

MED-CENTER

# Pulse **ECMC**

A Publication for the Employees of ECMC Corporation

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## ECMC Presents 2nd Annual "Dr. Rakesh Bidani DVT Educational Symposium"



*Physician Panelists (l. to r.): Dr. Krishanan Ragavendran, Trauma and Surgery, Dr. Ali El-Solh, Pulmonary Medicine, Dr. Mark Anders, Orthopedic Surgery, Dr. James Czyrny, Director of Rehabilitation Medicine, Dr. Gregory Bennett, Clinical Director, Neurosurgery; Dr. John Fudyma, ECMCC Chief Medical Officer; (seated) Dr. Gerald Logue, Hematology and Anticoagulation.*

# A Message from President & CEO Michael Young



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

It has been three months since the New York State Commission on Healthcare in the 21st Century came out with its report, and I understand that there is still some confusion to date regarding the recommendations it includes. Contrary to some news reports, the recommendation does not say that ECMC should merge with only Buffalo General. What it does say is that both the ECMC Corporation and the Kaleida Health system should dissolve their Board of Directors and form a new shared Board of Directors. The report stated "It is recommended that the facilities controlled by the Erie County Medical Center Corporation and Kaleida Health be joined under a single unified governance structure under the control of an entity other than Erie County Medical Center Corporation, Kaleida Health, or any other public benefit corporation. It is further recommended that this entity consist of a reconstituted single board including representation of Kaleida Health, the Erie County Medical Center Corporation, the University at Buffalo School of Medicine and Biomedical Sciences, and community leaders." The report further states, "A single entity will be able to reduce duplication of services, enhance quality of care, maintain the provision of public goods, reduce costs, preserve employment, and support an academic mission." What the report does say about Buffalo General and ECMC is that both hospitals provide similar services and we should leverage services in the most effective manner to benefit the community, contain costs, and drive improvements in quality of care.

In this regard, ECMC is looking forward to discussions with Kaleida that focus on quality care for patients and the best facilities to deliver that care. On a national basis, Western New York has fallen behind clinically and the University of Buffalo medical school has dropped in ranking. In addition, more and more patients are leaving our area to seek healthcare at facilities across the

country, like Cleveland Clinic. This is unacceptable and Western New Yorkers must begin to insist that we deserve the best care in the U.S. This is paramount to helping the health of our community, medical education at the University of Buffalo, and our area's economic development.

With the guidance of the New York State Department of Health, ECMC and Kaleida will discuss the best way to deliver healthcare in our community and enhance medical education. While I would like to tell you more about these discussions, we have agreed that these conversations will remain confidential.

As employees, you should know that the quality of care you deliver is recognized by the Department of Health (DOH). The Commission for Healthcare in the 21st Century recognized, and the DOH continues to recognize, that ECMC provides to unique populations, unique services that are difficult and expensive to duplicate. They also recognized our unique and unsustainable governmental benefits (GASB-45) and work rules that make ECMC uncompetitive in the marketplace. It is our goal to ensure that at the end of this process the care you deliver to the patients of our community is protected and maintained in a manner that can be sustained.

Keep up the good work, and we will continue to keep you updated as the process moves forward.

A handwritten signature in black ink that reads "Michael A. Young". The signature is fluid and cursive.

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

continued from cover

## ECMC Presents 2nd Annual "Dr. Rakesh Bidani DVT Educational Symposium"

Since March is DVT awareness month, ECMC hosted its second annual DVT educational symposium. The program informs clinicians and ultimately the public about DVT.

Deep-vein thrombosis (DVT) is a medical condition that occurs when a thrombus (blood clot) forms in one of the large veins, usually in the lower limbs, leading to either partially or completely blocked circulation. It may be caused by a variety of risk factors, including cancer, obesity or restricted mobility due to acute medical illness, stroke, major surgery or respiratory failure. According to the American Heart Association, up to two million Americans are affected annually by DVT, yet most Americans (74%) have little or no awareness of DVT, as stated in a national survey released by the American Public Health Association (APHA).

This clinic is held in honor of the late Dr. Rakesh Bidani who was the Medical Director of ECMC's Internal Medicine Outpatient Office and champion of the Anticoagulation Service. He was also an active participant in the development of early interdisciplinary initiatives on DVT prophylaxis and treatment guidelines. The DVT symposium at ECMC included an educational program on DVT prophylaxis in the high risk medical and surgical patient, featuring a panel discussion with ECMC physicians: Dr. John Fudyma, Chief Medical Officer and symposium moderator; Dr. Krishanan Ragavendran, Trauma and Surgery; Dr. Mark Anders, Orthopaedic Surgery; Dr. James Czynny, Director of Rehabilitation Medicine; Dr. Ali El-Solh, Pulmonary Medicine; Dr. Gregory Bennett, Clinical Director, Neurosurgery; and Dr. Gerald Logue, Hematology and Anticoagulation. An Inter-Disciplinary Outreach function featured a reception and discussion of DVT Awareness and the Inter-Disciplinary Team Approach to DVT prophylaxis. The outreach program was followed by an Internal Medicine Department reception in recognition of Dr. Rakesh Bidani.



ECMC Corporation  
Chief Medical Officer  
Dr. John Fudyma and the  
daughter of Dr. Bidani  
cut the ceremonial cake  
during Dr. Bidani  
remembrance function.



Members of the 2007 DVT event planning committee include (l. to r.):  
Case Manager Theresa Makson, RN; Sanofi-Aventis Representative Patrice  
Wells; Administrative Assistant Lisa Nelson; (standing l. to r.) Pharmaceutical  
Administrator Sue Ksiazek; Chief Medical Officer Dr. John Fudyma.  
(Not shown) Sanjay Chadha, VP, Ambulatory / Transplant Services.



Panel Discussion participating physicians.



Dr. Bidani's wife and daughter pose for photograph adjacent to portrait of  
Dr. Rakesh Bidani to be displayed in the Internal Medicine/Primary Health  
Conference / Preceptor Room.

# National Patient Safety Week



*10-South Nurse Donna Alexandrowicz, RN, winner of the National Patient Safety Week drawing thanks Sabretooth with a hug.*

In an effort to raise awareness about the importance of patient safety at ECMC, the hospital held National Patient Safety Week events from March 5th through 9th. The week included different activities and daily trivia questions to bring together the entire ECMC staff in learning more about our patient safety guidelines. Some of the focus topics were; the Time Out Procedure, Medication Reconciliation and Failure Mode Effect Analysis (FMEA) Exercise.

The "TIME OUT" is done immediately prior to the incision or start of a procedure. All staff present step back and take a "TIME OUT" for 30-60 seconds and verbally confirm:

- The correct patient identity
- The correct side and site
- Agreement on the correct procedure
- Correct patient position
- Availability of correct implants and any necessary special equipment
- Availability of necessary studies and films as warranted

ECMC Corporation actively participates in the State of New York Department of Health, Office of Health Systems Management initiative titled the "New York State Surgical and Invasive

Procedure Protocol for Hospitals, Diagnostic and Treatment Centers, Ambulatory Surgery Centers, and Individual Practitioners."

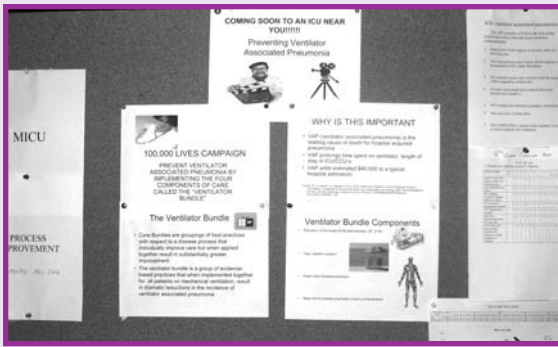
ECMC Corporation recognizes that all consented and invasive procedures require a "TIME OUT" and it is the responsibility of the entire care team. "TIME OUT" can be referred to as Universal Protocol.

The Medication Reconciliation Initiative has been implemented throughout the ECMC Corporation. The purpose of the Medication Reconciliation process is to improve patient safety by reducing the risk of drug-drug and drug-allergy interactions.

A FMEA is a proactive, prospective technique used to prevent process and product problems before they occur. It looks at not only what problems might occur but also how severe the effects of the problem might be. The goal is to prevent problems from happening.

Staff members were invited to submit their answers to daily contest questions for a chance to win various prizes. Kicking off Safety Week and correctly answering Monday's questions on the topic of Medication Reconciliation, was Kathy Rohl from the G.I. Unit. Kathy was awarded two movie passes for her participation in the fight to raise awareness about this important issue. Following Kathy on Tuesday was Debbie Drumheller, answering questions about "Time Out." Wednesday's topic was The Institute for Healthcare Improvement (IHI) and the winner was Barbara Richardson from Ambulatory Services. The IHI claims to have saved 5 million lives just by initiating their new programs. Some of the highlighted programs for 2007 are: Rapid Response, Reducing Hospital Acquired Infections, Improving Patient Flow, Patient and Family Centered Care along with many other patient-focused programs. Finishing the week's trivia contest were winners Shirley Csepegi of Behavioral Health on Thursday and Julie Peleckis from Nursing Inservice on Friday.

In addition to the Safety Week activities and events, various units throughout the hospital created bulletin board displays reflecting on some of the vital patient safety issues.



12-2 Nurses Station

The Top 3 winners for the Bulletin Board Display Contest were:

- 10- South Nursing
- Ambulatory Outpatient Services
- Plant Operations

Honorable Mention was awarded to:

- Laboratory
- Rehab Home Health



Ambulatory

The Top 3 winning departments will receive pizza parties for their staff. Thank you to all the departments that participated and for your commitment to safety at ECMC.



Plant Operations

During National Patient Safety Week, ECMC was able to raise \$1,043 for the American Heart Association. A drawing for two Sabres tickets for the March 9th game against the Minnesota Wild was held as a thank you to everyone who participated.



American Heart Association Events Director Kristin Scholz thanks ECMC staff for support during National Patient Safety Week.

# Medication Error Analysis

A Summary of Research as published in the **JOURNAL OF NURSING CARE QUALITY**; Volume 22; Number 1; Jan-March 2007

ECMC Corporation Senior Vice President of Operations, Karen M. Maricle, MS, RN, CNAA; ECMC Clinical Teacher, Med-Surg. Education Lynn M. Whitehead, BSN, RN; and University at Buffalo and School of Nursing, PhD, RN Mattie Rhodes, examined the accuracy of medication administration and its errors made by nurses in a large tertiary hospital in Western New York.

The study began with direct observation of administration of medication to patients by 30 nurses on three different units, both day (53%) and evening shifts (47%). A total of 1,514 doses were given during this project. The information was recorded on a data-collection tool that had been previously reviewed by a panel of nurse experts. This helped to identify each nurse and patient, medication information (including time, drug, and dose) and a few other categories that were specific to the study and data collection. Information was compiled and inputted into a demographic sheet that included background information on the nurse administering, the one observing, and information on the administering of medication; including date, time and number of doses.

There are several ways to administer medication incorrectly that qualify as errors. These would

include: wrong time, omission, wrong dose, extra dose, wrong route, wrong technique, unauthorized drug, and a near miss. Nurses are required to report all medication errors to the Quality Improvement (QI) coordinator. During this study, the observers viewed and compared the errors that were made at that time with the errors that were already on the current reporting system.

General conclusions were derived from the data collected. First, the error rate associated with the nurses and administration of medications was low. Next, the medication error rate that needs to be reported to the Quality Improvement system was lower than what was obtained through direct observation. Lastly, there were a few nurses who were associated with the majority of errors.

There are several ways to reduce medication error. For example, screening nurses to ensure medication competency would help. Providing education to the entire nursing staff would reinforce knowledge, and would help to inform and correct those who are making errors. Another approach includes periodic assessment of the nurses and their administration to help ensure patient safety. Combining these techniques should further reduce the amount of medication administration errors.

## Officer Andolina Returns to ECMC

Officer Carl E. Andolina, who was injured in the line of duty on December 5, 2006, paid a visit to ECMC on March 5, 2007. Officer Andolina was injured in a gun battle with his partner, Officer Patricia A. Parete. He returned to ECMC to express his gratitude to all the staff members that helped both he and his partner through a very difficult time. Officer Andolina announced that he will be holding a benefit on March 31st for Officer Parete, who faces untold challenges for the rest of her life. The entire ECMC staff is invited to join the Buffalo Police Department at The Buffalo Convention Center at the end of the month to honor Officer Parete. Tickets are \$25 and are available in the ECMC Lifeline Foundation offices.



*ECMCC Chief Medical Officer Dr. John Fudyma(left) welcomes back to ECMC the now healthy Buffalo Police Officer Carl Andolina injured in the line of duty during a gun battle on December 5th, 2006.*

# Care Planning

Bonnie Ann Glica, RN, MS,  
Vice President of Nursing  
Services, ECMC Corporation

The diagnosis and treatment of patients' actual or potential problems crosses over clinical settings and requires an interdisciplinary approach to ensure the construction and implementation of a comprehensive plan of care (POC). Traditionally, plans of care were primarily authored and carried out by nursing staff. Efforts to implement an interdisciplinary approach through problem lists fell short due to the inflexibility of paper forms as a documentation medium.

To optimize care planning, ECMC has undertaken an initiative to computerize care planning through MEDITECH and a partnership with Zynx Health, an evidence-based clinical support software company. The first phase of the project stewarded by a team comprised of members of the medical staff, nursing, respiratory therapy, dietary, OT/PT, social work, Information Technology (IT) and administration. The major goals of this phase were to select a standard taxonomy (SNOMED) for the clinical

problems used to define the plans of care, link POCs to patient teaching plans and to convert the existing paper care plans to the MEDITECH format which will enhance the staff's ability to individualize patients' problems, goals and interventions. Care planning will be an ongoing initiative with subsequent phases focusing on adding specific physician and nursing orders (including tests and labs), redefining interventions and goals and constructing automated reports to be used to enhance the quality of care provided as well as compliance with regulatory standards.

Training of nursing and allied health staff commenced on March 12, 2007 for an anticipated "go-live" of April 24, 2007. To further support the go-live, trainers known as the "POP Squad" – Purveyors of Planning – will be available 24/7 for 2-3 weeks, as needed, to assist staff in starting new or converting existing nursing plans of care to the new interdisciplinary POCs.

## Famed Artist's Work at ECMC

Professor Jozef Slawinski is an artist whose work has much enriched the community of Western New York. Scattered among churches, schools, colleges, Buffalo City School, and other public buildings, the oeuvre of this artist is normally difficult to see as a whole. We are very proud of the fact that one of his works currently resides in the lobby of ECMC. Completed and unveiled in the

1970s, *Buffalo's Polonia* is one of ECMC's most notable displays. A muralist, Slawinski worked in a number of architectonic techniques, that is, techniques whereby the finished work of art becomes an integral part of the wall on which it is placed. We are delighted to have Mr. Slawinski's work in our hospital and we encourage everyone to take some time to stop and enjoy it.



# Erie County Home Opens New Unit



Richard Cleland, Administrator, Erie County Home announces the opening of a new unit at the Home for care of traumatic brain injury residents. The new unit is Erie County Home's first "neighborhood." This new "neighborhood" includes many resident-friendly features such as private rooms, more social areas, specialized activities, overhead music and a very happy and accommodating healthcare work force. The Erie County Home will implement similar changes throughout the facility on remaining units within the next few years with its "neighborhoods" plan. The planning and development of this unit was facilitated by Judy Hutson, Assistant Administrator Resident Services. Judy worked along with a Steering Committee which included residents, employees, management and the representatives of the Ombudsman office.

*Pictured (l. to r.): Resident Shawn Spencer; Staff Members Dawn Evans and Peggy Korczak; Resident Robert Burr; Staff Member Michelle Pollinger; Director of Post-Acute Care and Erie County Home Richard Cleland, M.P.A.; Resident Robert Reich; Staff Members Kim Smith and Brenda Anderson; Resident Council President Kathryn Rudnicki.*

## Employee Honored With Appreciation Award

Upstate New York Transplant Services, Inc. (UNYTS) held a hospital appreciation reception at the Burchfield Penney Arts Center on March 8, 2007. Marianne Kos, RN, was presented an award from UNYTS thanking her for her participation and dedication to donation at ECMC. President and CEO Mike Young and Karen Maricle, Senior VP of Operations, were both on hand to recognize Marianne's achievements. Marianne has been at ECMC for 30 years and is the assistant head nurse in the operating room (OR) for the evening shift. Her duties include managing cases, including organ and tissue recovery. In addition to Marianne's accomplishments, UNYTS also acknowledged the OR for their participation and the importance they place on sharing the gift of life through organ donation.



*ECMC President/CEO Mike Young, and Senior VP of Operations Karen Maricle, congratulate Marianne Kos, RN on her award.*

# ECMC

## *Nurse of the Month*

**Cheryl Nicosia R.N.**, is the March nurse of the month. In addition to her years of clinical specialty support to the trauma and surgical intensive care units, she is also the ECMC liaison for UNTYS (Upstate New York Transplant Services). She has worked tirelessly to educate nursing, physicians, and ancillary staff in regards to organ donation. Because of her efforts, ECMC has consistently achieved the highest donor conversion rates not only in this area but across the entire country. Her involvement in the organ donation national collaborative continues to enhance our efforts at educational and clinical performance regarding organ donation. In addition to this she maintains her strong support as a clinical specialist for the Intensive Care Unit, working with the staff to

develop and research practice. She is actively involved in quality improvement projects, participates in interdisciplinary management of the patients and has actively assisted in the facilitation of computerized documentation. Cheryl also provides case management to the surgical services working with interdisciplinary teams to facilitate the management of patients in the acute care setting. She also finds the time to educate, acting as preceptor to students and participating in "Be A Nurse" and "Let's Not Meet By Accident" programs. This is just a brief description of Cheryl's diverse role here at ECMC. Her dedication in enhancing the practice of nursing through her involvement in these areas makes her a nurse of distinction.

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## Nursing Events

### Skilled Nursing Facility Activities Program

*Submitted by Catherine Dunlavey,  
SNF Director*

The 136 bed skilled nursing facility (SNF) on the 5th and 6th floor celebrates life in the SNF everyday, but it is especially prevalent in the activities department. The residents are very active in both the planning of activities and participating in them. They are especially proud of their Black History Month programs which included interactive programs for the staff and residents posted in the corridors, and also a performance by the African American Cultural Center Dance Troupe.

Both the staff and the residents participate in the activities. If you have visited the SNF lately, this is evident by the Mardi Gras attire donned by everyone throughout the halls. The same was true for Wild Woodstock Wednesday, Halloween and every Friday during football season when they simulated their very own tailgate party by wearing Buffalo Bills colors. No one could have imagined that the staff and residents had so many tie dyed shirts. The administrator even dressed up as Raggedy Ann for the Halloween party. We are very pleased that the staff and residents of the SNF are able to laugh, have fun and most importantly, celebrate life together.

# ECMC Retirees



*Those retirees who were able to be in attendance pose during their reception.*

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	YEARS OF SERVICE
RIZZO, SUSAN	OUTPATIENT ACCOUNTING	23
COOK, BILLIE JEAN	AMBULATORY	36
BUNTING, JACQUELINE	DENTAL	32
SCHER, JEFFREY	HIS	15
PAGANO, LORETTA	REGISTRATION	12
MATTHEWS, ELOYSE	SNF	23
BARODAWALA, YUNUS	RADIOLOGY	34
MEPANI, BHUPENDRA	RADIOLOGY	32
GARAS, MICHAEL	CPEP	33
KIRKPATRICK, JENNIFER	CPEP	35
GARIPPO, MARGARET	PSYCHIATRY	26
DZIADASZEK, EVELYN	FISCAL	15
PULERRA, ELAINE	PAYROLL	25
PRZYBYSEWSKI, PAUL	HOUSEKEEPING	19
ZIEMCZONEK, SUSAN	HOUSEKEEPING	35
GERTH, EDWARD	LAB	34
PARKHURST, SUZANNE	LAB	25
AUGELLO, LINDA	RN - 12Z3	35
FADELEY, EVE	ER	38
EVERINGHAM, CAMILLE	ORTHO	38
BARLOG, NANCY	SUBACUTE REHAB	33
CIMBAL, NANCY	SUBACUTE REHAB	38
DAWE, JOAN	OR	27
LUPI, ROWENA	OR	15
REALMUTO, CHERYL	OR	17
MOORE, ELVIRA	NURSING	36

*Another luncheon will be held for all County Hospital retirees at  
Classics V Restaurant  
2425 Niagara Falls Blvd.  
April 19, 2007.  
Check in time: 11:15 A.M.*

*For information and Reservations call:  
Christine at 674-1861*

# New Faces at ECMC

New Employee Orientation was held on March 5th and March 19th, 2007. Here is a list of all the new employees who started this month. Let us give them all a warm welcome!

NAME	TITLE
David Nabozny	Occupational Therapist
Molly Vera	Alcohol Counselor
Susan Caldwell	LPN
Christine Vranich	RN
Catherine Whitmore	RN
Marilyn Ortiz	Sr Clerk Typist
Asia Jeter	LPN
Mark Barabas	Chief Operating Officer
Ronnie Thomas	LPN
April Anawald	Paralegal Coll
Christine Wagner	Discharge Planner
Marcia Carr	Sr Clerk Typist
Caroline Michalik	RN
Mitchell Lopez	Alcohol Counselor
Nancy Scarcella	LPN
Marilyn Rodriguez	Hospital Insurance Clerk
Paul Wholahan	Respiratory Care
Ann Marie Sanscrainte	HR Specialist
Patrick Mc Gowan	Recreational Therapist
Melvin Hames	Hospital Aide
Geoffrey Robinson	Sec Officer
Jerome Frasier	ED Tech
Ryan Crawford	Hospital Aide
James Dolina	Sr Tech Asst
Melissa Wornick	Clerk
Betty Murawski	Telephone Op
Laurie Meacham	Hosp Ins Clerk
Cheryl Nicholson	Med Soc Wkr Aids Cntr
Barbara Decker	Hosp Ins Clerk
Peggy Mc Donough	Dir Patient Financial Svcs
Angela Bachand	Radiology Tech
David Diaz	BMM Electrician

## ANNOUNCEMENT

The ECMC Volunteer Board is holding the following sales:

March 30th: Easter Plant Sale  
May 10th and 11th: Mother's Day Plant Sale

NOTE: The Volunteer Board is always looking for new volunteers to help with sales and many other functions. If you and/or someone you know are interested in joining, please call 898-3266 or 898-5337.

Thank you.

## Just For Laughs...

**Patient:** Doctor, Doctor, I broke my arm in two places!

**Doctor:** Stay out of those places!

MED-CENTER

## ECMC Pulse

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

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*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

## Attention... Individuals with High Blood Pressure

If you have this condition and wish to participate in a Medical Research Study for monetary compensation, please contact Dr. Joseph Izzo or Kelley in the Department of Medicine at **898-5625**.

Thank You.

**ECMC**

462 Grider Street  
Buffalo, New York 14215