See us in a new light.

Quality through innovation, compassion through caring.
The future of healthcare is in our hands.

Catholic Health is committed to bringing you the most innovative healthcare solutions in a continuous effort to offer the highest quality care. You can see the results of our efforts each day in better care and outcomes, improved quality of life, and enhanced programs and services to care for you and your family.

We are home to advanced medical technology and state-of-the-art facilities that support the finest physicians and medical professionals. Our $100 million investment in world-class medical equipment and information technology is leading the way in developing the area’s first fully-integrated electronic medical record system that supports our work to continuously improve the care we offer. These efforts are drawing national recognition for quality, efficiency, patient safety, and improved access (see page 5).

Our network of designated stroke centers, the unique OLV Senior Neighborhood, our investment in technology, and the rebuilding of our Emergency Departments illustrate how we’re changing the face of healthcare. Our goal has simply been to be the best – in quality, safety and care. If you haven’t given Catholic Health a look lately, it’s time to see us in a new light!

Catholic Health has locations close to where you live and work, providing the right care, at the right time, in the right place.

Joseph D. McDonald
President and CEO,
Catholic Health

Carl J. Montante
Chairman, Catholic Health
Board of Directors
At Catholic Health, we bring a coordinated and connected network of services to our community when and where it is needed most.

Our Mission has its roots in a legacy of care and compassion that began more than 160 years ago. Today, that same care and compassion can be seen throughout all our hospitals, nursing homes, home care agencies, and health centers.

Our Mission sets us apart. It’s the human side of healthcare… the touch, smile or comforting word that can help make your healthcare experience better. It’s treating all people with respect and dignity, and providing comfort in times of greatest need.

Mission in Action
Catholic Health’s 8,000 associates bring our Mission to life each day with a firm spiritual foundation and a holistic approach to care that recognizes a person’s health and well-being means more than just treating their physical condition. Our Mission defines Catholic Health and ensures we are not only providing quality care and service, but also touching the lives of people who need us most.

Our Mission radiates beyond the walls of our health facilities into homes and communities throughout Western New York and beyond, including:

- Providing more than $37 million in free care and community benefit during the past year
- Our work in the community to serve the poor and the homeless
- Medical missionary work in disadvantaged countries

The Catholic Health Mission...
We are called to reveal the healing love of Jesus to those in need.
Catholic Health leads the way in advanced cardiac, stroke and vascular care through our nationally-recognized cardiovascular program anchored by our Heart Center at Mercy Hospital. This program supports our cardiologists system-wide and also offers the area’s largest network of designated stroke centers at Mercy, Sisters of Charity and Kenmore Mercy hospitals; state-of-the-art vascular surgery facilities; and high quality diagnostic, treatment and rehabilitation services.

Independent recognitions let our patients know that the care they receive through Catholic Health is among the best in our community:

- Our Heart Center received one of the highest ratings when it was ranked in the top 15 percent of 900 hospitals across the country by the National Society of Thoracic (open heart) Surgeons.
- The New York State Department of Health recognized the Heart Center for having the lowest mortality rate in the region for angioplasty.
- In a 2008 U.S. News & World Report study, our hospitals scored higher than other local hospitals in 7 out of 12 specialty areas, and Mercy Hospital was the only hospital in the region recognized as a leader in heart care and heart surgery.

These accolades extend to our physician leadership team, also among the best in their fields, including Lee Guterman, M.D., Medical Director of Stroke Services; John Bell-Thomson, M.D., Chairman, Department of Cardiothoracic Surgery; and Paul Anain, M.D., Medical Director of Vascular Service Line.

It all adds up to safer care and better outcomes. Visit www.chsbuffalo.org or call HealthConnection at (716) 447-6205 to learn more.

The combination of quality care, advanced technology and exceptional doctors and nurses makes Catholic Health the choice for many who need open heart surgery.
Healthcare designed expressly for women.

Routine and specialized OB-GYN services, female-focused health education programs, and the latest advances in diagnosing and treating heart disease and cancer – for the best in women’s healthcare, Catholic Health is always close at hand.

Piver Center
The M. Steven Piver Center for Women’s Health and Wellness, slated to open at Sisters of Charity Hospital in 2010 and named in honor of Sisters’ well-known Director of Gynecologic Oncology, will be a place where women can rejuvenate the body, mind, and spirit. Planned services include:

- Mammography, gynecologic oncology, obstetrics, infertility treatment, bone densitometry, and treatment for eating disorders
- Spa services such as massage therapy, skin care and body treatments

For Moms-To-Be
- Nearly half of all the babies born in Western New York get their start at Sisters Hospital or Mercy Hospital of Buffalo.
- Mercy and Sisters are the only hospitals in the region with adult and neonatal intensive care units to provide the safest birth setting for mothers and babies.
- Fetal testing services, neonatal intensive care nurseries, “Celebration Suites,” and all new private rooms help you focus on your special delivery.

Visit www.chsbuffalo.org or call HealthConnection at (716) 447-6205 to learn more.

Catholic Health is there to welcome generations of families into the world.
Does your health need a helping hand? Look no further than Catholic Health, long recognized as a regional leader in community health.

Catholic Health sponsors hundreds of community education programs – taught by our doctors, nurses and other health professionals – to help you live healthier, better manage existing medical conditions, or discover a health concern early. Need follow-up care? We can put you in touch with a doctor or medical specialist that is right for you. Services include:

- Education programs on stroke awareness, heart health, orthopedic injuries, and cancer prevention
- Dozens of free screening programs like blood pressure, diabetes, and cholesterol
- A renowned comprehensive diabetes education program recognized by the American Diabetes Association for national quality

- Extensive childbirth education programs with classes for first-time parents, refresher courses, breastfeeding classes, and special classes for siblings and parents expecting multiple births
- Mission on the Move, a mobile health program that travels to community locations with valuable health and wellness services
- On-site, customized worksite wellness programs for local businesses

Check your local newspaper for information, log on to www.chsbuffalo.org and click on the events tab for a complete listing of upcoming programs, or call HealthConnection at (716) 447-6205.
We enhance quality through technology.

Catholic Health is making care better for you by employing the most advanced computer technology to improve quality and safety, and set the stage for the development of electronic health records (EHRs).

This transformation involved acquiring state-of-the-art medical tools, like advanced MRIs and CT scanners, to better diagnose and treat patients. We also created the region’s most powerful clinical information system to give physicians and other clinicians unparalleled access to important health information, enabling them to provide you and your family with better care, better outcomes and improved service.

Leading the Charge

Today, nearly five years and $100 million later, we are continuing to develop the area’s most advanced EHR. For patients, EHRs provide the safest, most accurate and efficient way to store and share critical, possibly life-saving health information, like test results and medical histories. This ensures you receive the right care, in the right place, at the right time.

• By moving millions of pieces of clinical information out of paper charts and files and into the computer, physicians and other health providers can access critical patient information at any time, from any location, over our secure computer network.

• EHRs also have built-in safety alerts and reminders to enhance patient safety, comfort and convenience.

Visit www.chsbuffalo.org or call HealthConnection at (716) 447-6205 to learn more.

Our continuous investment in technology leads to significantly reduced medical errors, highlights potential drug interactions and offers methods used nationally to help patients achieve the best quality of life possible.
We provide you with the services you need.

Today, more healthcare services are being provided in outpatient, home or community-based health settings, offering you more choice, comfort and convenience. Catholic Health has a complete continuum of care to provide you with the services you need – when and where you need them.

Right care, right time, right place

- With nine locations, Partners In Rehab and AthletiCare use the latest treatment options to help return you to your fullest quality of life. Services include physical, occupational and speech therapy; sports injury rehab; sub-acute (post-hospital) and short-term medical rehab; a HeartStrong subacute cardiac program; and care for stroke patients and those suffering from an orthopedic illness.

- Home Care offers exceptional professional nursing, therapy, infusion therapy, and home health aide support services. Through a special Home Telemonitoring Service, patients can easily record their vital signs using special equipment attached to their home telephone line, and transmit this information to specially-trained nurses who monitor changes in health status to provide home care services as needed.

- For those with chronic health conditions or the frail elderly who live alone, our Home Response System is a direct link to emergency help 24/7 with the push of a button.

Visit www.chsbuffalo.org or call HealthConnection at (716) 447-6205 to learn more.
We help put good health in your hands.

For physician referrals, answers to your healthcare questions or to register for a health screening or wellness class, help is a simple phone call or mouse click away. Our HealthConnection telephone information line connects you to a live healthcare representative who can personally answer your questions or put you in touch with the programs and services you need.

Call HealthConnection any weekday from 8 a.m. – 4 p.m. at (716) 447-6205 to:

• Find a doctor or medical specialist who is accepting new patients
• Enroll in health education classes or register for screening programs
• Find out more about programs or services offered within Catholic Health

Our easy-to-navigate web site contains information on programs, services, facilities and doctors throughout Catholic Health. It also features a health library, quizzes, calculators and downloadable printouts.

Log on to the Catholic Health web site at www.chsbuffalo.org to:

• Find a doctor or medical specialist
• Get information on our facilities or services
• Learn more about our quality certifications and recognitions
• Register for community education programs
• Look for job opportunities and apply online
• Find up-to-date health information and online tools to improve your health
• Send a free eCard to a patient in one of our hospitals

HealthConnection can help you find the primary doctor or specialist you need with a simple phone call. The process is quick and easy.
Patient Centered Care

» Right Care.
» Right Time.
» Right Place.

See us in a new light.

We provide a full spectrum of patient care.

We offer a full spectrum of care within Catholic Health. We provide a network of:

- four hospital sites
- thirteen primary care centers
- seven diagnostic and treatment centers
- a freestanding surgery center
- six long-term care facilities
- two adult homes
- three home care agencies
- our unique OLV senior ministry

While we are always looking for better ways to serve you, we haven’t lost sight of the things you look for most in a health provider – quality, comfort, safety, and convenience.

With dozens of healthcare facilities throughout the region, Catholic Health is close to where you live or work providing the right care, at the right time, in the right place.

If you haven’t given Catholic Health a look lately, it’s time to see us in a new light!
This is a Catholic Health community.

- **Hospital Sites**
  - Kenmore Mercy Hospital
  - Mercy Hospital of Buffalo
  - Sisters of Charity Hospital, Main Street Campus
  - Sisters of Charity Hospital, St. Joseph Campus

- **Diagnostic & Testing Centers**
  - Clarence Diagnostic Center
  - Mercy Ambulatory Care Center
  - Mercy Diagnostic & Treatment Center
  - Mercy Diagnostic Center
  - OLV-Briewood Medical Center
  - Sheridan Health Care Center
  - Williamsburg Diagnostic Center

- **Laboratory Service Centers**
  - Catholic Health Laboratory Patient Service Centers
  - 23 locations to conveniently serve your family needs.
  - Please call (716) 447-6205 for a location near you.

- **Primary Care Centers**
  - Chestnut Ridge Family Practice
  - Clarence Sheridan Medical Center
  - Holland Family Health Center
  - Ken-Ton Family Care Center
  - Kenmore Specialty Center
  - Lovejoy-St. Vincent Health Center
  - Mercy Health Center
  - Mercy OB/GYN Center
  - Mercy Pediatric Center
  - OLV Family Care Center
  - Riverside Blackrock Family Care Center
  - Sisters Family Health Center
  - Springville Primary Care Center

- **Surgery Center**
  - Sisters Ambulatory Surgery Center

- **Home Care Services**
  - McAuley Seton Home Care
  - Mercy Home Care of WNY
  - Sisters Long-Term Home Health Care
  - Infusion Pharmacy
  - Home Response Emergency System

- **Long-Term Care & Adult Homes**
  - St. Elizabeth’s of Lancaster
  - St. Vincent’s of Dunkirk
  - Father Baker Manor
  - McAuley Residence
  - Mercy Nursing Facility at OLV
  - St. Catherine Laboure Health Care Center
  - St. Francis of Buffalo
  - St. Francis of Williamsville

Call (716) 447-6205 or log onto www.chsbuffalo.org for more information about our locations and services.
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Our Mission
We are called to reveal the healing love of Jesus to those in need.

Our Vision
Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

Our Values
Reverence - Compassion - Justice - Excellence

Catholic Health
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