Strive for 10 in 2010

The Importance of Patient Satisfaction

In recent times, hospitals have been joining retail outlets in placing greater emphasis on customer satisfaction. “The satisfaction our patients feel in both the service and medical care they receive is a priority for us,” says Peter Bergmann, president and CEO.

Because of the rising cost of healthcare and the greater availability of treatment options for illnesses and injuries, hospitals, like the Main Street and St. Joseph campuses, are placing greater emphasis on ensuring patients are happy with their hospital care. “Whether you think patient satisfaction surveys are good or bad, the fact of the matter is that the marketplace we work in is demanding that data on patient satisfaction be used to empower consumers,” Bergmann said.

There is always opportunities for improvement. Courtesy, presence, caring, and competence are the keys to improving patient satisfaction rates. Even if our hospital had its rooms decorated by Martha Stewart and its food catered by a five-star restaurant, patient satisfaction would still be determined by the physicians, nurses and support staff.

The fact that hospitals with consistently high levels of patient satisfaction are also among the most fiscally successful is not a coincidence. The most profitable hospitals have the highest levels of patient satisfaction. “We should take action on the key items that are causing dissatisfaction,” says Mary Dillon, V.P. Patient Care. “Remember our goal is to improve quality, not to place blame on anyone.”

Our commitment to creating comfort, hope and healing for our patients and families is our number one priority. “Ultimately, that translates into better care and happier patients,” says Dillon.

One of our core values is to seek excellence by striving to fulfill the mission of improving the health of people in our communities. Patient satisfaction monitoring is one way to achieve that goal. We are striving to be rated a 10 in 2010!
From The President

Peter U. Bergmann

In just a few short months, we have accomplished so much together. As we move into the New Year, our two campuses are bustling with construction projects. The Wound Healing Center at St. Joseph Campus and the Piver Center at the Main Street Campus are the first of their kind in Western New York. There will be grand opening events for both in 2010.

Your enthusiasm and commitment are unparalleled and will sustain us in the year ahead as we make even greater strides together.

I appreciate your professional commitment and dedication to those who benefit from your skilled and compassionate care throughout the year. Enjoy this festive season with family and friends. I would like to wish each one of you a blessed and joyous holiday season and my best wishes for a safe and healthy New Year.

Mission Moments

The Mission Committees on both campuses selected Pam Gawron, LPN 5 North at St. Joseph Campus and Sharon Yager, RN Emergency Department at the Main Street Campus, our 3rd quarter 2009 LOVE Award recipients. Congratulations!

Wreath Mania! It was all about the wreaths this December on both campuses as associates showed their artistic creativity in designing wreaths for our annual holiday raffle. A total of $1,700 was raised with proceeds supporting our community outreach initiatives. St. Joseph Campus prize winners are: 1st Place - Larry Dubaj, 2nd Place - 5 North and 3rd Place - Radiology. Main Street Campus winners are Respiratory -1st Place, Radiology-Special Procedures -2nd Place, and Labor & Delivery -3rd Place. Thank you to all who participated!

The Thanksgiving Basket Outreach at St. Joseph Campus was another big success. Over 70 baskets were prepared with love for families throughout our community. Thank you for all you do!

Nursing Notes

Over the past 24 months nearly 500 RN’s, nursing students, physicians and other members of the healthcare team have benefited from presentations by our registered professional nurses at the monthly Nursing Grand Rounds. Twenty nursing units have produced educational presentations that highlight their unique skill sets and professional practice.

Each month, an average of 30 colleagues attend and gain a better understanding and appreciation for the role that nursing plays in various settings to ensure the delivery of high quality care to all of our patients.

The intention of these programs is to share knowledge and promote not only collaboration but mutual respect for the importance of each department’s contribution to the patient experience. Continuing education credits are obtained through the New York State Nurses Association and are earned for attendance and evaluation of the presentations.

Beginning in 2010, we will expand Nursing Grand Rounds to the St. Joseph Campus. Each month the presentations will be shared via the video conferencing equipment at both campuses.

If you have flu like symptoms -- high fever, headache, general discomfort, dry cough, sore throat and runny nose -- please stay home. H1N1 Flu Hotline: 800-808-1987 (available 24/7)
Piver Center Now Open

After years of planning, the M. Steven Piver, MD Health & Wellness Center located on the first floor of the Seton Professional Building is now open for business. Dr. Piver saw his first patient on Wednesday, December 16 in the newly renovated space.

The center includes exam rooms, waiting rooms, physician offices, reference/resource rooms, treatment areas, and patient registration in a warm and inviting, woman focused atmosphere. Every aspect of the Piver Center has been designed with the patient in mind. Traffic flow within the center was also designed to enhance care, increase the timeliness of patient visits, and provide staff with the right tools, in the right place.

This center is the first of its kind in Western New York, providing comprehensive outpatient services that focus predominantly on a holistic approach to women’s care. The three components of the holistic approach will incorporate care for the body, mind, and spirit.

The new center will house many of Sisters Hospital’s Women’s Health Services including:

- Outpatient OB/GYN
- Gynecologic Oncology
- Breast Health Center/Mammography
- Bone Densitometry
- Wildermuth Center for Reproductive Research and Fertility Treatments
- General Women’s Health
- Center for Eating Disorders

Also, educational and community outreach services will be offered at the newly created St. Elizabeth Renewal Center. This will be a place where women can revitalize and rejuvenate the spirit in a therapeutic spa setting. Massage therapy, skin care, body treatments and other services will be available. Spiritual counseling will also be provided.

The grand opening ceremony is slated for January 2010. This new center is the foundation for Catholic Health’s Women’s Service Line structure.

SJC Wound Center Update

Our new Advanced Wound Healing Center at St. Joseph Campus is slated to open in February 2010. Crews are currently renovating space on the first floor in the Caritas Building for our comprehensive clinical wound care program. This will be the first center of its kind opening within Catholic Health. Two other Wound Centers are slated to open at the Mercy Ambulatory Care Center in Orchard Park and Sheridan Health Care Center in Tonawanda.

“We believe by proactively addressing wound care problems within a dedicated center of excellence, we can optimize clinical outcomes in a cost-effective manner,” says Peter Bergmann, President and CEO.

This structured multidisciplinary approach to care enables us to determine root causes of resistance to healing and achieve resolution through an individualized patient care plan.
Turkey Trot Winner

Maura Frauenhofer, a nurse assistant on 5 North at St. Joseph Campus, was the first woman to cross the finish line at the 114th annual Turkey Trot with a 29.06 run. A pre-med student at Canisius College, Maura has worked at St. Joseph Campus for over two years. Please take time out to congratulate Maura!

Quick Thinking Saves Baby’s Life

In Late March, James Brown was cleaning in the ‘A’ nursery on the 2nd floor when he noticed an infant who’s lips had turned blue. He immediately notified a nurse who resuscitated the baby, saving a life. Mr. Brown’s keen eye and quick action made an immeasurable difference in the life of a young patient and the family. Due to his fast thinking and quick actions, James was nominated and won Sodexo’s 2009 President’s Award. James was presented with the award by Sodexo’s Senior Vice President of healthcare Laurie Fullerton here at the Main Street Campus during our Environmental Services Week celebration lunch on October 1, 2009. Please congratulate James for a job well done!

SJC Going Tobacco Free

The St. Joseph Campus will become tobacco-free on February 11, 2011. The Senior Management Team is committed to the health and wellness of associates, patients and the community.

This new policy means tobacco use will not be permitted anywhere on the St. Joseph Campus along with off-site locations. There will be no smoking allowed on all grounds, parking lots, adjacent sidewalks, private vehicles on the campus and any vehicles used for St. Joseph Campus business purposes. This new policy will require some associates to change their habits. This just might be a great opportunity to “kick-the-habit” for good. To help you accomplish this, we are offering free smoking and tobacco cessation classes now. If you are interested please call HealthConnections at 447-6205 for more information.

Also, the New York State Smokers’ Quitline offers free nicotine patches, gum and lozenges. To take advantage of this offer call 1-866-NYQUITS or log onto their web site at www.nysmokefree.com
Spreading Holiday Happiness

Stephanie Kowalak, Ashley Butler and Alexis Kowalak, of Grand Island, volunteered their time to paint holiday scenes on the dining room windows for the residents at St. Catherine Laboure.

Halloween at the Main Street Campus is full of surprises! Nurses Sharon Wicks, Certified Diabetes Educator, and Barbara Read, Certified Wound Ostomy Continence Nurse, used an innovative approach to provide staff with educational updates.

Barbara dressed up as “Wounderella,” the Wound Fairy, providing the nursing staff with wound staging guides and measuring tools to assist them to prevent, assess, and treat pressure ulcers appropriately.

Sharon dressed up as Abby from the television show “NCIS,” but changed the initials to stand for “Nurses Committed to Insulin Safety.”

Because glucose levels are considered an essential component in optimizing patient outcomes, Catholic Health has established a multi-disciplinary Glycemic Control Committee. “One study showed that approximately 25% of all inpatients have a diagnosis of diabetes and for every two with diabetes, a third patient will have new onset elevated glucose levels, for a total of 38%,” says Wicks. “Through this committee we hope to have a positive impact on the care of diabetic patients across our system.”

For Sharon and Barbara, Halloween provides the perfect opportunity to continue the educational process and recognize the staff for the essential role they play in the success that has been achieved because of their efforts and dedication.

Basket Blessing

Sister Maureen Boyle, a Franciscan Sister of St. Joseph, Blessed the Thanksgiving Day baskets and turkeys before they were distributed to area parishes and community centers in the Town of Cheektowaga.

Barbara Read and Sharon Wicks take a unique approach to educating staff about Diabetes.
Sisters Connection

Congrats!

Danielle Casucci is the 2009 St. Louise deMarillac Award recipient. Danielle has been an active member of the Marillac Guild for 12 years and a Sisters Hospital associate for 15 years. She currently holds the Vice President position for the Guild. Congratulations Danielle!

New Massage Therapy

The Massage Therapy Department at the Main Street Campus will be moving to its new space on the 3rd floor in January 2010. The expansion project includes three new massage therapy rooms, with one specifically designed for total body treatments. There is also a room with two pedicure chairs where foot massages and paraffin treatments will be done. Additionally, hand massages and paraffin treatments will be available.

Take advantage of this great service offered right here at Sisters Hospital! Day and evening appointments are available Monday through Saturday. Catholic Health associates are even eligible for a discount! Call Sister Sue O’Neill at 862-1386 for an appointment!

SJC MASH Camp a Success

With the continued shortage of doctors, nurses and allied health professionals, Catholic Health is giving area high school students a behind the scenes look at careers in healthcare.

St. Joseph Campus held a MASH (Medical Academy of Science & Health) Camp for students at Mt. Mercy Academy and Bishop Timon/St. Jude High School as part of the Health Science Education Partnership project.

Students participated in a variety of hands-on activities and toured several hospital departments, witnessing first hand what a career in healthcare is like. This unique educational opportunity is designed to increase the students’ awareness about healthcare job opportunities that exist right here in Western New York. “Too many of our young people leave the area to advance their careers,” said Sr. Mary Ellen Twist, RSM. President, Mt. Mercy Academy. “This partnership allows students to explore various healthcare professions and form relationships with local colleges that could ultimately lead to employment opportunities right in our own community.”

Go Green Tip: Setting your thermostat a few degrees lower in the winter can save you substantial money on your utility bills while saving the environment.
Taking Time To Reflect

A group of participants discuss the importance of pastoral care.

Every once in awhile, chaplains need to reflect upon how their presence impacts the lives of patients, co-workers, and families. In October, chaplains from Catholic Health attended a program presented by the National Association of Catholic Chaplains (NACC) entitled *Living a Healing Ministry of Presence: Reflections and Resources*. Over 130 people attended and came from as far away as Cleveland, Erie, New York City, Rochester, Syracuse and Toronto. Sr. Janet Bielmann, Director of Clinical Pastoral Education at Sisters Hospital, reflects, “It was affirming to hear how everyone enjoyed getting together and learning more of what each other is doing in their ministry. It lifted everyone’s spirits.”

David Lichter, executive director of the NACC, was the keynote speaker, challenging chaplains to deeply value the importance of being a listening presence. Carol Kistner, one of Sisters Hospital’s first resident chaplains, Rev. Nelson Grimm from Northeastern Seminary, Dr. David Martinke, Director of Osteopathic Medicine and David DeLorenzo, Director of Human Resources at Sisters Hospital all shared their experience and expertise in incorporating pastoral care throughout the healthcare system.

Cathy Sass, a chaplain at Sisters Hospital, was inspired by the entire experience, stating, “It exceeded my expectations! We knew we were going to have a good turnout, but the end result was so life-giving.” Chaplains play a professional role while working with those dedicated to the mission of Catholic Health.

Welcome To The Team

We are pleased to announce Dr. Saurin Popat, FRCSC, FACS, MBA, will be practicing at Sisters of Charity Hospital. Dr. Popat is an Otolaryngology Head and Neck surgeon. Please take the time to welcome Dr. Popat to our team!
Saint Elizabeth Ann Bayley Seton (August 28, 1774 – January 4, 1821) was the first native-born citizen of the United States to be canonized, on September 14, 1975.

Elizabeth Bayley was born in New York City on August 28, 1774. She had much to contend with early in life. Her mother died giving birth to a sibling when she was three years old, so she spent most of her life in various boarding schools. Through her writings Elizabeth often spoke of loneliness, and finding comfort in God.

Elizabeth eventually fell in love with and married William Magee Seton, whose father owned one of New York’s thriving trade companies. The young couple raised five children before William became ill and subsequently died. After William passed away, Elizabeth spent time with a wealthy family in Italy where she was exposed to Catholicism and decided to convert to the religion.

After converting she was received into the Church by the first bishop of Baltimore, John Carroll. To support her children, she started the first Catholic school in Baltimore, but it failed due to the anti-Catholic bigotry of the day.

Eventually, Elizabeth was able to establish a religious community in Emmitsburg, Maryland dedicated to care for poor children. It was the first religious community of apostolic women founded in the United States, and its school was the first free school in America. The order was called the Sisters of Charity of St. Joseph.

The remainder of Elizabeth’s life was spent leading and developing the new order, which expanded to include the Sulpician priests of Baltimore. Today, six independent religious communities trace their roots to the humble beginnings of the Sisters of Charity in Emmitsburg, Maryland, including Sisters of Charity Hospital.

Associate Spotlight

This past summer, five nurses at St. Joseph Campus were recognized for the compassionate care they deliver to our patients. These five nurses were nominated for the LOVE Award for emulating the core values of Catholic Health. Marion Pinkert, Sandra Szpila, Karen Geblein, Nancy Vierra, and Anne Scalfani each have their own personal style when it comes to caring for patients, but there is one quality that links them all: compassion. Each of the five nomination forms submitted by former patients noted that their sincere compassion was central to the patients’ experience. Also, their calming demeanor while dealing directly with patients was integral in allowing the patients to deal with their illness in a tranquil and objective manner. Through these candid observations made by former patients, it shows that the nursing staff truly represents our Catholic Health mission each day through their interactions with our patients. Congratulations to all the nurses for continuing to have a vital impact on the quality of care and service delivered at St. Joseph Campus.

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