

CONNECTION

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

July 2016



The Mercy Hospital Stroke Center was reaccredited as a **Comprehensive Stroke Center** by The Joint Commission, following a rigorous onsite survey last November. Mercy Hospital was the first hospital in Western New York and among the first in New York State to be awarded this advanced certification in 2013. In above photo, the Stroke Center team gathered to celebrate their American Heart & Stroke Association Gold Plus Quality Achievement Award.

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Mercy Comprehensive Stroke Center achieves reaccreditation from The Joint Commission

With the celebration of National Stroke Awareness Month in May, Mercy Hospital is pleased to announce that our Stroke Center has been reaccredited as a Comprehensive Stroke Center by The Joint Commission, in conjunction with the American Heart Association/American Stroke Association.

“This advanced certification is the highest bar there is to achieve in stroke care,” said Dr. Lee Guterman, medical director of Neurosciences for Catholic Health. “It is also a voluntary process that represents our commitment to deliver quality care to all patients affected by stroke.”

As part of this designation, Comprehensive Stroke Centers, like

Mercy Hospital, are required to have 24/7 availability of specially trained physicians and medical personnel, advanced imaging capabilities and specially-equipped operating facilities to diagnose and treat the most complex stroke cases.

Mercy Hospital was the first hospital in Western New York to be named a Comprehensive Stroke Center in 2013 and among the first in New York State.

The hospital underwent a rigorous onsite survey by Joint Commission’s expert reviewers in November. Advanced Certification for Comprehensive Stroke Centers, which was established in 2012, is awarded for a two-year period.

Discovery School Donation

With one day to go till summer vacation, Ms. Myer and Mrs. DeCarlo's 3rd grade classes from Buffalo's Discovery School #67 were excited to present a donation of \$100 to Mercy Hospital from a recent bake sale the students held. Students Lillianna Barton and Faith Guard led the initiative on behalf of their classmates. Discovery School is located down the street from the hospital and when the group was asked who was born at Mercy, practically everybody raised their hands including the teachers.



Students from Ms. Myer's 3rd grade class at Discovery School #67 who were born at Mercy raise their hands.

Mercy named a Top Performing Hospital



As a result of Mercy Hospital's exemplary performance in providing treatment for heart attack, heart failure, stroke, surgical care, perinatal care and pneumonia, the hospital has been recognized as a **Top Performer on Key Quality Measures®** by The Joint Commission, the nation's leading accreditor of health care organizations. Mercy was among 1,043 hospitals in the United States, out of more than 3,300 eligible hospitals, to achieve the Top Performer distinction, and one of only 29 hospitals in New York State. The list appears in The Joint Commission's 2015 annual report, "America's Hospitals: Improving Quality and Safety."

Gifts & Grants

The Foundation was awarded a grant in the amount of \$10,000 from the J. M. McDonald Foundation based in Evergreen, Colorado, to support advanced Nurse Certification Training for Mercy Hospital of Buffalo nurses. This is the second grant award from this national funder to support nursing education at Mercy.

Hearts Changed & Lives Transformed

Did you know more of our friends and family in Western New York pass from heart attacks, heart disease, and heart failure than any other cause of death?

With this startling reality in mind, in 2015 Mercy embarked on a patient-centered capital enhancement project called **Hearts Changed & Lives Transformed**. At Mercy, our plan is to be ready to treat, save and educate our patients and provide them with the best possible quality of life.

Hearts Changed & Lives Transformed capital improvements include:

- The creation of a 25 bed Mercy Interventional Unit (completed & opened on April 14, 2015)
- Two additional Hybrid Operating Rooms (currently in the design phase and will complement two existing Hybrid OR's)

Mercy Meditation Garden Annual Blessing

The Mercy Hospital Meditation Garden is a place of peace and beauty. Each year, new stones are added in honor and in memory of loved ones, and annually the Mercy Hospital Foundation dedicates these new stones during a blessing ceremony. This year, stones were blessed in memory and honor of Joseph A. Sperduti, Elizabeth L. "Betty" Kostek, James C. Kennedy, Thomas M. Koerner, George J. Rautenstrauch, Patrick J. Marciniak, Eugene Jedrysik, and Frank L. Ciminelli. During the moving dedication ceremony, Mercy Hospital President and CEO C.J. Urlaub provided key remarks, students from Mount Mercy Academy performed Circle of Mercy and Ave Maria, Sr. Diane Swanson from the Sister of Mercy offered a special prayer



An architectural rendition of the OR addition

- One new Cath Lab (currently in the construction phase and will complement 6 existing Cath Labs)

Once completed, this \$20 million, 21,589 square foot capital enhancement project will successfully accommodate the growing number of patients requiring this life saving care. To learn more or support this effort, please visit www.chsbuffalo.org/FCH/Mercy/DonorImpact/Priority or call Kathy Swenson, Executive Director (716) 828-2120.

and Fr. Bob Gebhard, Jr., of St. John Vianney Roman Catholic Church in Orchard Park officiated.

For more information on purchasing a walkway stone, please contact Kathy Guest-Shadrack, Foundation Administrative



Fr. Bob Gebhard leads the prayer during the annual Mercy Meditation Garden Blessing and Dedication.

Volunteers snuggle our tiniest patients



Sister Meg Quinlan cuddles a NICU baby.

Mercy's Patient Cuddler Program uses the healing power of touch to help our tiniest, most fragile patients in the neonatal intensive care unit (NICU). About thirty trained volunteers take shifts to hold and rock the babies, providing them with comfort to grow and get stronger.

Julie Walek, RN, a NICU nurse for over twenty years, was instrumental in starting the program a couple years ago. "Research shows that babies who are held more often sleep better, cry less and grow more."

Our patient cuddlers often fill the gap for moms and dads who are juggling jobs or other children at home.

Sister Meg Quinlan, a Sister of Mercy and devoted "cuddler" writes, "Holding this little person teaches me how to respond to her needs: if she cries; if her breathing changes. I'm paying attention...I try to be as peaceful inside myself as I can be. I think that helps a baby to feel calm."

For more info, call 828-2098 or visit www.chsbuffalo.org/Give/Volunteer.

Leave a Legacy

What if you could make a meaningful financial gift, at no cost to you now, that advances Mercy's mission and ministry? You can by making a planned gift to Mercy Hospital Foundation.

Did you know in 2016, if you are past age 70 ½ and donate to a charitable organizations, Congress has made permanent the ability to give to charities through your IRA, have it count toward your required distribution, and not have it affect your adjusted gross income? Now you can make a gift early in the year and bank the tax advantage.

Planned gifts, such as bequests, gifts of stock, retirement assets, cash, or insurance, are a progressive way of demonstrating your commitment to the patients and families helped and healed by Mercy Hospital. Won't you remember the Mercy Hospital Foundation as your charity of choice in your will, trust, or estate or name us as a beneficiary of your IRA or insurance plan, like past Mercy Hospital Foundation Board member Mr. Stephen E. Cavanaugh?

Mr. Cavanaugh was a well-known local attorney who served on the Mercy Hospital Foundation Board of Directors from 1979 – 1982. He was a forward thinking Board member who established a life insurance policy with Mass Mutual to benefit the Mercy Hospital Foundation. "Stephen only served for a short time with the Mercy Hospital Foundation, but would be so pleased to know how this gift will help patients so many years after being a part of the Board," said Mr. Cavanaugh's wife, Millie. Mr. Cavanaugh passed from this world to Heaven's reward on April 8, 2016 at the age of 80. His life and legacy lives on through this kind gift. If you have included Mercy Hospital Foundation in your will, insurance, or estate plan, please contact us by calling 716-828-2120 or emailing Executive Director Kathy Swenson at kswenson@chsbuffalo.org. We would like to thank you and recognize you for your gift. For more information on planned gifts, please visit www.chsbuffalo.org/FCH/Mercy/WaystoGive.



Stephen E. Cavanaugh

Stroke survivor grateful for "wonderful" care

When Margaret Kenney was getting ready to be discharged from the hospital's Medical Rehab Unit (MRU), she felt she couldn't leave without expressing a special thank you to all the staff who cared for her.

Margaret suffered a sudden stroke on October 21 at her home in Fredonia. She was brought to the Comprehensive Stroke Center at Mercy by ambulance where she spent a two weeks in the ICU. She was then transferred to the Stroke Center Unit and later to the MRU.

"Every single person who cared for me was wonderful," said Margaret. "I felt the staff always listened to me and gave me personal attention."

A caregiver herself, Margaret is a trained midwife and is certified in Reiki therapy.



Margaret Kenney, left, participates in a therapy session with Cheryl Raditic.

Mercy earns Blue Distinction for maternity care

BlueCross BlueShield of Western New York has recently named Mercy Hospital as a **Blue Distinction+ Center for Maternity Care**.



This Blue Distinction designation recognizes the hospital for delivering quality care safely and effectively, based on objective measures developed with input from the medical community. The additional "+" designation is earned by meeting requirements for cost efficiency.

According to BlueCross BlueShield, this new maternity care program evaluates hospitals in several quality measures, including the percentage of newborns that fall into the category of early elective delivery. Compared to babies born 39 weeks or later, early

term infants have a higher risk for complications and admission to neonatal intensive care units.

Blue Distinction Centers must also meet requirements that support evidence-based practices of care and have programs in place to promote successful breastfeeding. In addition, hospitals are evaluated on overall patient satisfaction.

Babies leave with their first birthday cake



Big sister Isabella, 3, couldn't wait to dig into their birthday cake, pictured above with her family, Holly and Matt Blamer and new baby sister Allie.

When a family brings their newborn baby home from the hospital, it is a time for celebration. Recognizing this special occasion, the Mercy Family Birthplace now sends mom, baby and family home with a birthday cake.

"The cake is a small gesture of thanks to the families for choosing Mercy Hospital and is another way to express our happiness and best wishes for them in the future," said **Joy Kent**, Nurse Manager of Maternal/Child and member of the PE Warm Welcome/Fond Farewell Workgroup.

Nurses brush up on skills during education days

Mercy Hospital recently held a series of **Nursing Education Days**, providing a way for medical/surgical nurses to brush up on their skills and become trained on new equipment.

“Stations were set up for review of wound care, blood transfusions, suicide precautions, and proper urinary catheter insertions,” said **Robin Comeau**, nurse educator. “Nurses were also trained on the use of the bladder scanner and new defibrillators.”

She and fellow nurse educator **Amber Mehta** will lead upcoming sessions on critical care and ED nursing.



Reviewing the use of the bladder scanner during a Nursing Education Day are from left, Patrice Falkiwicz, RN, Krista Martinez, RN, and Allison Reveles, RN.

Partners in Rehab adds massage therapy

Catholic Health Partners in Rehab is pleased to announce that massage therapy has been added to the services offered at its facility located at the Mercy Diagnostic & Treatment Center in West Seneca.

Massage therapy services, that are provided by licensed, experienced massage therapists, include: deep tissue massage; orthopedic massage; swedish massage; stress reduction massage; hot stone massage, and pregnancy massage.

Massage therapy rates are \$65 for an hour /\$40 for a half hour; private payment in the form of credit cards, cash or personal checks are accepted. No Fault accident claims are accepted for those involved in car accidents. For more information, call Partners in Rehab- West Seneca, 550 Orchard Park Road, Building C, at 716-677-5022.



Massage therapist Amy Kutty helps a patient at the Mercy Diagnostic & Treatment Center, Partners in Rehab, West Seneca.

Mercy Foundation at Work



A grateful family honored Jeff Lelonek, RN, (5E) as an Angel of Mercy because of his exceptional care.

Honoring our Angels of Mercy



Hospital Chaplain Camille Buckley, right, nominated Physical Therapist Nancy Ogorek as an Angel of Mercy.

Our patients and their families often ask how they can “give back” to those who have made a difference in the care they received through Mercy Hospital of Buffalo, Mercy Ambulatory Care Center (MACC), Mercy Comprehensive Care Center (MCCC) or another Mercy site.

Saying “thank you” is a simple, yet powerful gift anyone can give. One way to do this is through the **Angel of Mercy** program. Patients, loved ones—even associates and co-workers—can recognize a nurse, physician or caregiver as an *Angel of Mercy* by making a gift to the Mercy Hospital Foundation in their honor.



From left to right, Shari McDonald, VP of Patient Care Services and Mercy Chief Nursing Officer, Joan Vetter, Nurse Manager and far right Kathy Swenson, Foundation Executive Director present Angel certificates and pins to nurses Melissa Dosch, Chelsea Armstrong who were recognized by a grateful patient for outstanding care.

Although the amount of the gift remains confidential, the *Angel* will receive notice of the gift, a note of thanks, and an *Angel* pin to wear.

The gift will not only be a special gesture of appreciation and gratitude, it will play a critical role in enhancing Mercy’s healthcare resources.

To give a gift to the **Angel of Mercy** program, just send a letter indicating the

name of the caregiver you wish to recognize and why. Mail or drop off your letter and contribution to:

Angel of Mercy
c/o Mercy Hospital Foundation
565 Abbott Road
Buffalo, NY 14220

Or, visit: FoundationofCatholicHealth.org and select Donate Online.

Promoting health and wellness in the community

Thanks to the Mercy Hospital Foundation and generous grant funding through the William G. McGowan Charitable Fund, the Mercy Comprehensive Care Center (MCCC) is reaching out to the community to promote wellness and expand access to primary care services.

As part of this patient-focused educational program called, "Empowering Buffalo: Nurturing a Healthy Neighborhood," the MCCC partners with other community-based organizations to hold a variety of events from healthy cooking demonstrations to informative talks on health issues.

Coming up this summer, the MCCC's Community Wellness Series features classes on *How to Manage Stress* on June 15 and *Child Nutrition & Parenting Tips* on July 27. All events, which are free and open to patients and the community, are held in the Center's community room at 397 Louisiana Street, Buffalo. Additional Empowering Buffalo grant funders include Five Star Bank and Fidelis Care NY with awards of \$10,000 and \$7,500, respectively.



Jeanne O'Hara offers soup at a healthy cooking event.

OLV center hosts community health fair



OLV Family Care Center's Ray Cedri, RN, checks the blood pressure on a patient. The Center recently hosted a community health fair and open house in April.

The OLV Family Care Center, a department of Mercy Hospital, hosted a Community Health Fair & Open House in April, featuring free health screenings, giveaways and drawings, and tours of the facility.

The Center, located at 227 Ridge Road in Lackawanna, offers primary care services for adults and children age 6 and over. Catholic Medical Partners also participated in the event, providing fairgoers with information on nutrition, diabetes education, podiatry services, and palliative care & hospice services.

Young donor's lemonade stand benefits NICU



Maternity staff gathered for Grace's presentation of her NICU donation.

Ten-year-old **Grace Koncikowski** of Hamburg is our youngest donor to the Mercy Hospital Foundation and a very generous one at that! For the fourth year in a row, she set up a lemonade stand to raise money for the hospital's NICU, where she was cared for as a premie herself.

With her first lemonade stand in 2011, when she was 6-years old, Grace donated \$75 for the "sick babies in the NICU." This year, she presented a check for \$225! Accompanying Grace were her mother, Jeanette Koncikowski and sister Veda.

Goodwill Industries recognizes hospital efforts

Goodwill Industries of Western New York presented its **2015 Employer of the Year Award** to Mercy Hospital at its annual awards ceremony held last fall.

The award recognizes businesses that have demonstrated outstanding dedication toward assisting individuals with barriers to employment. According to John Logan, director of Mercy's Environmental Services (EVS) and a liaison with Goodwill, three individuals were hired last year in EVS and Transport through Goodwill's programs in Vocational Rehabilitation (VR) and Veterans One Stop (Assisting Veterans in Obtaining Employment).

"The programs at Goodwill have been a great resource in filling our open positions with great performers," said Logan. "It's a great partnership."



Displaying the Goodwill Award are, from left, Director of EVS John Logan, Kim Green, Barb George and COO Eddie Bratko.

Wound Healing Center earns national accreditation

Catholic Health's Advanced Wound Healing Center, located at the Mercy Ambulatory Surgery Center in Orchard Park, has earned national accreditation in hyperbaric oxygen therapy (HBOT) by the Undersea and Hyperbaric Medical Society (UHMS).

choose accredited facilities. To earn accreditation, a center must undergo a rigorous survey that reviews all staffing, equipment, and quality care aspects of HBOT. In addition, the center must have HBOT technicians and nurses certified in hyperbaric medicine.

5 Accreditation for clinical hyperbaric treatment is voluntary, although some health insurers are requiring their patients to

Advanced Wound Healing Centers at Sisters Hospital, St. Joseph Campus and Mount St. Mary's Hospital also achieved national

Scrub Run

Is there a doctor in the house? There will be at the 4th Annual Scrub Run 5K. The healthy competition kicks off at 6:30 p.m. on Wednesday, September 14, in Cazenovia Park in South Buffalo.



Register online today at www.ScrubRun5K.itsyourrace.com. \$22 Pre-Registration by September 12, or \$25 Race Day. Here are the vital signs:

- The USATF-certified 5K course is fast and flat
- Dry Fit Hat for first 300 Runners
- Entertainment Provided by The Time Pirates & Blackrock Sound Solutions
- Complimentary Subway Sub for all pre-registered runners, plus beer for runners over 21
- This is a Checkers AC "Race to Savings" event

Special thanks to our 2016 Run Chair, Nancy J. Sheehan, Sr. V.P. & Chief Legal Officer, Catholic Health.

Volunteers are also welcome and needed. For more information, contact Christina Lapsley, Special Events Coordinator at clapsley@chsbuffalo.org or call (716) 862-1991.



Autumn Ball

Save the date for the 8th Annual Autumn Ball, Mercy Hospital Foundation's signature special event, which will take place on Friday, November 4 at The Atrium at Rich's. This year's celebration will be Chaired by Mr. James Cornell and Dr. Darci Cramer and Vice Chairs Mr. Richard and Mrs. Diane Serra.

Honorees will include Sister Sheila Marie Walsh who served as Administrator and Chief Executive Officer of Mercy Hospital for sixteen years. For more information on sponsorships, tables, and tickets, please contact Christina Lapsley, Special Events Coordinator at clapsley@chsbuffalo.org or call (716) 862-1991.

