nurse" turned out to be Afman Mohamed, RN. Canastraro talked about many other “Angels of Mercy” too, such as her “outstanding doctors, radiologic technicians, administrators and aides that far surpassed expectations.”

Hospital Administration recently presented a framed copy of the editorial to the ICU staff for display in their unit.

Creating a Culture of Safety for Patients & Staff

In an effort to gain valuable feedback regarding patient and staff safety, all associates were invited to participate in a Culture of Safety Survey last fall, which was administered by the Quality and Patient Safety Department.

All associates who completed the survey were entered into a drawing for a free iPad mini. The winner at Mercy Hospital was Amanda Solem-Deinzer, RN (6 East Unit). Creating a culture of safety throughout Catholic Health remains a top priority.

This Baby Truly Did Receive “VIP” Service!

Baby girl Nora Lenihan made a quick entrance into this world on November 19.

Her dad dropped mom, Kerry Lenihan, off in front of the hospital while he went to park the car. He felt confident doing so since they had just left their OB-GYN office and the doctor estimated that they had a few hours before delivery.

However, Kerry felt she couldn’t wait and started making her way into the hospital. That’s when she met Mercy Hospital President & CEO C.J. Urlaub in the lobby. With no time to waste, he whisked her by wheelchair to the Labor and Delivery Unit.

Just 12 minutes later, 6 lb., 15 oz. Nora was born. We think we can describe this story as true VIP service!
The Mercy Associate Council hosted a fall Smallest Winner Contest for associates. Thirty-five staff members entered the 9-week challenge that culminated with an awards ceremony on November 22. First place winners, each receiving $200 in cash and a $200 Dicks Store Gift Card, were Chris Bieniek and Judy Lorenzetti; Second place went to Erika Oliver and Joe Kross who each were given a $100 cash prize and $100 gift card.

Our Passport to Mercy Fair was a great success attracting nearly 700 associates at the hospital fair and the six Mercy offsite events held on October 29 and 30.

Special thanks go out to the Passport to Mercy Planning Committee, Mercy Associate Council, associates and volunteers who decorated and manned the various stations; the Executive Administration team for supporting the event; the Food and Nutrition staff for their tremendous catering service; and the Environmental Services team for set up and clean up.

Congratulations to the winners of the Passport to Mercy Drawing:
- $500 Southwest Gift Card: Joan Ruof, Pharmacy Dept.
- Salvatore’s Dinner Package: Debra Peterson, Pre-surgical Testing at W. Seneca Medical Park Staycation package (donated by the Mercy Hospital Foundation): Paul Dickman, Volunteer

From left, Krista Martinez, RN; and Kim Vetter, RN; talk to Joanne O’Hara at the Passport Fair.

Two Sabres Tickets (donated by Dr. Timothy Gabryel): Christina Juliano, Finance

After tallying the votes, the Best Decorated Station on our “Haunted Travels Around the World” theme was China which was decorated and staffed by volunteers from the Mercy Associate Council and its Wellness Committee team. The Fair has become a popular forum for associates to learn more about the latest developments and services offered at Catholic Health and the hospital.

Nearly 700 associates learn more about Mercy

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Associate Council UPDATE

The Mercy Associate Council meets monthly with a goal to make Mercy an outstanding place to work.

The Go Green Committee participated in America Recycles Day in November with Modern Recycling setting up an information display. The Wellness Committee held a Great American Smokeout event on November 21. Twenty associates pledged not to smoke that day and were treated to “cold turkey” sandwiches. Dorothea Carden (ER) won a Thanksgiving turkey in a raffle.

Pictured above are OLV staff, from left, Mary Nellist, patient rep; Margaret Luther, office assistant; Joanne Farrell, RN; Raymond Cedri, RN; Jennifer Flanagan, office manager; Lisa Laks, RN; Dr. James Matthews; and Danielle Bonafede, patient rep.

Celebrating 5 & 10 Years

A special luncheon to recognize Mercy associates celebrating 5 and 10 years of service was held at the hospital in November. Honorees were presented service pins. Pictured above, from left, Mercy Hospital President & CEO C.J. Urlaub congratulates Robert Buczynski of Environmental Services; Tarah Carr of Dietary; and Patricia Owczarzak of Lab Services.

OLV Family Care Center

The OLV Family Care Center, a Catholic Health primary care center affiliated with Mercy Hospital, is our latest Service Spotlight.

Located at 227 Ridge Road in Lackawanna, the center made headlines in 2013 for achieving the designation of a “Patient-Centered Medical Home” Recognized Practice for Quality Care through the National Committee for Quality Assurance (NCQA).

In addition to primary care services for adults and children (6 years of age and over), the Center serves as a VA Outpatient Clinic providing primary care and behavioral health services for veterans. The handicapped-accessible facility also features a full service Laboratory Draw Station and free parking. For more information, call (716) 822-5944.

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Eileen Needham, a social worker at the Mercy Comprehensive Care Center (MCCC), witnessed the magic of the season as donations poured in from associates to make Christmas brighter for needy families.

Eileen wrote, “There were no words spoken as he tried on the jacket. He had arrived at MCCC with two sweaters; one was pale pink to protect him from the elements. He smiled when he put on the warm, black jacket from Brigid’s Closet. It was a perfect fit for a five-year-old little boy from Nepal... No words were spoken, but his family smiled and bowed when the coat fit perfectly. Sometimes, actions speak louder than words.”

Eileen described another experience, “The mother held on to her baby tight. The baby was swaddled like a burrito and well loved. A tear formed in the mother’s eyes as she reached for the new Christmas gifts given to her at the MCCC. The mom knew the staff well. They were the folks that knew her during her difficult pregnancy, helped her through post partum depression and were there again at Christmas.”

Ten families identified through the MCCC benefited from the Adopt-a-Family program coordinated by Mercy’s Mission Committee.

How Christmas came to the MCCC
submitted by Eileen Needham, social worker, MCCC

Did you know that our hospital chaplains need to be nationally board certified with a mandatory 50 hours of continuing education annually? Plus, certified chaplains must have a master’s degree in Theology or a Master’s of Divinity.

Many associates learned these facts and others by taking the “Chaplain Challenge” quiz for a chance to win a Wegmans gift card. The quiz was part of National Spiritual Care Week festivities in October.
Over 130 runners and walkers put their best foot forward to raise $33,245 at the 1st Annual Scrub Run on September 7. The South Buffalo 5K and 1 Mile Walk, which was based at The Lodge on Cazenovia Street, raised funds for the patients and residents served at Mercy Hospital and Catholic Health’s Continuing & Home Care ministries.

Michael Moore, 33, of Hamburg finished first in 18:37 and 13-year-old Grace Brach of East Aurora was the first female finisher with a time of 22:53.

WIVB-TV News 4’s George Richert served as the celebrity emcee for the event, which was featured on WNLO-TV Channel 23 News and on News 4 Weekend Wake Up.

Special thanks to this year’s sponsors, participants, volunteers, event committee members, Foundation Board leaders, Buffalo Special Events Department and Buffalo Police Traffic Control Division for helping to make the Scrub Run a success.

William G. McGowan Charitable Fund awards $47,000 grant for MCCC community outreach

The Mercy Hospital Foundation recently received a grant award in the amount of $47,000 from the William G. McGowan Charitable Fund to support the Empowering Buffalo: One Neighborhood at a Time program. The initiative partners Catholic Health’s Mission on the Move mobile wellness clinics with the Mercy Comprehensive Care Center (MCCC) to address physical, mental and spiritual barriers to quality of life in at-risk neighborhoods served by the MCCC.

Mission on the Move and the MCCC will use the generous grant to bolster community outreach events with education and health screenings during 2014. Additionally, funds will benefit the Reach Out and Read program at the MCCC that provides new books to pediatric patients during checkups.

The Mercy Hospital Foundation wishes to thank the William G. McGowan Charitable Fund for their partnership and generosity.

Golf For Charleen event donates $10,000 towards purchase of stroke rehab equipment

The Grzybowski family recently presented the Mercy Hospital Foundation with a $10,000 check from the 5th Annual Golf For Charleen event. The family established the tourney in Charleen’s memory, and each year has donated its proceeds to Mercy.

This year’s gift, the largest ever from the Grzybowski family, will enable Mercy’s Stroke Team and Medical Rehab Unit (MRU) to purchase a much needed Dynavision care unit. This device is utilized during rehabilitation sessions with patients to strengthen their visual-perceptual deficits following a stroke.

A record 250 guests attend 5th Annual Autumn Ball

A record 250 guests gathered to support Mercy Hospital during the 5th Annual Autumn Ball held on November 8 at the Orchard Park Country Club. The event was chaired by Dr. John Bell-Thomson, chair of Cardiothoracic Surgery, and Mrs. Julie Bell-Thomson. Proceeds from the 2013 Autumn Ball will fund critical projects at the hospital, including the completion of the Margaret L. Wendt Family Center and renovations to the nurses’ stations in the Stroke Center, Ambulatory Surgery, Medical Rehab and Intensive Care Units.

This year’s Autumn Ball raised $109,200 (net $80,027.47). The Foundation would like to thank the many sponsors and supporters who contributed to this outstanding event.

New Waiting Room Underway

Construction is underway for the new Margaret L. Wendt Foundation Family Center, which is designed to serve as the surgical waiting area. The first phase, which involves remodeling of the former Admissions area on the 3rd floor and construction of a new addition on the roof of the 2nd floor, is expected to be completed in April. The project’s second phase, which involves renovation of the existing surgical waiting area and restrooms, as well as adjoining this area with the new addition, is slated for completion in June. This $500,000 renovation project is funded 100% by the Foundation through generous grant awards, special event revenue, individual donations and strong support from the Mercy Medical Staff.
Meet Our Residents: Dr. David Gorovoy

Mercy Hospital is an active educational site for the State University of New York at Buffalo/Catholic Health Internal Medicine Training Program. This Meet Our Residents column is designed to raise awareness of this program. In this issue, we would like to introduce Dr. David Gorovoy.

A native of Monroe, NY, Dr. Gorovoy earned his medical degree from the University of Buffalo School of Medicine and is a graduate of Rutgers University in New Jersey. He will complete his Internal Medicine training in June of 2014.

Currently, Dr. Gorovoy has plans to continue his medical residency in Radiology. In the future, he hopes to practice medicine closer to home and his family.

In his limited spare time, he enjoys “working out, bowling and golfing.”

Report cites Mercy’s low readmission rates

According to a national report released by Kaiser Health in January, Mercy Hospital was one of two hospitals in Western New York and among 315 hospitals in the U.S. for having “better than average” ratings for hospital readmissions.

The report indicated that Mercy Hospital, along with Catholic Health’s Kenmore Mercy Hospital, have low readmission rates, meaning that fewer patients are returning to the hospital after discharge than the average. The report was based on Medicare data on hospital readmissions of patients with all diagnoses who returned to the hospital for care within a month.

The readmission rates are a quality care measurement used by the Centers for Medicare and Medicaid Services (CMS) healthcare programs.

Here’s your chance to win movie tickets!

Arlene Krysiak of Human Resources is our latest winner! Staff are invited to complete the Associates In The Know puzzle for a chance to win a pair of free movie tickets.

Just drop the completed puzzle in the designated box located in the hospital cafeteria, or send/drop off completed puzzles to Melanie Griffis, Public Relations, 3rd floor, or fax 828-3499, to enter the drawing.

Name________________________
Phone_______________________

ACROSS
1 Mercy hosts these ________ camps for students to experience healthcare
4 Remember ________ during service recovery: Hear them out; Empathize; Apologize; & Take responsibility
6 Mercy volunteers painted classrooms for the United Way Day of ________
7 Mercy was named a Blue Distinction Center for what type of care?
8 The latest Passport to Mercy Fair highlighted our affiliated ________
9 These ________ Stars were sold to raise money for Helping Hands Fund

DOWN
1 This facility was awarded the Patient-Centered Home designation
2 Mercy is a Comprehensive ________ Center
3 Mercy West Seneca facility has new ________ mammography system
5 The Cornerstone Monument in the Meditation Garden contains this (2 words)