

— MED-CENTER

## Pulse

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A Publication of ECMC Corporation

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## State Health Commissioner and Buffalo Area Health Care Leaders Seal Historic Agreement to Usher in New Era in Health Care



*New York State Department  
of Health Commissioner  
Richard F. Daines, MD,  
during June 30th News  
Conference to officially  
announce approval of his-  
toric health care agreement.*

On Monday morning, June 30, at the Center of Excellence in Bioinformatics and Life Sciences on the Buffalo-Niagara Medical Campus, New York State Health Commissioner Richard F. Daines, M.D., joined leaders of the Western New York Healthcare System (NewCo), Kaleida Health, Erie County Medical Center, University at Buffalo School of Medicine and Biomedical Sciences, a group of physician leaders and elected officials to

discuss the landmark agreement that will reform and improve the health care system in Western New York. The news conference was held to officially recognize the historic agreement that complies with and advances the goals of the Commission on Health Care Facilities in the 21st Century (Berger Commission) to improve health care quality and affordability and to make it more responsive to emerging health care needs.

*continued on pg. 3*



THE CULTURE OF CARE

# A Message from President & CEO Michael Young



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

This past month, ECMC Corporation (ECMC), the County of Erie, the University at Buffalo, Kaleida Health and the Western New York Healthcare System (“NewCo”) announced a settlement over the recent litigation regarding the implementation of the “Commission on Health Care Facilities in the 21st Century,” also known as the Berger Commission.

Details of the settlement include:

- ECMC has agreed to sign an amended memorandum of understanding (MOU) and statement of principles that addresses many of our concerns. The MOU and the statement of principles are a binding commitment by the parties to create unified governance as outlined by the Berger Commission. This is the beginning of a process to develop the new healthcare system, and more information will follow as we work on the details of this arrangement.
- A physician steering committee for clinical service line planning will become an integral part of the Western New York Healthcare System process. This committee will include both University and private practice physicians who will be involved in the decisions surrounding development or transfer of clinical services as well as facility planning and the certificate of need process at both health systems.
- ECMC and the County of Erie dropped the litigation and injunction against the New York State Department of Health, Western New York Healthcare System board as well as Kaleida Health. The results of these actions will mean that all of the Berger reform and consolidation efforts will now continue, including the \$65 million HEAL-NY grant to integrate Buffalo General and Millard Fillmore Gates Circle Hospitals as well as plans to create a global vascular facility on the Buffalo Niagara Medical Campus.

This settlement is the result of hard work and dedication of many individuals inside and outside of ECMC, including volunteer members of our hard working ECMC Corporation Board of Directors who have donated hundreds of hours of their time to bring us to this point. This settlement is also the result of a group of dedicated physicians who approached State Supreme Court Justice John M. Curran about assisting with a settlement in this case.

They include doctors: Yogesh Bakhai, Lawrence Bone, Merrill Dayton, Stephen Dubovsky, Evan Evans, James Evans, Kevin Gibbons, Kathleen Grimm, James Reidy, Alan Saltzman and Stanley Schwartz. We all owe a debt of gratitude to all of these individuals.

From the beginning of the Berger process, ECMC espoused the concept that health care in Western New York would be better if ECMC and Kaleida came together under “one roof” to rationalize programs that would provide centers of excellence for patients. It is now time to work with the community, the University at Buffalo, the Department of Health, Kaleida Health, and most importantly, physicians to begin a partnership to build these centers that will focus on the patient. ECMC is looking forward to working with these constituencies to build a model that makes this community more optimistic about the direction of health care and includes both hospital systems in the process.

It is now time to begin the planning that will rationalize and consolidate services to provide better quality care. While Western New York has clinical programs it can be proud of, significant improvements can be made for the community. Western New York programs must be better able to compete with those that are nationally ranked, which will keep and attract physicians, which will attract more patients, and which will bring more revenue into this area to invest in future programs. This investment will not only strengthen this region’s health care, it will also strengthen the medical school and the opportunities it will be able to offer to students and residents. This truly is the beginning of a new upward spiral for Western New York health care.

ECMC will continue to focus on profitability and the provision of the best quality health care for all, including some of the most vulnerable of our community. Operational improvements will also continue at the Medical Center and the Erie County Home, while ECMC Corporation will remain a significant contributor in the building of this region’s new health care model.

Sincerely,

A handwritten signature in dark ink that reads "Michael A. Young". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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

Cover Story

## State Health Commissioner and Buffalo Area Health Care Leaders Seal Historic Agreement to Usher in New Era in Health Care



*ECMC Corporation Board of Directors Officers and Western New York Healthcare System Board Members representing ECMC in attendance during the June 30 news conference included: Chairman Dr. Kevin E. Cichocki (l); Vice-chairperson Sharon L. Hanson (r); and Vice-chairperson Jody L. Lomeo (far right).*



*Responding to questions during the June 30th news conference are Western New York Healthcare System Board Chairman Robert D. Gioia (l.) and New York State Health Commissioner Dr. Richard F. Daines.*

*continued from cover*

Later in the day on Monday, June 30th, New York State Health Commissioner Richard F. Daines, M.D., other New York State Health Department administrators, including NYS Associate Commissioner of Health Sheila Kee (former ECMC CEO), other New York State Department of Health and local health professionals/representatives and ECMC administrators toured ECMC's Burn Center, Trauma Intensive Care Unit, Pre-Operative/Post-Operative Surgical Unit, and Emergency Department.

*See CEO Message from ECMC Corporation President and CEO Michael Young on page 2 in this issue for more on this historic agreement and related matters.*



*Many in attendance during June 30th news conference.*



*NYS-DOH Commissioner Dr. Daines (center) tours ECMC Trauma Intensive Care Unit*



*Commissioner Dr. Daines (third from left) during guided tour through ECMC Emergency Department*

# ECMC Introducing Computerized Physician Order Entry System

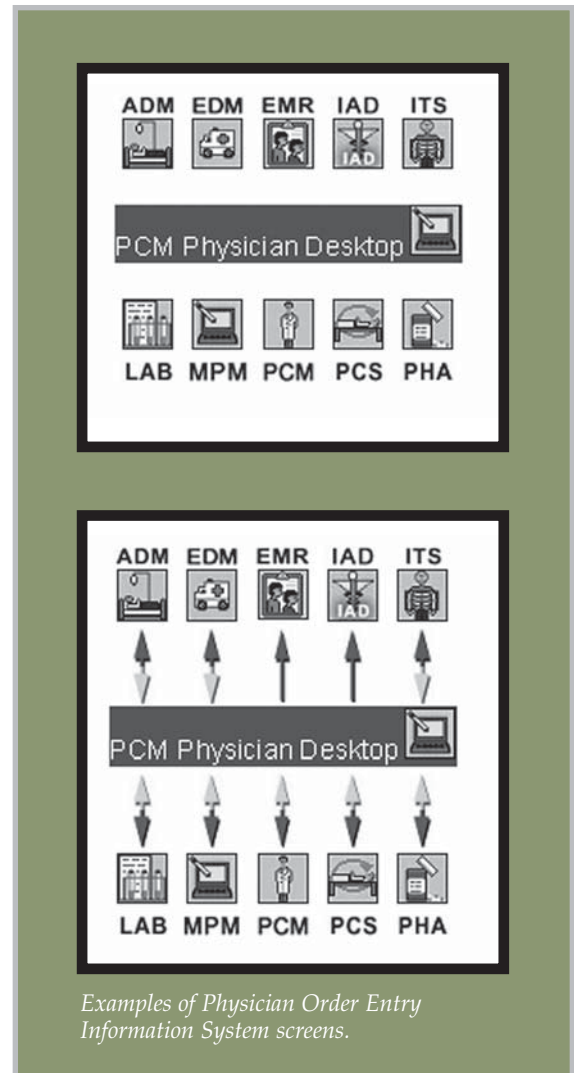
## Important new patient safety initiative now underway at Medical Center

As part of a continuing commitment to patient safety and quality improvement, ECMC is looking to develop a new computerized physician order entry (CPOE) system with the input of ECMC physicians. Although the initiative will be piloted with just two select services, hospital-wide implementation is scheduled to be completed next year. When fully implemented, the system will be the most comprehensive in the area, with outstanding capabilities and excellent integration with other modules in the Meditech computer system.

At its most basic, computerized physician order entry is a way of avoiding medical errors attributed to problems interpreting doctors' handwriting. Although the system certainly helps to accomplish that goal, it is in fact much more far reaching in its benefits for patient care and safety and hospital administration. For example, CPOE brings relevant patient information to the attention of the physician—information such as current patient medications, allergies, and liver and kidney functions—which are critical when prescribing any drug.

"The system can even alert the physician if the dose of the drug is outside the expected dosage range, or if there are significant potential drug-disease or drug-diet interactions," says Dr. Bradley Truax, former medical director of ECMC and the consultant facilitator on the CPOE project. "Under the old system, the doctor may have to go to five different areas of a paper chart before a single order can be written. The CPOE is automated so that when the physician writes the order, a message will pop up on the screen that shows the patient's critical lab data while automatically checking for a drug/drug interaction and for kidney function to determine the proper dosage for that patient."

Dr. Truax is currently conducting meetings with physicians as well as key staff members in departments throughout the hospital to initiate the CPOE project. The meetings are designed to provide information about CPOE and, perhaps more importantly, to receive the concerns,



suggestions, and other important input from the people who will be using the system every day.

"We are bringing physicians and other staff on board to build this system so that it will be especially customized for use at ECMC," Dr. Truax emphasized. "That's why we're finding out what is important to them and what's not—we're finding out how we can help them on a daily basis. We're not simply putting off the shelf software out there and asking our people to use it. Everyone who will use the system will have an opportunity to get involved in building it."

Regardless of how it's customized for the ECMC culture, when implemented the computerized physician order entry system will provide physicians and other clinicians with ease of access to patient information and records and achieve a number of patient safety improvements. These include:

- Avoiding errors between drugs with names that look or sound alike
- Eliminating errors due to misread abbreviations
- Automatic dosage calculations for another layer of security and patient safety
- Automatic monitoring of patient catheters
- Calculating and identifying patient risk of falling or developing blood clots

- Ensuring that patients are informed about vaccinations, smoking cessation programs, or other interventions appropriate to their condition

“CPOE is not merely the installation of a single system,” says Sue Ksiazek, ECMC Senior Pharmacist. “It will be an ongoing performance improvement initiative. If our physicians and staff feel that changes are needed, we will further refine the system.

CPOE is going to affect everything. It's going to improve safety, efficiency and utilization of medications, respiratory therapy, nutrition services, labs, radiology—positively impacting orders across the entire spectrum of the organization.”

Stay tuned to Pulse for more updates on this important ECMC initiative!

## Physician Care Mgr (Physician Desktop & Workload Mgmt) Interface Summary

*Example of some of the information provided on the Physician Order Entry Information System.*

From/To Module	What information is exchanged?
PPWM to ADM	The Physician Desktop Ordering component of the Physician Care Manager Suite is used to access Admissions and retrieve ADT Messages for Inpatients and Outpatients.
PPWM to EDM	The Physician Desktop component of the Physician Care Manager Suite is used to access EDM to obtain rounding lists for their ED patients. Physicians can manage prescriptions, follow-ups and diagnostics, durable medical equipment, and other orders for Emergency Department patients in the same manner by which they manage inpatient orders. Physicians furthermore are able to automatically convert inpatient orders to ambulatory orders, and likewise convert ambulatory orders to inpatient orders.
PPWM to EMR	The Physician Desktop Review option allows physicians to view the patient's record in the Enterprise Medical Record. Once a patient's visit is selected and the physician selects Review, then a panel, defined in the HUB dictionaries, is presented for that visit.
PPWM to IAD	The Physician Desktop component of the Physician Care Manager Suite is used to access the PCM Ordering screen (or via any web browser), where physician's can access Internet Access for Providers. Physicians can access data such as: personalized rounds reports that list inpatients according to location and link to each patient's results, Create rounds reports for other associated providers or for other Web enabled providers, Electronically sign any documents, including orders and reports, Check appointment schedules, referral information, drug monographs, and Communicate confidentially with peers and patients via secure messaging e-mail capabilities.

# Meditech Laboratory Information System Installation Project Underway

by Joseph T. Kabacinski, CPA, Administrative Director, Laboratory Medicine

The ECMC Corporation recently embarked on a major project to upgrade an essential clinical system, the Laboratory Information System (LIS). For nearly 20 years, the ECMC Corporation has been using the Cerner LIS for compiling and sharing laboratory information with patient care providers. The Cerner Classic platform used at ECMC will soon be replaced with a state-of-the-art Meditech Client Server Laboratory Information System module. ECMC uses Meditech modules in most other clinical departments, including Radiology, Pharmacy, and the Emergency Department, to mention just a few. The selection of Meditech continues ECMC's information technology upgrades designed to create a truly integrated and seamless hospital information system.

The installation project began in March 2008. An extremely aggressive timetable and project plan was developed to reach a "go-live" date in late September of this year. The implementation program is a true team effort driven by both the ECMC Department of Laboratory Medicine and the Healthcare Information Services (HIS) Departments. To tailor the system to ECMC clinical practice, a Laboratory Information System Steering Committee was established. The Steering Committee meets weekly and includes representation from not only the Lab and HIS Departments, but also Nursing, Nursing In-service Education, Finance, Executive Administration, Pharmacy, ED, and other clinical areas. Clinical Laboratory Director Dr. Daniel Amsterdam has convened key members of the Medical Staff to discuss potential LIS enhancements sought by the Medical Staff to improve clinical practice. Assistant to the CEO, Dr. Norman McCullough, a member of the Steering Committee, has undertaken to solicit additional input from the Medical Staff using a written survey.

Project activities are coordinated on a day-to-day basis by Paul Scherer, LIS Manager, and Larry Moessinger, Healthcare Information System Specialist. Since the project kick-off in March, system software was delivered and basic application training was completed. Ongoing efforts by the Lab and IT Core Team and Lab Database Coordinators include building dictionaries, installing additional network hardware, writing interfaces between Lab instruments and

the LIS, testing, and full integration with Meditech Advanced Clinical and other applications. Any changes to clinical order entry and related functions will be provided to staff through in-service training held prior to "go-live." Needless to say, this will be a very busy summer.

The new LIS offers several features that will contribute to an integrated and complete electronic medical record. A major enhancement will be automation in the Blood Bank with the Meditech Blood Bank application. The Meditech Blood Bank application tightly integrates patient information. It is designed to verify the correct patient, blood product, patient blood type and compatibility that are key to the safe administration of blood products. The automated blood transfusion record can be used in conjunction with the Meditech Bedside Medication Verification functionality to streamline the entire transfusion process.

Another improvement will be the development of an interface with our reference Lab to populate the ECMC Meditech Laboratory Information System and the ECMC Electronic Medical Record with results from Lab tests sent to our primary reference Lab. This will assist in further reducing paper in charts as we evolve to a more complete electronic medical record at ECMC.

Integration of the LIS module with the Meditech Pharmacy application is another significant addition. The integration of the Microbiology LIS application with the Meditech Pharmacy application will help to optimize anti-microbial therapy and control utilization of antibiotics. Drug cost information from the Pharmacy can be included on patient reports.

Plans are now in development to continue with another upgrade in 2009; the acquisition and implementation of hand held Bar Code Label printers for printing labels at the patient's bedside. This technology ensures correct patient ID through a bar code label reader for scanning patient wristbands and reduces the pre-analytical processing time.

As the installation proceeds, we will keep everyone informed of progress on the project. Any questions are welcome. Please e-mail your inquiries to Joseph Kabacinski at [Jkabaci@ecmc.edu](mailto:Jkabaci@ecmc.edu).

# Life-changing Experience

by Linda Schwab, MS, RN, Trauma Program Coordinator, ECMC



Trauma is the number one preventable cause of death and disability in our society. The primary cause of traumatic injuries is motor vehicle collisions. Each year, ECMC treats thousands of victims of motor vehicle collisions in the Western New York (WNY) area. Statistics indicate that a young person dies in a motor vehicle crash once an hour on weekends and once every two hours on weekdays. This crash risk is particularly high during the first years in which teenagers are able to drive. While youths ages 16 through 20 account for only seven percent of the population, they account for 15 percent of drivers involved in fatal crashes and 13 percent of drivers who have been drinking. For teens, the combination of driving inexperience, impulsive behaviors, and impairment of function due to alcohol can often be fatal. After years of decreasing alcohol-related crashes, recent reports indicate that the incidents of these crashes are now on the rise. Each of our communities has experienced the loss of a teenager because of a novice or impaired driver.

Our vision at ECMC as the Regional Trauma Center is to provide optimal care for the victims of trauma as well as prevent injury through education. "Let's Not Meet by Accident" is a reality based program which seeks to provide real-life experience and reenactments of the consequences of choosing to ride in a vehicle with a novice or an impaired driver. Our target audi-

ence is high school children. Students who attend the program are exposed to the pre-hospital decision making that occurs at the scene of an accident, as well as the trauma evaluation and diagnostic procedures performed on patients once they arrive in the trauma center. Ambulance crews discuss the life and death decisions that they need to make in the field. Students take part in a live demonstration of pre-hospital immobilization and treatment. Once in the Trauma room, nurses discuss and demonstrate the head to toe assessment performed on every trauma victim. A visit to the Trauma Intensive Care Unit demonstrates the consequences to those individuals injured in a motor vehicle crash. The program concludes with reflections and a "contract for life."

Since this program was initiated in 2002, we have presented 445 programs to 17,500 students from numerous schools throughout the WNY region. Trauma Center registry data has revealed a consistent decrease in the incidence of traumatic injury as a result of motor vehicle crashes in persons 16 through 20 years of age. A pre- and post-program survey showed that teens who attended the ECMC program were more likely to wear a seatbelt in both front and back seats of a vehicle (an increase of 14 percent). They were less likely to get into a car with someone who had been drinking (an increase of 10 percent). Additionally, the survey disclosed an increase of 10 percent of teens who would call their parents or responsible adult for a ride if they or their driver should not be driving. These participants are young adults who today remain healthy and alive.

The "Let's Not Meet by Accident" program has been well received in the community. As a result, many schools participate on an annual and semi annual basis. Our program has been incorporated into the curriculum of health classes at many schools and has become a part of pre-prom and graduation programs. Some schools have made attendance at the program a requirement to participate in their prom(s).

Our objective in presenting this program has been to raise the awareness among teens of the consequences of riding in a car with a novice or impaired driver. Our goal is to continue to decrease the incidence of motor vehicle crashes involving teens.

Sent: Wednesday, June 04, 2008; 4:30 PM  
To: ECMC Website  
Subject: ECMC Website Contact Us Form RE:  
Let's Not Meet By Accident

Hi,

My name is Jenna Ehlers and I came to your hospital with Lackawanna high school on a field trip about drinking and driving. I just wanted to let you know that it was the best experience of my life and I wish more people could have the opportunity to see what I have seen. I don't drink due to my Muslim religion, but I know people that do drink. It really hurts me to see them do it because of what I saw today. Those patients are so lucky to have survived and I will admit I cried my eyes out because it shows how lucky we are to be alive and not be in those conditions. What your doctors and nurses do at your hospital is amazing and even though they didn't physically help me, they emotionally did and I want to say thank you. It was an intense experience that I will never forget and I will pass on this story to try to open up other people's eyes just like this experience did to mine.

Thank you again.

Sincerely,  
Jenna

# ECMC Receives American Heart Association's Highest "Get With The Guidelines" Award

## *ECMC Receives Gold Performance Achievement Award for Coronary Heart Disease*

Erie County Medical Center Corporation (ECMC) recently received the American Heart Association's Get With The Guidelines–Coronary Artery Disease (GWTG–CAD) Gold Performance Achievement Award. The award recognizes ECMC's commitment and success in implementing a higher standard of cardiac care that effectively improves treatment of patients hospitalized with coronary artery disease. One of the important criteria is ECMC's ability to provide angioplasty for heart attack patients within 90 minutes of arrival. Currently, ECMC provides that care on average in approximately 70 minutes.

Under the GWTG–CAD program, patients are started on aggressive risk reduction therapies such as cholesterol-lowering drugs, aspirin, ACE inhibitors and beta-blockers in the hospital and receive smoking cessation/weight management counseling as well as referrals for cardiac rehabilitation before they are discharged. Hospitals that receive the GWTG–CAD Gold Performance Achievement Award have demonstrated for 24 consecutive months that at least 85 percent of its eligible coronary patients (without contraindications) are discharged following the American Heart Association's recommended treatment guidelines.

"The American Heart Association applauds ECMC for its success in implementing the appropriate evidence-based care and protocols to reduce the number of recurrent events and deaths in cardiovascular disease patients," said Gregg C. Fonarow, M.D., National Chairman of the Get With The Guidelines Steering Committee and Director of Ahmanson-UCLA Cardiomyopathy Center. "ECMC has achieved a high level of performance in terms of implementing these life-prolonging treatments."

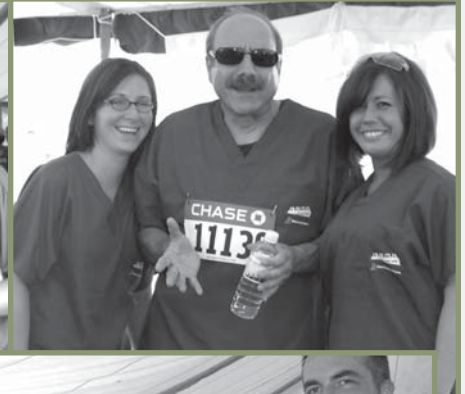
"ECMC is dedicated to making our cardiac unit among the best in the country, and the American Heart Association's Get With The Guidelines program is helping us accomplish that by making it easier for our professionals to improve the long-term outcomes of our cardiac patients," said Michael A. Young, M.H.A., F.A.C.H.E., President and Chief Executive Officer, ECMC Corporation. "We are pleased to be recognized for our dedication and achievements in cardiac care."

The American Heart Association's GWTG–CAD program helps hospitals increase the use of, and adherence to, the association's secondary prevention guidelines for coronary artery disease. Developed to assist healthcare professionals follow proven standards and procedures before patients are discharged, GWTG–CAD can help ECMC reduce the risk of recurrent heart attacks and death in treated patients. The program, which works by mobilizing teams in acute care hospitals to implement American Heart Association/American College of Cardiology secondary prevention guidelines, was developed with support from an unrestricted educational grant from Merck & Co., Inc. The American Heart Association's GWTG program is being implemented in hospitals around the country.

According to the American Heart Association, approximately 565,000 people suffer a new heart attack and 300,000 experience a recurrent heart attack each year. Statistics also show that within one year of a heart attack, 18 percent of men and 23 percent of women will die. Within five years after an attack, about 33 percent of men and 43 percent of women will die.

# ECMC Corporation Sets New Record for Employee Participation at 2008 JPMorgan Chase Corporate Challenge

by Eric C. Gregor MBA, RT, Administrative Director of Imaging Services



*Erie County Executive Chris Collins (l.) and Buffalo Mayor Byron Brown (r.) sport ECMC scrub shirts during Corporate Challenge event.*

The largest ECMC Corporation team ever to participate in the JPMorgan Chase Corporate Challenge braved hot and humid weather, as well as evening thunderstorms at Delaware Park on June 5th. In a sea of hunter green scrub shirts reading "Race to ECMC for Gold Medal Service," a record registration of 234 participants, (an increase of 37% from 2007) represented the Erie County Medical Center and Erie County Home in fine fashion.

In addition to scrub shirts, participants received ECMC-monogrammed water bottles, and were treated to pre and post-race refreshments. A Greek-themed buffet by Morrison's Catering, included a Souvlaki bar, Greek tenderloin stacker sandwiches and Baklava for dessert. In addition to the 200 plus participants, Erie County Executive Chris Collins and Buffalo Mayor Byron Brown joined in on the ECMC Tent's festivities and fare. It was a spectacular night for everyone!

This year, medals were given to the top three male and female race finishers registered under Team ECMC. For the men, James Jax took home the Gold, while Paul Beals and Bill Gerwitz earned the Silver and Bronze Metals respectively. For the women, Rebecca Read edged-out

Nicole Allen for the top prize, with Nicole running second. Karen Banzer placed third. Congratulations to these individuals on their fine finishes.

Winners of the iPod Shuffle Raffle were Denise Danitz, Xandora Palmisano, Paula Campanella, and Dave Sendlak. Thanks to ECMC Senior VP of Operations Ken Richmond for his generous donation of these mini music-makers.

The success of this year's event would not have been nearly as great as it was if not for the planning and organizational efforts of the ECMC Corporate Challenge Committee. I would like to thank fellow committee members Megan Burget, Lauren Kennuth, Lisa Traniello, Debbie Clark, Michael Galbraith, Steve Krolczyk, Karen Duchon, and Pam Valentine. Special thanks to Tom Quatroche and Ken Richmond for their support and guidance.

Be sure to sign up for this event next year. You won't want to miss out on the fun and excitement!



# ECMC Launches Summer Self-development Program for High School Students

On Monday, June 30th, 2008, ECMC began sessions for its first comprehensive self-development *ECMC Summer Youth Program* for area high school students entitled *A Summer Youth "Pathways to Healthcare" Educational Program*.

The program, which is taking place during the summer vacation period, runs from June 30th through August 7th, providing 100 high school students with opportunities for self-development by exposing them to a variety of hospital-based health careers.

"This program was created to stimulate interest in employment in health services and to help meet the future need for qualified personnel in this field, explained ECMC Corporate Training Director Rita Hubbard-Robinson. "In addition to having internship experiences at ECMC, youth participants take part in seminars focused on health careers."

A maximum of 100 students have been accepted into this program. Half will attend sessions on Mondays and Wednesdays and the other half on Tuesdays and Thursdays. Placements cover opportunities in: Radiology; Clinical Offices; Nursing Units; Occupational/Physical Therapy; Patient Transport; Nursing In-service (training); Kitchen Catering; Cardiology (non-invasive); the Cardiac Catheterization and Electrophysiology Labs; the Campus Police Department; the Mailroom; Purchasing; the Medical Library; Finance; Human Resources; Plant Operations; Bio-medical Engineering; and Administration/Marketing/Public Relations.

Participating high schools are: Alden; Amherst; Buffalo Academy for Visual and Performing Arts; Buffalo Academy of Science Charter; Buffalo Seminary; Cheektowaga Central; City Honors; Depew; Emerson; Grover; Holy Angels; Hutchinson Central Technical; Kenmore East; Lafayette; Lancaster; Leonardo da Vinci; Maryvale; McKinley Vocational; Mount Saint Mary Academy; Math, Science and Technology Preparatory School at Seneca; Nardin Academy; Newfane; Niagara Falls; North Collins; Oracle Charter; Orchard Park; Potomac; Riverside; Sacred Heart; St. Francis; St. Tabernacle School of Excellence; St. Joseph Collegiate Institute; Tapestry Charter School; and Williamsville South.

Participating students receive a stipend for perfect weekly attendance. They are required to work two (2) six-hour days for a total of 12 hours per week, which includes a one hour seminar, computer-based career exploration and career mentoring. A certificate of completed hours will be awarded to participants who complete a total of 72 hours during the 6-week program. A culmination luncheon will be offered to the participants, where certificates and awards will be presented. A guest speaker, career seminar presenters, ECMC senior staff, and Board members will participate in the luncheon to encourage youth to pursue hospital-based health careers.

The criteria established and adhered to in the student selection process included: an 80% overall GPA; letters of recommendation from a counselor and either a math or science teacher; 14 years of age or higher; attendance of 10th, 11th or 12th grade in the Fall of 2008; working papers; consent form signed by a parent/guardian; an up-to-date immunization record; photo ID; Social Security Card/number; and completion of an interview.

# ECMC Nominees for YWCA Recognition

*Each year, the YWCA recognizes women in the Western New York community for their accomplishments and professional contributions. ECMC Nominees for the YWCA recognition in 2008 are:*

## Management Category

**Sonja Melvin** is a Nurse Manager of an active telemetry respiratory ventilator unit. She is a dedicated patient advocate who is involved in the day to day activity of her area. She is always the first to trouble-shoot and find a solution to problems that occur during the day. Sonja is not an 8-4 manager; She is there for all shifts and staff when needs arise. As a certified preceptor (teacher) she encourages young nurses who come to her floor to begin their career. She is there to encourage them and raise their morale when tasks seem overwhelming. She has developed charge nurses. Some of her dedicated staff has furthered their careers working in intensive care units and management. They will tell you it is all because of the support and training they received on Sonja's floor. Sonja belongs to the Buffalo Chapter Coalitions of Black Trade Unionist as the Chief Financial Officer. She also is the chief financial officer of the CBTU Buffalo Niagara Mentorship Program, Inc. This program mentors youth in high schools to prepare them for college and the workforce. She is the Vice President of Nurse Ministry at the Second Baptist Church in Lackawanna where she is responsible for the coordination of CPR and other related training for those serving in the ministry. She coordinates the annual health fair for her church and presents educational health teaching regarding blood pressure and good nutrition. Sonja exemplifies what we envision in a leader. She is a true role model for those who are fortunate to have her in their lives.



## Professional Service Category

Our Candidate **Catherine "Kitty" Gazda** has more than 20 years of experience in quality and utilization management. She has excellent organizational skills and is adept at establishing and maintaining good rapport at all organizational levels. Presently she holds the title of Director of Care Management. She is also a liaison to New York State Peer Review, New York State Department of Health, and the Erie County Department of Law. Kitty is involved in implementing and evaluating solutions to system issues that impact patient outcomes, resource consumption and length of stay. She chairs the Nursing Standard Committee and is highly motivated to provide evidence-based patient care. Her enthusiasm motivates other nurses to do research and help implement safe and highly skilled care. Kitty assists in education programs to long term skilled nursing home staff on coping and dealing with chronic illness and long term institutionalization. She has developed an educational program for the well elderly in the community. Kitty holds certification in Utilization Review and is a Graduate Medical Educator Facilitator. Kitty is a member for both the Medical Research Review Committee for the State University of New York and the Procedural Documentation Task Force at the State University of New York. She is also a council member for the New York State Health Department Western New York Regional Area and a charter member of the Western New York Safety Committee. Kitty's knowledge and expertise in Health Care Department Reviews and Joint Commission Surveys has proven time and again how valuable she is to our organization and to each member of the team that she helps to reach their potential.



## ECMC Sr. Pharmacist Susan Ksiazek Recognized by PAWNY as Pharmacist of The Year



The Pharmacists' Association of Western New York (PAWNY) awards and installation ceremony has been a long standing tradition. Each year, the organization honors a Pharmacist of the Year and bestows special awards and scholarships to outstanding pharmacy leaders and students. PAWNY's 28th Annual Awards and Installation Banquet was held on Friday, June 13, 2008. At the event, ECMC Senior Pharmacist Susan Ksiazek, R.Ph., from the New York State Board of Pharmacy was selected as the Pharmacist of the Year for 2008. In her acceptance remarks, Ms. Ksiazek stated, "Receiving an award is very much like winning the lottery; many deserve, some hope, but few are fortunate. Today, I find myself very wealthy indeed. It is not only a very humbling experience to be chosen as the...Pharmacist of the Year for 2008—given the number of dedicated local practitioners who are equally, if not more, qualified to be given this prestigious honor—but also extremely flattering to be in the company of the distinguished award recipients before me."

Congratulations on this well-deserved recognition Susan!

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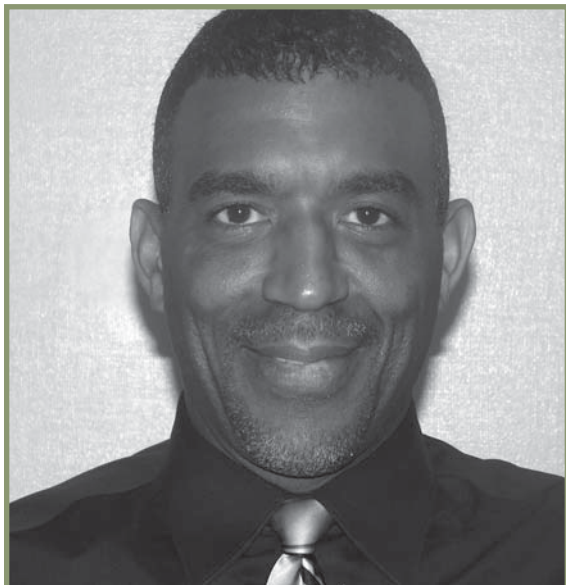
## WNYAHSA Selects Debbie Young as Skilled Nursing Facility Employee of the Year



ECMC is pleased to announce that Debbie Young, Certified Nursing Assistant, has been selected as the ECMC Skilled Nursing Facility (SNF) Employee of the Year for the 2008 by the Western New York Association of Homes and Services for the Aging (WNYAHSA). WNYAHSA annually recognizes outstanding employees from participating Nursing Homes. Debbie has dedicated 26 years to her residents and co-workers at the ECMC SNF. She also enjoys seasonally decorating her unit to help put a smile on everyone's face and is always donating items to help raise money for the SNF residents. From hand made baby outfits to scarves to baked goods for the bake sale, we can always count on Debbie.

Congratulations Debbie, on a well deserved award!

# Mike Snell Appointed Director of Environmental Services for ECMC



The new Director of the Environmental Services department is Michael Snell. Mike has 25 years of environmental service management experience. He has been at ECMC for the past year and a half. Mike has been a key element in creating a work environment that is professional, customer driven and quality oriented. We are fortunate to have a seamless transition to an individual who has the respect and reputation of Mike Snell. (Mike can be contacted at Ext. 5296.)

Mike replaces George Johnson who is relocating to Allentown, Pennsylvania, to manage a three hospital health system environmental services department. We thank George for his leadership and wish him and Mike the very best in their new roles. Way to go Mike and George!

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## Family Medicine Wins Honorable Mention



Family Medicine won an honorable mention award at the Medical Society of New York's Research Poster Symposium held April 11, 2008 in Rye Brook, New York. The winning poster, "Strongyloides Hyperinfection

Syndrome with Meningitis Secondary to Immunosuppression," was based on an abstract submitted by 2nd-year Resident Karthik Puppala. Unfortunately, Dr. Puppala was unable to attend the symposium, so Chief Resident Inderpreet Budhiraja presented the poster before the Medical Society.

Top abstracts are selected by the Medical Society's Poster Symposium Committee for presentation. The winning poster was based on an abstract submitted in the category of Clinical Medicine, which connotes use of scientific method to derive original data in the patient care setting. The abstract identified pertinent aspects of pathophysiology, clinical relevance, and techniques used to derive the data.

Congratulations to Drs. Budhiraja and Puppala!

## JoAnn Wolf appointed Unit Manager, 7th Floor-South



JoAnn Wolf, RN, has been appointed to the position of Unit Manager, 7th Floor-South. JoAnn received her AAS degree from Herkimer County Community College, and her BS in Nursing from D'Youville College. She

has been employed at ECMC for 8 years as both a staff nurse, and most recently as a charge nurse in the Emergency Room. JoAnn Wolf may be contacted at Extension 6284, Pager 642-0216, or via e-mail at [JWolf@ecmc.edu](mailto:JWolf@ecmc.edu).

Please extend a warm welcome to JoAnn as she begins her new assignment.

Thank you.

Karen Ziemianski, RN  
Assistant Director of Nursing



## ECMC Lifeline Foundation 2008 Springfest Gala and Auction held Saturday, May 3

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On behalf of the ECMC Corporation and the ECMC Lifeline Foundation Boards and professional staff, we are pleased to announce that the 2008 Springfest Gala and Auction was a record breaking success.

Sharon L. Hanson, Vice-chairperson of the ECMC Corporation Board of Directors, received the Chairman's Distinguished Service Award; Dietrich Jehle, MD, Associate Medical Director, ECMC Corporation, and Professor and Vice Chairman of the Department of Emergency Medicine, State University of New York at Buffalo, received the Distinguished Physician Award; and Jennifer Sweetland, RN, received the Distinguished Nursing Award.

The event's chair couple was Susan and Patrick Casilio, Jr., and the Master of Ceremonies/Auctioneer was Ed Kilgore with WGRZ-TV, Channel 2.

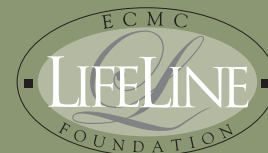
The gala evening kicked off with a silent auction and refreshments, followed by dinner and a live auction. KB Express provided the evening's musical entertainment. Attendance topped 500 medical and community professionals and the event raised over \$115,000 for the Medical Center.

This is one of the premiere fundraising events conducted by the ECMC Lifeline Foundation and benefiting the ECMC Corporation. The ECMC Lifeline Foundation is a not-for-profit corporation dedicated to helping secure the resources needed for the ECMC Corporation to be the Medical Center of choice through excellence in patient care. For information on supporting the Lifeline Foundation or volunteering, please call 898-5800.

*continued*

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# ECMC Lifeline Foundation 2008 Springfest Gala and Auction held Saturday, May 3



*continued*



*ECMC Corporation Board of Directors Vice-chairperson Sharon L. Hanson (second from left) accepts 2008 Chairman's Distinguished Service Award from ECMC Corporation Board of Directors Chairman Kevin E. Cichocki, BA, BS, DC (third from left). ECMC Corporation President and CEO Michael A. Young, MHA, FACHE (left); ECMC Lifeline Foundation Executive Director Gia Alessandra Coone (second from right); and Foundation Board Chair Patrick Casilio Jr. (far right) pose with Ms. Hanson during award presentation.*



*ECMC Corporation Board of Directors Vice-chairperson Jody L. Lomeo (l.) and Chairman Dr. Cichocki (center) take a moment out of conversation for a photo with ECMC Corporation Associate Medical Director and Distinguished Physician Award winner Dr. Dietrich Jehle (r.).*



*ECMC Inpatient Rehab Nurse Jennifer Sweetland, RN (second from left), accepts and displays 2008 Distinguished Nursing Award.*



*ECMC Corporation Associate Medical Director Dietrich Jehle, MD (second from left) accepts 2008 Distinguished Physician Award.*

# ECMC

*Nurse of the Month*

## Andy Grzeskowiak - June

The Nurse of the Month for June is **Andy Grzeskowiak**. He is a Trauma Intensive Care Unit (TICU) Nurse who is a great resource to new nurses. He has demonstrated leadership and guidance to the medical residents and to new staff in the TICU. He is there to offer a helping hand to all co workers. He shares knowledge and ideas to improve the TICU and patient care. His teaching skills, knowledge and expertise are an adjunct for families, patients, doctors and nurses. He is an excellent compliment to the TICU. Thanks so much, Andy!



# ECMC

*Volunteer of the Month*

## Marion Notaro - July

Well remembered for working in the coffee shop on the second floor, Marion has volunteered at ECMC since 1991. Along with her friend, Mary, she spent several years bringing the courtesy coffee cart to patients and their families. A Volunteer Board member, she now works every Tuesday in the Volunteer Office. She is very dedicated and eager to work and has a keen knack of motivating others. At 88 years old she possesses words of wisdom and a spark for life and is a pleasure to have as a volunteer.



## Betty Brooks - June

A long-standing volunteer and Volunteer Board member, Betty has been with ECMC since 1998. Before retiring, she headed the Department of Motor Vehicles at the Northtown Plaza. Patients still recognize her from those days. She faithfully serves in the Volunteer Office three days a week. She also helps visiting family members in the Trauma ICU (Intensive Care Unit) waiting area. Her diligence and commitment are evident and greatly appreciated.



## Lavarn Collins - May

Lavarn joined the volunteers in 2005, stating that he liked to "help people." Since then he has helped in many ways. Some of those ways include greeting people at the information desk, putting admission packets together, and delivering mail and flowers to the patients. He always has a pleasant word and greeting for all. Lavarn's easy going manner and willingness to help make him a valuable asset to ECMC.



# ECMC

## Volunteer of the Month

*continued*

### Marie Kraft - April

Marie is a quiet woman who does so much for the staff and residents in our skilled Nursing Facility on our 6th floor, Zone 2. She visits with patients who have no one visit them. She assists with patients who are confused, giving them freedom to move about. She serves water, makes unoccupied beds and helps pick out clothes for residents. She is an invaluable asset to the unit because she does whatever is asked and does it with care and dignity.



### Norma Boteler - March

Prior to becoming a volunteer for ECMC in 2003, Norma ran the Transportation Department for the Lancaster Schools. She has come to us well qualified and willing to help wherever she can. She is especially known for operating the courtesy coffee cart provided to patients and their families. Her mild manner and cheerful smile help ease the waiting time for many. Norma is also a member of our Volunteer Board.



### Deacon Ronald Walker - February

Deacon Ron has volunteered through the Pastoral Care Department for six years. He has served as a Roman Catholic Deacon for 28 years. Prior to becoming a volunteer he worked for 25 years at the County Library and volunteered with the Boy Scouts of America for 30 years. He has been a welcome addition to our ECMC volunteers and is always cooperative and dependable.



### Mary Ann Stough - January

Mary Ann Stough is a cheerful addition to the P.E.D.S. (Pediatric Educational & Diagnostic Services) Department. As a volunteer, she accepts her responsibilities seriously. You can find her working with the P.E.D.S. staff in their office on the ground floor Monday - Wednesday every week. The P.E.D.S. staff has come to rely on Mary Ann and her volunteer service. Her dedication to the department and ECMC is outstanding.



# Two Erie County Home Employees Honored with Caring Hearts and Helping Hands Award for 2008



*Shown here (l. to r.) are: Gary Norsen, Associate Administrator; Larry Anthony; and Pat Guard - Head Nurse; Cindy Jaje, Nursing Supervisor.*

**Larry Anthony** has worked at the home since 1994. His co-workers describe him as one of the most positive employees they have ever worked with. He is always smiling, greets everyone and

never gets discouraged. Larry is always willing to help, is dependable, hardworking and trustworthy. He never has a harsh word to say about anyone.



*Pictured (l. to r.) are: Gary Norsen, Associate Administrator; Brande Molttrup; and Shirley Chojnacki, WC Case Management.*

**Brande Molttrup** has worked at the Erie County Home since 2000. Her coworkers nominated her because she is a dedicated employee who never complains. She is consistent,

dependable and hard working. Brande goes above and beyond on a daily basis. One charge nurse commented, "I wish we had a hundred more of her."

# Norma Rose receives Florence Nightingale Award for 2008



*Norma Rose, LPN, displays her 2008 Florence Nightingale Award.*

**Norma Rose** has worked at the Erie County Home (ECH) as a Licensed Practical Nurse (LPN) since 1984. She is always available to lend a helping hand when needed and always shows compassion and patience when caring for her residents. Norma goes above and beyond; she provides encouragement to those who get discouraged, and is there to give support.

Recently she helped a young resident on her unit to be accepted into the Make-a-Wish program. Norma also brings in her dog to visit the residents, knowing how much they enjoy animals. It is because of her extra efforts that we are proud to present this award to her. Congratulations Norma!

# WNYAHSA Erie County Home Volunteer of the Year 2008



Posing for the photo are Gene Smith (left), Volunteer of the Year, and Richard C. Cleland NHA, MPA (right), Executive Director of Continuing Care. Gene volunteered over 700 hours in the past year, even showing up during

snowstorms. He plays piano for dementia residents, transports wheelchairs, folds and delivers resident laundry, and helps wherever needed. He boosts the morale of residents and staff alike.

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## WNYAHSA recognizes three Erie County Home Staff Members



At the Western New York Association of Homes and Services for the Aging (WNYAHSA) annual banquet three scholarship winners were honored. Dawn Evans and Vivian Jackson each received \$600.00; Rebecca King was awarded \$750. Rebecca King, Certified Nursing Assistant (C.N.A.), was further honored by winning the Janet Engasser Award. Rebecca received this added recognition for exceptional performance, professionalism, and dedication as a C.N.A. at the Erie County Home. Congratulations ladies!

# First ECMC/ECC Scholarship Program Graduate Marjorie Miller



*First ECMC-ECC Nursing Graduate Marjorie Miller (left), is congratulated by ECMC Corporation Board of Directors Vice-chairperson Sharon L. Hanson*

Marjorie Miller, ECMC's first graduate of the ECMC/ECC scholarship program, is congratulated by ECMC Corporation Board Vice-chairperson Sharon L. Hanson. This program provides scholarships to our employees or their family members to attend school at ECC for a two year degree in Nursing, Surgical Technology, Certified Occupational Therapy Assistant, Respiratory Technologist or Medical Record Coder. Student

tuition, fees and books are paid for by ECMC. In return the employee agrees to work for ECMC for three years in their field of study after graduation. Marjorie has worked at the Erie County Home for 24 years and is currently employed as a Licensed Practical Nurse. She has expressed interest in working as a Registered Nurse at ECMC on 12th floor Zone 3.

# ECMC well-received at Juneteenth Festival



*Blood pressure screenings conducted by ECMC nurses during Juneteenth Festival held June 14th and 15th*



*Satisfied customers during blood pressure screening at Juneteenth Festival*

Juneteenth was a huge success. Saturday's crowd was estimated at more than 40,000, while Sunday brought in about half of that number. The event was held at Martin Luther King Jr. Park on June 14th and 15th to celebrate its 33rd consecutive year in the Queen City. ECMC Cleve-Hill Family Health Center Practice Manager Marian Hetherly was instrumental in coordination of ECMC staff members. Several nurses performed blood pressure screenings. "The Culture of Care" and "Protect ECMC" t-shirts were distributed as well as buttons, bumper stickers, balloons, fact cards and "Case for Truth" literature.

# ECMC Participants Help Make Kidney Walk a Big Success



*ECMC Staff members pause for photo during set-up for Kidney Walk*

The National Kidney Foundation (NKF) Kidney Walk was held on Sunday June 15th at Dunn Tire Park. The walk was designed to help raise funds for kidney patients and those at risk, as well as to bring awareness to chronic kidney disease. ECMC Renal Services Director Bill Pelley

and his team represented ECMC. There were a total of 451 ECMC representatives who participated in the walk. "The Culture of Care" t-shirts, buttons, bumper stickers, balloons and fact cards were distributed.

## Risk Management Week June 15-21



*Risk Management Week Awareness display presented by Clinical Research Facilitator Anthony DiMatteo (l.) and Legal Intern Kathleen Dolan (r.)*

On Wednesday, June 18, ECMC celebrated Risk Management week (week of June 15-21). Patient Advocacy staff was present in order to talk about ways to reduce risk and increase patient safety and satisfaction. Thank you for participating and we hope you enjoyed all the great information!

## Risk Reducer from Your Patient Advocacy Team

Policy writing is an important method of communicating in healthcare. Be sure to follow the ECMC policy on policies and use the proper template.

Before you write:

- Analyze the need for the policy.
- Review existing policies on the topic.
- Work to combine new language rather than duplicate policies.
- Review Joint Commission and DOH regulations.
- Consult with affected professionals and departments.
- Remember to consult with the Patient Advocacy Department, Patient Safety Department, and/or the Compliance Officer for guidance!

# WNY Transplant Support Group Donates Toward Patient Financial Emergencies



On June 4th, 2008, Transplant Support Group of Western New York Inc. President Michael Martino (pictured front row, second from left) and Vice President Paul Faling (shown front row, far left) presented a check in the amount of \$3,000 to ECMC's Transplant Department and Dialysis Unit. These funds are to be used to ease patients' financial emergencies that prevent them from accessing critical medical treatment. On hand to receive the check for ECMC included: Marcia Krzywicki, R.N., Transplant Coordinator (front, third from left); Patricia Cole, R.N., Dialysis Unit Manager (front, fourth from left); Karen McCarthy, Financial Counselor, Transplant (front, third from right); Lori Piccione, LMSW, Dialysis Social Worker, Dialysis Unit (front, second from right); Daniel Leary, MD, Vascular Surgeon (back left); William Pelley, Renal Services Manager (back, second from left); Mark Barabas, Chief Operating Officer (back center); Katrina Karas, Director of Ambulatory Services (back, second from right); and Virginia Smaczniak, LMSW, Social Worker, Transplant Department (back, far right).

The Transplant Support Group of Western New York Inc. was founded in 1996 as a support group offering emotional support to people waiting for various types of organ transplants and to those who have already had them. In the last few years, the support group has taken on some charitable activities to assist

patients during times of financial crisis. They have generously contributed \$9,000 to ECMC in the last 3 years. ECMC is very appreciative to the Transplant Support Group of Western New York, Inc. for this financial support available for patients in times of emergencies.

# Tournament of Life Golf Classic August 18, 2008, Park Country Club

The ECMC Lifeline Foundation is proud to hold this year's Tournament of Life Golf Classic at the Park Country Club on Monday, August 18, 2008. This year's event is being chaired by Jody Lomeo, Vice-chair, ECMC Board of Directors. Sponsorship packages are available. If you would like additional information please contact Debi Jamieson at the ECMC Lifeline Foundation at (716) 898-5881 or [djamieso@ecmc.edu](mailto:djamieso@ecmc.edu).

## Thank You To Our Sponsors\*...

The ECMC Lifeline Foundation wishes to extend its deepest appreciation and gratitude to the following Sponsors. Thank you for your confidence in our efforts!



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MED-CENTER

# Pulse

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#### **Pulse Publication/Submission Schedule for 2008**

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.

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## Remember!

# Tournament of Life Golf Classic August 18, 2008 Park Country Club

*See Inside - pg. 27 for details!*

