

The Future of Emergency Care Has Arrived at the Main Street Campus

Sisters of Charity Hospital, Buffalo's first hospital established in 1848, celebrated 163 years of service in Western New York by officially blessing and opening its newly renovated and expanded Emergency Department (ED).

"Our Emergency Department treats more than 33,000 patients each year," says **Peter U. Bergmann**, President & CEO of Sisters Hospital. "This newly renovated and expanded facility, equipped with the latest lifesaving medical technology, will enable our team of specially trained emergency physicians, physician assistants, nurses and support staff to provide our community with the highest quality, and most comfortable as well as convenient emergency care available."

A number of the design features in the new ED came from suggestions made by Sisters Hospital doctors, nurses, support staff, and actual patients. To streamline care and reduce wait times, the new facility includes 28 private treatment rooms, equipped with flat screen TV's,



The Most Rev. Bishop Edward U. Kmiec blesses the new Emergency Department during the grand opening event.

internet access, integrated cardiac monitoring systems, and bedside computer charting.

Time is of the essence when dealing with an emergency, that's why our team is putting new processes in place to reduce the wait time in the ED. As part of the Patient Experience initiative, a new procedure is being introduced that will cut the

average amount of time from the moment a patient walks through the door to the point where they are seen by a physician. The new Fast Track (FT) service will allow patients with acute, but non-life-threatening, conditions to be treated more quickly and then released. This system is designed to improve efficiency

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New, State-of-the-art Emergency Department Open

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and decrease waiting times in the ED when the greatest numbers of people seek emergency treatment. FT patients will be assessed by status and services needed. This allows the staff to separate out and expedite the care of the simple straightforward cases, and to be more focused and efficient in caring for the acutely ill patients.

By changing the department’s and hospital’s organizational culture, FT will improve patient intake flow, to provide needed care in the shortest amount of time.

As a New York State Designated Stroke Center, the facility also features dedicated radiology and CT rooms equipped with the latest diagnostic technology. Other features of the new ED includes increased off-street parking; a new patient entrance with ground level elevator access; expanded ambulance entrance with overhead coverage and heated pavement; centralized nurses stations with easy access to treatment rooms; private registration and triage rooms; and an expanded waiting room. The project expanded the footprint of the ED from 11,500 to 19,600 square feet.



Sisters Hospital Leadership Team as well as other hospital and Catholic Health representatives officially cut the ribbon to the new Emergency Department.

St. Joseph Campus Gets a New Look

The Progression Committee at St. Joseph Campus is committed to improving the patient experience and the hospital. The team recognizes the need for change, so members have begun making improvements to the hospital’s appearance. **Tim Richter, St. Joseph Campus Facilities & Engineering manager**, and his Facilities team have already begun putting a fresh coat of paint on the first floor hallways, as well as replacing the old teal colored molding with a more modern looking one.

Renovation plans include remodeling and expanding the front lobby, a coffee cart outside the Gift Box, new bulletin boards at the associate entrance, improved signage, as well as new paint and carpeting in the Community Room. Additional enhancements will involve updating the audio and visual equipment in the Community Room.

The committee is also working with local artists to revitalize art exhibits in the gallery area. If you have any suggestion for other improvements, contact **Charlene Nikiel 891-2500**.

From The President

Peter U. Bergmann



The holiday season is a time to reflect on the successes of the past year, enjoy the company of family and friends, as well as be thankful for all our blessings. I am extremely thankful and proud of what our hospital has achieved in 2011.

I am proud of the teamwork and commitment to the patient experience demonstrated by all associates at both campuses. For this, I thank you. Although we work hard at providing the highest quality medical care, as a hospital we still need to improve on our patient satisfaction scores. Our goal is to provide exceptional quality, safety, and service to exceed our patients' expectations.

2012 is just around the corner with new challenges and new opportunities. I am very optimistic about the new year and believe we have the drive and determination to be successful. I am especially confident because we have a talented team that has shown the ability to rise and meet the toughest challenges.

On behalf of myself, and the entire Sisters Hospital Leadership Team, I want to wish you and your family a very happy and blessed holiday season.

Mission Moments

LOVE Award nominations have increased across both campuses for 2011. The Mission Committees have a challenging time when selecting our final recipients from so many deserving nominees. LOVE Award recipients for the first three quarters of 2011 are: Main Street Campus - Cliff Nelson, Olivia Ortiz, Dianne Gordon and Marty Wagner; St. Joseph Campus - Donna Mohring, Brandon Schultz, John Felix and Derrick Esford

In June, we welcomed Rev. Dale Stanley as manager, Spiritual Care over both campuses.

Both Mission Committees have done a great job this year in coordinating fund raising events for our Catholic Health Community outreach initiatives. Our food drives on both campuses collected approximately 1,500 lbs. of food.

In addition, we have assisted with other outreach efforts in support of the Daughters of Charity "Dream Project" initiative in the Congo and the Good Neighbor Fund at the St. Joseph Campus. The compassion and generosity of our associates touches many!

The Catholic Health Standards of Behavior brochures have been updated and revised. If you have not yet received a revised brochure, please ask your manager.

Nursing Notes



Robin Fitzimmons & Amanda Wentland next to the ER Nurse of Distinction plaque in the St. Joseph Campus Emergency Department.

Every year a nurse from the Emergency Department is chosen by their peers and management for continuing to strive for enhanced quality of care.

This year, **Amanda Wentland**, from the St. Joseph Campus, and **Charles Brown**, from the Main St. Campus, have been chosen as the 2011 ER Nurse of Distinction. Please take the time to commend Amanda and Charles on a job well done!

Go Green Tip: If every household in the United States paid their bills on-line then we would save 18 million trees every year.

New Surgical Procedure Leaves No Visible Scar

Dang Tuan Pham, MD, is the first physician in Western New York to successfully place a lap band in a patient using Single Incision Laparoscopic Surgery (SILS). Dr. Pham performs lap band surgery at both campuses of Sisters Hospital. The surgery, which is performed through a small 20mm incision in the patient's belly button, leaves little or no visible scarring. Commonly used for gallbladder removal and hernia repairs, SILS procedures are being expanded to include bariatric (weight loss) related surgeries.

"Patients are discharged the next day after the SILS operation is completed, with minimal pain and scarring," says Dr. Pham. "Traditional laparoscopic surgeries have four separate half

inch incisions, which tend to leave scars."

"We are thrilled to be at the forefront of a new procedure that continues to transform the minimally invasive surgery, resulting in even better experiences for patients," **Peter U. Bergmann**, President & CEO said. "At Sisters Hospital patient care is our highest priority. Procedures including SILS are instrumental in helping us fulfill our goal of offering patients the latest advancements in medicine."

Sisters of Charity Hospital has been named a Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery. This designation is awarded to surgeons and programs with a demon-



Dang Tuan Pham, MD

strated track record of favorable outcomes. Sisters Hospital is also a Blue Distinction Center for Bariatric Surgery™ and was ranked in the top 5% nationally for bariatric surgery for 2011-2012 by HealthGrades®.

Both Campuses Receive HealthGrades 2012 National Rankings

Catholic Health has received the most Five-Star and quality Excellence Awards of any Western New York health provider from HealthGrades®.

Both campuses of Sisters Hospital received the HealthGrades® Joint Replacement Excellence Award and their first Five-Star rating in Orthopedics, ranking them among the top 10 hospi-

tals in New York State for Orthopedic Services. In addition, Sisters Hospital received Five-Star ratings for Back and Neck surgery (spinal fusion) for the third year in a row.

The Bariatric program was ranked among the top 5% in the nation for the third year in a row, as well as the Top 5 in New York State and a Five-Star rating

for the sixth year in a row.

Sisters Hospital also received Five-Star awards for the treatment of heart attacks for the second year in a row and appendectomy surgery for the fourth year in a row.



St. Joseph Campus Successful in National Prescription Drug Drop-Off

The third annual National Prescription Drug Drop Off event set a record for medications collected this year. More than 88,000 pounds of pharmaceutical waste was collected with a street value of over \$288,000. St. Joseph Campus was one of nearly three dozen sites designated as an official drop off site.

This year, 218 cars came through our drive through drop off station at St. Joseph Campus which collected 585 pounds of pharmaceuticals. At total of 8,913 pounds of prescription medications were collected at all sites in Western New York. Since the events inception, nine tons have been collected locally.

All the medications collected were taken by the Drug Enforcement Agency (DEA) to Covanta in Niagara Falls where it was incinerated. Covanta converts the incinerated waste into steam energy which is used to provide power to several industries in Niagara County.

The purpose behind the drug drop off is to keep medications out of the hands of teens looking to experiment with drugs and to keep our drinking water safe. Flushing old medications down the toilet contaminates the water table and eventually

our drinking water. Also, national surveys show that prescription pain medications are becoming the drug of choice among teens. Death by drug overdose is the number one cause of accidental death today; surpassing car accidents for the first time since 1979 when drug overdose statistics started being tallied.

Pharmacists from both the St. Joseph and Main Street campuses as well as pharmacy interns volunteered their time to collect and count all medications turned in during this highly successful event.



From left to right: Adele Battaglia, SJC RPh, Valerie Cooper SJC Pharmacy Intern, Colleen Clifford, SJC RPh, Brittani Zurek, SJC Pharmacy Intern, Pashion Marshall, MSC RPh, Meghan Rowcliffe, SJC Pharmacy Intern and Jodi Waller, SJC RPh, braved the cold weather to take in medications during the drop off event.



Adele Battaglia, SJC RPh, assesses the types of prescriptions turned in.



Martha Lamparelli, former Sisters Hospital Foundation Board Chair, collects unused pharmaceuticals during the National Drop Off event.

Hemodialysis Unit Complete

St. Joseph Campus has completed an important renovation project to enhance and improve care for dialysis patients. The new Hemodialysis Suite on Hall 2 was funded through a generous grant from the Sisters Hospital Foundation. The new suite features two patient treatment areas with flat screen TVs to provide dialysis patients with a more private and comfortable setting for their treatments, which can take up to four hours. The area also includes a handicapped-accessible bathroom, and separate clean and soiled

utility rooms.

Hemodialysis services began at the former St. Joseph Hospital in 2006 with 42 treatments performed the first year. Previously, all of the dialysis supplies were housed in a variety of areas, which decreased accessibility and efficiency for the staff. In 2010, 986 treatments were provided at St. Joseph Campus, demonstrating a significant increase in the number of patients with renal disease and a need to enhance care and service.



From left to right: Judy Sowers, RN, Dawn Crosman, RN, Dr. Basharat Ali, Dr. Mohamad Shafi and Shannon Pasternak, RN, NM.

IXR Improvements

The Main Street Campus recently acquired a new robotic surgical C-arm for its Interventional Radiology Department. This innovative equipment will help improve patient operating procedures.

The \$2.2 million Artis Zeego comes with state of the art digital

enhancement qualities, as well as a multi-axis rotational C-arm, and an operating room table with lateral tilt and height adjustment for better patient positioning.

Thanks to digital technology, it provides surgeons with almost immediate soft tissue images

and real-time 3D viewing while operating. The multiple axis rotational design allows for the C-arm to scan the patient from any angle. This new equipment is part of a \$2.6 million four-phase Imaging Department renovation project.



Father Richard "Duke" Zajac officially blesses the new robotic surgical C-Arm during a special ceremony. This state of the art equipment to enhance patient care and comfort.



The new C-arm provides surgeons with immediate soft tissue images and real time 3-D viewing while operating.

Sisters Hospital First in Western New York to Perform Sight Saving Procedure on Premature Baby



Drs. Singhal (far left) and Dukarm (far right) look on as Dr. Fasiuddin (left) performs the new ROP treatment on Teresa Maleki in the NICU.



Kerry and Lauren Malecki are happy with the progress baby Teresa is making following the ROP procedure.

Premature babies face many health challenges. Retinopathy of Prematurity (ROP), a serious eye condition that affects premature infants, is the leading cause of childhood blindness in the United States. Sisters of Charity Hospital became the first area hospital to use a newly approved medication therapy to treat ROP, called intravitreal bevacizumab monotherapy, on an infant in the hospital's Neonatal Intensive Care Unit (NICU).

Airaj Fasiuddin, MD, an ophthalmologist and neonatologist, Kamal Singhal, MD, and Robert Dukarm, MD, performed the delicate procedure in late June on a baby born at 24 weeks. Just over four pounds at the time of the procedure, the baby girl was

born on April 6 weighing just one pound four ounces. Since the procedure, her eye disease has significantly improved.

ROP is the abnormal growth of blood vessels in the retina of premature infants. It generally begins during the first few days of life and may progress rapidly to blindness over a period of weeks. When a baby is born prematurely, normal blood vessel growth is interrupted and new abnormal vessels begin to grow producing fibrous scar tissue, which can pull and detach the retina, and in severe cases, cause blindness.

The medication, which prevents new blood vessels from forming, is injected into the baby's eye

to treat ROP. When compared to conventional laser therapy, which take about three hours for each eye, the medication therapy takes a total of 30 minutes and offers significant benefit for restoring eyesight and preserving peripheral vision. It also eliminates the need for anesthesia, which can be stressful for premature infants.

Since ROP is responsible for more blindness among children in this country than all other causes combined, it is important that all premature babies be screened for the condition. In February 2011, the New England Journal of Medicine released a study on the effectiveness of intravitreal bevacizumab for retinopathy of prematurity.

ICU Waiting Room Dedication

The ICU waiting room at the Main Street Campus is a bit brighter now thanks to a generous donation.

In 2010, Jim Dolce, former Sisters Foundation Board Member, along with his brother-in-law Dr. Joseph Caruana, and other family members spent many hours in the ICU waiting room when Jim's wife, Nancy Caruana-Dolce, was a patient. After Nancy's passing, the Dolce and Caruana families wanted to do something in her memory. They decided to fund a renovation of the ICU waiting room and donated \$30,000 for new paint, carpets, furniture, a flat screen TV and artwork. Dr. Caruana also donated \$5,000 to the Foundation's Clinical Education Fund in his sisters name.



From left to right: Margaret Dolce, Jim Dolce, Dr. Joseph Caruana, Tish Swann, RN, ICU Nurse Manager, and Matthew Hamp, Chief Operating Officer.

Associate Spotlight



Saro Natarajan has been a registered nurse at the Main Street Campus for 25 years. During that time she has been collecting soda cans and using the money to purchase much needed equipment for 2-North/2-South. Her humanitarian efforts have not gone unnoticed, especially by her peers. Saro was recently given the "People's Choice" award for her charitable acts of kindness and service.

So far, Saro's "soda can campaign" has purchased a new bariatric wheel chair, pulse-oximetry machine, forty clocks, and seven fans for 2-North/2-South. She has also bought shampoo, conditioner, socks and clothing for patients on many units.

Please take the time to congratulate Saro Natarajan on a job well done!