

Nurses Celebrate With Hawaiian Luau Theme



Nurses at Mercy Hospital of Buffalo had plenty to “aloha and hula” about as the staff celebrated National Nurses Week in Hawaiian style. At a special luncheon featuring tastes of the Pacific island, nurses were welcomed with leis as they arrived to the main conference room that was transformed into a tropical paradise. Pictured above, from left, Carol Latona and Sharon Kimaid greet 6 McAuley East associates, Jessica Daley and Britt Nowak.

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What better way to celebrate National Nurses Week than to have a Hawaiian Luau? Staff donned leis, feasted on Pacific Island cuisine, and basked in a tropical paradise with palm trees.

Well, maybe the trees were not real and the paradise was actually a decorated conference room, but the week-long festivities to thank and recognize Mercy Hospital’s dedicated nursing staff appeared to be honest-to-goodness fun!

The celebration began on Monday, May 9 with a Blessing of the Hands ceremony conducted by Spiritual

Care services. In addition, ER nurses started the week by delivering candy to the patient care units to express appreciation to their colleagues. Staff were also treated to ice cream treats one day and a special “Hawaiian Luau” luncheon on Wednesday. Culminating the revelry was an awards presentation on Friday, May 13 to honor Mercy’s distinguished patient care services staff of 2011.

Mercy Patient Care Services recognized the following associates who exemplified the Catholic Health mission in their hard work and efforts:

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Chris Anderson, RN- 2011 Nurse of Distinction; **Erino (Rino) Fabrizi**- 2011 Outstanding Anglo Tech; **Tammi Caltagirone**, 2011 Outstanding Nursing Aide; and **Cara Simmons**, 2011 Outstanding Unit Clerk.

Heartfelt thanks go out to all of the Patient Care leadership team, Food and Nutrition staff and other volunteers who made the Nursing Week celebration such a great success. ❖

Mercy 'Goes Green' And Reduces Costs



Jim Dunlop, Catholic Health executive VP of Finance, presents Ascent award to Kathleen Guarino, Mercy VP of Patient Care Services.

Mercy Hospital of Buffalo, part of Catholic Health, is proud to announce it has received a "Healthy Hospital" Award from Ascent, a division of Stryker Corporation. The 'healthy hospital' designation is reserved for hospitals that demonstrate outstanding efforts to reduce the environmental footprint of healthcare delivery and improve overall hospital quality through medical device remanufacturing and reprocessing.

In 2010, Mercy Hospital led the Catholic Health System with \$227,533 in device savings and 2,623 pounds of waste diverted from landfills. ❖

Thank You, Patient Care Services!



A special awards presentation was held in the hospital's rotunda on May 13 to recognize Mercy's 2011 Patient Care Services honorees. In photo, from left, are: Mercy President & CEO C. J. Urlaub, Tammi Caltagirone, Outstanding Nurses Aide; Chris Anderson, Nurse of Distinction; Cara Simmons, Outstanding Unit Clerk; Kathleen Guarino, VP of Patient Care Services; and Erino (Rino) Fabrizi, Outstanding Anglo Tech.



Audra Urban, RN, left, and Katrina Swartwood, ITA, attend the "Luau."



Emergency Center nurses, Elayn Young, RN, left, and Rose Durembeck, RN, right, delivered candy to all the units. Accepting the treats are ICU nurses: Collette Lopez, RN; Beverly Bray, RN; and Laurie Belge, RN. ❖

With Love From the Armor Seniors



The Armor Seniors from Orchard Park donated over 100 new toys, games, and books to Mercy's Pediatric Care Unit. According to the group's president, Arlene Schlierf, the seniors collected the items at their annual spring party "because they wanted to do something charitable for children instead of receiving a party favor." Accepting the generous gifts are, from left: Ali Ahmed, RN; Elaine Keegan, RN; Mary Ann Murphy, RN, MS; Colleen Ochal, ITA; and Armor Seniors Ruth Banick, Mary Sabia, Marian Courier, and Caroline Annunziata. ❖



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 will begin tracking patient satisfaction scores that will affect future hospital payments.

Efforts are underway across the system to *Enhance the Patient Experience*, as recently outlined in a special edition of the *Catholic Health Connections* newsletter. This month, Mercy is focusing on the following NRC patient survey question about explaining things to patients:

During this hospital stay, how often did nurses explain things in a way you could understand?

- 1) Never
- 2) Sometimes
- 3) Usually
- 4) Always

This question currently has a rolling average score of 63.9% for those patients answering "Always" on the survey, as of 4/30/11. The NRC Picker national average for this question is 69.2%. To improve this score, nursing units should establish and maintain an organizational program for clear communication and patient education.

Written information for patients should be easy to understand, containing only what the patient really needs to know and written at or below the 6th grade level. Staff should ensure that interpreter services are available to all patients and audio/Braille/large print educational materials are available for visually impaired patients. ❖



Occupational Therapy



Occupational Therapy staff, from left, Maureen O'Connell, OTR/L; Maura Clune, OTR/L; Matt Clifford, OTR/L; and Deanna White, COTA, stand in the rehab kitchen.

Mercy Hospital's Occupational Therapy Department, part of Catholic Health's Partners in Rehab, plays an important role in addressing the overall needs of patients as they work towards recovery from a recent injury or illness such as stroke.

Occupational therapists (OT) and certified occupational therapy assistants (COTA) help people across the lifespan participate in things they want and need to do through the therapeutic use of everyday activities. In the hospital setting, therapists may help patients regain strength in their upper body, and with tasks such as grooming, bathing, eating, dressing, and visual compensatory strategies.

Patients undergo a thorough evaluation that assesses the patients' overall safety and helps determine future needs upon discharge from the hospital. OT documentation also includes recommendations for the next level of care, as well as, any adaptive equipment or educational materials required for each patient. In July, OT staff will implement a new AlphaFIM® instrument to measure the level of function for newly diagnosed stroke patients. ❖

Associates Living Our Mission



All Mercy associates who were nominated or won 2010 LOVE Awards were honored at a special luncheon in May. Recognized at the event were Health Information Management (HIM) staff: (l.-r.) Wendy Jaworski; Mary Guerin; Johanna Metauro; Ruth Fiorello; Karen Mack- 2010 LOVE Award of the Year; and Janice Stevens, manager of HIM. ❖

Mercy at Work



Sister Donna Lord Celebrates

Sister Donna Lord, a chaplain in the Spiritual Care Department, recently celebrated her 50th Jubilee with the Grey Nuns of the Sacred Heart congregation. Spiritual Care staff recently held a luncheon in her honor. In above photo, Sister Donna cuts her cake with Mercy President & CEO C.J. Urlaub.



Chris Anderson Congratulated

Chris Anderson, RN, was named Mercy's 2011 Nurse of Distinction. A nurse at Catholic Health for over 25 years, she has worked in the Cardiac and Open Heart Step-down Unit on 7 McAuley West since 1999. In above photo, Chris is congratulated by Richard Ruh, MD, Catholic Health senior VP of Service Lines.



Plaque Dedicated to Jewell Gleason

Several staff, friends and family recently gathered to pay tribute to the late Jewell Gleason, a nurse at Mercy for over 40 years. In above photo, Michael Rade, MD, hangs the plaque in her memory on the 8 McAuley East Unit. He said, "Jewell was the best nurse I've ever known, and she taught me how to be a good doctor." ❖

Complete the Puzzle for Chance to Win!

Sandy Rammacher of the Facilities Department 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

3 MCCC on Louisiana Street is considered a primary care _____

5 Our patient satisfaction survey ratings continue to _____

8 Mercy has achieved 12 consecutive months of _____ operating income

9 Be proactive- make sure call buttons, water, tissues, are within _____

10 What percent of diagnoses are based on results of lab tests?

DOWN

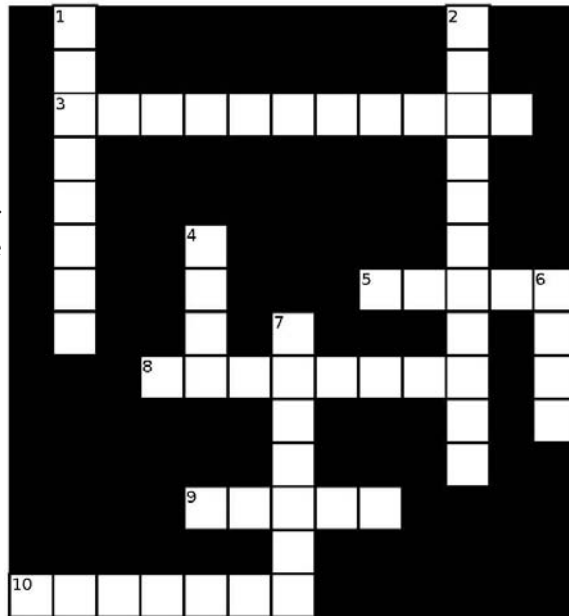
1 MMA students volunteered in April's _____ preparedness drill

2 Great strides were made in this area

4 Mercy has maintained 12 consecutive months with _____ cases of VAP

6 The Heart Center at Mercy has achieved the _____ outcomes for interventional cardiac procedures

7 _____ services are available 24/7 to all physicians and staff to provide resources and education



Sweet Mercy!

People In The News



With nearly 50 years of service, **Frank Catanzaro**, pictured above, retired from Mercy's Pharmacy Department in April. When he began his career in 1962, there were only four pharmacists. He recalls making more items at that time such as mouthwash, baby ointments, and milk of magnesia. "The most significant change I've witnessed through the years is the way the medication is dispensed through a regulated machine and the electronic order system," he said. ❖