

MED-CENTER

# Pulse

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A Publication for the Employees of ECMC Corporation

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## ECMC Had Operating Profit of \$7.5 Million in 2006

### CEO Young Also Announces Plan to Build \$91.7 Million Heart and Vascular Care Center



**New Treatment at  
ECMC for Reducing  
Pain** *Inside Page 7*



*A rendering of the future Heart Hospital at ECMC (Heart and Vascular Care Center)*

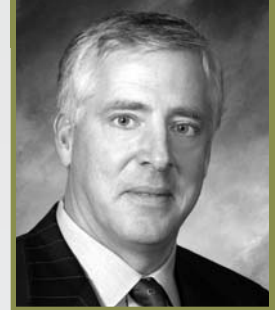
Erie County Medical Center President and CEO Michael A. Young recently announced that in 2006 audited financial results show the hospital had a \$7.5 million profit after paying all expenses.

This is the hospital's first such operating profit in memory and represents a \$36 million improvement in operating margin in two years. The reversal of recent trends has been driven largely by more patients choosing and using the hospital and a focus on operating efficiencies and cost savings.

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# A Message from President & CEO Michael Young



Michael A. Young  
M.H.A., F.A.C.H.E.  
*President and Chief Executive Officer*

Creating national-class hospital care for cardiovascular disease has been discussed in many circles for many years, and now a leadership role is being taken. Other than Roswell, the WNY community has not stepped forward to build state-of-the-art facilities in Buffalo for nearly 30 years.

We have heard the physicians' frustration, watched patients vote with their feet by seeking care in other cities, and read the reports that do not list one Western New York hospital in the top 100 for cardiac care. The time has come to stop talking and take action to do the right thing for our community.

All of us, as Western New Yorkers, deserve national-class healthcare. And while we have had many opportunities over the last few decades, our healthcare system has not been able to produce these results. That's why we want to make this hospital a reality by working together with the New York State Department of Health and Kaleida Health.

The plan for a new state-of-the-art cardiac center is the first step toward bringing national-class care to WNY. ECMC is actively cooperating with the recommendations of the Commission on Health Care Facilities in the 21st Century to ensure that we get the healthcare we deserve. We as a community should be concerned that New York State dollars will find their way downstate if action is not taken now.

The bottom line is that most of WNY's outcomes are average compared with national standards. This is unacceptable and irresponsible. Let's act now, before it's too late.

Sincerely,

Michael A. Young  
M.H.A., F.A.C.H.E.  
*President & Chief Executive Officer*

## ECMC Had Operating Profit of \$7.5 Million in 2006

continued from cover

Operating revenues increased by \$66 million, or 24 percent, over the past two years as costs were contained and more patients selected ECMC for services they knew were excellent here. From 2005 to 2006 revenues increased 16 percent, or \$47 million, to total \$338 million.

In 2006, Erie County contributed \$20 million to the hospital's operation. In recognition of that support, the hospital returned to Erie County taxpayers \$3 million of the operating profit and invested the remainder in improvements at ECMC. Erie County leaders deserve credit for establishing a new corporation in 2004 so ECMC could strive for such improvements. The county and hospital end their operating subsidy in 2008.

These financial results clearly demonstrate ECMC's turnaround and dynamic responses to the needs of the region's patients and taxpayers.

Young also announced today that in keeping with the wishes of New York's Commission on Health Care Facilities in the 21st Century, ECMC will move ahead with its plans for a \$91.7 million "comprehensive heart and vascular" care facility. The hospital's corporation will

finance half and it will seek soon-to-be-available state funds for the remainder.

"This is not just a building, it's a whole new level of cardiac care," Young said at a morning news conference. This facility, to be built on ECMC's 67-acre campus and be part of the hospital's 2010 care initiatives, would have 56 beds and four multi-platform operating rooms that will minimize the need to move patients, while providing state-of-the-art care. The cardiac care center has been in the planning stages since before the Dec. 1, 2006 release of the Berger Commission report and state health officials are well aware of the plan. At another highly-rated hospital Young led, he aggregated women's and children's services in one location and orthopedic services in another. They were each placed in new free-standing facilities leading to the creation of nationally ranked health care, which is what he's proposing here for cardiac care.

Already home to the state's best trauma center, ECMC's cardiac care center would be a logical, 24/7 extension of that unit, seamlessly performing heart care procedures in one place on a national model and level of excellence. With the Berger Commission ordering three hospitals in

Buffalo-Niagara to close and two in Niagara County to merge, there is going to be a major need for expanded and much-improved cardiac care in this region, a fact that the commission notes in its December report.

"ECMC has demonstrated that it's always focused on the patient first," Young said. "That focus is regardless of ability to pay, regardless of what time – 1 a.m. on a Saturday, 11 p.m. on Sunday – that someone has an acute cardiac need for our services."

"We have built those services based on what the community needs, not necessarily what's best for the hospital," he added.

"ECMC has a unique set of clinical services that the state Department of Health recognizes and respects," Young explained. "This hospital has also, with these dramatic financial turnaround results, demonstrated that its historical challenges have been met." People have heard so much about excess hospital beds in this region; the immediate question has to be, 'Why add more?' Young said. He gave five reasons:

- The Berger Commission recognizes the regional need for such a facility.
- State money to help build this facility will be available soon and Western New York patients and taxpayers deserve their fair share, as well as the ability to leverage that money in a way that will markedly improve the region's health-care outcomes.
- ECMC's patient volumes have grown consistently over the last two years, requiring it to expand to safely meet patient demand.
- ECMC's trauma center provides the expertise and around-the-clock training and mindset to provide the best-possible cardiac care.
- Clinical demographic data show that Western New Yorkers have too much cardiovascular and diabetes afflictions and congestive heart failure and coronary death rates are too high

"According to the region's health insurers, some 550 Western New Yorkers went out of town for this sort of cardiac care last year, taking with them an estimated \$18 million worth of Medicare reimbursements," Young said. "We need to repair those 'broken hearts' but also revitalize them by demonstrating to our patients that they can get superior care at home, near their families and loved ones."

Young added that ECMC remains committed to negotiations to create a new health care entity for Buffalo Niagara, as ordered by the Berger Commission and enforced by the state Health Department. ECMC is moving to do what is best for Western New York patients and taxpayers because state monies are available in the near term and it's 'use it or lose it' money, Young said. "We don't want to lose these monies to downstate while we're talking about 'new entities,' up here," Young said. "The community needs to get a plan established for providing national model cardiac care with a coordinated and aggregated method. ECMC is providing community leadership by offering that plan."

"ECMC is now far stronger financially and clinically than it was five years ago," Young added. "Our door remains wide open to reaching a compromise that will lead to a more efficient and excellent health care system for Buffalo-Niagara. We want to enhance the region's ability to help the patients who rely on the health care system – all the patients."

The planned 85,000-square-foot cardiac care center would employ 100 additional, high-paying professionals with full benefits. It will also continue to cement ECMC's commitment to an underserved inner-city neighborhood with significant investment in jobs – including construction work – and services.

"If we don't put forward a plan for high-end cardiac care, we're going to lose the key state funding to do it," Young concluded. "We can do it right, and we can do it together. Buffalo needs to do it now."



ECMC Board Members, Area Dignitaries and Union Leaders present for positive financial news and unveiling of Heart Center plans.

# The Gift of Life, Donation Awareness Month at ECMC.



*Ken Richmond, Senior VP of Operations welcomes guests and discusses ECMC's high organ donation consent rate*

ECMC Corporation Senior Vice President of Operations, Kenneth A. Richmond, M.H.A., C.H.E., joined with supporters of The Gift of Life in the ECMC main lobby to launch Donation Awareness Month.

“When you consider the skill involved in successful transplantation operations and the fact that they are almost always life-saving procedures, I am most pleased with the role Erie County Medical Center plays in the region both as a transplant center and advocate of organ and tissue donation,” stated President/CEO Mike Young in a printed statement.

ECMC is one of two transplant centers in Western New York – and in conjunction with other regional hospitals and Upstate New York Transplant services – the hospital helped secure an 82% consent to organ donation rate in 2006 – which is roughly 30% higher than the national average.

Joining Mr. Richmond at the launch were Darlene Aymerich, Manager of Family Services at Upstate New York Transplant Services, Scott Swartot, a 2004 kidney recipient, and donor parents Ron & Veronica Orlovski. Darlene Aymerich is a part of three generations of donation. In 1993, Darlene became a living donor

when she gave a kidney to her brother. Darlene became a donor mother in 1996 when her daughter Shannon was killed in a motor vehicle accident and became an organ, tissue and eye donor – and Darlene is now a donor daughter as her mother donated her eyes after passing in 2005. Ron and Veronica Orlovski's son Joe became an organ donor after dying in a car accident on the 33 expressway in 1996, and Scott Swartot received a kidney in 2004 after being on dialysis for three years. Ron, Veronica and Scott all are volunteers for Upstate New York Transplant Services.

“Our organization is about supporting those and the families of those who give The Gift of Life and furthering the message that transplantation is vital and transplantation saves lives. With all the region's hospitals as our partners – that charge is made easier and the response we have had in the community is a direct result of efforts on all fronts and speaks as a whole to the generosity of Western New York,” added Darlene Aymerich, Manager of Family Services at Upstate New York Transplant Services.

Currently, there are over 95,000 individuals awaiting critical transplant in the United States – with nearly 500 in Western New York alone. A single donor, however, can save or enhance the lives of up to fifty people.



*Darlene Aymerich, Manager of Family Services at Upstate New York Transplant Services (UNYTS) stresses the importance of organ donation*

Headquartered in Buffalo and established in 1981, **Upstate New York Transplant Services** is among the leading procurement organizations in the United States, and is one of the only centers nationwide to house laboratory services, and organ, tissue and eye procurement in one location. Upstate New York Transplant Services oper-

ates as a non-profit serving the eight counties of Western New York and is part of the Buffalo Niagara Medical Campus. It works to assist donor families, coordinate the donation process and increase knowledge and awareness within the community regarding organ, tissue and eye donation.



*The UNYTS-ECMC news conference in ECMC's Lobby to launch Organ Donation Awareness Month was well-attended and well-reported by WNY news media.*

# Katrina Buchholtz Appointed Director of Ambulatory Services



I am pleased to announce that **Katrina Buchholtz, M.H.A.** has been appointed to the position of Director of Ambulatory Services. She will be responsible for the planning, development, coordination and leadership of the ambulatory services product line.

Katrina has been at ECMC for the past year as the Assistant to the President/CEO, Mike Young. In this capacity she has worked on many quality, performance improvement, efficiency and patient satisfaction projects. Prior to coming to ECMC she was at Geisinger Medical Center in

Danville, Pennsylvania. She has a master's degree in Hospital Administration from Ohio State University.

We are excited about Katrina joining the ambulatory team and ask that you extend to her both your congratulations and support. Katrina can be reached at extension 5240. Her office will be on the first floor in the ambulatory administration area.

Kenneth A. Richmond, M.H.A., C.H.E.  
Senior Vice President, Operations  
ECMC Corporation

March 28, 2007  
Dr. Chee Kim  
Judy Dobson, NP  
Erie County Medical Center  
462 Grider Street  
Buffalo, New York 14215

Bridgette D. Crawford  
Buffalo, New York

Dear Dr. Kim and Judy:

This letter is written with heartfelt thanks to both Dr. Kim, Judy and all the nurses and staff for the exceptional care and treatment that they provided to my father, Robert Crawford Sr. during his stay last year when he was there for insertion of a defibrillator. The exceptional care they gave my father was the best I have seen (and I have been coast-to-coast as a traveling nurse). My father had been sick for a long time with CHF and COPD. The staff here was caring, attentive and very skilled at their jobs. Sadly, my father passed away on March 15, 2007, but I truly believe without the God-given skills and professionalism of Dr. Kim and his staff, my father would not have lived as long as he did. All the skills that Dr. Kim and his staff have are God-given and ECMC should feel truly blessed to have such wonderful, skilled doctors and nurses on staff. Their staff went above and beyond the call of duty. My father was never one to express his emotions openly, but he did say that if he had the choice of getting treated here at ECMC or at Cleveland Clinic, he would always prefer ECMC. I cannot say enough about how very special this last year has been to my mother and the rest of our family. My father's care will always be remembered and we will always be grateful for all the special care that Dr. Kim and all the cardiothoracic team gave to my father while he was there. Again, on behalf of my entire family, thank you all.

With heartfelt thanks and sincerity  
All the Best to Dr. Kim and the Whole  
Cardiothoracic team,

Bridgette D. Crawford and the entire Crawford Family

# New Treatment Available at ECMC for Reducing Pain

## When Traditional Medical Treatments for Pain Are Ineffective

The ECMC Department of Rehabilitation Medicine now provides therapeutic cold laser for the purpose of pain management and tissue healing.

The Theralase cold laser uses both laser and LED light therapy to simultaneously deliver two different healing light wavelengths that are mutually beneficial to the patient. The laser is called a cold laser because it does not produce heat. The Theralase is different than other commercial lasers for the treatment of pain due to "super-pulsed technology." This laser technology provides more power to the affected area and is able to reach deeper tissues than any other modality available on the market. This device is handheld or it can be secured to the affected pain area. It can be utilized for the treatment of pain in virtually any part of the body with minimal contraindications for use.

"The Theralase system has provided absolutely tremendous results in people with knee, shoulder,

and hip pain, as well as arthritis of any joint and degenerative disc disease," explained Marie Johnson, Supervisor of Outpatient Therapy Services for ECMC. "Other areas of the body for which we have seen excellent results include low back pain, neck pain, TMJ (Temporomandibular Joint--connects the jawbone with part of the skull), migraine headaches, carpal tunnel syndrome, tendonitis and foot problems, such as heel spurs and plantar fasciitis (a type of infection).

This therapy now enables patients to enjoy a much higher quality of life, with some being able to engage in activities that they have not been capable of for years.

Pain relief is often the primary reason patients attend physical therapy sessions. Adding the Theralase to the comprehensive range of therapies that ECMC uses has had a positive impact on the care provided. While the laser is not for everyone, in many cases it has shown a decrease in pain with fewer visits than standard therapy alone.

Those individuals interested in this treatment or any other rehabilitation services at ECMC should contact the ECMC Physical Therapy Department at (716) 898-3225.



*New Theralase Pain Therapy at ECMC*

# ECMC's Mammography Department Passes MQSA Inspection



*Radiology Mammographers Kelly Whelan (left) and Melanie Scholl*

On October 1, 1994, the United States Congress approved the Mammography Quality Standards Act (**MQSA**) that require mammography facilities to adhere to strict quality standards. **MQSA** was created by the U.S. Food and Drug Administration (FDA) and requires any facility that provides mammograms to: be accredited by the FDA or an FDA-approved accreditation body, be certified by the FDA or the State, receive annual **MQSA** inspections, and display its FDA certification in a prominent area.

In its most recent inspection, ECMC's Mammography Department passed with flying colors. This achievement was especially notable in light of the fact that this occurred during staff retirement. ECMC's new mammographers, Kelly Whelan and Melanie Scholl, stepped in and performed like true professionals. Kudos to Kelly & Melanie for a job well done! Thanks also to ECMC's Radiation Safety Officer Daniel Bednarek, Ph.D., for his precise testing and documentation, and Kathy Matusik, retired ECMC mammographer, who helped to ensure a smooth transition by coming in on her own time to educate and train our new staff. Great team effort everyone!

## Doctors' Day (May 30th) at ECMC



# Volunteer Board Projects 2007

PROJ. #	PROJECTS FUNDED BY VOLUNTEER BOARD	AMOUNT
1	REHAB MEDICINE RECUMBENT BICYCLE	\$2,300.00
2	REHAB MEDICINE 5TH FL ACUTE GYM TURNTABLE WITH TRACK	2,100.00
4	NURSING POSEY CANOPY BED	4,500.00
5	PICTURES FOR ACC UNIT	250.00
6	CRAFT ITEMS, DVD, MOVIES	250.00
7	NURSING BIPHASIC DEFIBULLATOR 1 ONLY	14,000.00
9	BEHAVIORAL HEALTH STOVE AND REFRIGERATOR	1,100.00
10	BEHAVIORAL HEALTH 10 PR SNEAKERS	150.00
11	BEHAVIORAL HEALTH POOL TABLE RECOVERED	400.00
12	SKILLED NURSING T.V.'S	2,000.00
13	SECURITY DEPT PANASONIC DOME CAMERA	4,700.00
14	8N REHAB NURSING HOYER SLINGS BEASY BOARDS	1,000.00
15	IMMUNE DEFICIENCY LEEP SYSTEM	4,700.00
16	CHEMICAL DEPENDENCY EXERCISE BIKE, WEIGHTS	4,000.00
17	NURSING SIGN MONITORS 7S, 12z2, 12z3, 9z2	4,000.00
<b>TOTAL PROJECTS</b>		<b>\$45,450.00</b>

# Special Recognition of One Hundred Year Old Resident



Genevieve Weichmann was born as Genevieve Kelsch on April 5, 1907 in Albany, New York. She came to Buffalo when she married John H. Weichmann in 1922. Together they had seven children, four boys and three girls. Today, Genevieve has twenty grandchildren and twenty-one great-

grandchildren. She is a life member of the Bellevue Fire Company Ladies Auxiliary. She was also an active member of the Bellevue Senior Citizens. Genevieve currently resides at the Erie County Home, where her great sense of humor is loved and adored by everyone.

## Employees of the Quarter



*L.toR. Sharon Parker, CNA with Richard C. Cleland, M.P.A. Director of post-acute care and the Erie County Home and Beth Kalke*

Sharon Parker, CNA and Beth Kalke, Head Housekeeper with about 40 years of service combined, have been a great asset to the Erie County Home. Their care and concern for the residents is evident as they interact in their roles daily. Both

are role models to the other employees and are professional in all their contributions to The Home. For all that they do at the Erie County Home, Sharon and Beth deserve to be recognized as Employees of this Quarter.

## ECMC Nurse of the Month



**Sandy Kowalewski** is the Nurse of the Month for April. She is truly an inspiration and an example of professionalism and dedication. After battling a serious illness, one of her main goals was to return to work. Sandy started working in the emergency department again in a light duty status and has now returned full time.

She gives 100% each and every day. She always has a smile or kind word for all her co-workers, patients and families. Her upbeat attitude and professionalism are inspirational and motivational to the staff.

# Four more reasons why ECMC is Western New York's Hospital of Choice



KAREN ZIEMIANSKI, RN  
ASSISTANT DIRECTOR  
OF NURSING



DR. DIETRICH JEHLE  
DIRECTOR OF  
EMERGENCY SERVICES



DR. DAVID ELLIS  
DIRECTOR OF  
TELEMEDICINE SERVICES



DR. ROGER SEIBEL  
DIRECTOR OF TRAUMA  
SERVICES AND  
BURN TREATMENT CENTER  
(IN MEMORIAM)

With leading physicians, leading nurses and leading outcomes, it's no surprise that ECMC is leading the way when it comes to healthcare in Western New York. Congratulations to all of this year's winners, from all of us at ECMC.

WESTERN NEW YORK'S HOSPITAL OF CHOICE  
ECMC.EDU



# ECMC Retirees

The following ECMC 2006 Retirees with 10 or more years of service were recognized by Administration at a reception in their honor on March 14th.

EMPLOYEE	DEPARTMENT	LOCATION
BEVERLY ALEXANDER	RECEPTIONIST	DENTAL
PATRICIA BAILOR	GENERAL DUTY NURSE RPT	7 SOUTH
KAAREN BRENNAN	CHARGE NURSE	9 ZONE 2
LYNNETTE CHEATOM	SR. CLERK TYPIST	CHEM. DEPT NORTHERN ERIE
NANCY CLARE	SUPERVISOR OF ACCTS. PAYABLE	FISCAL SERVICES
NICOLE CRETACCI	GENERAL DUTY NURSE	CTU
DONNA DONATI	NURSING SUPERVISOR(LTC) RPT	SKILLED NURSING
KATHRYN ISGRO	RECEPTIONIST	IMMUNO.
MARY LABERT	GENERAL DUTY NURSE PT PER DIEM	CARDIAC CATH. LAB
JANINE LEONARCZYK	LPN - RPT	AMBULATORY CARE
SAROJINI MISRA	CHIEF BACTERIOLOGIST	MICROBIOLOGY LAB
LATOYA REID	HOSPITAL AIDE PT	SKILLED NURSING
MARY SANFORD	GENERAL DUTY NURSE	EMERGENCY DEPT.
GREGORY SELL	GENERAL DUTY NURSE PT PER DIEM	NURSING
MARY SPECK	SUPERVISING MEDICAL SECRETARY	RADIOLOGY
MARY TROUSE	LICENSED PRACTICAL NURSE	PRIMARY HEALTH CLINIC
MARY WALKER	NURSING CARE COORDINATOR	SKILLED NURSING

# New Faces at ECMC

New employee orientation was held on Monday, April 2nd, Tuesday, April 3rd and Monday, April 16th. Here is a list of all the new employees who started this month. Let us give them all a warm welcome!

NAME	TITLE	DEPARTMENT
RACHEL BAUMAN	HEALTH AID	SNF
DENNIS BRANNON	PHARM AIDE	PHARMACY
MARY BURAU	RN	NURSING
WILLIAM CELLINO	ACC	NURSING
CYNTHIA CRUZ	HEALTH AIDE	SNF
SHARNELL CHAVERS	HEALTH AIDE	SNF
RYAN, DENEKA	CLERK	HIM
RANDI DIETZ	HEALTH AIDE	GI
SIGA DIOUF	LPN	NURSING
SUSAN GUENTHER	RESP CARE PRACT	RESP CARE
JOYCE HASKELL	SOC WORKER ASST	SNF
KAREN HOLMES	RN	NRSNG
ALICIA JACKSON	RN	NURSING
BARBARA JOHNSON	RASP. CARE PRACTICE	RESP. CARE
LA SHAWN LEGREE	DENTAL ASSISTANT	AMB CARE
ISMAIL MABINS	ACC	NURSING
DAWN MILLER	ACC	NURSING
ALOYS NKUNDIMPURA	HEALTH AIDE	SNF
STACY PORTER	HOSP INS CLERK	IN PT BILLING
MICHELE RACZKA	RN	NURSING
BRAD RYBCZYNSKI	GOV'T AFFAIRS LIAISON	ADMIN
VANESSA SHADWICK	HOSP INS CLERK	OP BILLING
JACQUELINE WILSON	SR CLERK TYPIST	CHEM. DEPT
DIANE ZARCONE	RN	NURSING

# ECMC Held 2nd Annual Winter Olympics

## The Second Annual Winter Olympics was held at Kissing Bridge on February 24, 2007.

Approximately 400 people, including ECMC employees, their friends and family attended the festivities. Fun was had by everyone in attendance. Those who attended skied, snowboarded or went tubing. Downhill lessons were also included. Those in attendance enjoyed a buffet and social interaction. This year we had a private lounge which made it much easier to see and visit with everyone at the event.

Kissing Bridge took wonderful care of our large group and the food was good and plentiful.

We also had 50/50 drawings and a great Chinese auction, which included donations from businesses throughout Western New York and from the staff and administration at ECMC.

A thank you goes out to everyone who helped us in planning and organizing this event, but a special thank you must be given to Donna Brzezinski, RN, PACU; Barbara Weber, RN, Radiology/TICU; Liz Haentges, RN, 7 North; and Sue Ann Adamski, HA, Immunodeficiency Services. These four women did a great job gathering donations for our Chinese auction this year. Thank you to everyone who attended. We hope to see you all again next year!



*ECMC President/CEO Mike Young, VP of Nursing Bonnie Glica and VP of Trauma/Emergency Services Peggy Cramer pause in the lodge between runs for a quick photo*



# ECMC Men's Hockey Team

First tournament played over the April 21-22 weekend



Just For Laughs: Sabretooth gets down to business in President/CEO Mike Young's office while he's away.



# Just For Laughs (continued)...

## Glossary of Humorous Medical Terms

**Hangnail** - Coat hook

**Hippocampus** - A medical school where even a hippo can pass

**ICU** - Peek-a-boo

**Impotent** - Distinguished, well-known

**Inpatient** - Tired of waiting

**Intern** - One after another

**Pathological** - A reasonable way to go

**Pelvis** - Elvis Presley's cousin

**Pharmacist** - Person who makes a living dealing in agriculture

**Plaster cast** - The drunk roadies backstage at a rock concert

**Post-operative** - A letter carrier

**Protein** - In favor of young people

**Tablet** - A small table

**Tibia** - Country in North Africa

**Triple bypass** - Better than a quarterback sneak

**Ultrasound** - A loud noise

**Varicose** - Nearby

MED-CENTER

## Pulse

*Med-Center Pulse is a monthly publication of the Public Relations/ Communications Department of ECMC Corporation*

*Editor: Joseph B. Cirillo*

*Contributing Editor: Amy Hackspacher*

*Please direct all communications for this publication in digital form to:*

**Joseph B. Cirillo**

*E-Mail: [jcirillo@ecmc.edu](mailto:jcirillo@ecmc.edu)*

### **Pulse Publication/Submission Schedule for 2007**

ALL SUBMISSIONS ARE REQUIRED IN ELECTRONIC FORM (either as text in E-mail or in Microsoft Word on diskette/CD). Photographs should be forwarded as digital files/scans.

*Due dates for article/digital photograph (if applicable) submission:*

2007 ISSUES:

First weekday of month prior to month of publication

