

## Mercy Achieves Quality Awards in Heart and Stroke Care



Mercy Hospital received National Quality Achievement Awards for STEMI heart attack care and stroke care by the American Heart Association and American Stroke Association's *Mission: Lifeline® Get With The Guidelines®* program. In above photo, the Heart Center team and local EMS professionals recently gathered for the AHA award presentation in the hospital's rotunda.

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Mercy Hospital of Buffalo has been recognized for high quality heart and stroke care by the American Heart Association and American Stroke Association's *Mission: Lifeline® Get With The Guidelines®* program. The Heart Center at Mercy Hospital received a Bronze Award for STEMI heart attack care, and the Mercy Stroke Center received a Bronze Quality Achievement Award in stroke care.

Hospitals voluntarily participate in the *Mission: Lifeline®* program to enhance quality by following the latest evidence-based stroke and heart attack guidelines. The Bronze Award

recognizes hospitals with an 85% or higher compliance to the guidelines for 90 consecutive days.

In recognition of its award for STEMI care, a life-threatening type of heart attack, Mercy was one of 789 hospitals featured in a special advertisement in the "America's Best Hospitals" issue of U.S. News & World Report.

"Our Heart Center is dedicated to being among the best in the country and the *Mission: Lifeline®* award is another indication of that commitment," said Jason Jankowiak, vice president of Cardiac Services.

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## Quality Awards,

continued from page 1

"The care our patients receive at Mercy is our number one priority," noted Peterkin Lee-Kwen, MD, director of Mercy Hospital's Stroke Center. "That's why we're proud of our Stroke Center team and to be recognized among hospitals nationwide for excellence in improving quality of patient care and outcomes." ❖

## Patient Gives Thanks to Stroke Care Team



John Fenski, left, and Dr. Peterkin Lee-Kwen

It was just three days before his graduation from UB Law School last May when 29-year-old John Fenski, suffered a stroke while shopping at Galleria Mall. Thanks to immediate treatment at the Mercy Stroke Center and the availability of the clot-busting drug, tPA, he walked across the stage that Saturday to receive his diploma.

**Peterkin Lee-Kwen, MD**, medical director of Mercy's Stroke Center and **Frederick Vincent, MD**, a neurosurgeon, administered the advanced tPA drug. Describing his experience, John said, "it felt like the flick of a light switch," and I felt "back to normal." A month later, Heart Center cardiologist **Henry Meltser, MD** performed a PFO (patent foramen ovale) closure. Commonly referred to as "a hole in the heart," the heart defect was discovered following John's stroke.

Fenski and his mother, Diane, recently visited the hospital to thank his physicians and healthcare team. ❖

## 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). The results are publicly reported for all consumers to access at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). In July 2011, CMS began tracking patient satisfaction scores that will affect future hospital payments.

This month, Mercy is focusing on the following NRC patient survey question:

*During this hospital stay, how often was the area around your room quiet at night?*

This question currently has a rolling average score of 32.9% for those patients answering "Always" on the

survey, as of 10/15/11. The NRC Picker national average for this question is 54.7%. It is currently the lowest score for Mercy on the survey.

*How can we improve?* Identifying the sources of noise can help to create a quieter hospital environment. Opportunities include:

- Identifying patients who don't need nighttime care so they are not interrupted
- Reducing hallway noise by using low voices in staff conversation and using lounges for longer discussions
- Routinely closing doors
- Anticipating, instead of waiting for, IV alarms
- Severely limiting overhead paging and use of intercoms from 9:00 p.m. to 7:00 a.m.
- Not taking shortcuts through nursing units to get to other areas of the hospital
- Asking patients to lower TV volumes or offering ear plugs to reduce noise levels ❖

## Blessing Held for New Cardiovascular Unit



The new Cardiovascular Patient Care Unit and C.A.R.E. Unit on the 7<sup>th</sup> floor, featuring expanded private patient rooms, new furnishings, and modernized nursing stations, were blessed by staff on November 3. The Cardiovascular Unit has 14 new private rooms and C.A.R.E. 7 is a 14-bed unit focusing on the care of post cardiovascular interventional patients. In above photo, Mercy Hospital President & CEO C. J. Urlaub, center, provides remarks at the blessing. ❖

## Jack and Mary Beth Quinn Chair Autumnal

Over 175 people gathered for the 3<sup>rd</sup> Annual Mercy Hospital Foundation Autumnal to raise funds for the hospital's neonatal intensive care unit (NICU). Held at the Roycroft Inn in East Aurora on November 11, the event was chaired by Erie Community College President Jack Quinn and his wife, Mary Beth.

Mark and Jeanette Koncikowski of Blasdell and their six-year-old daughter Grace, who held a lemonade stand last summer and raised \$75 for the NICU, attended the Autumnal as special guests. Grace, a former Mercy NICU patient herself and young philanthropist, kicked off the program with a few remarks and her suggestions on "how easy it is to raise money."

Erie County Legislator Lynne Dixon also presented a proclamation to Grace to recognize her generous



Mark and Jeanette Koncikowski, left, and their daughter Grace join Jack and Mary Beth Quinn at Autumnal.

efforts. Following a cocktail reception and dinner, guests enjoyed a concert by O'Connell & Company featuring music of the 1930s and 1940s.

For more information about the Mercy Hospital Foundation or to make a donation, please visit the website at [www.mercyhospfound.org](http://www.mercyhospfound.org) or call (716) 828-2038.❖

## Meet Our Residents



Drs. Ridhwan Baba, left, and Zeenat Ali at work in the Mercy Emergency Center.

Mercy Hospital is an active educational and research site for the University of Buffalo/Catholic Health Internal Medicine Training Program. To elevate awareness of the program, we will be featuring our residents in upcoming issues of the *Mercy Connection* newsletter.

**Dr. Zeenat Ali**, currently a 3<sup>rd</sup> year resident who will graduate in June 2012, is serving as the chief resident at Mercy through January 8. Born in Srinagar, Kashmir, India, she received her medical degree from the Government Medical College in Kashmir in 2006. She has conducted research in cardiovascular diseases at the Mayo Clinic in Minnesota. She would like to pursue a Rheumatology fellowship and work in an academic setting.

**Dr. Ridhwan Baba**, a 1<sup>st</sup> year resident, graduated from the Topiwala National Medical College in Mumbai, India. Prior to starting his residency at Catholic Health, he spent a year at the National Institutes of Health in Bethesda, MD studying cardiovascular defects in young women. In the future, he hopes to combine his interests in clinical work and research at a large academic institution, and is considering a career in critical care. ❖

## Service Spotlight



Spiritual Care staff are: (l-r.) Bill Korthals, manager of Spiritual Care; Sr. Donna Lord; Janet Schachner; Cathy Phillips; David Baker; Rev. Valerie de 'Cathelineau; Maureen Harley-Perez; Camille Buckley; Mary Pat Barth, VP of Mission Integration; and Rev. Jack Printzenhoff.

The *Mercy Spiritual Care* team recently celebrated National Spiritual Care Week. Available around-the-clock, chaplains are an integral part of the healthcare team who provide spiritual support for our patients.

Our chaplains are nationally board certified with master's degrees in Theology and Pastoral Education.

They provide a compassionate presence and can help patients throughout their hospital stay with such things as coping with a diagnosis, facing surgery, or assisting with a difficult decision.

Our chaplains see between 2,500 and 3,000 patients and family members monthly. For services, call 828-2088.❖

# Mercy at Work



## Staff Walk for Health & Research

Catholic Health formed teams for the recent *Heart Walk* and *Making Strides Against Breast Cancer Walk* not only to promote health among associates, but to raise funds for heart and breast cancer research. Team captains **Denise Stutzman** of Cardiology Services and **Darlene Byrne** of Imaging Services helped raise \$3700 and \$5400, respectively. In above photo, (l.-r.) Julie LaManna, Denise, and Gail Markowski of the Heart Center step out during the Heart Walk. ❖



## Mercy Hosts Stroke Awareness Fair

Mercy Hospital held a *Stroke Awareness Health Fair* on October 15. The event offered free health screenings for stroke, cholesterol, diabetes, and blood pressure. Medical Directors **Peterkin Lee-Kwen, MD**, of the Stroke Center and **Thomas Polisoto, MD**, of Rehab Services participated in the fair. **Shirley Duane** of the Stroke Center organized the event. In above photo, Sharon Espinosa of Buffalo gets her blood pressure checked by nursing student Jane Moslow of Trocaire College. ❖

## Sweet Mercy! People In The News



Dr. Michael Rade was honored for his work.

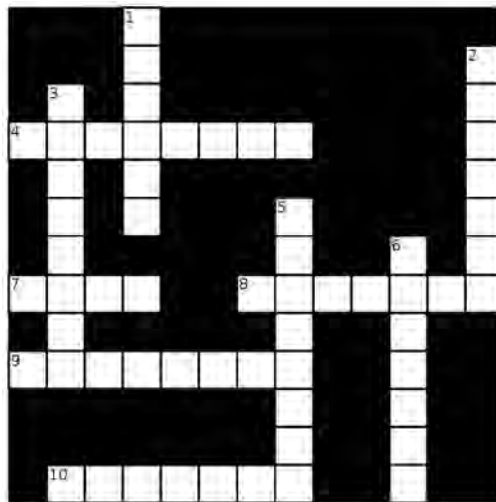
**Michael Rade, MD**, chairman of the Department of Surgery at Mercy Hospital, received the *Lifetime Achievement Award for Outstanding Service to the Western New York Medical Community* from the American College of Surgeons, WNY Chapter. A general surgeon, Dr. Rade has been a surgeon at Mercy since 1980 and has served as the surgical director of the ICU since 1982. ❖

## Complete the Puzzle for Chance to Win!

**Kelly Bieniek** of the 5 McAuley West 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 Work \_\_\_\_\_ as a team
- 7 Mercy Autumnal benefited the Mercy \_\_\_\_\_
- 8 We celebrate Mercy Day with tea and \_\_\_\_\_ as Catherine McAuley did
- 9 Mercy dedicated the new lobby and \_\_\_\_\_ Corridor
- 10 Mercy staff volunteered at the \_\_\_\_\_ House for United Way Day of Caring

### DOWN

- 1 Medication is stored in the Pyxis system for patient \_\_\_\_\_
- 2 Associate Council started this market to promote healthy nutrition for staff
- 3 Always demonstrate a \_\_\_\_\_ attitude
- 5 Great American \_\_\_\_\_ held in November to promote health and wellness
- 6 This year, we had the \_\_\_\_\_ response rate for the VOA survey

## Mission Corner

Mary Pat Barth, VP, Mission Integration

*Kate's Closet* has a new home in the hospital's lower level, Room #1-478! Special thanks to new director, **Jennifer Kreutzer**, Mission & Spirit Committee member, who has organized it. Nurses may contact Security if they need clothing for a patient. There is a 24/7 donation bin near the *Kate's Closet* door. Clothing donations are being accepted for men's and women's sweatshirts, pants with elastic waists, socks, T-shirts, slippers, and bathrobes.

The *Coat Sale* was a big success for the *Helping Hands Fund*. Thank you to **Mary Guerin's** Transcription Department and Mission & Spirit Committee members. More holiday giving activities are underway. ❖