

2024

KENMORE MERCY HOSPITAL NURSES REPORT



Catholic Health

The right way to care.

A MESSAGE FROM **KATE**

As I reflect on the past year as the first Chief Nursing Officer of Catholic Health, I have been so impressed with our nurses. In the face of many challenges, you have shown exceptional teamwork, resilience, compassion, and clinical expertise, playing a vital role in every aspect of our patient care delivery system.

At Catholic Health, our nurses are valued not only for their skills, but for their voices. Through our Shared Governance Councils, nurses have meaningful input and actively participate in important decisions across the organization. My commitment to shadowing nurses has deepened my perspective and provides valuable insights each time I visit our ministries.

Catholic Health has a strong culture firmly grounded in our Mission. This year, we came together to develop the Nursing Mission and Vision for Catholic Health Nursing. This work reflects our commitment—not only to our patients but to one another.

This Nursing Annual report reflects the accomplishments that exemplify nursing excellence across our system. We proudly welcomed 260 newly licensed nurses to Catholic Health in 2024, drawn by our reputation for excellence demonstrated by our experienced nursing team. Additionally, our RN vacancy rate for 2024 remained under 10% and our retention rate remained strong at 88%—clear indicators of the strength and stability of our workforce.

The future for Catholic Health nursing is bright, and I am honored to lead this exceptional team of RNs, ITAs, NAs, and care management nurses. Your commitment to innovation in nursing, the high-quality care you provide, and the outstanding outcomes you achieve are what make nursing at Catholic Health a model of compassion and excellence.



With sincere appreciation,

A handwritten signature in blue ink that reads "Catherine Mohr".

Catherine (Kate) Mohr

Executive Vice President/Chief Nursing Officer

OUR NURSING MISSION

As Catholic Health nurses, we are advocates and leaders for our community by providing the safest, highest quality and personalized care for every individual.

OUR NURSING VISION

Nursing is the center of all we do.

Nursing has influence and impacts decision making at all levels of the organization.

Nursing drives the care and support of patients and their families.

Nursing connects patients and families to all aspects of care.

Nurses' passions and priorities are promoted and supported.

Enhanced workflows supports nurses to fully utilize their training and expertise.

KENMORE MERCY HOSPITAL

TRANSFORMATIONAL LEADERSHIP

A Top Hospital Award Followed by 22 Straight A's

Kenmore Mercy Hospital was named a Top General Hospital by the Leapfrog Group for the second consecutive year. The Leapfrog Top Hospital Award is widely acknowledged as one of the most competitive awards American hospitals can receive. Nearly 2,400 hospitals were considered for the award, and Kenmore Mercy was one of only 36 hospitals in the country, and one of two in New York State, to receive the Top General Hospital award. This recognition follows Leapfrog's Hospital Safety Grade Report, where Kenmore Mercy received its 22nd consecutive "A" Safety Grade, making it one of only 26 hospitals in the country and the only one in New York State to earn this distinction. Thank you to all of our associates who put our patients' safety first—you are the reason why we continue to receive these prestigious awards!



Lucky Number 13: Get With The Guidelines Stroke Gold Plus Award

Kenmore Mercy Hospital received the American Heart Association's Get With the Guidelines Stroke Gold Plus Award for the 13th consecutive year. This 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, only secondary to stroke. A celebration was held in the Kenmore Mercy Community Room to recognize all those who played a part in providing the highest quality care to our patients.

COVID Support Group Breaks Bread Together

With the support of the palliative care team, Mary LaMartina, RN, launched a long-term COVID support group in 2022. Considering the number of individuals impacted by this virus, Mary set out to make a difference. The COVID support group is a monthly meeting that is open to all COVID patients and their loved ones. It has been providing a forum for these individuals to help them process what they have experienced. The group celebrated its third anniversary in 2024 with a spaghetti dinner provided by the Kenmore Mercy Foundation. Those who attended the dinner repeatedly talked about how wonderful the night was, how appreciative they were, and how much it meant to them.



AWARDS/RECOGNITIONS

2024 Nursing **BY THE NUMBERS**

343
Registered
Nurses

24 Nurse
Leaders

5 NPs

145 Nurse
Attendants

85 New
Registered
Nurses

50

Nurse Mentors

20 Surgical
Technicians

34 Nurse to
Mentees

23 SPD
Technicians

25 Nurses
in School

71%
*of our nurses
hold a bachelor's
degree or higher*

13%
*of our certification-
eligible nurses are
certified*

12 Yrs

Average Nursing
Experience

RN Retention
87.64%

RN Turnover
12.36%

Research & Evidence-Based Quality Improvement Projects in 2024

- » Buddy System to Improve Workplace Environment
- » Spring Bags of Happiness: Collaboration with Ken-Ton Meals on Wheels
- » ED Throughput: PIT Process
- » IHI Carefront: Teamwork and Collaboration
- » Decrease Anxiety with Stress Balls in ASU
- » Perioperative Zen Den
- » Inpatient Discharge Lounge -Design
- » Pressure Injury Reduction
- » Improvement of Language Line Access
- » Decreasing Stress and Perception of Pain with Music
- » 4 resident projects
- » Human Trafficking: A Healthcare Professional Issue
- » The Impact of Bright Colors on Health
- » Incontinence Alarms: The Secret to Reducing IAD?
- » Standardizing a Written Handoff Report to Reduce Communication-Related Nursing Errors
- » Do Overlapping Shifts Provide Safer Patient Care?
- » Alternative Methods of Communication for Intubated Patients

9 Individual and Team Awards



- DAISY Award / CARF Accreditation
- Nurse of Distinction / Outstanding Staff Nurse
- Emergency Nurse of Distinction
- Advanced Practice Provider of the Year
- Surgical Technologist of the Year
- SPD Technician of the Year

Foundation Funded Grants for Nursing Professional Development

*Approximately \$20,000 supporting multiple RNs
for professional development*

- | | |
|--|------------------------------------|
| NYSPANA-CAPA/CPAN Review Course | Faith Community Nursing Program |
| NYONL Conference | Emergency Nurses Assn Conference |
| 2024 NAON Conference | Neurovascular Annual Conference |
| PNA Research/Scholarly Activities Conference | AACN Nursing Leadership Conference |
| NTI Critical Care Conference | |

KENMORE MERCY HOSPITAL

Nursing Excellence Awards 2024 – Recognizing our Excellent Nursing Associates



2024 Nurse of Distinction:
Courtney Paolini,
RN, BSN

Congratulations to Courtney Paolini, RN, BSN, on winning Kenmore Mercy Hospital's 2024 Nurse of Distinction. This award recognizes a nurse who has made outstanding contributions to the nursing profession and the field of nursing.



Outstanding Staff Nurse:
Angela Gizzo,
RN, BSN



Outstanding Nurse's Assistant:
David Zizzi



Central Sterile Processing Technician of the Year: Tonya Minor, CSPDT



Surgical Technologist of the Year:
Shadia Miles, CST

DAISY Award Winners

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 from an auto-immune disease. While Pat was hospitalized, his family was amazed by the care and compassion his nurses provided him and his family. Their goal was to create a foundation in Pat's memory by recognizing the extraordinary nurses everywhere who make an enormous difference in the lives of so many people.

Kenmore Mercy was proud to honor two nurses in 2024 with this outstanding award:



Angela Disorbo, RN – 2 West

In the nomination letter for Angela, it read, "Angela continuously shows compassion and empathy to her patients and family members. She becomes a family to those who have none. Not only is she compassionate to her patients, but to her peers as well. She makes everyone's day just a little brighter."



Kora Ettinger, RN – 2 East

Kora was nominated by a patient's son, who highlighted Kora being a "key member" of the evening staff during his mother's stay. "Whenever I went home in the evenings, if I saw you on the floor, I knew my mother would be in good hands overnight... I will always remember the critical role you played during her hospital stay. My sense is that you are well respected by your peers. I hope everyone appreciates all you do for patients at Kenmore Mercy Hospital."

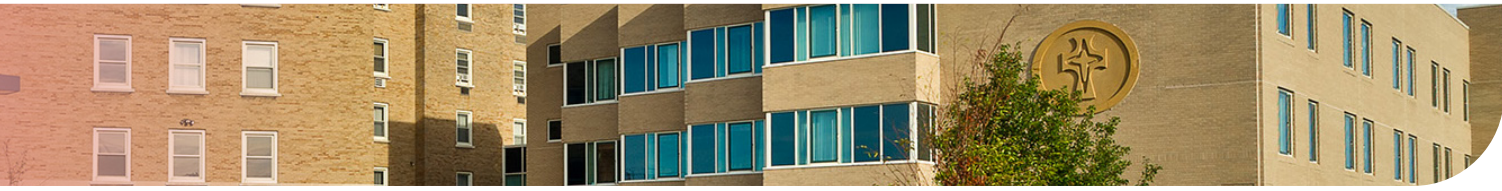
Great Catches

"Great Catches" Prevent Potential Patient Harm

The Great Catch Program is a quality and 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 2024 Great Catch Award recipients!

Angela Disorbo, RN 2 West
Sarah Sterling, RN ASU
Gwendolyn Lajoie, RN ED
Tammy Ricotta, NA 2 East
Victor Miranda, RN ICU
Susan Conover, RN ASU
Ryan Lewis, RN 2 West

Elaina Trendell, RN 2 West
Marcella Walck, RN 2 East
James McQuade, RN MRU
Amy Albert, RN ICU
Laura Ortiz, RN 3 East
Eugenia Telleria, RN 2 West



Two LOVE Award Recipients

The LOVE Award—Living Our Values Effectively—is designed to recognize outstanding associates throughout Catholic Health who demonstrate a personal commitment to our values in their daily work. Presented quarterly, this award is intended to acknowledge associates who go above and beyond the traditional scope of their jobs and are truly deserving of special recognition.

In 2024, two members of the Kenmore Mercy Nursing Team were LOVE Award recipients:



Rachel Santana, RN
Emergency Department



Jacob Westadt, NA
3 East

Celebrating the Retirement of our Peers

At Kenmore Mercy Hospital, retirement is a significant milestone in our nurses' lives, marking the end of a professional era and the beginning of a well-deserved stage of relaxation and self-discovery. Our nurses can look back on a career that affected so many lives and had such a positive impact. It is an amazing legacy to leave behind and we thank you all so much for all you did for our patients and all your peers over the years. Congratulations on your retirement!

Anne Hedges-Creighton, RN Director of Nursing, Perioperative Services.....	10 Yrs
Karen Hamp, RN Hemodialysis.....	46 Yrs
Marydonna Anderson, PA KMH Surgeons.....	17 Yrs
Sheila Kaczmarek Sterile Processing.....	33 Yrs

Anne Hawn, RN Pre-Surgical Testing.....	40 Yrs
Jan Prystawski, RN 3 East.....	19 Yrs
Maria Powers Patient Care Services.....	5 Yrs

STRUCTURAL EMPOWERMENT

Hiring Within: Nurses Become Leaders

Whether nurses begin their careers here at Kenmore Mercy or are continuing from another organization, it is important for them to have room for growth. At KMH, our goal is to provide our nurses the tools and resources to become leaders. We were pleased to announce **Linda Gromada, RN, CNOR**, and **Ryan Lewis, RN, BSN**, were named Nurse Managers of the Operating Room (OR) and Post Anesthesia Care Unit (PACU), and 2 West, respectively, as well as **Michelle Genewick, RN, BSN**, as the Senior Clinical Advisor for the Emergency Department and ICU.

“We are so proud to have Ryan, Linda, and Michelle join our leadership team, and can’t wait to see the impact they have on their associates, patients, and community in their new roles,” said Heather Telford, Vice President of Patient Care Services and Chief Nursing Officer.

Linda has been a nurse at Kenmore Mercy for more than 20 years, most recently as the interim Perioperative Nurse Supervisor. Her past roles included the Perioperative Services Supervisor, serving as part of the medical rehabilitation unit (MRU), and 2 East patient care unit nursing teams.



Ryan has been with Kenmore Mercy since 2018, working as a charge nurse on 2 West. He is an active member on the Workplace Violence and Informatics Committee, and a superuser for the transition to Epic.

Michelle was a staff nurse in the emergency department for about eight years before transitioning to the role of Senior Clinical Advisor for the emergency department and ICU.



KENMORE MERCY HOSPITAL

EXEMPLARY PROFESSIONAL PRACTICE

Workplace Violence Prevention



In October 2023, Victoria McDonald, RN (Vicky), attended the Magnet conference along with a group of other nurses and nurse leaders to be recognized for Kenmore Mercy Hospital's second Magnet designation.

Vicky, whose passion is to prevent injury to nurses by violent patients, went to educational sessions about

this topic. Through the attendance of educational sessions and research, Vicky found that some hospitals had instituted a "Buddy" sign. The Buddy sign acts as a visual cue for staff that they are not to enter a patient room alone but should always enter with a "Buddy".

The concept of the Buddy sign was drafted by Victoria then presented to the manager of public relations and communications to convert to a professional format.

The "Buddy Zone" sign was piloted on 2 East in October of 2024. When the other nursing departments heard about the pilot, they wanted to implement it as soon as possible on their units.

In December of 2024, the CHS Workplace Violence workgroup agreed to adopt the Buddy Zone signage to reduce workplace violence injuries in all hospitals.

Personal Care Items Available for Patients



Nurse attendants and registered nurses identified the need for patient care items to be readily available for personal care. A committee was established to determine what items would be most useful when caring for patients. There were 14 items identified, such as combs, brushes, wipes, toothbrushes, toothpaste,

and other personal care items, along with phone charges. A cart was purchased for each floor that had individual drawers for easy access to each item. The patients are very appreciative, and the staff enjoy giving out the necessary personal items!

Nursing Practices Adapt to Natural Disaster

Hurricane Helene struck the U.S. in September 2024 and devastated parts of the United States, including an area that is home to one of the nation's largest suppliers of



IV fluids. Baxter International, located in Marion, North Carolina, produces around 60 percent of the country's IV fluids, including those used at Kenmore Mercy. Since IV fluids are considered

essential when treating patients, our nurses had to step into action and change their nursing practice immediately. Almost overnight, nurses were asked to set aside several common best practices related to IV fluid administration. This was a learning curve for everyone involved, as nurses needed to contact providers prior to replacing an empty bag of fluids and frequently encourage oral hydration for patients that would normally be on maintenance IV fluids. New nurses were trained to run IV antibiotics on a primary line to reduce the usage of IV fluid flushes, which was considered poor nursing practice prior to the shortage. Since the shortages started, many of these new nurses have completed orientation. Close monitoring will be needed to ensure all new RNs hired during this time are re-trained to use prior best practices.

Healthy Hearts for Women Day



Each February, American Heart Month focuses on increasing awareness about heart disease, the leading cause of death in the United States. In honor of American Heart Month, an annual "Healthy Hearts for Women" day is held in the Kenmore Mercy lobby. Nurse volunteers from our units work the tables, sharing information on heart-healthy snacks, recipes, and offering giveaways, while our cardiology team provides free blood pressure screenings. In addition, a basket raffle and a 50/50 raffle are held to benefit the Helping Hands Fund. It is always a fun time!

Nurse Creates “Nightmare on Elmwood” Simulation Room for Halloween



It is every nurse’s nightmare to walk into a room full of patient safety concerns. For Halloween, Emily Jerge, MS, RN, CHSE, CMSRN, made that nightmare a reality. Emily staged a “Nightmare on

Elmwood” simulation experience, full of visual, auditory, and olfactory concerns for observers to identify as they walked through... if they dared! The simulation room, located on 3 West, was staged to simulate a private, medical-surgical hospital room using a low fidelity manikin. Patient safety concerns included a dislodged tracheostomy, disconnected colostomy appliance (simulated fecal spray utilized), patient ingestion of Hibiclens, needles left on the patient’s bed, a knocked over chest tube, elevated bed, soiled linens on the floor, medical equipment alarming, and much more.

The room was open to all associates, as well as nursing students, 24 hours a day from October 28 – November 3, 2024. Participants who dared to enter the room were asked to complete an anonymous survey following their experience. Of the 50 participants who completed the survey, 8 were nursing students, 28 were nurses, and 14

were other types of hospital employees. The participants were asked to fill out how many “horrific findings” they identified, which ranged from 5-38 for all participants, with RNs identifying 20-38 findings.

MRU Patient Serves Sauce as Part of Therapy

Longtime owner of DeFlippo’s Italian restaurant, Jerry DeFlippo was a patient of the MRU due to complications from diabetes. He was working with therapy and the nursing team for his care during his stay. He spoke with the occupational therapist & they decided to fill the hallways with the aroma of garlic and sauce as a thank you to the unit! It means a lot to patients to be able to enjoy a piece of their past with others! His nurse, Jennifer Mikula, was interviewed by local Channel 7 news and was delighted to be a part of the celebration! Mr. DeFlippo began tearing up talking about the fond memories of the Lockport restaurant he called “home”.



NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS

Letting the Fun Times Roll at Kenmore Mercy

After going through a global pandemic in 2020, Kenmore Mercy associates certainly needed a little morale boost to get smiles back on their faces. That’s how the Kenmore Mercy Hospital Fun in ‘21 committee originated. The goal was to maintain, build, engage, and re-energize our sense of community while caring for each other, our patients, and our community. The committee is comprised of associates from all departments and is led by nursing leadership. The now renamed “More Fun than ‘21” committee’s new goal is to bring fun events to all shifts.

For the second year in a row, Johanna Boyd, RN, and Mary LaMartina, RN, both from the ambulatory surgery unit (ASU), organized a “Spring Bags of Happiness” collection drive to benefit KenTon Meals on Wheels participants. After all of the donations were collected, the nurses were able to donate more than 250 bags filled with toiletries, puzzle books, and other gift items to area seniors. Program participants received these bags along with their daily meal delivery on Holy Thursday.

“We absolutely love our community,” said Mary LaMartina. “During the COVID pandemic, our community supported us 100%, so we just wanted to do something to give back to them.”



Providing Some “Zen” to our Peri-Op Staff



Our nurses provide exceptional care to our patients, but it's also important for them to take care of themselves! While attending a Magnet Conference in October 2023, Tim Twarozek, RN, BSN, Senior Clinical Advisor for Peri-op Services, heard a presentation about creating a “zen den” for perioperative staff members. Tim took the idea to his team, who loved it. He then sent out a survey to all peri-op staff, asking questions about what they wanted to see in their zen den. A mini grant from the Kenmore Mercy Foundation allowed facilities to install door swipe badge access in a former consultation room, and for Tim to purchase items for the zen den. This room is now full of relaxing and meditational items, including a massage chair, relaxing music and aromas, as well as singing bowls. A blessing for the zen den was held in June 2024.

Squeezing Away the Stress: How Stress Balls Ease Patient Anxiety

Patients arriving at the ambulatory surgery unit (ASU) for a procedure often show signs of stress and express concerns about their surgical outcomes.

Research demonstrates that patients who enter the healthcare system for a surgical procedure may experience high levels of stress, pain, and anxiety. The use of a stress ball during the preoperative phase of care has been shown to decrease stress, as well as pain and anxiety.

An ASU nurse decided to offer a stress ball to one of her patients and subsequently noted how the patient was much calmer during the IV insertion, explanation of the procedure, administration of the regional nerve block, and transport to the operating room. The nurse then suggested to the ASU nurse manager that stress balls be used for all patients in the ASU awaiting surgery, proposing it would result in reduced feelings of stress prior to the surgery.

Through a mini grant from the Kenmore Mercy Foundation, 2,500 blue stress balls with the KMH logo were purchased to

use in a project with the goal of decreasing patient stress in the preoperative phase of care, as well as increasing patient satisfaction with the overall patient surgical experience. Patients are also encouraged to take the stress balls home upon discharge to continue to decrease stress during their recovery.

Education was provided in October 2024, and the project was implemented in November 2024. The first two months of data collection showed that use of a stress ball prior to any invasive pre-op procedure (IV insertion, regional nerve block) decreased stress in patients who accepted a stress ball when offered. In November 2024, 81 of 246 patients used a stress ball, and 71 of those patients, or 88%, reported a decrease in their stress level, while 10 patients (12%) stated their stress level stayed the same, but welcomed the stress ball as a distraction. In December 2024, 60 of 195 patients used a stress ball and 40 of those, or 67%, reported their stress level had decreased. Twenty patients stated their stress level stayed the same but welcomed the stress ball as a distraction. No patients reported an increase in their levels of stress. Data collection continues.

Finding Therapy in Music



Two musicians visited Kenmore Mercy's ICU to play soothing music for patients in December 2024. It is part of an ICU nurse's music therapy research project on how music benefits critically ill patients.

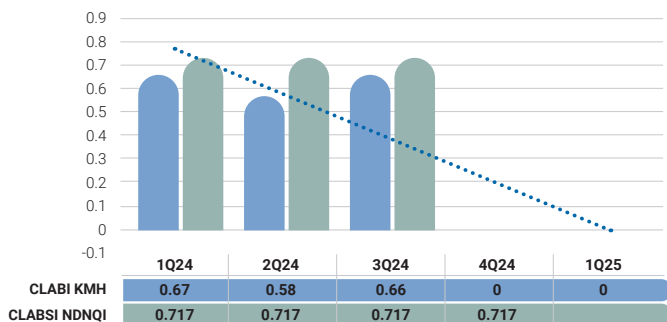
“Especially around the holidays, a lot of patients are sad, and they don't get to see their families,” said Amy

Scozzaro, RN, CCRN, a KMH ICU nurse. “I think that this is a nice opportunity for us to spread some cheer and also bring some joy in their lives. As they're critically ill patients... a lot of them might never be able to go home, so to be able to have this is really special.”

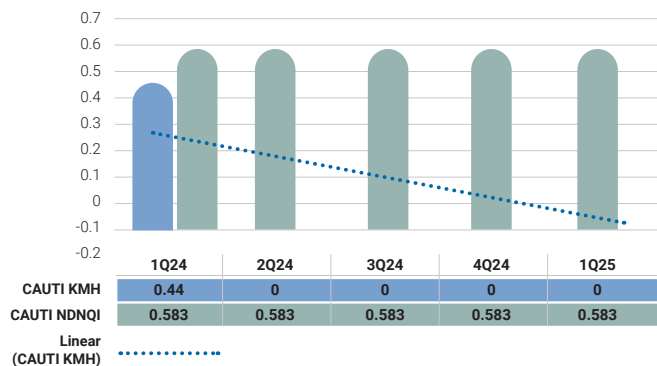
Through her research, Amy found that soft music is associated with reduced anxiety in patients, perception of pain, and need for sedative drugs. Elliot Scozzaro and Stephen Parisi played smooth jazz music to patients and their families in the ICU before traveling to other nursing units.

EMPIRICAL QUALITY RESULTS

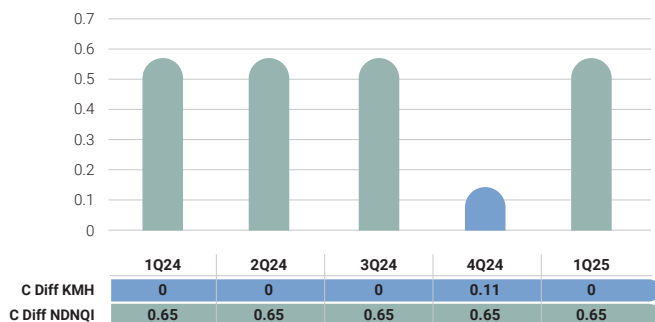
KMH: CLABSI 2024, 2025



KMH: CAUTI 2024, 2025

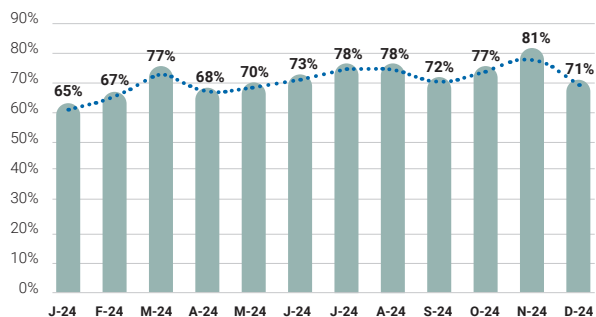


KMH: MRSA 2024, 2025



The nursing unit level data for “CLABSI, CAUTI and MRSA” all outperformed the national benchmark statistic and comparison cohort for the 2024 calendar year. Our patients continue to be safer because our nurses’ commitment to aim for zero-harm while at KMH.

KMH: Overall Patient Satisfaction 2024



NURSE RESIDENCY

CLINICAL EDUCATION



In 2024, Clinical Education delivered approximately 5000 hours of classroom education to nurses and nursing assistants across the Catholic Health System.

Educational offerings for EXPERIENCED NURSES included:

- » Essentials of Critical Care
- » Essentials of Emergency Department
- » Essentials of Mental Health
- » Essentials of Pediatric Emergencies
- » Emergency Department Triage
- » Critical Care Certification
- » Charge Nurse
- » Preceptorship Program
- » Wound Vac 101
- » Ostomy 101

Educational offerings for NEWLY HIRED NURSES included:

- » Registered Nurse Orientation
- » Nursing Assistant Orientation
- » Foundations of Critical Care Nursing
- » Foundations of Cardiothoracic Unit Nursing
- » Foundations of Emergency Department Nursing
- » Foundations of Medical Surgical Nursing
- » Foundations of NICU Nursing
- » Foundations of Perinatal Nursing
- » Foundations of OR Nursing
- » Foundations of PACU Nursing
- » Nurse Resident Professional Development Classes

In addition to class offerings, Clinical Education expanded and achieved national recognition for its nurse residency program, originally implemented in June 2023. This competency-based learning experience is designed to teach and mentor graduate nurses as they transition from students to registered nurses through a robust orientation program, including classroom instruction, hands on simulation experiences, and hospital-based clinical time. The structured program supports the integration of nursing graduates into the workforce who are competent, emotionally resilient, and retainable. Since its inception, the Nurse Residency Program boasts a retention rate of 91%, an increase from the 2022 retention rate of 79%. In 2024, 162 nurse residents were hired into Nurse Residency Programs developed for medical surgical, NICU, perinatal, OR, critical care, and emergency room settings.



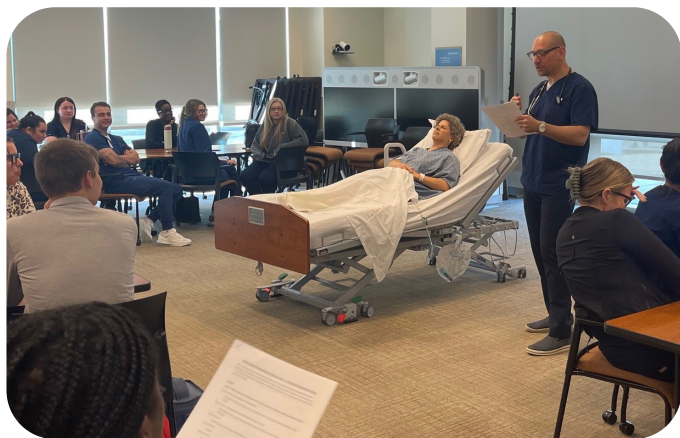


As part of its Nurse Residency Program, Clinical Education hosted its first annual research fair, the Fall Knowledge Harvest. Over 80 residents presented 23 research posters on various topics to advance nursing practice throughout the system using evidence-based research.

In the fall of 2024, Catholic Health's Nurse Residency Program achieved Practice Transition Accreditation from the American Nurses Credentialing Center (ANCC). With this accreditation, Catholic Health System joins a small number of programs throughout the country who have achieved this prestigious recognition.



In 2024, Clinical Education also supported Academic Partnership Units throughout the system. An Academic Partnership Unit (APU) program is a strategic relationship formed between academia and professional practice. Nursing students in this program not only receive support from their academic professors, but also receive individualized education and support from the clinical nurse educators and dedicated nurse preceptors working in the practice setting to further facilitate learning. A total of 654 nursing students participated in the APU program, with many of these students choosing to stay at Catholic Health upon graduation.



OUR MISSION

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

OUR VISION

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

OUR VALUES

Reverence, Compassion, Integrity,
Innovation, Community,
and Excellence

