

Mercy Receives HANYS Highest Quality Award



Gloria Pirowski, RN, BSN, hospital flow manager, far right, stands with the C.A.R.E. Unit team who are the recipients of the 2011 Pinnacle Award for Quality and Patient Safety by the Healthcare Association of New York State. Other team members, from left, are: Tammy Goodemote, RN, supervisor, Patient Access Center; and C.A.R.E. Unit nurses Stephanie Jedrzek, RN, Dodie Driebelis, RN, Tina Donovan, RN, and Carrie Eooy, RN.

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Mercy Hospital of Buffalo has been awarded the 2011 Pinnacle Award for Quality and Patient Safety by the Healthcare Association of New York State (HANYS). The award recognizes significant achievements by member organizations in quality improvement and patient safety. Mercy was one of three hospitals statewide selected for the honor.

Mercy Hospital was recognized for its *Improving Hospital Access and Efficiency of Care* program, which improved admission practices throughout the hospital. The program is focused on reducing wait times in

Mercy's new Emergency Center and streamlining direct admissions from doctors' offices and transfers from other hospitals.

Through the creation of a Comprehensive Admission Reception Expert (C.A.R.E.) Unit and a 24/7 patient access center (PAC), Mercy Hospital was able to reduce wait times in its Emergency Center while increasing visits by 12.3%; and expedite hospital admissions, discharges, and patient transfers from other healthcare facilities. Physician and patient satisfaction scores also improved.

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Quality Award,

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"We've made significant investments in facility improvements over the past few years, attracting more and more patients to our hospital," said C.J. Urlaub, Mercy Hospital president & CEO. "At the same time, we have been working on ways to reduce wait times and enhance the patient experience. The Pinnacle Award recognizes the tremendous progress we have made to make our hospital as comfortable and convenient as possible for our patients and their families."

Joe McDonald, president & CEO of Catholic Health; Kathleen Guarino, Mercy vice president of Patient Care Services; Carol Latona, director of Nursing; and Gloria Pirowski, manager of Patient Flow recently accepted the award at the HANYS Annual Membership Conference. ❖



Enhancing the Patient Experience

As with all hospitals nationwide, Mercy is mandated to participate in a monthly patient survey process administered by NRC (National Research Corporation) Picker. Survey results are compiled and released by the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems), an arm of the Centers for Medicare and Medicaid Services (CMS) that measures patient satisfaction. The results are publicly reported for all consumers to access at www.hospitalcompare.hhs.gov. In July 2011, CMS began tracking patient satisfaction scores that will affect future hospital payments.

Efforts are underway across Catholic Health to *Enhance the Patient Experience*, including educational classes for associates. Several of these sessions are being offered throughout August. This month, Mercy is focusing on the following NRC patient survey question about listening carefully to our patients:

During this hospital stay, how often did nurses listen carefully to you?

- | | |
|--------------|------------|
| 1. Never | 3. Usually |
| 2. Sometimes | 4. Always |

This question currently has a rolling average score of 60.8% for those patients answering "Always" on the survey, as of 6/15/11. The NRC Picker national average for this question is 69.7%. Staff should consider the following listening tips:

- Address each patient by their name and avoid terms of endearment such as "honey" or "sweetie"
- Make the patient as comfortable as possible and invite the patient to tell his/her illness story
- Get down on the patient's level by sitting in a chair or stool; get face to face and make eye contact
- Don't interrupt and give the patient regular feedback, ie. reflect feelings, or simply nod your head
- Pay attention to nonverbal cues, ie. facial expressions, gestures, posture
- When in doubt about whether to listen or speak, keep listening ❖

Join Us!
Monday, Sept. 12th
at Lancaster Country Club

Third Annual

**Charleen
GRZYBOWSKI
GOLF EVENT**

*You don't have to golf
to participate in the fun!*

Golf proceeds go directly to the Charleen Grzybowski Stroke Care Fund for Mercy Hospital of Buffalo. Raffle proceeds are donated to UNYTS.



**There are many ways to donate.
To sign up and get more info
www.golf4charleen.com
or call 716.913.4403**

Mercy Praised for Heart Attack Care



Mercy Hospital has been recognized for achievement in using evidence-based guidelines to provide the best possible care to heart attack patients through The American Heart Association's Mission: Lifeline® program. Mercy and 789 other hospitals are featured in a special advertisement in the "America's Best Hospitals" issue of *US News & World Report* (Aug. 2011) to commemorate their receipt of the **Mission: Lifeline** Performance Achievement Award. Congratulations go out to our Cath Lab team and cardiologists. Some team members pictured from left are: Ann Manzella, Patricia Glascott, Lois Ganshaw, Joseph Gelormini, MD, Sue Charles, Enrino Fabrizi, Salvatore Calandra, MD, Pat Fulcher, and Karen Actyl. ❖



Service Spotlight



"We're the heart of the hospital," says Michelle Brown, manager of Central Sterile Processing.

Did you ever wonder what "SPD" stands for? And, what this department does for the hospital? We have your answers in this month's service spotlight featuring Mercy's Sterile Processing Department (SPD).

In a nutshell, this department is the "heart of the hospital," according to Michele Brown, manager of Catholic Health's Central Sterile Processing. "We clean all the medical equipment and instruments for the hospital and offsite facilities, prepare surgical packs and carts for the operating rooms, prepare all the code carts, labor and delivery carts, and are

responsible for anything that needs to be cleaned with high-level disinfectant and sterilized for the care of our patients," said Brown.

Handling over 15,000 items per



Ruth Tyler assembles surgical instruments.

month, the staff utilizes three forms of sterilization— gas, steam and peracetic acid. "Gas sterilization is a 15-hour process and steam takes about 2 hours," explained Brown. "If we need quick turnover for heat sensitive items, we use the peracetic acid."

With 25 associates, the department operates around-the- clock on weekdays and two shifts on weekends. As SPD staff assemble supplies, they test the instruments and equipment to assure proper working order for the physicians' use and patient safety. ❖

Cafeteria Renovations Underway

Mercy Hospital has begun renovations to its 3rd floor cafeteria serving area to enhance the dining experience for our visitors and associates. Signs will direct guests to a temporary serving area located on the 3rd floor which is open daily, 6:30 a.m to 7 pm. The new servery is scheduled to open in mid-September. The current dining area will remain open throughout the project. ❖



View of the new furnishings

Mercy Ranked Highly for OB/GYN Care



Jason and Katie Fabiarski with baby Chloe were one of the first families to enjoy a new celebration suite in August of 2009.

Mercy Hospital has been ranked among the top 15% of hospitals in the nation for maternity care and gynecological surgery, according to a report released by HealthGrades, the leading independent healthcare ratings organization.

HealthGrades named Mercy a recipient of two 5-Star Quality Awards—the highest category of quality achieved under the HealthGrades rating system—for Maternity Care and the other for Gynecologic Surgery. According to the report, Mercy is one of only 30 hospitals in the country to receive a 5-star rating in both categories. The research findings, which studied hospital data from 19 states, indicated that women who deliver or undergo gynecologic surgery at top-rated hospitals like Mercy have about one-third fewer complications.

"Mercy's 5-star rating is a reflection of the excellent care provided by our physicians, midwives and staff, and it further demonstrates our commitment to deliver the highest quality maternity care and gynecological services to women in our community," said Aimee Gumlak, vice president of Catholic Health's Women's Service Line. ❖

Mercy at Work



College Interns Hard At Work

University of Buffalo, School of Management interns, from left, **Srikanth Venkatesan**, **Srikanth Parameswaran**, and **Wencui Han** have been working on a project to improve nurse communication at the unit level. They have been busy interviewing Mercy staff and exploring the expanded use of the Intranet.



Breast Cancer Is Radio Show Topic

Ronald Bauer, MD, a Catholic Health surgical oncologist, and **Candice Gerrity**, a nurse practitioner and Certified Breast Cancer Navigator, were recently the featured guests on the **Spotlight on Health** 96.1 JOY-FM radio program. To listen to the show, visit www.chsbuffalo.org, Womens Services. ❖

Sweet Mercy! People In The News

Mercy welcomes **Mary Pat Barth** to the position of vice president, Mission Integration. In her new role, Mary Pat oversees the Mission, Ethics,



Mary Pat Barth

Spiritual Care, Ministry Formation and Community Benefit functions of Mercy and is responsible for promoting and integrating the mission, vision and values in all aspects of the organization. A native of Buffalo, Mary Pat received an M.S. in Education from Canisius College, an M.S. in Pastoral Studies from Loyola University in Chicago, IL, and is a trained Spiritual Director. She has returned to Buffalo after many years of working in leadership positions at various colleges across the country including the University of Buffalo; Georgetown University, Washington, DC; Duke University, Durham, NC and most recently at Our Lady of Holy Cross College, New Orleans, LA. ❖

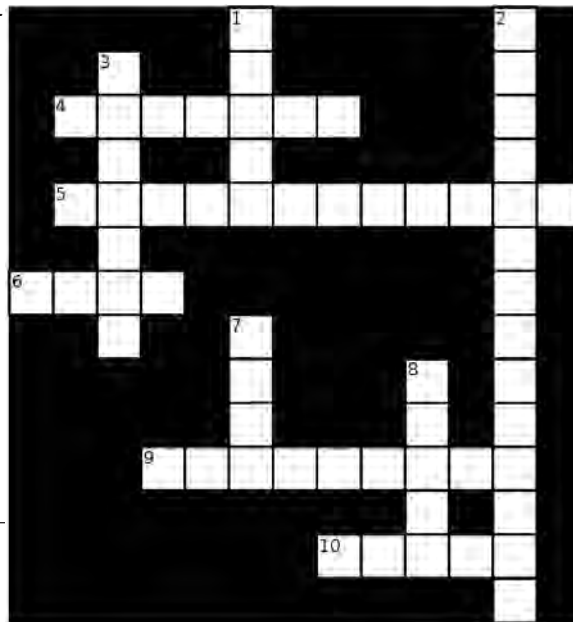
Complete the Puzzle for Chance to Win!

Jackie Glinsky of the 5 McAuley East Unit is our latest winner! Associates, physicians and volunteers 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 outside the hospital cafeteria, or fax completed puzzles to **Melanie Griffis** at (fax) 828-3499, to enter the drawing.

Name _____

Phone _____



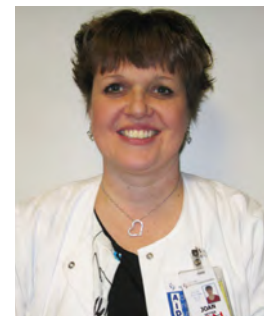
ACROSS

- 4 Mercy is first in the region to have what kind of imaging system?
- 5 Mercy participated in the Clean Sweep for our what?
- 6 This word has no acceptable abbreviation
- 9 The flash CT scanner has the lowest exposure to what?
- 10 What organization awarded Mercy a silver medal of honor for organ donation?

DOWN

- 1 Mercy is first in the region to have this type of CT scanner
- 2 The focus of *Enhancing the Patient Experience* last month was about our _____
- 3 MCCC was awarded a grant from _____
- 7 Mercy was named a _____ Start! Fit-friendly Company
- 8 Use this word _____, instead of qd, QD, q.d.

Kudos go out to **Joan Vetter, RN, BSN**, who was appointed nurse manager of the 7 McAuley West Unit in December. A nurse at Mercy for over 24



Joan Vetter

years, she previously served as the charge nurse on 7 McAuley West since 1999. She and her husband, Robert, have four daughters. Her daughter Kim is "following in her footsteps," attending nursing school at D'Youville College and working as a nurses aide on the 5 North Unit. ❖