

# 2022 NURSING ANNUAL REPORT



# Welcome from Kenmore Mercy Nursing Leadership



Dear Kenmore Mercy Hospital Nursing Team,

I am delighted to welcome you to our 2022 Nursing Annual Report for Kenmore Mercy Hospital. It gives me tremendous pride to share with you examples of exceptional care and innovations led by our nursing team. This report highlights how KMH nurses engage in shared decision-making and evidence-based practice and research to improve care delivery and patient outcomes.

Despite the multiple challenges we have faced over the last two years, KMH earned our second designation as a Magnet® recognized organization in October. The onsite Magnet® survey in August was a great success instilling a hopeful and positive outlook by all. Thank you to all the interprofessional team members, community and academic partners and most of all, our nurses who supported and participated in the three day process. Our distinguished surveyors were continually impressed with our dedication to excellence and to each other.

Magnet® designation for a second time provides validation that this hospital continues to meet the “gold standard” for nursing practice, innovation and patient care that only 8% of U.S. hospitals have achieved.

As you read through the pages of this report, you will see evidence of our commitment to delivering excellent, kind and compassionate care to our patients and families. Our nurses’ continued dedication to caring is deeply embedded in the KMH culture of nursing excellence and professionalism.

On behalf of the entire nursing team, we hope you enjoy learning about our accomplishments and contributions for the health and well-being of the people in our region.

Sincerely,

*Heather C. Telford*

**Heather Telford, MS, BSN, CEN, NEA-BC**  
Vice President of Patient Care Services  
& Chief Nursing Officer



**Kenmore Mercy Hospital**  
Nursing Professional Practice Model (PPM)

## Nursing by the Numbers

<b>371</b> Registered Nurses	<b>25</b> Nurse Mentors	<b>26</b> Nurse Leaders
<b>123</b> Nurse Attendants	<b>18</b> Mentees	<b>14</b> Certified Operating Room Technicians
<b>83</b> New Nursing Hires	<b>21</b> Advanced Practice Providers	<b>18</b> SPD Technicians

More than **19** nurses are in school

**72%** of our nurses hold a bachelor's degree or higher

**16%** of our nurses eligible for certification are certified



### 10 Individual and Team Awards



DAISY Award • Beacon Gold Award • Nurse of Distinction  
Outstanding Staff Nurse  
Outstanding Nurse Attendant  
Emergency Nurse of Distinction  
Advanced Practice Provider of the Year • Surgical Technologist of the Year • SPD Technician of the Year

Average Nursing Experience is  
**12 years**

### Research & Evidence-Based Quality Improvement Projects in 2022

CAUTI Reduction • ED Teamwork: PIT Project • 2 East Teamwork Technology Project • Barcode Scanning • Leadership Purposeful Rounding • Perioperative Hand Off Communication • MyChart Bedside Communication • Orthopedics MyChart Communication • Pulsera in the ED: The Impact on Stroke Care • Move To Improve: Early Mobility • Interprofessional Retention & Recruitment • The Educational Needs of Novice Nurses Related to the Implementation of CIWA-Ar Protocols • How Nurses View Patients Who Have an Opioid Use Disorder • Improving the Enhanced Recovery After Surgery (ERAS) • Sleep Habits of Night Shift Nurses

Foundation funded Mini-Grants

NAON Annual Conference  
• 2022 Stroke Symposium  
• Magnet Conference - Virtual • Beacon Gold Celebration • Technology Support in 2 East • Nursing Medical Equipment • MRU Break Room Upgrades • Cardiology Waiting Room Upgrade • Palliative Care Champion Support • SPD/Endo Equipment • Furniture in MRU & 3 East

# Transformational Leadership

## The Journey to Magnet® Redesignation

It's one thing to receive Magnet designation once but to do it twice is no easy feat. While the first designation for KMH was received in 2017, the journey to redesignation began right away. 2022 became the year for the nursing team to earn a second designation, something no other hospital in Western New York has ever achieved.

In June, the Magnet office alerted KMH they would be coming in August for an on-site visit. Each nursing unit prepared their work environment for the site visit. Each unit designated a Magnet Champion, who would lead their unit through the survey process and answer any questions they may have.

Everyone was focused on final preparations for the site visit in July. Each Magnet Champion created talking points for all associates. Conor Atkins, OR, Mary Jean Lodico, MRU, and Holly Grimm, Ortho Advisor, 2 South were asked to be escorts for the Magnet surveyors during the entire three-day site visit. They did a marvelous job!

Our distinguished Magnet nursing surveyors got to see firsthand how great our nursing team is from August 9-11. Each day consisted of meetings with staff and interactions with the entire healthcare team. During their closing meeting, one of the surveyors stated, "I'm so glad we came here!" They also said, "You have an excellent team!"



*Cris Schwinn, Sue McClure, Debbie Green, Ellen Colan and Kristen Parisi during the Magnet Site visit*



*Vicky McDonald, RN signs Magnet celebration picture*

On October 19, 2022, the Magnet office arranged a virtual call for KMH, which is when we found out we received our second designation!

The Magnet Commissioner stated that our surveyors were very impressed with the entire team from the moment they walked in the building. It was obvious to them that we had a well established culture of nursing excellence.

Magnet nurses always improve processes, their environment and their nursing practice, and so our journey continues on to our third designation in 2026!

## The Intensive Care Unit Strikes Gold in 2022!

Magnet® designation isn't the only thing Kenmore Mercy nurses were awarded with in 2022. The Intensive Care Unit (ICU) was named the recipient of the Gold-Level Beacon Award for Excellence. The award recognizes the nation's highest performing hospital nursing units for excellence in professional practice, patient care and clinical outcomes.

This is the fourth consecutive Beacon Award for Kenmore Mercy's ICU and its first Gold-Level recognition, which is the only one in Western New York and one of only 20 in New York State.

The awards' progressive bronze, silver and gold recognition levels represent KMH's ongoing efforts to continually improve patient care. Units that earn Beacon Award designation meet national criteria consistent with all our national excellence in safety recognition.



## 17 Straight A's from Leapfrog



Kenmore Mercy celebrated its 17th consecutive Leapfrog "A" grade with visits from Catholic Health leadership and a life-sized "A". Associates also received chocolate "A"s from Platter's to celebrate the sweet grade!

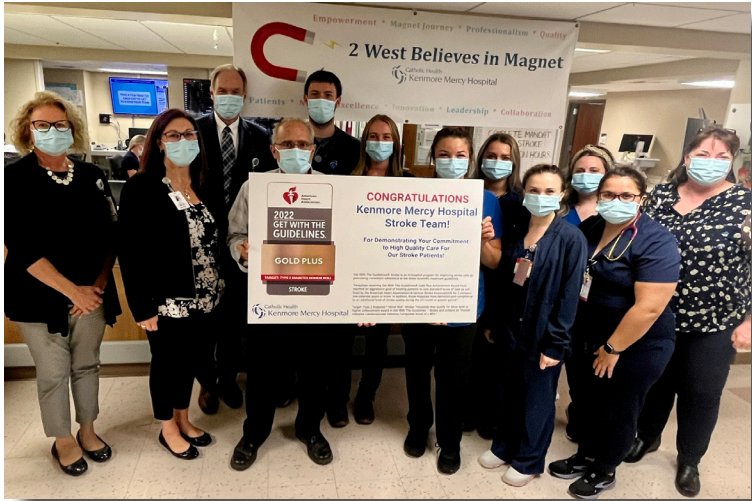
Kenmore Mercy is the only hospital in New York State to earn all A's since 2014, demonstrating our associates' commitment to patient safety.

Leapfrog collects and reports safety data

from nearly 3,000 hospitals, giving consumers the information they need to make more informed healthcare decisions.

# Transformational Leadership

## Get with the Guidelines® Stroke Gold Plus Award



Associates from the 2 West Stroke Care Unit celebrated being nationally recognized for its commitment to providing high-quality stroke care in 2022.

Kenmore Mercy Hospital received the American Heart Association, Get with the Guidelines® Stroke Gold Plus Awards including an honor roll award for Elite Stroke Care and Target: Type 2 Diabetes. This type of recognition shows an organization's commitment to ensuring patients with Type 2 Diabetes, who might be at higher risk for complications, receive the most up-to-date, evidence-based care when hospitalized due to stroke.

## COVID-19 Support Group Transforms to Long Term COVID Research Project

After enduring the COVID pandemic as a Critical Care nurse at Kenmore Mercy Hospital, Mary LaMartina's "heart broke for the patients we had lost, and families who had lost loved ones". Considering the number of individuals impacted by this virus, LaMartina set out to make a difference. With the support of the palliative care team, LaMartina launched a one-of-a-kind monthly COVID support group, the only one in WNY.

"We felt the community supported us during the pandemic, allowing us the honor to care for their loved ones, and now it was our time to give back," said LaMartina.

The support group is open to all COVID patients and their loved ones and has been providing a forum for these individuals to help them process what they have experienced.

Meeting monthly, in person or virtually, the group benefits from many services offered- counseling, community resources, education, emotional support, and physicians donating their time to speak. Sessions have covered common recovery experiences, including concerns about sleep; memory or concentration; physical and mental health; medical care; trauma related to illness or hospitalization; and changes in personal relationships. At the most recent meeting, a SUNY Buffalo physician presented to the group and offered the participants an opportunity to participate in long term COVID research, the only research study in WNY on this subject.

"They are sharing strategies, learning about the pandemic research and treatments, and understanding that they need not struggle alone," said Nora Balon, NP, who helps lead the group.



*Mary LaMartina with WGRZ's Michael Wooten*

## Nursing Informatics Committee Formed



Kenmore Mercy Hospital formed a Nursing Informatics Committee consisting of Registered Nurses from several different units who volunteered to participate. The team is led by Teresa Skowronski who is the Electronic Medical Record (EMR) nurse at KMH. Many of the nurses who joined the committee were Epic Super users and acted as a resource for their coworkers during the Epic implementation. Now, they work together to review Epic work flows and provide feedback regarding documentation. The Informatics Committee has reviewed Epic work flows related to blood administration,

pre-procedure navigator, MAR administration times, Rover use, heparin administration, code and rapid response documentation. They also reviewed the Nurse Efficiency Assessment Tool (NEAT), which can help identify where in Epic they are spending most of their time documenting and opportunities can be identified to streamline documentation.

## Celebrating the Retirement of our Peers

Congratulations to all of the nurses who retired in 2022 and thank you for all that you did here at Kenmore Mercy Hospital!

### Pre-Surgical Testing

Marsha Cleland, RN - 39 years

### Medical Rehabilitation Unit

Deborah Henderson, NA - 19 years

### KMH Surgeons Employed

Esther Sprehe, NP - 35 years



*Esther Sprehe, NP*

### 2 East

Anne Uldrich, RN - 43 years

### Ambulatory Surgery Unit

Delreta Billips, RN - 39 years

### Pulmonary Rehab

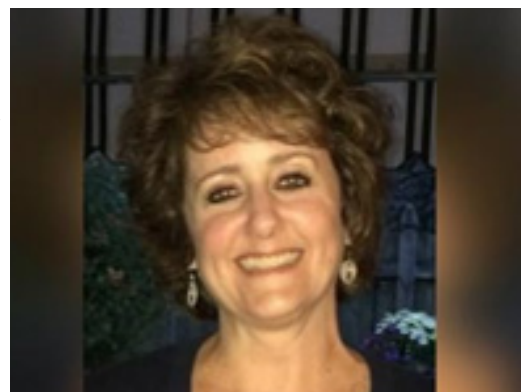
Ann Carroll, RN - 40 years



*Delreta Billips, RN*

## Remembering Kathleen Daley, RN

Kenmore Mercy is saddened by the loss of Kathleen M. Daley, who passed away on December 7, 2022. Kathy was a Registered Nurse at Kenmore Mercy Hospital for 41 years. She started at KMH as a Nurse Assistant in the Maternity Unit, completed her BSN from D'Youville and worked in the ED before moving to the IXR. She had beautiful bright eyes and a contagious smile. Kathy was such a great mentor to new nurses and was always positive, warm and compassionate. She will be greatly missed by everyone.



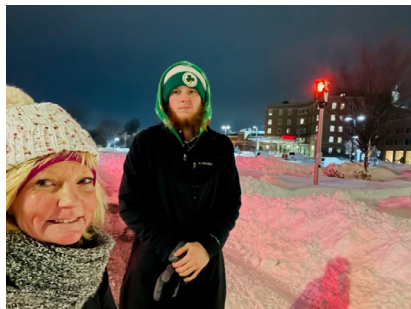
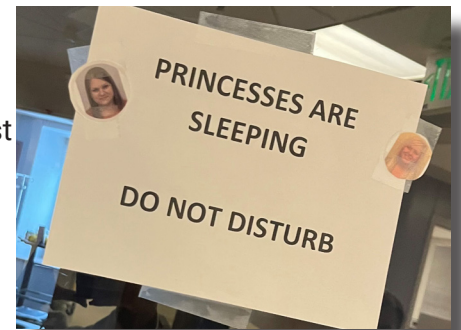
# Structural Empowerment

## The Blizzard of 2022: Snowed in Nurses

Western New York is used to the snow in the winter. When the weather gets crummy out we brush it off our cars, clear our driveways and head into work. In 2022, the story of snow in Western New York was a little different.

The Blizzard of 2022 ended the year with a bang through the December holidays. On Friday, December 23, 2022, conditions quickly deteriorated with a drop in temperature and rain changing into snow. Travel bans were put into place, winds were up to nearly 80 miles per hour in some areas, and the storm kept dropping on Western New York through Christmas Day. Erie County's snow totals ranged from 13 inches to over 50 inches, depending on the area.

While all of this was happening, Kenmore Mercy Hospital remained open to serve those in our community. That included nurses working countless hours and making KMH their home for several days. Nurses and Ancillary staff took turns sleeping and resting to recover from working these tireless hours. 3 East nurses were creative and made it fun by putting a sign on the door saying "Princesses are sleeping - do not disturb!"



Laura Carpenter, RN

The roads were impassable, communities were snowed in, and many were still without power. That didn't stop Laura Carpenter, RN, from making it to work, though! She and her son walked to Kenmore Mercy so Laura could relieve some of the nurses who had been stuck there.

Andrea Campagna, NP, and her husband Alex welcomed 10 tourists from South Korea into their home, after their car got stranded right outside of their home. The story made headlines around the world, and they were honored by Governor Kathy Hochul for their willingness to help. Andrea and Alex were rewarded a free trip to South Korea from The Korean Tourism Organization to thank them.



Andrea Campagna, NP



Walt Ludwig & Brianna Russell

In KMH's Emergency Department, a baby girl was born! The entire ED team stepped up and helped a high-risk mom, Brianna Russell, deliver her baby girl Ellen Rose. KMH President Walt Ludwig had the chance to meet Brianna and baby Ellen when she was at an event hosted by Governor Kathy Hochul at Buffalo State College.

With limited supplies and staffing, KMH worked as a "team" to ensure all who needed care in our building received whatever they required for high quality care.

## Retention Committee

Kenmore Mercy Hospital began an interprofessional Retention Committee that is committed to evaluate interventions that support nursing and the healthcare team and are pointed toward improving holistic outcomes rather than merely gathering self-reported data about work experiences. The committee has recruited membership that is a mixture of direct care and leadership staff from day, evening and night shifts across multiple departments that take care of patients. The initial focus areas are the Onboarding process, Recognition practices and Night Shift inclusion. Committee projects in 2022 include Associate Spotlights, ancillary recognition awards, manager toolkits for onboarding and reorganization of patient food and supplies on the off hours. In the future, key concepts will include safety, wellness and other concepts identified in broader research on employee turnover and retention.

**GET TO KNOW  
OUR NEW ASSOCIATES!**

Penny Curtis,  
RN  
MRU

**Why did you choose healthcare?**  
*I've wanted to be a nurse since participating in a Girl Scout first aid class. I started working as a nurse's aid and found great satisfaction in helping and caring for people when they needed compassion.*

**What was your dream job growing up?**  
*My dream job was to work in Human Resources! I wanted the power to interview and hire people.*

**What three items would you bring to a deserted island?**  
*Assuming the island had power and internet - I would bring my iPad! I love researching topics, listening to music and playing Animal Rescue games to pass the time.*



## Hospital Specific Orientation at KMH

In May, discussions began to implement a Hospital Specific Orientation (HSO). Every new associate receives an orientation to Catholic Health on their first day, as well as an orientation to their specific job. Kenmore's Nursing Leadership put together an orientation program with the help of feedback from direct care nurses, and also looking at the unique features Kenmore Mercy has to offer. Since then, KMH has utilized evaluations to enhance and reform HSO to make sure it meets the needs of our new hires, to improve retention, and to help with the onboarding process. The Kenmore Mercy site specific orientation includes a brief history of KMH, scheduling, infection control, a tour of the hospital, an explanation of Magnet, patient experience goals, move with care, and so much more!

# Structural Empowerment

## Academic Partnership Units



**D'YOUVILLE**  
UNIVERSITY



**NIAGARA UNIVERSITY**

In August of 2022 Kenmore Mercy Hospital welcomed nursing students back to Kenmore Mercy Hospital. A new model of nursing clinical instruction was introduced at this time. Partnerships were formed between Catholic Health and two local Universities, D'Youville University and Niagara University. Students from these nursing schools were placed on units called Academic Partnership Units (APUs). In this model the bedside nurses act as preceptors and teachers for the students. Clinical education staff at Kenmore Mercy act as the clinical instructor while the students are on site. Students are immersed into the clinical setting and learn from performing skills and being part of the nursing team. APU students were placed in all of the medical surgical areas, the emergency department and the intensive care unit. Thank you to all the Kenmore Mercy nursing staff for all they have done to support these future nurses.



*Kristen Parisi, RN, Brenda Cramer, RN, Jessica Lewis, RN, Heather Telford, RN, Walt Ludwig*

## Nurses Honored with LOVE Awards

The LOVE Award recognizes outstanding associates who demonstrate personal commitment to Catholic Health's core values. Here at Kenmore Mercy, three nurses were honored with the LOVE Award in 2022.

The ICU had a young male patient who became a long-term resident at KMH. This patient was temporarily paralyzed, and yet completely aware.

When his wife's birthday approached, Brenda Cramer and Jessica Lewis found all of his wife's favorite items and decorated a huge "Happy Birthday from Your Husband" banner. The patient was so grateful to be able to express his love and appreciation to his wife. Brenda and Jessica went above and beyond with this patient and his family!

Ashley LaFave, RN, was also a recipient of the LOVE Award in 2022. While it was the end of her shift, Ashley went above and beyond to stay with a dying patient and kept in touch with the family via FaceTime, truly demonstrating compassion and excellence in care.



*Ashley LaFave, RN*

## Nurses Recognized Through National DAISY Award Program

The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes who died of complications of the auto-immune disease Idiopathic Thrombocytopenia Purpura (ITP).

During Pat's 8-week hospitalization, his family was awestruck by the care and compassion his nurses provided to Pat and to everyone in his family. One of their goals was to create a Foundation in Pat's memory by recognizing extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day.

Congratulations to Kenmore Mercy's 2022 DAISY Award winners, Ashley Page, RN and Anne Marie Hawn, RN! Ashley received a beautiful nomination from one of her grateful patients. Here are some of the amazing statements the patient, who was anxious about a surgical procedure, shared about Ashley:

"It was your genuine, kind, compassionate and calming way that diverted my attention. My energy was guided into the best place it could, going into the procedure. I needed to make you aware of the positive impact you had on my outlook and probably the outcome of the nature of my experience."



*Ashley Page, RN*



*Anne Marie Hawn, RN*

Anne Marie Hawn, RN, was the second DAISY Award winner for 2022. She was nominated by a family member of a patient, who said, "Anne Marie goes above and beyond to make a stressful situation better. Her smile immediately sets you at ease. She's very thorough and professional. She communicated well with coworkers."

# Structural Empowerment

## Recognizing our Excellent Nursing Associates!

### Nurse of Distinction

**Johanna Boyd**

*BSN, RN,  
CMSRN  
ASU*



### Outstanding Staff Nurse

**Marisa Rauber**

*BSN, RN  
2 South*



### Outstanding Nurse Assistant

**Benedetta Induddi**

*ASU*



### Advanced Practice Provider of the Year

**Stephen Griggs**

*ANP-BC*



### Surgical Technologist of the Year

**Jeremy Wirth**

*Operating Room*



### Central Sterile Processing Technician of the Year

**Taurrez Livingston**



## Recognizing our Professional Certified Nurses

### Certified Emergency Nurse (CEN)

Heather Telford, RN  
Sue McClure, RN  
Rebecca Barone, RN

### Board Certified Nurse Practitioners (CNP)

Mary Dowd, RN  
Andrea Campagna, RN  
Colleen Storms, RN

### Certified Nurse Operation Room (CNOR)

Rachel Achtziger, RN  
Melissa Kowalski, RN  
Esther Sprehe, RN  
Ellen Colan, RN  
Jason Meder, RN  
Linda Gromada, RN  
Deborah Hays, RN  
Marilee Cosgrove, RN  
Laureen Spencer, RN

### Certified Post Anesthesia Nurse (CPAN)

Scott Berube, RN  
Pam Farrell, RN

### Certification in Rehab Nursing (CRRN)

Zachary Cappola, RN

### Wound Care Certified (WCC)

Maryjane Lodico, RN  
Robert Gross, RN

### Certified Professional in Healthcare Quality (CPHQ)

Jeanette Hughes, RN

### Certified Infection Prevention (CIP)

Leah Cowles, RN

### Nurse Executive, Advanced-Board Certified (NEA-BC)

Heather Telford, RN  
Sandra Gibson, RN

### Critical Care Registered Nurse (CCRN)

Brenda Cramer, RN  
Mary LaMartina, RN  
Lori Ann Meder, RN  
Kristen Parisi, RN

Bridget Walborn, RN  
Scott Berube, RN  
Melissa Borgese, RN  
Sarah Sattler, RN

### Nurse Executive, Board Certified (NE-BC)

Elaine Schrutt, RN  
Jeanette Hughes, RN  
Amy Klopp, RN

### Certified Case Manager (CCM)

Nina DiCarlo, RN  
Ella Mendez, RN  
Janet Kay, RN

### Certified Registered Nurse First Assistant (CRNFA)

Colleen Storms, RN

### Med-Surg Certification (CMSRN)

Johanna Boyd, RN  
Nancy Chojecki, RN  
Brenda Cramer, RN  
Annette Gillies, RN  
Jessica Cianfrini, RN  
Carole Woomer, RN  
Kelly Ford, RN  
Kayla Hoffman, RN  
Deborah Green, RN  
Elizabeth Kaminski, RN  
Cheryl Tumia, RN

### Nephrology Nursing Certified (NNCC)

Carol Ruhland, RN

### Adult Nurse Practitioner (ANP)

Esther Sprehe, RN

### Orthopedic Nursing Certification (ONC)

Alan Chittley, RN  
Holly Grimm, RN  
Pamela Koetzle, RN  
Deborah Micholas, RN  
Susan Wasielewski, RN  
Suzanne Zeisz, RN

# Exemplary Professional Practice

## Emergency Department Adds Residency Program to Onboard Newly Graduated RNs

In 2022 the Kenmore Mercy Emergency Department implemented a new program to onboard newly graduated Registered Nurses into the Emergency Department. Nurses in the Emergency Department need to have knowledge of emergency management of patients as well as a thorough understanding of all disease processes and all age groups. A special training program was created to expose the RN to a variety of different clinical areas to create a well-rounded orientation for these new nurses. Curtis Lenihan, RN and Megan Edwards, RN were the first two ED RNs to go through the Kenmore Mercy ED RN residency program.

Curtis Lenihan was hired into the Emergency Department at Kenmore Mercy as a Nurse Assistant while he was in nursing school. The time he spent working as a NA in the Emergency Department made him realize he wanted to be an ED nurse. Curtis successfully completed the ED RN residency program and is now working as a nurse in the ED.

While in nursing school, Megan was placed in the Emergency Department for some shifts. After this experience, Megan knew she wanted to be an ED nurse. Megan's mother is a nurse at Kenmore Mercy and told her about the ED RN residency program. Megan obtained one of the residency spots and successfully completed the program and is now working as an ED nurse at Kenmore Mercy. The ED RN residency program allows the RNs to become immersed in the ED environment and work as part of the team while they are training so when they are done they are already a valuable part of the team.



*Curtis Lenihan, RN & Megan Edwards, RN*

## Renata Pagels Wins Regional Excellence in Health Care Award



Renata Pagels, RN, ICU, was awarded the Excellence in Health Care Award in 2022. The award honors high-achieving and hard-working professionals in the health care industry.

Renata was one of 25 health care heroes honored for their excellence in Buffalo Business First. The nomination read, "Pagels cares for the sickest patients in the hospital. No question that a nurse at this level of care is an incredibly hard worker and amazingly efficient."

Renata was honored at a dinner on June 9, 2022 at Salvatore's Italian Gardens.



## “Great Catches” Prevent Potential Patient Harm

The Great Catch program is a Quality & Patient Safety Initiative designed to help Catholic Health catch and avoid situations that have the potential to cause harm to patients. Congratulations to all of our 2022 Great Catch Award Recipients!

**3 East Team**  
January 2022



this certificate is awarded to

**Kourtney Donaldson, RN**  
2 South  
March 2022



**Tracy Hudson, NA**  
MRU  
March 2022

**Lisa Nikiel, RN**  
ASU  
September 2022



**Jaclyn Guerra,**  
Unit Clerk  
Emergency  
Department  
October 2022

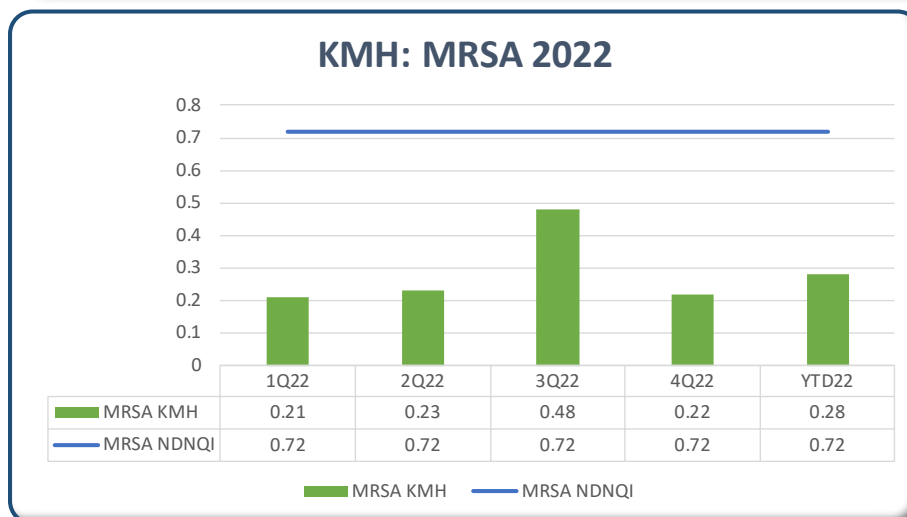
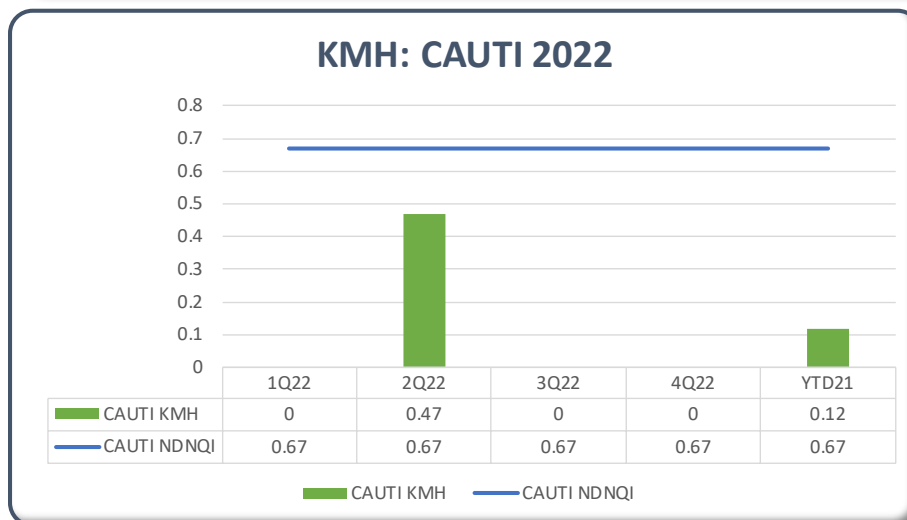
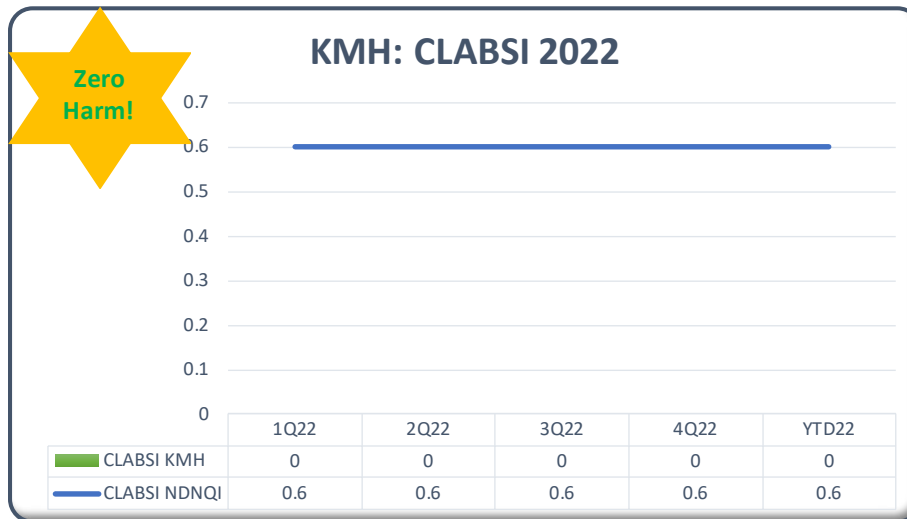
**Michelle Genewicz, RN**  
Emergency  
Department  
December 2022



**Cynthia Stogsdill, RN**  
MRU  
December 2022

# Exemplary Professional Practice

## Healthcare Associated Infections



The Nursing Unit level data for “CLABSI, CAUTI and MRSA” all outperformed the national benchmark statistic and comparison cohort for the 2022 calendar year.

Our patients continue to be safer because of our nurses’ commitment to aim for Zero-Harm while at KMH.

# Magnet Recognition Program® Site Visit

“Two excellent interdisciplinary process improvement projects presented by clinical nurses were highlighted. The first related to improving flow in the Emergency Department and collaborating with the providers. The ED saw an improvement in provider to patient evaluation and initial orders completion time. The second project involved the implementation of the use of iPads for each patient to streamline the process of ordering meals, improving the patient and family experience on the 2 East Medical Surgical nursing unit.”

## - Executive Summary Report- Lead Nurse Site Appraiser

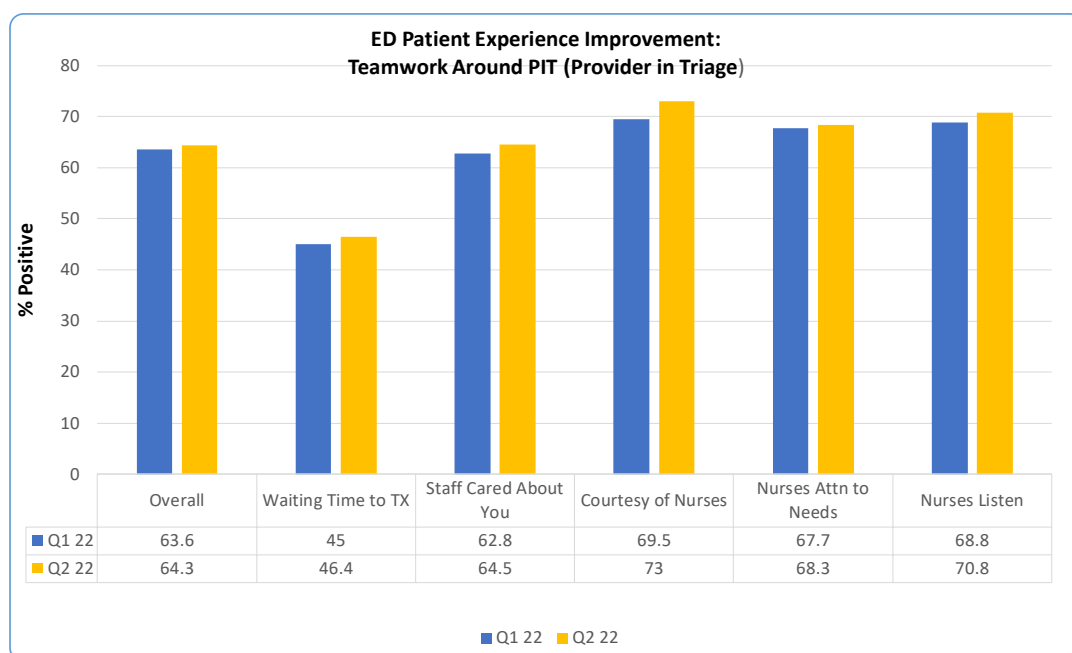
Thank you to the two teams who represented the excellence of Kenmore Mercy Nurses during the Magnet site visit August 9-11, 2022!

### ED Team

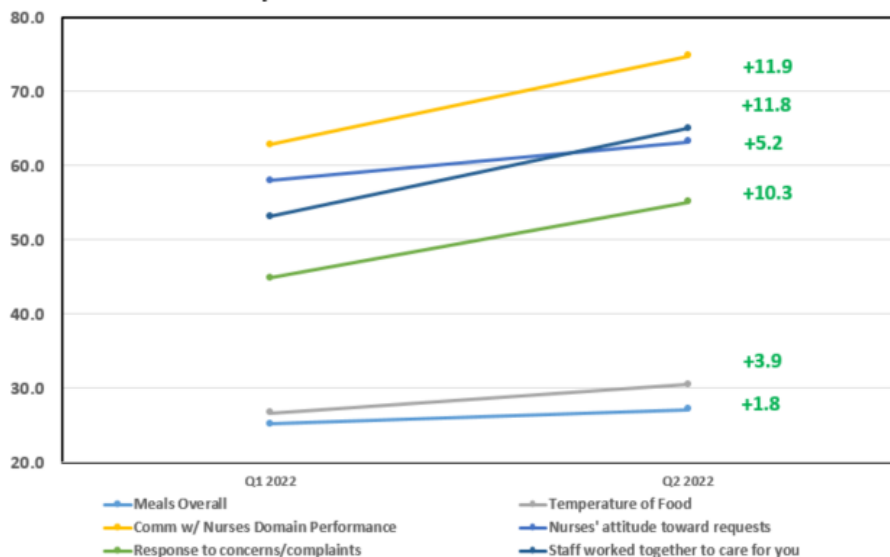
Presenter: Clare Hourihan, RN

#### Team members:

Mike Botham, EMS Tech;  
Melissa Kryzyn, NP, Team Health;  
Christy Coplin, Patient Access



### Improving Patient Experience with Technology and Interprofessional Collaboration: 2 East



### 2 East Team

Presenter: Vicky McDonald, RN

#### Team members:

Samantha Belter, RN;  
Jane Szachta, UC;  
Matt Cutolo, Dietary;  
Jocelyn Howard, NA;  
Theresa Jackson, Nutrition/C-BORD IT

# New Knowledge, Innovations & Improvements

## Nurse-led Team Brings the “Fun” to Kenmore Mercy Hospital

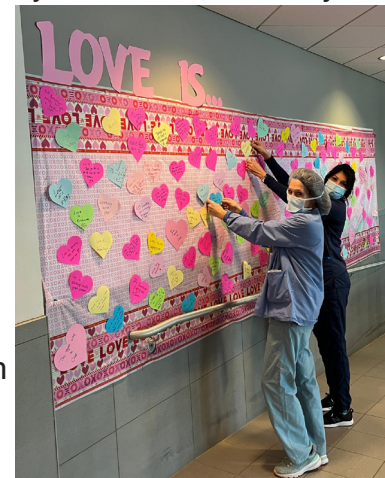


The Kenmore Mercy Hospital Fun in '21 committee is a nurse-led team that originated in January 2021. The purpose of the committee is to boost morale by actively engaging associates throughout the site from various departments, units and shifts. The goal was to maintain, build and re-energize our sense of community while caring for each other, our patients and our community. COVID-19 took away our face to face time, our sharing a pizza and conversation at

lunch time, and added so many new stressors to our day, that this team wanted to try and bring some of the enjoyment of each other back into our work lives. This team also wanted to show appreciation to our community for all the support they showed us during pandemic.

The now “More Fun than ‘21” committee is a measurable team that works tirelessly and has brought more than 175 fun events to our associates and our community in 2022. Below are just a few memorable events from 2022:

1. Fun in '21 parking space giveaway monthly
2. Hands and Heart Mural in the Cafeteria
3. Outlaw popcorn
4. Free hot beverage and a donut Mondays
5. NCAA March Madness bracket, an inter-hospital competition
6. Blanket collection and distribution for patients at KMH and McAuley on Christmas Morning
7. Day and Evening food trucks
8. Easter Bunny visit and Easter egg hunt for associates' children and grandchildren
9. Gateway Harbor and Riviera Theater Concert series sponsor
10. Honoring our Veterans wall

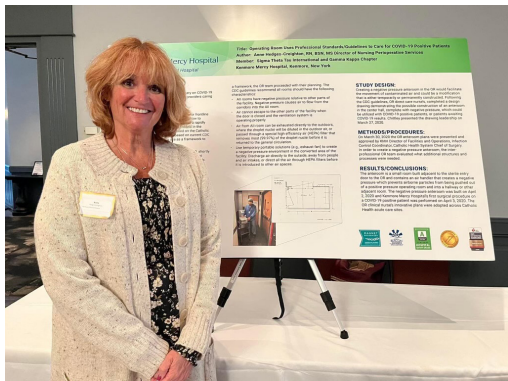


“The efforts of this team has had very positive results, improving our VOA scores by greater than 20% in 2021 and 2022 and re-engaging our associates and our community”, said Chief Fun Officer Anne Hedges-Creighton RN, BSN, MS, Director of Nursing Surgical Services.



## Nurses Making a Difference with Research

Conor Atkins, RN, Operating Room, completed his MSN in Management and Quality Leadership from D'Youville University in May 2022. His capstone entailed finding ways to improve the Enhanced Recovery After Surgery (ERAS) bundle. Research shows that interventions implemented together reduce the risk for complications, including infection, while improving recovery in select general surgery patients. Conor then presented his findings to Nursing leadership.



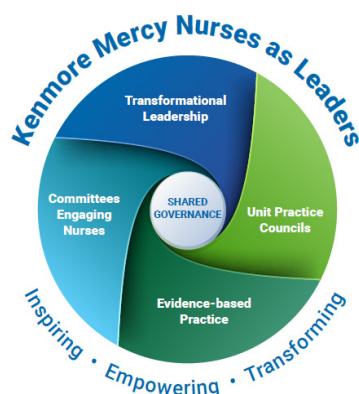
Anne Hedges-Creighton, Director of Nursing, Perioperative Services

Conor also created an educational program regarding the sleep habits of night shift nurses. He was interested by previously working as a night shift nurse himself. Conor noted that a 2014 study on medical errors concluded that the majority occurred during night shift hours. This led to other research findings, which were used to educate nurses on ways to improve sleep quality and overall performance of night shift nurses.

Ally Gay, RN, Emergency Department, studied the contributing factors to opioid use disorder stigma in nurses. Her study showed that education and professional training on addiction is insufficient and should be revised. Ally's suggestions included partnering with local educational institutions to advocate for the inclusion of courses regarding the care of patients with substance abuse disorders and providing staff with resources for stress management and coping to decrease compassion fatigue.

While working nights on 2 West, Mike Victor, RN, completed a DNP research project on the topic of the educational needs of novice nurses related to the implementation of CIWA-Ar protocols. Mike's recommendations included de-escalation and communication techniques and educational in-services on alcohol withdrawal symptoms. Michael's research findings was turned into education for the hospital and provided in 2023.

## Shared Governance Integrates Core Values and Beliefs



While the previous two years made it difficult to meet, 2022 revealed the resilience of KMH nurses. We slowly started getting back to some normalcy by meeting as a group, showing that we were ready to get back to keeping Kenmore Mercy great! Shared Governance is the heart of decentralized decision making and our nurse practice environment. Our model of nursing practice is designed to integrate core values and beliefs that our professional practice embraces. So many wonderful things have come from Shared Governance, the group is happy to be back on track, leading the way.

# Celebrating all the Milestones in 2022!

## Nurses Making a Difference - At Home Edition!

*In 2022, our associates celebrated all kinds of milestones outside of work. Whether they passed their boards or welcomed babies into the world... Kenmore Mercy is proud to celebrate all of the milestones!*

### First comes love...

Brooke LaGreca got engaged • Cortney Lowinger got engaged • Sandna Kaur got engaged • Victoria Sperduti got engaged • Cortney Passineau got engaged



### Then comes marriage...

Sue McClure's daughter got married • Melissa Giorgione Bly got married • Natalie Maranto got married • Tim and Cara Twarozek went on their honeymoon • Mary Jean Lodico's daughter got married

### Then comes baby in a baby carriage!

Daren Powers and his wife welcomed their third baby - a little girl! • Brianna McCabe welcomed a baby girl • Melanie Monroe Tomczak had baby number three • Lauren Murray welcomed a baby boy • Samantha O'Connor and her husband welcomed new baby Tony • Patrick Boldt welcomed his second child - a baby boy! • Kristen Young had a baby girl • Kelly Martin had twins • Janice Ruffino got another grandchild • Victoria DeRiggs had a baby • Cyndy Stogsdill became a grandmother • Adam Privitera had twins • Linda Kornacker had a granddaughter • Sarah Caldiero welcomed a baby girl into her family





## Welcome to the team!

Nursing units welcomed new members to their teams:

Tanya Pierce, GN • Erin Otto, RN • Sarah Caldiero, RN • Katie Krasinski, RN • Patrick Boldt, GN • Shavon McKie, GN • Caitlin Painter, RN • Theresa Schneider, RN • Choti Sherpa, GN • McKenna Stein, GN • Lilyanna Ainsley, GN • D'Andrea Rynkewicz, GN and many more!

## To new beginnings!

Kate Krasinski transferred from 2 West to 2 South • Patrick O'Brien transitioned to the ED • Elizabeth Johnson transitioned to the ICU • Helen Rovillo joined the MRU team



## Perfecting their Nursing Practice...

Marcella Walck completed her BSN • Aimee Brady graduated with NP • Tanya Pierce passed her boards • Patrick Boldt passed his boards • Shavon McKie passed her boards • Choti Sherpa passed her boards • McKenna Stein passed her boards • Lilyanna Ainsley passed her boards • D'Andrea Rynkewicz passed her boards • Jennifer Barone got a masters in psych and passed her NP psych boards • Katie Beron made the Dean's list and into Sigma Theta Tau and is expecting to graduate with her BSN in 2023 • Victoria Bogucki got her BSN • Angelique Lapitan got her BSN



# Celebrating all the Milestones in 2022!

## Leveling up!

Jessica Cianfrini was the president of the local chapter of the American Association of Critical Care Nurses • Ellen Colan's daughter Ashley Colan graduated with her MSN • Sophie Sok got honors in her operating room technician class • Sean DeGroot got accepted into NCCC Nursing School • Cheryl Tumia received her medical surg certification • Elizabeth Kaminski received her medical surg certification • Aaron Martinelli passed his boards • Liz Mika passed her boards • Jacob Adner completed his BSN • JoAnn Rodriguez was accepted into nursing school • Ashlynn and Hussein were accepted into nursing school at D'Youville University • Tracey Schmidt graduated with her MSN • Conor Atkins graduated with his MSN • Ellis McKenna, Colleen Pawlowski and Conor Atkins are the Service Leaders in the OR • Zac Cappola received his CRRN



## Moving on up

Marisa Rauber started building a new home • Susan Nghe bought a new home • Rebecca Clemons bought a new home • Katie Beron moved into her first apartment • Kaleigh Richer bought a house • Cortney Lowinger bought a house





## Celebrating all the moments in 2022!

Nicole Mayer got a new horse • Marisa Rauber adopted a second yellow Labrador puppy named Luna • Haylee Luderman played for Niagara University's hockey team and they won the division and went on to play at Nationals • Mary Whalen's daughter started a new position within Catholic Health • 2 West bonded over decorating for the holidays - they took part in decorating the unit for Christmas so patients and families could feel the warmth of the holidays from our staff!





## OUR VALUES

**Reverence** - We honor the inherent dignity and uniqueness of each person.

**Compassion** - We unconditionally demonstrate empathy, kindness, and acceptance.

**Integrity** - We are honest, transparent, and accountable.

**Innovation** - We continually learn, find creative solutions, and embrace change.

**Community** - We work together to build community and promote social justice in our organization and in society.

**Excellence** - We commit to exceed the expectations of all the people we meet at Catholic Health

## OUR MISSION

We are called to reveal the healing love of Jesus to all.

## OUR 2025 VISION

As your trusted partner, inspired by faith and committed to excellence, we lead the transformation of healthcare and create healthier communities.

Nursing strives to interact with our patients to achieve their goals, promote, maintain and sustain health and to ensure satisfaction of the care the patient receives.

