



2016-2017
Kenmore Mercy Hospital
Orthopedic Campus of Excellence
Knee & Hip Center
Quality Report

Message From Our President & CEO



Kenmore Mercy Hospital exists to provide our patients with exceptional comprehensive orthopedic care. From our start as a 100-bed hospital in 1951 to our status as Catholic Health's Orthopedic Campus of Excellence today, we are there to improve the health of our neighbors every day.

Kenmore Mercy is committed to staying ahead of the curve for our patients. To that end, we completed a multi-year surgical services upgrade in 2016 and we are busier than ever, averaging more than 1,300 joint replacements each year in 2016 and 2017.

In the spring of 2016, we opened the doors to our brand new Ambulatory Surgery Unit. This increased the Pre-Operative Holding Unit from 22 patient bays with six private rooms to 30 patient bays with 11 private rooms. The Post Anesthesia Care Unit increased from 10 to 11 patient bays, plus an isolation room.

Our Knee & Hip Center is recognized across Western New York for unparalleled expertise and a dedication to compassionate patient care that is supported by an interprofessional team. This includes our orthopedic surgeons, educators, rehabilitation and occupational therapists, and specially trained and certified nursing staff who collaborate to ensure patients receive superior care throughout their Kenmore Mercy experience.

The pages of this 2016-2017 Orthopedic Quality Report will highlight much more of what is happening at Kenmore Mercy Hospital as we continue to provide our patients with a wide array of orthopedic services.

Sincerely,

A handwritten signature in black ink that reads "Walter Ludwig". The signature is written in a cursive style with a large, stylized "L" at the end.

Walter Ludwig
President & Chief Executive Officer

Table of Contents

Welcome to Our New Associate Chair of Orthopedics	2
Achieving Clinical Excellence: Gold Standard	3
Gum Chewing Study Impacts Postoperative Hip Patients.....	4
Patient-Centered Care	5
An Unparalleled Continuum of Services	6
Getting Patients Back on Their Feet at Home.....	7
New State-of-the-Art Rehabilitation Center Opens at McAuley Residence	8
People: Our Most Valuable Resource	9

Orthopedic Care by the Numbers

- 1,300**..... In 2016, Kenmore Mercy performed more than 1,300 knee and hip replacements
- 300**..... One of 300 hospitals nationwide to achieve Joint Commission Certification for knee & hip
- 90.5** Percentage of total joint replacements who would recommend the hospital to family in 2017
- 24** Private rooms in the Knee & Hip Center
- 12** Orthopedic certified nurses
- 46.9** Percentage of patients discharged to home
- 22** Orthopedic surgeons on staff
- 66** Average age of joint replacement patients



Welcome to Our New Associate Chair of Orthopedics



Congratulations to Andrew C. Stoeckl, MD, who was appointed as Kenmore Mercy Hospital's associate chairman of Orthopedics in 2017.

Dr. Stoeckl has jumped right into his new role, continuing the great work that's already been done to establish Kenmore Mercy Hospital as an Orthopedic Campus of Excellence.

As associate chair, he assists in areas such as clinical standardization, care pathways, length of stay, resource utilization and physician credentialing. He also helps us navigate some of the new reimbursement models, such as CJR (Comprehensive Care for Joint Replacement) and bundled payment programs.

A Western New York native, Dr. Stoeckl is a graduate of Canisius High School, Boston College and the University at Buffalo Medical School. He also completed a one-year Harvard Sports Medicine Fellowship. He received advanced training in knee, shoulder, foot, and ankle injuries with an emphasis on minimally invasive arthroscopic procedures. He specializes in sports medicine.

More recently, he sees patients at Excelsior Orthopaedics and is an active member of the medical staff at Kenmore Mercy Hospital. Dr. Stoeckl is an excellent addition to Catholic Health's medical staff board as we work to ensure the quality of care for our patients and grow our orthopedic services.



Achieving Clinical Excellence: Gold Standard

Thanks to the dedication of our associates and physicians, Kenmore Mercy Hospital has earned a national reputation for exceptional patient outcomes and innovative care.

- Kenmore Mercy was the only hospital in New York State named as one of the country's **"Top Hospitals" by The Leapfrog Group** in 2016 and 2017. Being acknowledged as a Top Hospital is an incredible accomplishment achieved by less than three percent of hospitals nationwide. The selection of Top Hospitals is based on the results of the Leapfrog Hospital Survey. Performance across many areas of hospital care is considered, including infection rates, physician staffing within the Intensive Care Unit, and a hospital's ability to prevent medication errors.
- Kenmore Mercy Hospital has received **eight consecutive "A" ratings from Leapfrog** in its Hospital Safety Score updates, a program that grades more than 2,500 U.S. hospitals.
- The hospital carries the prestigious **Joint Commission's Gold Seal for Approval for total knee and hip replacement**. The certification recognizes the hospital's compliance with The Joint Commission's national state-of-the-art standards for health care quality and safety in disease-specific care. Kenmore Mercy is one of only 300 hospitals in the United States to achieve this certification and was the first in Western New York in 2011. It has been recertified multiple times which means it has met or exceeds rigorous national standards for quality, safety, and outcomes.
- The hospital was recognized by **Blue Cross & Blue Shield of Western New York as a Blue Distinction Center** hospital in both knee and hip replacement, a designation awarded to facilities demonstrating better care and overall outcomes for patients than hospitals without this distinction in 2016.
- In 2016, Kenmore Mercy Hospital was named among the top 10 percent of hospitals in America for orthopedic surgery, joint replacement and spine surgery by **Healthgrades**, the nation's leading source of hospital data.
- Kenmore Mercy was named one of **America's 100 Best Hospitals for Orthopedic Surgery**, and also received the **Orthopedic Surgery Excellence Award**, Joint Replacement Excellence Award and Spine Surgery Excellence Award from **Healthgrades**®. The hospital also received five stars from Healthgrades® for total knee replacement, total hip replacement, and spinal fusion surgery in 2016.



Gum Chewing Study Impacts Postoperative Hip Patients

Postoperative ileus (POI) is a well-known complication and concern for many gastrointestinal and non-abdominal surgeries. In 2016, Knee & Hip Center registered nurse Sydney Dirk, BSN, ONC, performed a research study on 2 South to examine the impact of gum chewing on ileus rates in postoperative hip replacement patients.

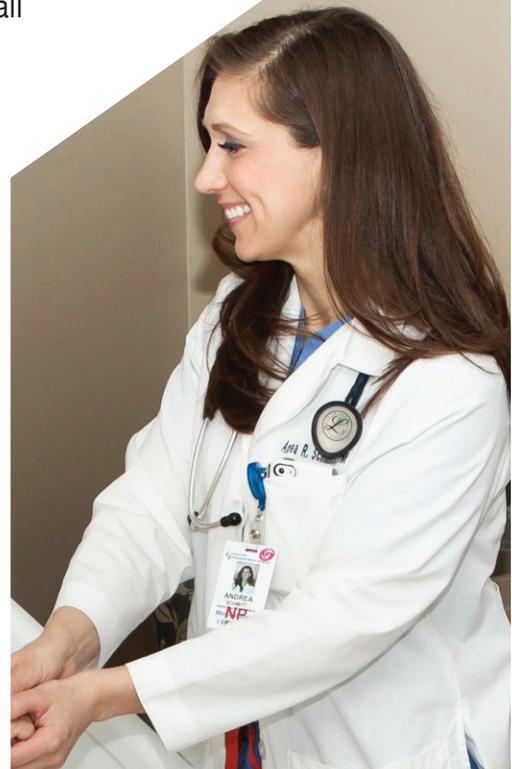
POI places the patient at an increased risk for complications and may lead to discomfort, delayed recovery, longer hospital stay, patient dissatisfaction and a lower Healthgrades rating. POI affected ten percent of orthopedic surgeries in 2014.

Because gum chewing is a form of sham feeding, which has been reported to enhance bowel motility, Sydney introduced chewing gum with sorbitol into the patients' post-operative regime. POI, as well as partial obstructions, may be prevented and maintenance of normal bowel function may occur.

The patient's that agreed to participate in the research as part of the experimental group, were given chewing gum, containing sorbitol, to chew for 30 minutes after each meal. Sydney's findings were as follows:

- Control Group (no chewing gum provided) had a POI rate of 1.87%
- Experimental Group (chewing gum provided) had a POI rate of 0%

Due to the proven effectiveness of gum chewing to reduce POI in elective joint replacement patients, the practice was adapted in the Knee & Hip Center for all post-operative total hip and total knee replacement patients, POI rates will continue to be monitored.



In 2017, we achieved ratings of ...

90% Percentage of total joint replacements who would recommend the hospital to family. This is compared to the national average of 75.7 percent.

91% Patients rated Kenmore Mercy Hospital's Knee & Hip Center a 9.0 or a 10.0. This is compared to the national average of 73.5 percent for inpatients.

Kenmore Mercy Hospital orthopedic surgeons, nurses, and rehabilitation professionals provide expert patient-centered care. Not surprisingly, the patients rated Kenmore Mercy's Knee & Hip Center high on the HCAHPS, short for Hospital Consumer Assessment of Healthcare Providers and Systems. In fact, they are consistently rated above the national average for overall experience at the hospital and if they would recommend it to family.

The survey asks a random sampling of patients about factors such as the responsiveness of hospital staff to their needs, the quality of care transitions and how well information about medications is communicated. It also asks about cleanliness and quietness of the facility and whether or not the patient would recommend it to others. The goal is to achieve a 9.0 or 10.0 on a 10.0 scale.

The hospital also believes that a patient's HCAHPS overall rating is based on the total hospital experience and includes the many unique aspects of the Kenmore Mercy Hospital's patient-centered projects.

This includes the therapy dog visitation program, restful night menus, picture perfect room cleaning initiatives, and so much more. Executive leaders also make rounds on patient floors to informally ask patients and families about their experiences. This helps give leadership a direct view of what is going well and identify areas for improvement.



An Unparalleled Continuum of Services

A fully integrated continuum of care before, during, and after surgery is vital to the recovery of joint replacement patients. At Kenmore Mercy Hospital, care is coordinated throughout the entire perioperative system. From the minute the surgeon and the patient decide a procedure is needed, until the patient is discharged, to home care, or subacute rehabilitation, our Campus of Excellence has everything you need. *“It’s our goal to ensure that patients make great strides post-surgery, which means providing them with all the options they need to return home sooner and enjoy a higher quality of life,”* said Christina Kane, vice president of Musculoskeletal Services. Widely recognized as the leading center for joint replacement in Western New York, Kenmore Mercy Hospital’s program features a fully integrated continuum of care that includes:

- **Pre-surgery education with a specially trained nurse educator**
- **State-of-the-art capabilities in the newly renovated surgical services department**
- **Rehabilitation in an onsite physical and occupational therapy center**

Catholic Health makes it easy and convenient for patients to receive the best in orthopedic care on one campus.

The continuum of services available once the patient is ready to leave the hospital includes continued treatment at home through McAuley Seton Home Care. Staff experienced in providing orthopedic home care include physical and occupational therapists, as well as nurses. Our staff follow specific protocols designed to meet your immediate post-hospital needs, ensuring a safe and fast recovery.

For those patients who need more support following their hospital stay, Kenmore Mercy’s Orthopedic Campus of Excellence offers specialized orthopedic sub-acute rehabilitation at McAuley Residence. Located on the Kenmore Mercy campus, McAuley Residence has recently updated their patient rooms and therapy area to accommodate the needs of patients following a total joint replacement.

Last but not least, Kenmore Mercy’s Orthopedic Campus offers outpatient physical therapy and rehabilitation at AthletiCare North. At this level of care, the physical therapists will help orthopedic patients get back to doing the things they love, like golf, gardening, tennis or walking. You can be sure to get back to what you love with the help of Kenmore’s Campus of Excellence in rehabilitation services.



Getting Patients Back on Their Feet at Home

Often patients have continued rehabilitation needs after hospital discharge. A referral for home care services can be a key component to meeting the patients' continued needs at the next level of care.

At Kenmore Mercy Hospital, this includes Catholic Health's McAuley Seton Home Care. A referral for home care services gives patients and their caregivers continued rehabilitation and educational support to help patients better manage in their home environment. In-home therapy can help patients learn to safely use a cane, walker, crutches or wheelchair, to get in and out of a chair or bed without assistance, to move safely around in their home and to navigate stairs, if needed.

In fact, since 2013, home care usage has increased by more than 10 percent for patients who had hip replacements, with a slightly lower increase for patient who received knee replacements. Discharge to home, with home-based rehabilitation, has been associated with reduced cost, improved clinical outcomes, and increased patient satisfaction.

A home-based care path also allows therapists the flexibility to combine education, patient and family engagement, and shared decision-making, while accommodating the patient's unique needs in his or her own home.

A photograph showing a healthcare professional in a white lab coat assisting an elderly male patient. The patient is seated in a chair, and the professional is leaning over him, possibly providing physical therapy or assistance. The background is a simple indoor setting.

Through McAuley Seton Home Care, patients benefit from an aggressive, multi-faceted rehabilitation program. Services begin within 24 hours of discharge to home. Patients participate in a comprehensive program with the therapist assessing pain levels, medication effectiveness and edema. If needed, nursing staff may be utilized to provide important education regarding incision management, recognizing signs and symptoms of infection and anticoagulant therapy.

The program's ultimate goal is to provide high quality, comprehensive rehabilitation, education and support for patients to return them to the highest level of functioning and independence as quickly and safely as possible.

Home Care's Quality of Patient Care Star Rating report was recently updated (covering July 2015 – June 2016) on Home Health Compare, showing that McAuley Seton Home Care achieved four and a half stars out of five stars in quality and four out of five stars in patient experience.

New State-of-the-Art Rehabilitation Center Opens at McAuley Residence

In October 2016, McAuley Residence debuted its new rehabilitation center, complete with a state-of-the-art gymnasium addition, new dining and patios areas, as well as newly remodeled nursing units. The facility specializes in short-term, sub-acute rehabilitation for patients recovering from knee and hip

replacement surgery, fractures and other orthopedic conditions, as well as those physically deconditioned due to surgery, medical complications or other health conditions.

“Rehabilitation professionals are committed to helping patients return to leading productive, independent lives by utilizing state-of-the-art equipment and a team approach to help patients reach the highest level of physical, emotional, and social independence,” said Susan Keegan, PT, DPT, MBA, rehabilitation services manager.



The bright, spacious rehab gym features a ceiling lift and walking track, a “therapy car” and other specialized therapy equipment to help patients restore function and independence. The gym addition also includes a fully functioning ADL (Activities of Daily Living) suite, where occupational therapists work with patients to simulate home-like situations, such as dressing, feeding, bathing, laundry, and meal preparations.

The cornerstone of the center is its individualized treatment, which includes up to three hours each day, seven days per week, depending on their individual goals. The facility has also received top ratings from the Centers for Medicare and Medicaid Services, five out of five stars, and from My InnerView, which rated McAuley Residence in the top ten percent in resident satisfaction. Areas of strength included quality of medical care, answering call lights, commitment to family updates, arranging for services/equipment, and choices/preferences. It also consistently performs above the state average on annual Department of Health surveys.



Our Most Valuable Resource: People

Our associates work tirelessly to deliver high-level patient care. The joint replacement team at Kenmore Mercy Hospital includes our talented and dedicated clinicians and specially trained orthopedic nurses who strive to improve the lives of countless people.

Surgeons

Adam Burzynski, MD
Jeremy P. Doak, MD
Jennifer Gurske-dePerio, MD
Patrick J. Hlubik, MD
Matthew A. Mann, MD
Brian E. McGrath, MD
Timothy V. McGrath, MD
Michael A. Parentis, MD
David A. Pula, MD
Sridhar Rachala, MD
Kory B. Reed, MD
John A. Repicci, MD
Roger W. Rogers, DO
Marcus Romanowski, MD
Peter E. Shields, MD
James Slough, MD
Andrew C. Stoeckl, MD
Keith Stube, MD
Nicholas J. Violante, DO
Ryan Wilkins, MD

Kenmore Mercy Hospital Mid-Level Surgical Providers

Jessica Beck, PA-C
Ian Brown, PA-C
Breanne Finucane, PA-C
Donna Hall-Anderson, PA-C
Stacy Heiler, PA-C
Harjeet Cumbo, PA-C, BS, MS

Karen McMahon, PA-C
Andrea Schmitt, NP-BC, RNFA
Esther Sprehe, NP-BC, RNFA
Kristin Williamson, PA
Colleen Storms, NP
Christopher Zielinski, PA
Dustin Ceratt, PA

Orthopedic Certified Nurses

Delreta Billips, RN
Alan Chittley, RN
Christine Clark, RN
Briana Geddis, RN
Mary Hojnacki, BSN, RN
Pamela Koetzle, RN
Elizabeth LoFaso, RN, BSN, MEd.
Amber Mazurek, BSN, RN
Deborah Micholas, BSN, RN
Christine Reaser, RN
Susan Wasielewski, RN
Suzanne Zeisz, RN



For more information
or a physician referral,
call (716) 706-2112.

Kenmore Mercy Hospital
Orthopedic Campus of Excellence
Knee & Hip Center



If you suffer from knee, hip, or other joint problems, you can trust Kenmore Mercy Hospital to lead you back to the activities that you love best.

Our patients can expect fast and convenient care, the latest treatments, and the peace of mind that comes from knowing that they're with one of America's best hospitals.



 Catholic Health
Knee & Hip Center
At Kenmore Mercy Hospital

Kenmore Mercy Hospital
2950 Elmwood Avenue
Kenmore, NY 14217

BestKneeAndHip.org
(716) 447-6205

