

CONNECTION

News, announcements, and vital information for associates, their families, and friends of Mercy Hospital of Buffalo

Spring 2017



Staff gathered to watch the national Heart Smart rollout event on TV with guest speaker MCCC manager Jeanne O'Hara, pictured on the screen. From l. - r. are: Kathy Bragagnola; Ann Marie Smokowski; Laurie Rath; Darlene Schneck, and Jan Morgan.

Save the Date for our 2017 Signature Special Events

5th Annual Scrub Run 5K

September 13, 2017

Cazenovia Park, Buffalo

6:30 p.m.

Register today at

scrubrun5K.itsyourrace.com



9th Annual Autumn Ball

Friday, November 3, 2017

6:30 p.m.

Visit FoundationofCatholicHealth.org

to learn more



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Submit news items to:

Kathy Swenson, Executive Director
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MCCC participates in national wellness program

Western New Yorkers are now able to get *Heart Smart for Life* thanks to a generous \$165,770 grant from the AstraZeneca HealthCare Foundation (AHF) to combat heart disease in one of Buffalo's poorest neighborhoods. The Mercy Hospital Foundation is one of only ten nonprofit organizations across the country to receive this funding as part of AHF's Connections for Cardiovascular HealthSM program.

The Heart Smart for Life program is based out of the Mercy Comprehensive Care Center (MCCC) located on Louisiana Street in the city's "Old First Ward." It is a collaborative initiative aimed at ensuring vulnerable populations – those people who otherwise might fall through the cracks – have access to nutrition education, free health screenings, wellness

programs, and other resources focused on preventing heart disease.

The program offers participants educational sessions on healthy eating, exercise, and behavioral health issues. Weekly exercise sessions are available at the local community center, which is a Heart Smart partner.

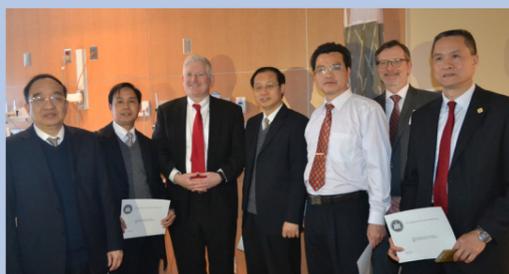
The program is free and open to the community; participants do not need to be current MCCC patients. For more info, call 716-923-6152.

AstraZeneca HealthCare Foundation
**Connections for
Cardiovascular HealthSM**

Mercy at Work



Honoring our Physicians... As part of Doctors Day festivities in March, the Transfer Center staff did an "about face" and provided a prescription for our hospitalists and intensivists. The prescription label that read, "Take sweet things every four hours," was placed on a large glass jar filled with candy. The only side effect was lots of smiles! In above photo, **Keri Hendrix** presents **Dr. Harry Kahlon** with his "prescription."



Administrators from Guangxi University in China recently toured Mercy Hospital as part of an education partnership between Guangxi and D'Youville College. Mercy President & CEO C. J. Urlaub, who serves as Vice Chair of D'Youville's Board, hosted the group and Assemblyman Michael Kearns presented a proclamation.



Students from John A. Sciole Elementary School presented our Family BirthPlace with over 100 children's books in celebration of the Lancaster Central School District's 4th Annual Day of Kindness in February.



Pharmacist **Ashley Kapanek** received Catholic Health's 1st Quarter "Great Catch Award." The program honors associates who identify potential patient safety issues. Pictured above, President & CEO C. J. Urlaub; Director of Patient Safety Lori Dufresne and Lead Pharmacist Donna Carr present the award.

Daisy Award recognizes extraordinary nurses

Mercy Hospital recently launched its Daisy Award quarterly recognition program for nurses. Our First Quarter Daisy Award Winners were: **Amanda Coleman, RN, BSN, SCRN – ICU**, **Tina Knop, RN, SCRN – ICU**, and **Kevin Buck, RN – 6 West**.

The DAISY Award—which recognizes "extraordinary nurses" providing compassionate care—was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. Today, over 2300 hospitals participate in this program.

Anybody can nominate a nurse for the award. Nomination forms can be found in the main lobby Daisy



Amanda Coleman, left, received the Daisy Award during a surprise ceremony in the ICU attended by several nurse leaders and staff. Looking on are, l.-r., Daisy Coordinator **Cheryl Robinson**; **Kristin Fisher** and **Jennifer Morath**.

display table, surgical waiting room, nurses stations, and cafeteria.

Quick Tips sheet enhances diabetes education

In October 2016, Mercy Hospital nurses began using a new Diabetes Education Quick Tips sheet as an additional patient education tool. The reference sheet was so well received that it was recently rolled out

to the entire Catholic Health System. Improvements have already been seen in patient satisfaction scores and reduced hospital readmission rates among diabetes patients.



Tonna Hinton, center, with Nurse Manager **Judy Humes**, uses the sheet with a patient.

Our very own Mercy nurse **Tonna Hinton, BSN**, came up with the idea while working on a project for her RN to BSN program. She took the hospital's existing diabetes education protocol and summarized key points with visual graphics in an easy-to-follow format. With the support of the hospital's diabetes education nurse and a review by staff endocrinologists, the quick tips sheet was successfully piloted on the 5 McAuley East Unit in August of 2016. Copies of the sheet are also available for patients to take home.

Sweet Mercy! People In The News



Mercy Hospital on AM Buffalo...Cardiologists, **Dr. Nadeem Haq** and **Dr. Joseph Gelorini** joined cardiothoracic surgeon, **Dr. Stephen Downing** as recent guests on WKBW's AM Buffalo program to discuss the life-saving, non-surgical TAVR procedure to treat severe aortic stenosis. TAVR provides a heart valve replacement option for cardiac patients who may not be able to undergo traditional heart surgery.

Mercy Nursing Facility ranked top 5% in NYS

For the second year in a row, the Mercy Nursing Facility (MNF) at the OLV Senior Neighborhood was named a Top Performing Nursing Home by the New York State Department of Health (NYSDOH). This designation places the long term care facility affiliated with Mercy Hospital in the top 5% of nursing homes in the state.

To receive this recognition, nursing homes must achieve top 5% quintile performance in the NYSDOH Nursing Home Quality Initiative (NHQI) for the last three consecutive years. The NHQI is an annual performance evaluation project designed to improve quality care for residents in Medicaid-certified nursing facilities. Eligible nursing homes are awarded points for various performance measures, including quality, compliance, and efficiency. "We are very proud to be named a Top Performing Nursing Home," said **Patricia O'Connor**, Executive Director of the Mercy Nursing



Facility. "This achievement is a reflection of the dedication of our entire staff, who treat our residents as family and work together as a team to provide outstanding care and service."

The facility was also recently awarded the "Embracing Quality" Award from Providigm and the 2016 "Excellence in Action Award" for outstanding resident satisfaction from the National Research Corporation (NRC) for the fourth year in a row. For more information on the NYS Nursing Home Quality initiative visit: https://www.health.ny.gov/health_care/medicaid/redesign/nursing_home_quality_initiative.htm.

Catholic Health forms Trinity Medical Cardiology

Catholic Health is pleased to announce the formation of its new physician practice network, known as Trinity Medical Cardiology. In recent developments, Buffalo Heart Group, LLP, joined the practice in January and Cardiology Group of WNY, PC, came on board in March. Along with the Heart Center, Mercy Hospital Cardiothoracic Surgical Associates and Mercy Hospital Electrophysiology Services, the physician network has become one of the most advanced and wide-ranging cardiac programs in New York State.



Both cardiology groups that have transitioned to Trinity Medical Cardiology continue to see patients from their existing offices located throughout the Western New York area, including Cheektowaga, Williamsville, Orchard Park, Hamburg, Buffalo, Lockport and Niagara Falls.

CEO launches video podcast series for staff

Improving communication to our associates continues to be one of the top priorities at Mercy Hospital, and is a request that frequently comes up on our Voice of the Associate surveys.

With a workforce of over 3,000 associates and volunteers, in a 24/7 environment, finding an effective way to reach everybody is challenging. However, Mercy Hospital President & CEO C. J. Urlaub came up with the idea of a video podcast series that features key messages that can be viewed on associates' cell phones or computers any time of day or night.

The new podcast series, called "**Keeping Connected at Mercy**," can be accessed through a private YouTube page or through the Mercy homepage on the Catholic Health intranet. These video messages are only two to four minutes in length and new podcasts will be posted on a regular basis. To date, there are three messages posted and more to come.

For questions or to get the link, contact **Melanie Griffis** at 828-3747 or email at mgriffis@chsbuffalo.org.

Angels of Mercy!



Nurse Aides **Eqbal Almadrahi** and **Emma Ulrich** and center back row is **James McDuffie** from Environmental Services

Angels of Mercy from our Intensive Care Unit and McAuley 5 East Unit were recognized earlier this year by patients and families for providing excellent care. Pictured in the photo at the top of the page, from left to right, are Nurse Aides **Eqbal Almadrahi** and **Emma Ulrich** and center back row is **James McDuffie** from Environmental Services. In the next photo from pictured in the front row from the left, are Registered Nurses **Danielle Morski** and **Sarah Whittington**. All were recognized as Angels of Mercy in April. To learn more about our Angels of Mercy recognition program, please visit FoundationsofCatholicHealth.org.

