

— MED-CENTER

Pulse

INSIDE:

A Publication of ECMC Corporation

Message from ECMC Corp. CEO
Jody L. Lomeo - pg. 2

Erie County, Stability Authority &
ECMC Partner on borrowing, saving
ECMC millions - pg. 6

Long Term Care in Buffalo /
Erie County - pg. 7

Driving Us Home - pg. 8

ECMC Tops Off Kidney
Transplant Center - pgs. 9-11

Bflo Police Officer Gary Sengbusch - pg. 12

Sharon L. Hanson reelected for third term as
Chair of ECMC Corporation Board - pg. 13



ECMC earns Gold Quality
Achievement Award- pg. 14

ECMC appointments
and recognition - pgs. 15-17

ECMC BDLS Course - pg. 17

ECMC recognizes P2 Collaborative
of Western New York - pg. 19

Renowned wound care expert visits
ECMC Wound Center - pg. 20

EMS providers are vital part of ECMC
Emergency Team - pgs. 21-24

UB 75 Year Nursing Event - pg. 25

AAA and ECMC recognized for consumer
services by Public Relations Society
of America - pg. 25

Leadership Buffalo's look at ECMC - pg. 26

The ECMC Patient Experience Center - pg. 27

ECMC Lifeline Foundation
Springfest 2011 - pgs. 28-33

Staff Members of the Year - pgs. 34-35

Staff Members of the Months - pgs. 36-38

ECMC Breaks Ground for New County Home

*Long-term care facility at ECMC closer
to families' and employees' homes*



On July 14, 2011, Erie County Medical Center officially broke ground for a new \$103 million, 390-bed nursing home on the ECMC Health Campus on Grider Street.

The new long-term care facility, which will open in December 2012, replaces the 80-year-old Erie County nursing home in Alden. It also combines in one location existing long-term care beds from Alden and ECMC.

"Moving our county home residents to a new, modern facility at ECMC will benefit residents, our employees and will provide better, more efficient care. This is something the state has supported for many years, and now we're making it happen."



Jody L. Lomeo
ECMC Corp. CEO

continued on pg. 3

A Message from ECMC CEO

Jody L. Lomeo



Jody L. Lomeo
ECMC Corp. CEO

ECMC is in the midst of a transformation—a transformation of the patient experience and a transformation of our physical campus.

First and foremost is the patient experience. We are proud to say that our patient satisfaction scores continue to rise. This has been about continued focus on patients and their families. The efforts of our “Patient Experience” office, as well as an interdisciplinary team of physicians, nurses, and staff are working together to find ways to improve our care and service to all patients and visitors at ECMC. Together, they have raised the bar in every part of the patient’s experience; from parking the car, registering, receiving care, and follow-up visits. As we all know, to the patient, it is all important.

Most importantly, it is our continued focus on empathetic and compassionate care that differentiates us. It is why we created the tagline “The Difference Between Healthcare and True Care.” Over the years, we have created a “family atmosphere.” While providing the highest clinical expertise, we have received comments from patients about the extra effort staff makes to share information with patients or the genuine concern staff shows to make sure patients and their families are comfortable.

An important part of the patient experience is the physical appearance of the hospital. To this end, we have developed a new Patient Experience Center in the lobby to welcome visitors and have renovated many areas of the hospital for the comfort of our patients and their families. Most importantly, we have focused on the cleanliness of the hospital and have received many positive comments from our patients and families.

It is also an exciting time at ECMC for growth. ECMC is embarking on a modernization of its campus. ECMC is the home to a new Regional Center of Excellence for Transplantation and Kidney Care and a new 390 bed long-term care facility on the Grider Street campus. We are expanding and modernizing many other clinical areas, such as orthopaedics, plastic and reconstructive surgery, and primary care.

From the focus on the patient experience to the growth of the ECMC campus, we continue to change for the better. I have heard so many great things from members of the community about their experiences at ECMC and the improvements being made over the last few years.

Thank you for your continued support. We are embarking on a transformation that will bring better healthcare to our community, our families, and the next generation to follow.

Jody L. Lomeo
Chief Executive Officer
ECMC Corporation

Groundbreaking of ECMC Long Term Care Facility held July 14

cover story continued

The move from Alden to ECMC's Health Campus focuses on providing higher quality, state-of-the-art care for residents. It also moves residents closer to family, increases access to employment for Buffalo and suburban residents, and reduces operating costs for ECMC Corp.

"Moving our county home residents to a new, modern facility at ECMC will benefit residents, our employees and will provide better, more efficient care," said Jody L. Lomeo, ECMC's CEO. "This is something the state has supported for many years, and now we're making it happen."

Medicaid reimburses a portion of the construction costs, which is dependent upon the number of residents that receive Medicaid each year. The project is financed through bonding advanced by the Erie County executive and approved by the Erie County Legislature. The bonds will be sold through the Erie County Fiscal Stability Authority and this borrowing structure saved ECMC Corp. \$118 million in interest expense by reducing the interest rate and the repayment period to 15 years from 30. Erie County will pay \$11.5 million of the construction costs through an agreement reached with ECMC in 2009. ECMC officials estimate the new facility will reduce current operating losses by 60 percent.

In addition, according to current resident and employee censuses, residents' families and nursing home workers will find the new home much more convenient. Of 430 current residents, 247 are from Buffalo ZIP codes, with another 51



from first-ring suburbs like Kenmore, West Seneca, Cheektowaga and Amherst. Also, 128 employees are from Buffalo, and another 178 are from first-ring suburbs.

"We're extremely proud of the innovative work happening at ECMC," said Sharon Hanson, Chair of the ECMC Corp. board. "Having the support of our partners, New York State, Erie County and the control board makes it all possible. And what's best is that our residents and employees benefit most."



The new home will rise beside the new \$27 million Regional Center of Excellence for Transplantation & Kidney Care, which is under construction beside the current hospital building.

continued



Groundbreaking of ECMC Long Term Care Facility held July 14

cover story continued

The home and the center are part of a five-year, \$150 million project on ECMC's Health Campus that when complete will provide good-paying jobs and health-focused economic development centered in a section of Buffalo that has seen too little of both. The projects, which include demolition of eight buildings on the 65-acre ECMC property, will also support hundreds of construction workers' jobs over the next 12-18 months.

ECMC's long-term care facility will be one replacement facility for two existing long-term care sites it currently operates, making room on the hospital's fifth and sixth floors for additional treatment areas.

Consolidation will provide efficiencies and provide residents with immediate access to medical care at the adjacent medical center. In the other direction, it will also permit convenient hospital discharges directly to the long-term care home. The new facility will be designed to provide a supportive environment for the resident-centered delivery of care model which ECMCC intends to develop.

The existing facility at ECMC contains 126 skilled nursing beds and 10 ventilator beds. The nursing units in this 40-year-old facility mimic the acute care nursing units above and below and provide an institutional environment for residents.

The current facility in Alden holds 586 beds on three floors.

The new facility, for which current residents had design input, will be 275,500 square feet on five levels, plus a mechanical penthouse. It will contain three floors of 96 skilled nursing beds each; one floor containing 66 sub-acute rehab beds; and a 20-bed ventilator unit and 16-bed behavioral intervention unit on the ground floor, for a total of 390 beds. This will be a 332-bed reduction in bed count from the current 722 beds. The ground floor is 67,700 square feet and will house the visitor's lobby, public toilets, a gift shop, and administrative, nursing and business offices. The visitor's lobby will double as a multi-purpose gathering space for residents' special events. A café will provide restaurant-style food service for residents, visitors and staff. The dietary department includes a kitchen, storage, receiving area, loading dock, dietary staff office and lockers.

One nursing unit, a 16-bed behavioral intervention unit, will be on the ground floor as well with direct access from the unit to a secure outdoor courtyard. This unit will be divided into two eight-bed households with private bedrooms.





The second, third and fourth floors are each 50,500 square feet. A floor consists of eight households for 12 residents. Each household will have two private rooms and five semi-private rooms. The semi-private rooms are divided by a partition so that each resident will have their own space and their own window.

Toilet rooms are large enough for a portable lift and staff assistance and are entered from the room's vestibule. Residents will be able to see the dining/living space from their bedroom door, thus encouraging self-ambulation and socialization within the house.

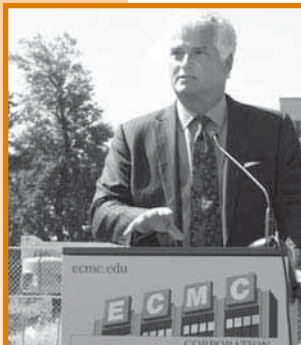
In the household model, the kitchen and dining areas become the heart of the house, where residents, visitors and staff form a social unit that shares a common life. Dining room tables are used in between meals for games, coffee breaks and frosting cookies and other activities. Residents take ownership of their "home" and help set the table or fold laundry. Each household will have its own dining room and a living room with an electric fire place.

A residential-style serving kitchen situated between two household dining rooms will be equipped and stocked to provide some meal preparation, alternate meal selections and snacks. This type of meal delivery, where residents can smell food being cooked, choose

what they want and even help to prepare for a meal, encourages proper nutrition.

The first floor is 51,300 square feet with six units of 11 beds each to house short-term rehabilitation patients. The units will differ from the long-term care units in that all bedrooms will be private and the living/dining area will be smaller as rehab patients tend to prefer to dine in their rooms. Physical and occupational therapy departments will be located on the first floor to reduce transport time. The first floor will also house two 10-bed households for residents on ventilators. These households will have similar layouts to the other households but with 20 percent private rooms and added support space.

The building will be connected to the existing hospital and to other facilities on campus via a public corridor that will be used to transport nursing home residents in need of medical care, to the new dialysis unit and to the hospital.



Erie County, Stability Authority & ECMC Partner on borrowing, saving ECMC millions

ECMC building state-of-the-art skilled nursing facility on Buffalo's East Side



Erie County Medical Center Corporation (ECMCC) will save millions of dollars financing its new state-of-the-art nursing home on Buffalo's East Side thanks to a partnership between the Corporation, Erie County Executive Chris Collins and the Erie County Fiscal Stability Authority (ECFSA). Collins issued a declaration of need to the County Legislature paving the way for the ECFSA to borrow on behalf of ECMCC.

Borrowing through the ECFSA will allow ECMCC to obtain the necessary \$98 million in financing at a much lower interest rate and shorter term, saving approximately \$118 million in total interest expense. Both Collins and ECFSA Chairman Daniel Oliverio suggested shortening the term of the anticipated borrowing from 30 years to 15 years to help achieve these savings.

The new skilled nursing facility with related infrastructure and the new Center of Excellence for Transplantation and Kidney Care with adjacent medical office space has a total price tag of \$160 million. The new skilled nursing facility will replace the current Erie County Home in Alden. Erie County has agreed to contribute \$11.5 million to this project.

"This partnership will save millions for ECMCC, allowing the hospital to keep its costs down as it makes critical investments in the future of health care in our community," said Erie County Executive Chris Collins. "I am pleased my administration can facilitate this transaction, and I want to thank the leadership of the Stability Authority for using its borrowing ability to benefit the community."

"We are very happy to partner with County Executive Collins, ECMCC CEO Jody Lomeo, the Legislature and all the county and ECMCC officials who have voiced their support for this critical, community project," said ECFSA Chairman Daniel Oliverio. "The skilled nursing facility that will be funded by these bonds is a tremendous project that will benefit our community for decades to come."

"The savings from ECFSA issuing these bonds will help strengthen ECMCC's financial position and strengthen the county's as well," continued Oliverio. "Today's vote of the ECFSA board was an important step in bringing this project to fruition, but we're not quite done. We all look forward to working with the Legislature and other stakeholders to obtain the necessary approvals to get this completed."

"The savings from this partnership with the County of Erie are very significant and will assist our efforts to modernize the ECMC Health Campus. This project will bring better health-care to the residents of the Home, jobs to the City of Buffalo, and economic development on the east side," said Jody Lomeo, CEO of the ECMC Corporation.



Long Term Care in Buffalo / Erie County

by Barbara Falker-Crandall and Dr. Deborah Waldrop of University at Buffalo Social Work MSW



Erie County Home, Alden, New York

The Erie County Home located in Alden, New York, is about to change. This historic landmark has been an essential part of Erie County since it was opened as the County "Poorhouse" on January 8th, 1829, on Porter and Fargo Streets in Buffalo New York.

The "Poorhouse" or "Almshouse" provided separate units for men, women and children who were often referred to as paupers and vagrants. The first family on record was a mother and father with their seven children. Records indicate that the father was discharged May 1829, the mother and two children ten days later, and three of the children were discharged to families who needed servants. There is no mention of the other two children.

In 1832, the census was 572 men, women and children living at the Home who were referred to as "inmates." By 1835, the Buffalo Orphan Asylum opened, and 61 children were transferred there to relieve the overcrowding.

Between 1841 and 1844, other changes were made to alleviate the overcrowded conditions and the high mortality rate. A smaller building was built to accommodate the needs of the orphans after the loss of contract with the County regarding an agreement to care for orphans.

In 1844, records and descriptions of the people housed became more specific and different categories such as "lunatic, idiot, misfortunate, and canal digger" were initiated.

Due to the cholera epidemic and the high death rate, it was decided that a new facility should be built. In 1850, 154 acres were purchased on Main Street (present site of the State University) and two buildings were constructed. They were

to house the insane and were occupied by 1851. By 1854, only three years after moving into the new facility, a cholera outbreak took 19 lives. The Buffalo Medical Journal wrote an article describing the poor daily diet that consisted of a piece of bread, salted pork, and coffee. Dinner was bread and tea and mutton soup was provided once a week.

Between 1874 and 1877, children aged 2 to 16 were removed, and the Home became an infirmary for the aged, debilitated and sick. In 1894, records of "inmates" were compiled into albums of years that depicted the care, complaints, history, and surgical procedures performed at the facility. Change occurred in 1920 showing conversion to single patient records; in 1923, with construction of a new facility located in Alden (present site); and in 1925, the building Hayes Hall, formally known as the County Hospital, was dedicated as part of the University of Buffalo.

In 1930, the level of care for the workers and patients at the Erie County Home and Infirmary began to improve. Employees of the Home were to be paid instead of receiving free room and board in exchange for their labors. In 1966, with the introduction of Medicare and Medicaid, new programs assuring standards of care were implemented, and "skilled nursing" replaced the Infirmary.

In 1968, the Erie County Home admitted a 19 year old quadriplegic, which started a trend for young people from all of Western New York in need of skilled nursing care, to be referred to the Erie County Home.

The Erie County Home is again in the process of change. A new facility, on the ECMC campus is scheduled for completion in the later part of 2012. This new facility will replace the Erie County Home located in Alden and will be a facility of "Person Centered Care" complete with "Households" of 12 and "Neighborhoods" of 24. "Person Centered Care" is a non-medical model of care-giving which emphasizes relationships and personal choice. Residents of the Erie County Home and the ECMC Skilled Nursing Facility (SNF) will have the unique experience of moving to a more home-like environment, with new furnishings and new opportunities.

“Driving Us Home”

by Judy Hutson, Administrator, Skilled Nursing Facility, ECMC

The “Driving Us Home” Team has been meeting monthly to plan for the move of residents of the Erie County Home (ECH) and the Skilled Nursing Facility (SNF) to the new facility. The Team consists of the Presidents and Vice Presidents of the Resident Councils of each facility and volunteer Members at Large. This is a new initiative and a new approach called “Person Centered Care” which promotes resident participation and decision making in all aspects of care.

Residents will be living in “neighborhoods” of 24 persons with a central county kitchen that divides the space into two 12 person “households.” This alone will be a significant change from “zones” of 20 persons at ECMC or “units” of 45 to 52 at the Erie County Home.

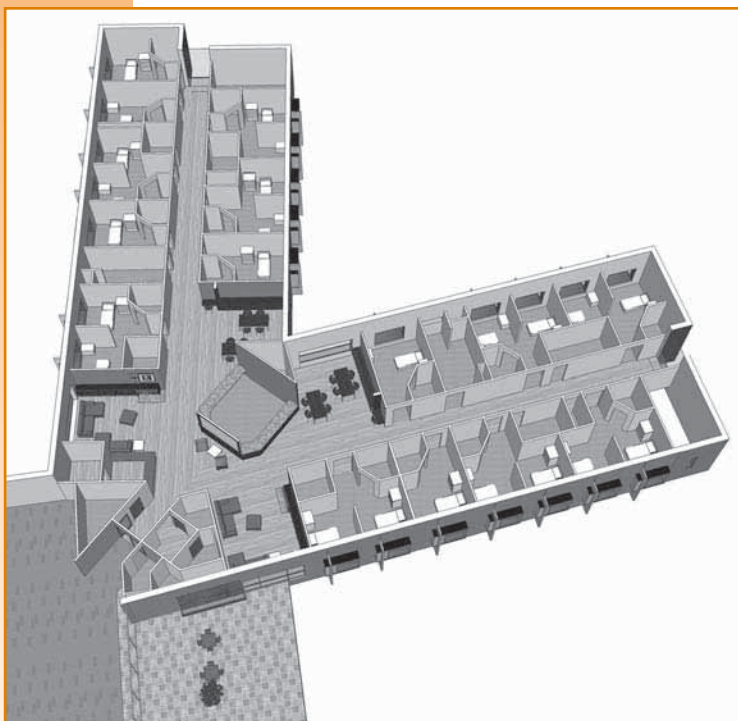
The Team’s priority was to disseminate as much information as possible to residents, family members and employees. They decided to have the Activities Departments take the lead by setting aside time for residents to ask questions before activities, and to designate activities time to assist residents in completing the survey

questionnaire. In addition, a newsletter is being published each month and distributed at both facilities. The newsletter contains the latest updates on the new facility.

A “Please Ask” bulletin board contains questions and answers and is available at each facility. So far, over 50 questions have been submitted. Residents have asked questions about private rooms, and how they are going to decide about who lives in their household and neighborhood. Employee questions are focused on jobs and who they will be working with, and families are asking about the reasons for the move.

The Team’s future plans include expanding the Team to include volunteers, family members and employees (one from each facility) to assist in the planning. The move will have many facets and requires careful planning to ensure a smooth transition.

The Team would like to thank the architects at Cannon Design for the recent pictures of the private and semi-private rooms and the common areas; Morrison Senior Dining for providing the lunches; and Michele Samol and Randy Hoak, Activities Directors, for their leadership.



The “Driving Us Home” Team: (front row, l. to r.) Charles Schen, ECMC SNF and Judy Covert, ECH; (second row, l. to r.) Kevin Hale, ECMC SNF; Paul Anthon, ECH; Barb Kaminski, ECH; and Al Wojciechowski, ECMC SNF; (absent) Kathryn Rudnicki, ECH.

ECMC Tops Off Kidney Transplant Center

Employee-signed 31-foot girder tops campus' new \$27 million building



During an April 12, 2011 ceremony, ECMC Corporation board members, executive administrators, physicians; and Great Lakes Health System of WNY board members/executives assembled—before the beam that they and medical center staff members signed—was hoisted up and attached to the top of "The Regional Center of Excellence for Transplantation and Kidney Care" building currently under construction on the ECMC campus.



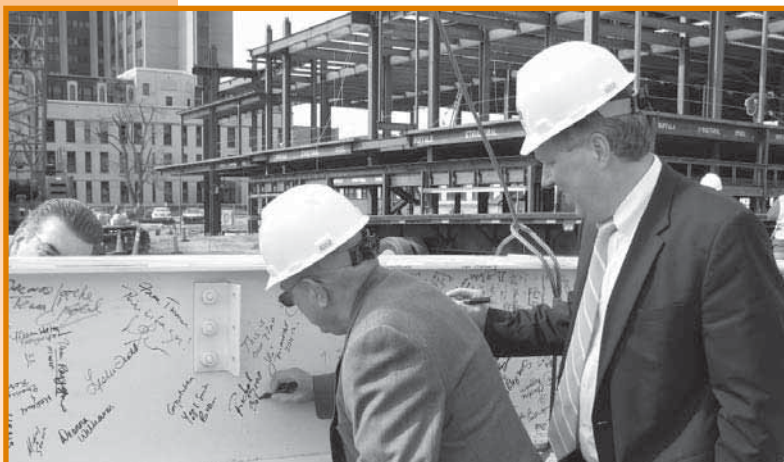
On April 12, 2011, Steelworkers “topped off” the frame for a \$27 million Regional Center of Excellence for Transplantation & Kidney Care at Erie County Medical Center that is part of a consolidation of transplant and dialysis programs with Kaleida and Great Lakes Health.

In a symbolic ceremony commemorating the end of the first phase of the 18-month project, crews hoisted a 31-foot steel girder to the top of the building. ECMC employees signed the girder.

The center is part of a five-year, \$150 million project on ECMC's Health Campus that when complete will provide good-paying jobs and health-focused economic development centered in a section of Buffalo that has seen too little of both. The project, which includes demolition of eight buildings on the 65-acre ECMC property, will also support hundreds of construction workers' jobs over the next 12 months.

“This ‘topping off’ ceremony of ECMC's new Regional Center of Excellence for Transplantation & Kidney Care is proof that our area can continue to grow and that we can bring better care to our region and ECMC's Medical Campus,” said Jody L. Lomeo, ECMC's CEO. “This is the most dramatic demonstration so far of more than \$150 million in expansion projects that will improve ECMC's patient care and benefit our surrounding neighborhoods in the next five years.”

Erection of the steel superstructure, delivered by Buffalo Structural Steel and installed by Seneca Steel Erectors, began October 1, 2010. About 25 workers a day have been on the site since then. Some 400 will have worked on the center by the time it is completed a year from now.



ECMC Corporation Board of Directors Vice-chair Richard F. Brox, R.L.A. (front center); Board Member Dietrich Jehle, M.D. (front right); and Sr. Vice President of Operations Ronald Krawiec (back left) sign steel beam during "The Regional Center of Excellence for Transplantation and Kidney Care" April 12, 2011, building construction event.

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ECMC Tops Off Kidney Transplant Center

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The project is also 50 percent ahead of its minority hiring and minority contractor goals, and 100 percent ahead of its female worker and business hiring goals. All work to date is by union workers.

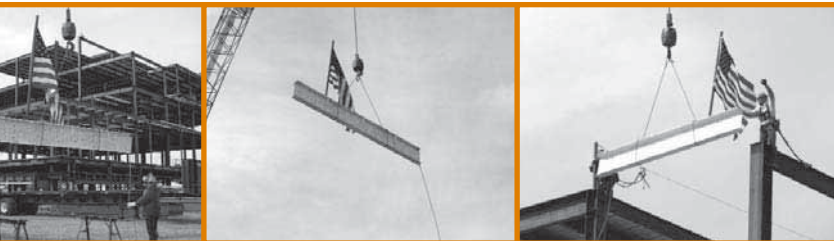
“For the ECMC board, our doctors, nurses and staff, and our neighbors, this is an exciting event,” said ECMC Corporation Board Chair Sharon L. Hanson. “We are seeing plans transformed into steel girders. And soon, we will see a new facility helping people from all over Western New York and Southern Ontario cope with kidney and pancreatic disease.”

The \$150 million, financed in part by a capital improvements fund the hospital’s board set aside in 2009, and a bond issue, is the largest investment in Buffalo’s East Side in many years. ECMC already supports nearly 2,500 jobs here.

“We’re pleased to see such great progress in such a relatively short time at ECMC,” said Great Lakes Board Chairman Robert Gioia. “It is proof that collaboration in our community works, and I am proud to be part of all of the growth for the patients of Western New York at ECMC, Kaleida, and the Buffalo Niagara Medical Campus.”

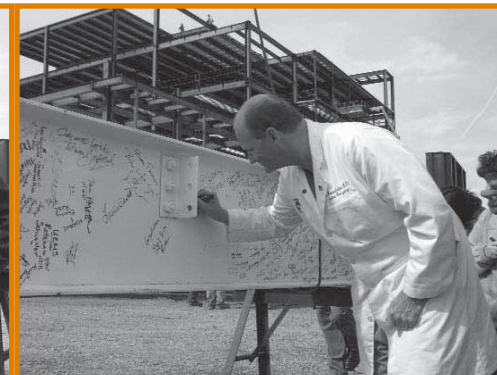
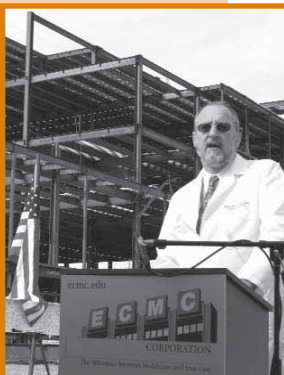
“All this work, both here and in the Buffalo Niagara Medical Campus, is the result of collab-





oration and a lot of planning," said James Kaskie, CEO of Kaleida Health. "Together, under the Great Lakes banner, we are assembling services for a dynamic health system."

"As someone who relied on the amazing doctors and nurses at ECMC for a kidney transplant already, I am especially dedicated to seeing this new center of excellence succeed and help patients like me for the next decades," said Jonathan A. Dandes, president of the Buffalo Bisons and the Buffalo Niagara Partnership. "That's why I'm chairing a drive by the ECMC Lifeline Foundation to raise \$3 million toward this grand new facility."



Buffalo Police Officer Gary Sengbusch discharged June 17th from ECMC

Buffalo Police Officer Gary Sengbusch—after sustaining life-threatening injuries when struck in an auto accident by a drunk driver on February 25, 2011—participated in a news conference at ECMC, just prior to his discharge on Friday, June 17, 2011.

Nearly all local news organizations were on hand at ECMC during the “discharge news conference” during which Officer Sengbusch, who entered the room and walked without assistance, thanked all those involved in his emergency care at the accident scene and at the medical center, including care and support services provided in ECMC’s emergency, trauma, surgery, step-down and rehabilitation units.

ECMC staff participating and/or present during this news conference included: Associate Medical Director Dr. John Fudyma, who spoke on behalf of ECMC CEO Jody Lomeo and all ECMC Administration, Clinical and Support Staff; Rehab Physician Dr. Mary Welch; Rehab therapists/nurses; and Pastoral Care Director Rev. Dr. James Lewis, who closed the news conference with a prayer.

Much thanks go out to all involved in this—another ECMC life-saving/rehabilitation success story!



Sharon L. Hanson reelected for third term as Chair of ECMC Corporation Board



*Sharon L. Hanson,
Chair, Board
of Directors,
ECMC Corp.*

The Erie County Medical Center (ECMC) Corporation's board of directors reelected Sharon L. Hanson to a third consecutive term as Chair. By their vote, the board's decision confirmed that Ms. Hanson, Director of Government Relations for Time Warner Cable in Buffalo, is successfully guiding the medical center's board/corporation.

Ms. Hanson, a 14-year board member, served on the ECMCC board of directors and the former board of managers since 1996. During that time, Ms. Hanson chaired the board's Human Resources, Building and Grounds, and Performance Improvement committees; she also served on the Executive, Executive Compensation and Governance committees. Ms. Hanson is also a member of the ECMC Lifeline Foundation Board of Directors.

Other board officers reelected for 2011, include: Vice-chair Richard F. Brox, R.L.A., Landscape Architect; Vice-chair Kevin Cichocki D.C., CEO of Palladian Health; Vice-chair Kevin Hogan, partner at Phillips, Lytle; Treasurer Michael A. Seaman, City of Buffalo Director of Treasury and Collections; Secretary Bishop Michael A. Badger, Bethesda World Harvest International Church; Assistant Treasurer Michael J. Sammarco, ECMCC CFO; and Assistant Secretary Patricia M. Grasha.

Ms. Hanson served in a variety of leadership positions in Buffalo and Erie County. She was special projects coordinator at the Niagara Frontier Transportation Authority for the Airport Improvement Project, which led to the new Greater Buffalo Niagara International Airport.

Ms. Hanson also provided leadership at Resource Planning Associates as the project director for the Buffalo Minority Business Development Center, where she helped several minority and women business enterprises get started.

Ms. Hanson is a graduate of Canisius College with dual Bachelor of Science degrees in English and Political Science. She is also a graduate of the Leadership Buffalo Class of 1997 and the Dale Carnegie Classic Course. She serves on the boards of directors/trustees of Trocaire College and the Evergreen Association. Ms. Hanson is active in the community as a member of the NAACP, Women in Cable, and the Public Relations Society of America.

Ms. Hanson received the NAACP 2009 Rufus Frasier Human Relations Award. She was recognized by the National Federation for Just Communities of Western New York's with a community service/volunteerism award. She also received honors from the ECMC Lifeline Foundation; Black Achievers in Industry; Everywoman Opportunity Center; YWCA Leader Luncheon; as Calvary Outstanding Woman of the Year; the YWCA Board of Directors; Minority Business Development Center; and Bethesda Full Gospel Church.

Ms. Hanson has been recognized by VH1-Save the Music and the African American Women Community Builders of Western New York as Uncrowned Queen. A lifelong Buffalo resident, she is a member of the Chapel at CrossPoint and a mother and grandmother.

ECMC earns American Heart Association's Get With The Guidelines Gold Quality Achievement Award



Erie County Medical (ECMC) Corporation has received the Get With The Guidelines®–Heart Failure Gold Quality Achievement Award from the American Heart Association. The recognition signifies that ECMC has reached an aggressive goal of treating heart failure patients with 85 percent compliance for at least 24 months to core standard levels of care as outlined by the American Heart Association/American College of Cardiology secondary prevention guidelines for heart failure patients.

Get With The Guidelines is a quality improvement initiative that provides hospital staff with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations.

Under Get With The Guidelines–Heart Failure, heart failure patients are started on aggressive risk reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants while in the hospital. They also receive alcohol/drug use and thyroid management counseling as well as referrals for cardiac rehabilitation before being discharged.

“The full implementation of national heart failure guideline recommended care is a critical step in preventing recurrent hospitalizations and prolonging the lives of heart failure patients,” said Lee H. Schwamm, M.D., chair of the Get With The Guidelines National Steering Committee and director of the TeleStroke and Acute Stroke Services at Massachusetts General Hospital in Boston, Mass. “The goal of the American Heart Association’s Get With The Guidelines program is to help hospitals like ECMC implement appropriate evidence-based care and protocols that will reduce disability and the number of deaths in these patients. Published scientific studies are providing us with more and more

evidence that Get With The Guidelines works. Patients are getting the right care they need when they need it. That’s resulting in improved survival.”

“ECMC is committed to making our care for heart failure patients among the best in the country. Evidence of this commitment is our improvement from what was already a very good evaluation last year with a Silver Award, to an excellent evaluation this year with a Gold Award. We will continue to build off of these successes with further implementation of the American Heart Association’s Get With The Guidelines–Heart Failure program, which enables our professionals to continue to improve the long-term outcome for these patients,” said Jody L. Lomeo, CEO, ECMC Corporation.

Get With The Guidelines–Heart Failure helps ECMC’s staff develop and implement acute and secondary prevention guideline processes. The program includes quality-improvement measures such as care maps, discharge protocols, standing orders and measurement tools. This quick and efficient use of guideline tools will enable ECMC to improve the quality of care it provides heart failure patients, save lives and ultimately, reduce healthcare costs by lowering the recurrence of heart attacks.

According to the American Heart Association, about 5.7 million people suffer from heart failure. Statistics also show that, each year, 670,000 new cases are diagnosed and more than 277,000 people will die of heart failure.

About Get With The Guidelines: Get With The Guidelines® is the American Heart Association/American Stroke Association’s hospital-based quality improvement program that empowers healthcare teams to save lives and reduce healthcare costs by helping hospitals follow evidence-based guidelines and recommendations. For more information, visit heart.org/quality.

Appointments in Behavioral Health

I am pleased to announce the following permanent appointments in Behavioral Health...



Michael P. Zuber, Ph.D., is appointed Vice President of Behavioral Health, effective June 13, 2011. Mike's experience includes Executive Director of Rochester Psychiatric Center (since 2004). He

has recently announced his retirement from the other organization/position and will be joining ECMC in this VP capacity. Previous to his tenure at Rochester Psychiatric Center, Mike was the Associate Commissioner, Bureau of Children and Families for the New York State Office of Mental Health (1997-2004). Mike holds a Doctorate from the School of Management from California Coastal University and a Master's in Public Administration from the State University of New York at Brockport. Mike will be employed through the Horizon Health Management agreement.



Paula Fischer, RN is appointed as Assistant Vice President of Behavioral Health, effective May 16, 2011. Paula's experience includes Director of Patient Services at the Catholic Health System (2002-

2010); Clinical Manager of Adult Psychiatry and Addictions at Brylin Hospital; and Clinical Manager of Mental Health at Olean General Hospital. Paula has a Master of Science in Business in Executive Leadership and Change Management from Daemen College, and a Bachelor of Science in Nursing from D'Youville College. Paula, like Mike, will be employed through the Horizon Health Management agreement.

Please welcome our new management team to ECMC. Thank you.

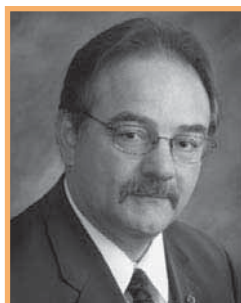


Denise B. Roof, RN, is appointed to Assistant Director of Behavioral Health, effective May 9, 2011. Over the last (9) years, Denise held the position of Unit Manager/Director at the

Hartford Hospital/Institute of Living. In addition to this, she also held a position at Quinnipiac University as a Clinical Professor (2006-2011). Denise holds a Master's in Forensic Nursing from Quinnipiac University and a Bachelor's Degree in Nursing from Daemen College.

*Richard C. Cleland MPA, FACHE, NHA
Senior Vice President of Operations
Erie County Medical Center Corporation*

Mark Barabas appointed Regent for New York by American College of Healthcare Executives



Mark C. Barabas,
DHA, FACHE

Mark C. Barabas, DHA, FACHE, President and Chief Operating Officer, ECMC Corporation, was recently appointed as interim Regent for New York – Empire Area by the American College of Healthcare Executives. His term was effective June 13, 2011 and extends through March 2012. "ACHE" is the certifying agency for healthcare executives and is based in Chicago.

Dr. Mandip Panesar presents at Yale



Mandip Panesar, MS, MD, FASN, currently the Medical Director of the Hemodialysis Unit at Erie County Medical Center, was invited to present his research at the *5th Annual Symposium on Nephrogenic Systemic Fibrosis and Allied Systemic Fibrosing Disorders* held at Yale University in New Haven on May 20th and 21st, 2011. This symposium aims to bring together physicians and scientists with a scientific and practical expertise in fibrosis with the objective of sharing knowledge, stimulating thought, and envisioning new therapeutic avenues which may one day lead to the

control of fibrosis. The conference attracts an international audience and physicians from multiple disciplines were invited to present. Dr. Panesar's presentation was titled, "Do low iron stores prevent Nephrogenic Systemic Fibrosis" and was based on research he conducted at the Erie County Medical Center.

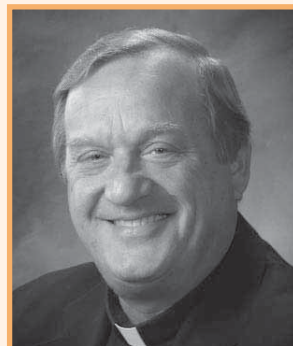
Nephrogenic Systemic Fibrosis is a disease that manifests as a thickening and stiffening of the skin as well as other internal organs and occurs in dialysis and transplant patients after having received a gadolinium based contrast agent.

Father Mazur recognized for interreligious work

Father Francis X. Mazur, Catholic Chaplain, Pastoral Care Department, ECMC (since 1999) will receive the World Leader Interfaith Award during the 43rd National Workshop on Christian Unity in Pittsburgh to be held May 9-12 2011. The National Association of InterChurch and Interfaith Families (NAIIF) will be presenting the award to Father Mazur in recognition of his, "...extraordinary national leadership, courage and capacity for inspiring in others the urge of interfaith dialogue and cordial relations between faith communities."

Father Mazur's work with non-Catholic faith traditions goes back 30 years, when he assumed the ecumenical and interreligious work for the diocese. Interfaith marriages were not uncommon and noticing this, Father Mazur took an interest in working with other religious officials.

"I made it my own personal policy that if someone was getting married in a different place of worship, whether it was a Protestant church or a synagogue, I would always participate in that if I could; if the guest pastor or guest rabbi invited me, I would always participate," he said.



Father Mazur has also organized presentations on non-Catholic faith traditions, and written articles for ecumenical and liturgical publications and served on various local national interfaith committees and

chaired dialogues with Buddhists and Muslims. In 2001, he was appointed observer to the National Conference of Catholic Bishops Committee on Ecumenical and Interreligious Affairs, making him well-known in interfaith circles.

NAIIF aims to help couples of interfaith marriages, and enable all to grow in understanding and live in harmony with each other in an increasingly complex society.

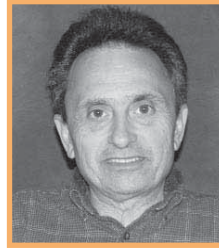
Deborah Heigl appointed Unit Manager



Deborah Heigl, RN, BSN, BA, was appointed Unit Manager of the 9th Floor, zones 1 and 3. Debbie attended Erie Community College where she received her Associates Degree in Nursing. She completed her Bachelor of Science in Nursing through the Robert Wesleyan

Program. She also holds a Bachelor of Arts degree in Philosophy from Daemen College. Debbie has been part of the ECMC family since 1989 and has worked in a variety of areas before coming to Behavioral Health. Some of the areas that she has worked include the Emergency Department, Family Medicine, Dialysis and Surgical Services to name just a few.

Dan Syracuse appointed SPD Supervisor



Dan Syracuse has been promoted as SPD Supervisor. Dan has been at ECMC since 1986 and most recently served as the Assistant SPD Supervisor.

Dan has played a key role in the supply chain process and has a vast knowledge of the medical supply needs of this facility. He will be a vital asset to ECMC as we move into our new service lines and facilities.

Please join me in congratulating Dan Syracuse on his promotion.

Susan Dziwulski
Director of Purchasing

ECMC conducts Basic Disaster Life Support (BDLS) course



ECMC's Dan McCartan presents to full house of clinical professionals during well attended June 29th Basic Disaster Life Support full-day program.

On June 29, clinical professionals from various health systems/hospitals in the region attended the specialized course, Basic Disaster Life Support, to learn and share information pertaining to disaster preparation and planning. Primary instructor from ECMC, Dan McCartan, RN, MA, CNS, presented on such topics as: the Disaster Paradigm and Traumatic & Explosive Events.



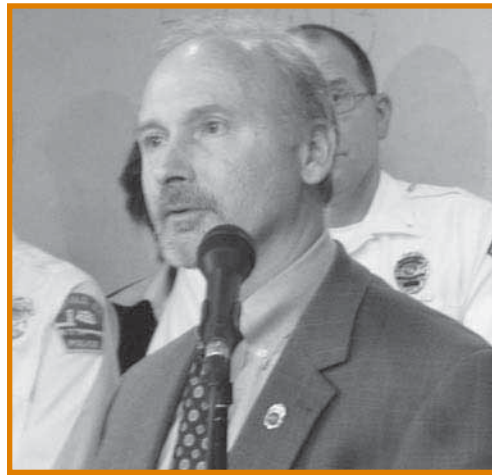
Second National Take Back Initiative

On April 26, 2011, U.S. Attorney William J. Hochul Jr., Drug Enforcement Administration Resident in Charge Dale Kasprzyk and ECMC Corporation Chief Medical Officer Dr. Brian Murray unveiled local efforts for the second National Take Back Initiative. On April 30th from 10:00 A.M. to 2:00 P.M., across the country and right here in WNY (including a location on ECMC's Campus) the Drug Enforcement Administration (DEA) collected potentially dangerous prescription drugs that are unused or unwanted.

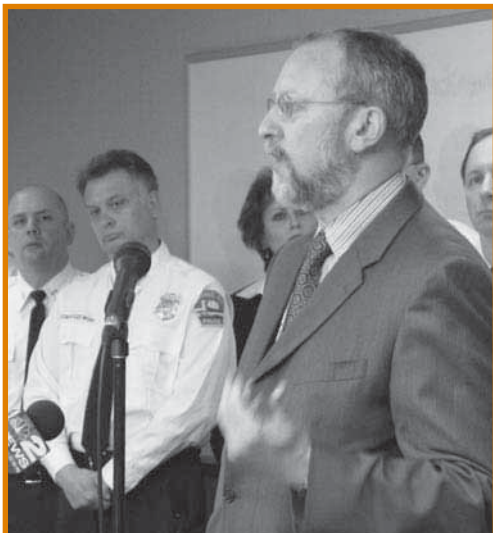
During an April 26 news conference at ECMC, participating speakers announce and explain the National Take Back Initiative prescription drug collection initiative scheduled in 22 Western New York locations (including the ECMC campus) on April 30th.



U.S. Attorney William J. Hochul Jr.



Drug Enforcement Administration Resident Agent in Charge Dale Kasprzyk



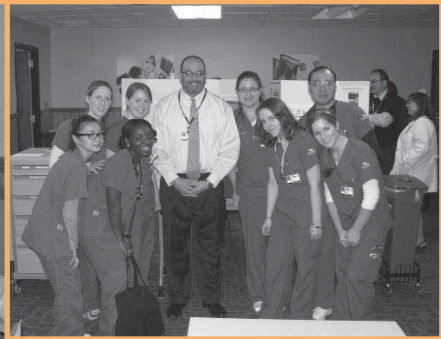
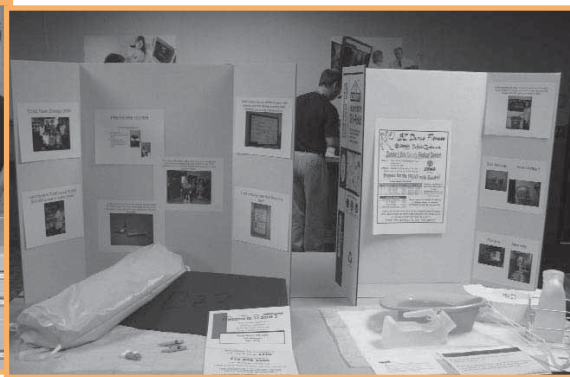
ECMC Corp. Chief Medical Officer Dr. Brian Murray



ECMC Corp. Director of Medical Staff Quality and Education Susan Ksiazek, R.Ph.

ECMC recognizes P2 Collaborative of Western New York two year anniversary of Transforming Care at the Bedside

The P2 Collaborative of Western New York is a not-for-profit organization dedicated to educating and motivating people in Western New York to make lifestyle changes to prevent illness, and if ill, to help them become well again. The P2 Collaborative was hand-picked by the Robert Wood Johnson Foundation to participate in Aligning Forces of Quality, the Foundation's Signature initiative to improve the overall quality of health care in targeted communities, reduce racial and ethnic disparities, and provide models that will help propel national reform.



ECMC Laboratory presented with Certificate of Appreciation

The Center for Disease Control (CDC) presented ECMC's Clinical Laboratories with a Certificate of Appreciation for "...contributions to Prevention's Emerging Infections Programs (PEIP)." The CDC stated that, "ECMC's significant efforts have enabled the PEIP to define critical issues of public health importance such as emergence of methicillin-resistant *Staphylococcus*

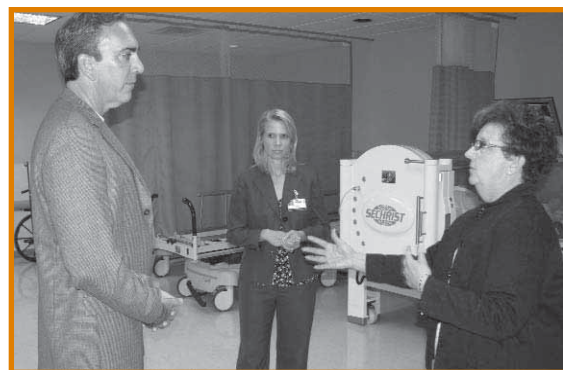
aureus in the community; the decline in pneumococcal disease following the introduction of the 7-valent pneumococcal vaccine; the attribution of illness following outbreaks to specific food borne pathogens; and the burden of strain and age specific influenza in laboratory-confirmed hospitalization cases during the 2009 H1N1 pandemic."

Renowned wound care expert visits ECMC Wound Center



Renowned wound care expert Dr. Desmond Bell (front right) discusses wound care techniques with leaders of the WNY Chapter of Save A Leg, Save A Life Foundation including: Dr. David Davidson, DPM, (front left) Panel Physician, ECMC Wound Center; Michelle Fisher, VIA, (back left) Clinical Coordinator, BGH; and Beth Engler (back right) Program Director, ECMC Wound Center.

On May 24, renowned wound care expert Dr. Desmond P. Bell Jr., DPM, CWS, FCCWS, President and co-founder of Wound Summit Outreach, Inc. (Jacksonville, FL) and founder of *Save A Leg, Save A Life (SALSAL) Foundation*, visited ECMC. Dr. Bell was on hand to consult with ECMC Wound Care and Hyperbaric Medicine clinical staff and administrators.



Conversing in front of one of ECMC's hyperbaric chambers are (l. to r.): Wound care specialist Dr. Desmond Bell; Beth Engler, Program Director, ECMC Wound Center; and Joanne Lejca, Regional Director of Clinical Operations, Diversified Clinical Services.



Wound care expert Dr. Desmond Bell (front left) offers advice to Dr. David Davidson (front right) as he prepares to treat wound care patient while Danielle Levesque, RN, (back center) Clinical Coordinator, ECMC Wound Center; and Beth Engler (back right) Program Director, ECMC Wound Center, observe.

EMS providers are vital part of ECMC Emergency Team

Submitted by Scott Wander and Cara Burton

Emergency Medical Service (EMS) providers are an essential extension of our ECMC team. In 1991, the Department of Emergency Medicine at ECMC created the Office of Prehospital Care to assist EMS agencies and ECMC with meeting the requirements found in EMS and Hospital Regulations. Since inception, the Office of Prehospital Care has grown to provide oversight to fifty-four (54) EMS agencies, 318 Public Access Defibrillation (PAD) sites and more than 2,000 EMS providers in Western New York. Our mission statement is: *"To ensure that the residents of the Western New York community receive the highest quality out-of-hospital care available through medical oversight, provider education and training, information dissemination and continuous quality improvement activities."*

Medical oversight and provider education is an essential component of high-quality care. Since 2007, the Office of Prehospital Care has conducted 162 education programs reaching more than 3,000 healthcare providers. In addition to the American Heart Association's CPR, ACLS, and PALS programs, we offer trauma life support, pediatric life support, and refresher training for the New York State CME-based EMT Recertification Program.

ECMC's Burn, Cardiovascular, Stroke, and Trauma services have partnered with the Office of Prehospital Care on a number of EMS outreach programs held throughout Western New York. Of distinct mention, Linda Schwab, ECMC's Trauma/Burn Coordinator and Scott Wander, Director of the Office of Prehospital Care, offered a series of burn programs in each of the eight counties of Western New York. The burn program reached more than 500 providers from nearly 100 EMS agencies.

In addition to providing medical oversight and education, the Office of Prehospital Care is one of only eighteen (18) EMS program agencies in New York State. Our program is responsible for supporting all EMS agencies in Erie and Wyoming Counties and we are routinely recognized for outstanding dedication and commit-

ment to our EMS community. Several physicians on our team have received the Wyoming-Erie Regional EMS Council's "Medical Director of the Year Award" and, for two consecutive years, the Office of Prehospital Care team received the "Heartsafe Award" for our involvement in the New York State Public Access Defibrillation program.

In conjunction with the Regional Emergency Medical Advisory Committee (REMAC), the Office of Prehospital Care worked to develop advanced life support protocols which will be used by all advanced EMTs in Western New York. Additionally, patients who suffer cardiac arrest and have return of spontaneous circulation (ROSC) may receive therapeutic hypothermia using chilled saline through a pilot program developed in the Office of Prehospital Care. Our region is the first region in New York State to implement a therapeutic hypothermia program and we have paved the way toward state-wide implementation.

The Office of Prehospital Care has a proven record of success through many ECMC-based programs:

Camp 9-1-1 is a one-day camp to teach children (ages 10-13) life-saving techniques and injury prevention.

SMART (Specialized Medical Assistance Response Team) is a response team that includes healthcare professionals from across the board to assist with the management of mass casualty incidents.

Disaster LAN is a program developed to aid operations at an Emergency Operations Center during a disaster. This unique information technology (IT) system combines wireless technologies with custom software to provide a complete mobile solution for disaster management and communications.

continued

EMS providers are vital part of ECMC Emergency Team *continued*

Submitted by Scott Wander and Cara Burton

The "EDGE" (Electronic Data Gathering for EMS) is a custom Windows CE-based software/hardware package that utilizes touch screen and handwriting recognition to document all aspects of a patient's prehospital care. The interface was designed to be intuitive and prompts providers to improve care as well as documentation. This project was a substantial undertaking and it provided one of the first electronic prehospital care report concepts used by EMS in our region.

EMS Fellowship, developed in 1998, the fellowship offers an opportunity for resident graduates to be part of a medical director mentorship program. This fellowship offers a unique opportunity for emergency physicians to learn about being a medical director through the integration with the EMS community as well as public safety. Since inception UEMS has graduated 9 EMS Fellows.

The Office of Prehospital Care was instrumental in the development of several training DVD's including: **Airway** (Basic, Advanced, and Rescue Techniques), **Personal Protective Equipment** (PPE), and use of **MARK I Kits**.

Please take a moment to learn more about our Office of Prehospital Care team at www.opcems.org or find us on Facebook by searching for the Office of Prehospital Care and select "like."

Anthony Billittier IV, MD, Medical Director



Since 2000, Dr. Anthony Billittier has served as Commissioner of Health in Erie County, NY, with a population of approximately one million encompassing the City of Buffalo and surrounding suburban and rural areas. Dr. Billittier is a board-certified, and still clinically active, Fellow of the American College of Emergency Physicians. He is a graduate of the University at Buffalo, School of Medicine and completed his emergency medicine residency and emergency medical services fellowship training at Allegheny General Hospital in Pittsburgh, Pennsylvania. Dr. Billittier has integrated out-of-hospital care and emergency preparedness into his public health agenda and remains committed to academic and scientific, as well as regional, state and national initiatives. In addition, he continues to serve as system medical director for multi-

ple volunteer, municipal, commercial, and air medical EMS agencies throughout Western New York. He has authored or co-authored over sixty publications on emergency medicine, emergency medical services, and public health topics, and is an Assistant Clinical Professor at the University at Buffalo in both the School of Medicine and Biomedical Sciences and the School of Public Health and Health Professions. As an invited speaker addressing the topic of regional emergency preparedness and public health, Dr. Billittier has presented at numerous area meetings and national clinical conferences. He participates in numerous community service activities related to public health and emergency medicine, including service as co-chairperson of the Western New York Public Health Alliance, Inc.

continued

Brian Clemency, D.O., Associate Medical Director



Brian Clemency, D.O., is responsible for the EMS education for the University at Buffalo's medical students, resident and fellows. He completed his residency and EMS fellowship at ECMC and has stayed on as an Attending in the Emergency Department. Dr. Clemency is a former firefighter/EMT and completed a Master's in Business Administration (MBA), Health Care Administration. Through the Office of

Prehospital Care, he serves as medical director for the Town of Hamburg fire companies. He has presented his research nationally on EMS topics including intubation, crew configuration, hospital delay and dispatch. In addition to his work at ECMC, he is the Assistant Medical Director for the Erie County SMART Team and Rural/Metro of Western New York. Dr. Clemency can be reached at bc34@buffalo.edu.

Jeffrey Myers, D.O., Associate Medical Director



Jeffrey Myers, D.O., is an EMS physician with more than 20 years in EMS as a paramedic, EMS Educator, EMS Administrator and EMS Medical Director. Dr. Myers maintains National Registry and NY State EMT-Paramedic certificates and completed a Masters in Education in 2007. Dr. Myers serves as an Associate System Medical Director for several EMS agencies and coordinates EMS Education for the Emergency Medicine Residency and EMS Fellowship pro-

grams through the State University of New York at Buffalo. In addition to his EMS responsibilities, Dr. Myers is an Emergency Department Attending Physician at ECMC and most recently accepted a position as Director of the Behling Simulation Center for the Academic Health Center at the University at Buffalo where he is servicing the five health professions schools. Dr. Myers can be reached by email at myersj@alum.rpi.edu.

Scott Wander, BS, EMT-P, Director



Scott Wander, BS, EMT-P, is a graduate of Erie Community College's Emergency Medical Technology-Paramedic Program and SUNY at Buffalo's School of Management. Prior to joining the Office of Prehospital Care in 1998, Scott was a full-time paramedic and Field Training Officer for the Buffalo Division of Rural Metro Medical Services. As a part-time employee with Rural Metro, Scott held the position of ALS Education Coordinator from 2003-2006. Scott has previously volunteered with the Lancaster Volunteer Ambulance Corps where he served as Paramedic and Vice President. Currently, Scott volunteers with the Holland Fire Department where he has been a member since 1993, serving as a Firefighter/Paramedic, EMS Lieutenant, EMS Captain, and President. As a leader in the EMS community, Scott has served on the Wyoming-

Erie Regional EMS Council, is currently a member of the Erie County EMS Advisory Board and is pending appointment to the City of Buffalo EMS Board. In addition to significant EMS leadership experience, Scott has an extensive background in education and training, actively teaching CPR, Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), Pediatric Education for Prehospital Professionals (PEPP), and International Trauma Life Support (ITLS). Scott is Regional Faculty for the American Heart Association's CPR, ACLS, and PALS programs. As a New York State Certified Instructor Coordinator, Scott serves as a part-time Assistant Professor for the EMT Department at Erie Community College. Scott can be reached by email at swander@ecmc.edu.

continued

EMS providers are vital part of ECMC Emergency Team *continued*

Submitted by Scott Wander and Cara Burton

Cara Burton, Project Assistant



Cara Burton has over 20 years of experience in healthcare administration and earned an Associate's Degree in Business Management from the Bryant & Stratton Business Institute. Cara is the Project Assistant for the Office of Prehospital Care and coordinates the controlled substance program, organizes and develops EMS-related programs for the EMS program agency and UEMS medical directors and coordinates the Camp 9-1-1 program. Cara joined

UEMS and the Office of Prehospital Care in 2000 after her tenure at Millard Fillmore Gates Hospital. In addition to EMS support activities, Cara ensures Physician and Mid-Level Practitioner credential compliance and coordinates the clinical staff schedule for the ECMC Emergency Department. Cara can be reached by email at cburton@ecmc.edu.

Elizabeth Bordonaro, Project Assistant



Elizabeth Bordonaro joined our team as Patient Care Report (PCR) Specialist in January of 2008, bringing many years of teaching and EMT field experience. Beth has been an EMT and Certified Lab Instructor since 1996. Beth has previously held the position of triage greeter with University Emergency Medical Services and was the PCR screener for our region's former program agency. Beth volunteers for Lancaster Volunteer Ambulance Corps, has been a member

of the Specialized Medical Assistant Response Team (SMART) since 2008, and works part-time as an instructor and EMT. Beth is the PCR specialist and can answer any questions you may have regarding PCRs. Beth can be reached at by email at ebordona@ecmc.edu.

Michele Sheehan, Administrative Assistant



Michele Sheehan has worked at UEMS since 1990 and joined the Office of Prehospital Care in January 2008. Michele is the Administrative Assistant for the Office of Prehospital Care and the Department of Telemedicine Services at University Emergency Medical Services. Michele has assisted with the telemedicine program's

administrative functions since introduction in 1997. In addition to her extensive experience as an administrative assistant, Michele was the Supervisor of the Triage Greeters for 12 years. Michele can be reached at msheehan@ecmc.edu.

UB School of Nursing 75th Anniversary event



Posing while attending a recent State University of New York at Buffalo 75th Anniversary event are ECMC Corp. administrative/nursing staff (l. to r.): Jenn Maloney, RN, Charge Nurse 8th Floor, Zone 2; Lynn Whitehead, RN, Nursing In-service Education; Jim Turner, RN, Vice President, Surgical Services; Peggy Cieri Unit Manager, 8th Floor, North; Sandra Lauer, RN, Patient Advocate; (kneeling at left) Karen Schurr, RN, Clinical Administrator, Surgical and Cardiac Services; Charlene Ludlow, RN, Patient Safety Officer; (kneeling at right) Bonnie Glica, RN, Senior Vice President of Nursing; Karen Ziemianski, RN, Assistant Director of Nursing; Peggy Cramer, RN, Trauma and Emergency Services; Dawn Walters, Assistant Director of Nursing; and Jody Lomeo, CEO.

AAA and ECMC recognized for consumer services by Public Relations Society of America

On June 16, 2011, the Buffalo Niagara chapter of the Public Relations society of America recognized the AAA Western and Central New York and ECMC Corporation with a Bronze Award for marketing consumer services: "AAA and ECMC Partners in Driver Rehabilitation."

The AAA-ECMC partnership, which began in 2008-2009 was formally launched in June of 2010 during a news conference held at ECMC.

In a June 23, 2010, news release, the two organizations announced that, "AAA Western and Central New York and the Erie County Medical Center (ECMC) Corporation have established a public-private partnership to provide comprehensive driver rehabilitation services for special needs clients and at-risk older drivers. Services include driving evaluation, training, and vehicle modification recommendations. AAA and ECMC provide a variety of services for individu-

als whose driving skills have been affected by injury, illness, or natural age related changes. ECMC's Driver Evaluation Program assesses an individual's ability to begin or resume driving, taking into consideration their physical, cognitive, or visual status. Upon completion of an in-clinic and behind-the-wheel assessment, a recommendation is made regarding a client's driving safety and the vehicle modifications, training, or restrictions required to improve driving performance. AAA's involvement completes ECMC's 'Circle of Care' by providing the necessary behind-the-wheel driving instruction, with and without vehicle modification, as well as providing relevant safe driving tips. At the completion of driver training, AAA will also provide the client with all necessary support to comply with the NY State Department of Motor Vehicle standards."

An inside look at ECMC

Submitted by Susan Ksiazek



Douglas Baker, President and CEO of MercyFlight (kneeling at left) and crew provide a dramatic backdrop for this Leadership Buffalo 2011 Class photograph. Photo courtesy of Dr. Dietrich Jehle.

On June 15th, ECMC Corp. rolled out the red carpet for the 2011 Class of Leadership Buffalo. Business and service executives from throughout the Western New York community were treated to a close-up view of the Growth on Grider and compelling discussions regarding the changing landscape of healthcare delivery driven by insurance reform.

Jody Lomeo, CEO, ECMC Corp., welcomed the group with a frank and impassioned presentation of how our hospital has journeyed from the recommendations of the Berger Commission to a strategic plan of developing centers of excellence in bone health, long term care, transplant and renal care, and the patient experience. Dr. Michael Cropp, President and CEO of Independent Health, shared with the class how the health insurance industry is positioning itself to respond to the changes predicted with healthcare reform. Dr. John Fudyma, Associate Medical Director for ECMC Corp., closed the formal presentations with a summary of the impact of healthcare reform on delivery of services by the primary care provider.

We were given the opportunity to showcase ECMC Corp.'s staff and services by providing a tour of key areas of the facility. With the assistance of tour guides, Dr. Dietrich Jehle, Associate Medical Director; Peggy Cramer, Vice President of Emergency and Trauma Services; and Leadership Buffalo 2011 classmate Susan Ksiazek, Director of Medical Staff Quality and Education, the Leadership Buffalo group wit-

nessed the landing of MercyFlight. This exciting experience was delivered courtesy of MercyFlight President and CEO Douglas Baker (ECMC Corp. Board of Directors Member) and his crew. A walking tour of the Emergency Department (ED) by ED Chief of Service Dr. Michael Manka and Nursing Manager Donna Oddo, gave the class a glimpse into one of the busiest emergency rooms in the region. A tour of the Trauma Intensive Care Unit (TICU) with Dr. William Flynn, Chief of Surgery; Melinda Lawley, Unit Manager; and Father "Butch" Mazur, Pastoral Care Catholic Chaplain, showcased the interdisciplinary approach that focuses, not only on providing the ultimate in clinical care to the patient, but emotional and spiritual support of the families of trauma victims. The last stop was to the new Center for Wound Care and Hyperbaric Medicine, graciously hosted by Center manager Elizabeth Engler and Medical Director Dr. James Lukan. The class was not only able to view the hyperbaric chambers, but also hear firsthand about the wound care program from enthusiastic and satisfied patients.

The response to the visit to ECMC was overwhelmingly positive. In addition to being afforded the opportunity to see up close and personal unique services and cutting edge technologies, the class feedback was that they walked away with a new view of ECMC Corp. and its role in the Western New York healthcare community. The renovations and expansion are signs of growth and commitment to the quality of clinical care and the patient experience. As one classmate so appropriately stated, "ECMC no longer fits the old stereotype of a county hospital."

The ECMC *Patient Experience Center*, focusing on the best in Customer Service!

by Brenda Shoemaker, Sr. Telephone Operator, ECMC

At ECMC, the *Patient Experience Center* (formerly the Patient Information Department including the Patient Information Desk in the Main Lobby and Telephone Operators' Office) is where the first and last impressions are conveyed to visitors and families. When you create experiences that leave your patients amazed and gratified, they're going to want to continue to receive their healthcare here—this is our primary objective!

We are located at the main entrance. This Center is staffed with highly skilled Patient Experience Ambassadors. They are committed to, not only the care of our patients, but also to the many other patient and family needs. The staff realizes that we are actually the visitors in our beneficiaries' lives, but we want to do what we can to help make sure the services patients and their families receive here are putting them and their healthcare first. We continue to embrace change, particularly when it improves care for our beneficiaries and optimizes operations and patient/visitor flow.

With a clear vision and strategy of delivering exceptional customer experiences based on deep understanding of the expectations of our customers, the *Patient Experience Center* is dedicated to exceeding customers' expectations to be a premier provider of customer service. Through listening to customers and acting on what is important to them, this vision becomes a reality.

The staff would like to thank everyone who was involved in helping us reinvent the Patient Information Department to create the *Patient Experience Center*. The values and behaviors that we have developed within our staff—putting patients first, having a passion for excellence, taking personal responsibility and having pride in our team—help us move to a higher level of service and help staff understand the personal impact they can make, no matter how long or short their contact with the patient. Our goal is to have patients rate us as one of the best hospitals—one where we provide exceptional customer service!



ECMC Patient Experience Center staff members include (left to right): Richard Hall, Nancy McDonald, Daniel Freeman, senior telephone operator Brenda Shoemaker, Jill Schreier, and Lisa Lowman.



ECMC Patient Experience Center staff members (continued, left to right): Beth Ann Moore and Shannon Lane

Staff members not available for photos: Ebony Harwell, Kathreen Bauer and June Brown.



Springfest Gala 2011



ECMC Lifeline Foundation Springfest 2011 a record-breaker!

The ECMC Lifeline Foundation's 2011 Springfest Gala, held May 14, at the Adam's Mark Hotel broke the record for funds raised for this premier event. Proceeds from this fundraiser benefit ECMC's patient care programs.

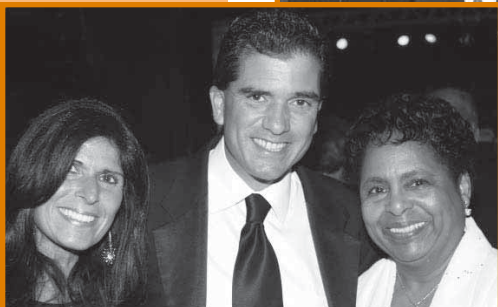
Dr. Neil Dashkoff, Director of the Cardiac Catheterization Laboratory, ECMC and Clinical Professor of Medicine at SUNY, received the Distinguished Physician Award. Ms. Lori Anthony, RN, ECMC Immunodeficiency Services, and Ms. Mary Goodspeed, BS, RN, ECMC Immunodeficiency Services, received the Distinguished Nursing Award.

This year's event chairs were Robert P. Holliday, Vice President/General Manger, AT&T, Upstate NY and Dr. Timothy G. DeZastro, Chief, ECMC Department of Radiology/Imaging Services. The Mistress of Ceremonies was Jodi Johnston, WGRZ-TV, Channel 2. In addition, volunteers from ECMC and the community contributed to a great time enjoyed by all!

The black-tie gala kicked off with a silent auction and cocktail reception followed by dinner and an awards program. The festivities also included a raffle and jewelry creations made especially for the gala by Mr. Paul Michaels of Aurum Jewelers. National recording artists The Average White Band provided the gala's headline entertainment. Much loved Lance Diamond completed the evening's line up.

The Springfest Gala is one of the premier fundraising events conducted by the ECMC Lifeline Foundation and benefits Erie County Medical Center. For information on volunteering, upcoming events, or to support ECMC, please visit our website at ecmclifeline.org or call the Foundation at **716-898-5800**.







Distinguished Physician Honoree



NEIL DASHKOFF, MD
DIRECTOR OF THE CARDIAC
CATHETERIZATION LABORATORY, ECMC
CLINICAL PROFESSOR OF MEDICINE, STATE
UNIVERSITY OF NEW YORK AT BUFFALO

Dr. Neil Dashkoff was born and raised in the Bensonhurst area of Brooklyn, New York, the middle child of loving parents, Morris and Paula Dashkoff. "Neighborhood kids and relatives would pile into my dad's taxicab for Sunday trips to Coney Island, or to see our Brooklyn Dodgers at Ebbets Field," recalls Dr. Dashkoff. (He was reborn a Yankee fan when the Dodgers moved to LA after 1957.) He attended New Utrecht High School, where he and his 'cugini' (cousins) focused their extracurricular attention on coeds and Friday night Latin Dances. His a cappella singing group, *Vocal Lords*, made it to the top ten (in Trenton, NJ) with their hit song, "At Seventeen."

Forsaking a singing career to pursue a nearly inborn desire to become a physician, Dr. Dashkoff commuted to New York University where he majored in biology, then enrolled in the NYU School of Medicine. He did his internship and first year residency in Internal Medicine at the University of North Carolina, Chapel Hill, and returned to NYU-Bellevue for his second year and third year (chief) residency. This was followed by a Cardiology Fellowship at the Johns Hopkins Hospital in Baltimore, MD, sealing a lifelong affinity for clinical cardiology, teaching, and participation in clinical research.

The "Buffalo Plan" which followed was intended as a 12-month visiting research and clinical experience at the SUNYAB School of Medicine

and the E. J. Meyer Memorial Hospital (the forerunner of ECMC) under the tutelage of Dr. Francis Klocke, a world renowned coronary physiologist and chief of the Division of Cardiology for the university and the hospital. He lingered, and the Erie County Medical Center remained his base of operation, a source of pride, and the venue for the practice of medicine and cardiology for over 30 years, as a member of the Department of Medicine and the Niagara Frontier Heart Associates. He introduced coronary angioplasty to Western New York in 1981, the radial artery approach in 1994, and in 2002 he was one of the first to publish on the ulnar artery approach for coronary angiography and coronary intervention. For the next 30 years, he intends to continue his professional pursuits at ECMC, and with its partners, Kaleida Health and the UB School of Medicine, to assist in providing the community of Western New York with the quality medical care it so richly deserves.

Along the journey, Dr. Dashkoff was blessed with the love and support of Aelreda Flanders Dashkoff, and their three sons, Peter, Jonathan, and Matthew. Following her untimely passing, he had the good fortune to meet Marlène Penegaggi Dashkoff, who was not only instrumental in raising the Dashkoff boys, but also helped to recruit the team mascot, Alexander. In addition to family reunions, Dr. Dashkoff enjoys the New York Yankees, American history, linguistics, golf, and jogging.

Congratulations, Dr. Dashkoff, on your success and achievements and on this well-deserved recognition for the contributions of your distinguished medical career!

Distinguished Nursing Honorees

LORI ANTHONY, RN **HIV EXPANDED TESTING & INTEGRATION** **INITIATIVE COORDINATOR** **ECMC IMMUNODEFICIENCY SERVICES**

Lori Anthony, RN, has served as grant coordinator for multiple initiatives in the Immunodeficiency Services Department at ECMC since 1994. She has been a tireless advocate for HIV counseling and testing, HIV risk reduction, and clinical and community based education programs. Her kind approach and disarming manner allows her to readily connect with at-risk individuals to foster a trusting relationship, encouraging them to seek assistance, testing, and follow-up care to enhance their health status.

Lori began her HIV career in 1986 while working at the Los Angeles Free Clinic under the direction of the late Dr. Eric Cohen. After moving back to Western New York to be closer to her family, she met her husband John on a blind date and has been married for 14 fiery years to a conservative Republican who is currently serving as Chief of Civil Processing Division for the Erie County Sheriff's Department. She is the proud mother of two amazing children: daughter Jordan, 12, and son Jack, 9.

Ms. Anthony has been involved in numerous New York State Department of Health AIDS Institute Grants including: HIV Clinical Education Initiative; Targeted Provider Education Program; AIDS Education and Training Center Grants; Substance Abuse and Mental Health Services Administration Initiatives; CDC Expanded Outreach and Testing Initiatives; and the current CDC Pilot Project—Expanded HIV testing for Disproportionately Affected Populations. She is President-Elect of the Association of Nurses in AIDS Care, Western New York Chapter, and is a co-founder of the Western New York Regional Education Committee. Her personal and professional efforts have favorably impacted the quality of life for many patients and worked to decrease the incidence of HIV and AIDS in the region.

MARY GOODSPEED, BS, RN **HIV CLINICAL EDUCATION INITIATIVE** **COORDINATOR** **ECMC IMMUNODEFICIENCY SERVICES**

Mary Goodspeed, BS, RN, has worked at ECMC since 2003 as the HIV Clinical Education Initiative Coordinator. In this role, she has been a vital force in the development and coordination of HIV/AIDS clinical education training programs throughout Western New York. She is well known for her engaging educational style and ability to use humor to lighten the seriousness associated with HIV, leaving her audiences laughing and wanting more. She has designed numerous educational programs according to the criteria established by the New York State Department of Health AIDS Institute, and has coordinated more than 50 professional clinical internships through the ECMC AIDS Center.

Mary was co-located between Women and Children's Hospital of Buffalo and Erie County Medical Center for nine years, coordinating the HIV Early Identification and Intervention grant that was instrumental in decreasing mother-to-child HIV transmission in Western New York. Mary is an Adjunct Faculty member at the UB School of Nursing and serves in many volunteer positions including: Executive Board Member of the Association of Nurses in AIDS Care; Secretary, Executive Board of Directors, AIDS Network of WNY; Chairman of the Policy Advisement Committee, NYS Public Health Coalition; AIDS Plus Fund Executive Board; and Rape Crisis Advisory Committee. She has recently completed a six-year appointment on the NYS DOH HIV Prevention Planning Group where she served as co-chair of the Emerging Issues Committee.

Mary is most proud of her four wonderful children and 16 fabulous grandchildren. Her commitment to caring for patients with HIV/AIDS and her role in providing education and clinical expertise to regulatory agencies and clinicians have clearly enhanced the clinical outcomes and quality of care provided in WNY.



***Thank you
Lori and Mary...***

Mary and Lori have worked together for many years, training thousands of clinical providers throughout Western New York and assisting in the development and implementation of policies and procedures for many local hospitals and health care agencies. They have shared many clients and too often shared the experience of delivering HIV-positive test results. Both are well known in the WNY HIV community and are recipients of the "Red Ribbon Award for Excellence and Service." They rely on each other's expertise and humor, but mostly on their abiding personal and professional friendship.

Thank you, Mary and Lori, for your exceptional contributions to your patients and to the quality of care in the WNY medical profession. Congratulations to you both on this well-deserved recognition.



A very special thank you to our sponsors and committee members who made our Springfest a success!

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Springfest Gift Gathering Luncheon

The ECMC Lifeline foundation would like to extend its thanks and appreciation to the many individuals and physicians who participated in our gift gathering luncheon and physicians' fund. Your contributions help to make our silent auction extraordinary!

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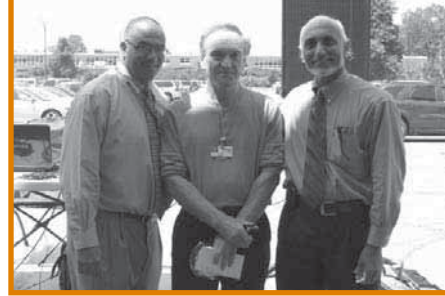
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Employee of the Year 2011

Steven Turowski

Steven Turowski, RN, Psychiatric Social Worker, Behavioral Health, is extremely dedicated to his job. He is loyal to ECMC and above all to the patients. Some examples of Steve's loyalty to patient care include: giving patients their co-pays for medication out of his own pocket; when patients show up without scheduled appointments, instead of sending patients home, he works with physicians to arrange for the patients to be seen; and if a regularly scheduled clinic falls on a holiday, he moves the clinic to a



Posing for photo with silver bowl and \$500 check in hand is Employee of the Year Steve Turowski (center) with ECMC Corp. CEO Jody Lomeo (left) and ECMC Corp. Behavioral Health Clinical Director Dr. Yogesh Bakhai (right).

non-holiday date. Steve is consistently willing to go above and beyond his call of duty. He is always on the job and never sick. Steve coordinates his vacation time to accommodate the department's clinical service. Steve respects patients and families when many are in despair.

1st Honorable Mention for Employee of the Year

Nancy Desu



Displaying award plaque and holding \$300 check is Nancy Desu (center) with ECMC Corp. CEO Jody Lomeo (left) and ECMC Corp. Behavioral Health Clinical Supervisor Susan Schneider (right).

Nancy Desu, RN, Nurse Clinician, Psychiatry, has worked for ECMC for 30 years. Nancy is very dedicated, kind and competent. She has had perfect attendance for many consecutive years. Co-workers are pleased to work with Nancy. She always greets her patients and co-workers with a smile and kind word. Nancy is always willing to take on more responsibilities and go the extra mile to ensure excellent patient care. Nancy Desu is an asset to ECMC.

2nd Honorable Mention for Employee of the Year

William Petronsky



With award plaque and \$200 check in hand is William Petronsky (center) along with ECMC Corp. CEO Jody Lomeo (left) and ECMC Corp. Director of Radiology Eric Gregor (right).

William Petronsky, RT, Radiologic Technologist, is a highly valued member of the Radiology Department. Bill goes the extra mile to help every patient and staff member. The Department depends on Bill's skills everyday and co-workers are pleased to work with him. Bill is a great person and an excellent employee. He is always helpful and kind to patients. He is willing to help anyone when the need arises. Bill does an outstanding job. Radiology staff members say they are fortunate to have Bill on their team.

Nurse of the Year

Theresa Winkelman, NP



Theresa Winkelman, NP, is a Certified Pediatric Nurse Practitioner who demonstrates great commitment to her young patients at Cleve-Hill Family Health Center. She offers support and compassion while delivering evidence based interventions to improve the healthcare of urban children and their families.

She is a Clinical Assistant Professor at SUNYAB School of Nursing and holds an appointment in the Department of Family Medicine. Her mission is to share information with nurses, residents and students promoting optimal understanding of pediatric healthcare, growth/development, cultural respect and effective communication techniques.

Theresa has been recognized with such awards as the: SUNYAB School of Nursing receiving the 'Mecca Cranley Teaching Excellence Award' (2010); and WNYNAPNAP Pediatric Nurse Practitioner of the Year Award (2004).

Theresa has been a collaborating reviewer of ANA Child Lead Poisoning Positions Statements and has co-authored several articles related to pediatric healthcare. She is nationally certified and a member of the: National Association of Pediatric Nurse Associates and Practitioners,

NYSNA-District 1; and Medical-Dental Staff at ECMC. She promotes literacy in pediatric patients through Project Flight collaboration.

Theresa states that her goal is to "inspire students at all levels to be the best that they can be and to never stop learning."

We gratefully acknowledge all of the area's many dedicated professional nurses, including this year's honorees, and especially two of our own – **Theresa Winkelman and Nancy Kuebler**.

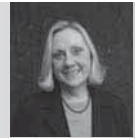
ECMC has some of the best clinical outcomes in New York State and many reasons for our successes can be directly attributed to our exceptional nursing staff.

**Congratulations to all
Nursing Honorees, and
especially two of our own...**

ECMC Nurse of Distinction

Theresa Winkelman, NP
Certified Pediatric Nurse Practitioner
ECMC Cleve-Hill Family Health Center

Clinical Assistant Professor
SUNY at Buffalo School of Nursing



ECMC Outstanding Staff Nurse

Nancy Kuebler, RN
Registered Nurse
ECMC Internal Medicine Center



Volunteer of the Year

Norma Boteler



Norma E. Boteler is the 2011 Volunteer of the Year. Norma retired from the Lancaster School system after running their Transportation Department. She first became interested in volunteering when her mother was a patient in ECMC's Skilled Nursing Facility. Norma joined the Volunteer Board in 2003. She is currently secretary of the Volunteer Board. She is also on the Lifeline Foundation Board of Directors. Every Monday Norma comes in early to do a coffee cart for patients and their families in the

clinical areas. She helps in the Volunteer Office by making admission packets, stuffing bills and sorting patient mail. She helps at all the volunteer board sales, in the SNF and wherever needed. Norma is very hard-working and dedicated. She is professional and carries herself in a calm manner. Norma is a caring person who always has a smile and a kind word for others. She is on time, works independently and always does a thorough job. Despite having her own difficulties, Norma has risen above them to help others in need. In this past year, Norma has done an outstanding job while dealing with personal obstacles and set-backs. She is to be both thanked and admired for the courage and consistency she has shown as well as the time, effort and love she has given to ECMC Corp.

Susan Warren – August



Susan Warren, RN, is a relatively new nurse to ECMC. She has responded well under pressure and in emergency circumstances as a behavioral health nurse. Susan is commended for her professionalism, “grace under fire,” and positive attitude towards both her patients and her work. She is always flexible, responsible, and willing to lend a hand when needed. Susan constantly seeks out learning experiences. She is a very capable nurse and supportive patient advocate. Good work Susan!

Lynne Golombek – June



Lynne Golombek, RN, is the charge nurse on the 7th Floor, Zone 1. She is always willing to help and provide assistance whenever necessary. Lynne anticipates the needs of the staff and goes above and beyond to support them. She comes to work focused and ready to provide optimal care to her patients. Lynne has great leadership skills. She is also a valued member of the Quality Improvement (QI) Committee. Thanks, Lynne, for providing outstanding care and representing well your unit as charge nurse!

Michael Szejnar – July



Michael Szejnar, RN, is a true asset to the 8th Floor Rehab nursing team and ECMC. He is the epitome of a team centered professional. Mike consistently performs above and beyond each and every day, and his co-workers can bank on this consistently. Despite Mike’s very involved assignments, he will make himself available to other therapists or nurses to meet the needs of the patients. Mike offers his patients and their families a gentle, calm and reassuring approach during his clinical care. Words that describe Mike are: hard working, kind hearted, efficient, skillful, friendly, and focused. He is particularly wonderful with the more challenging patients, speaking to them in a soft, clear, and non-condescending way that enhances their understanding and often re-directs negative behavior. Mike shows respect and kindness to family members and has even provided transportation to a stranded family far from the direction that he was traveling. Mike meets and exceeds the expectations of Nurse of the Month. Congratulations, Mike, on this well deserved recognition!

Renée Brzezinski – May



Renée Brzezinski, RN, works in the Cardiac Care Unit (CCU). She is a preceptor and charge relief nurse. During her years at ECMC, she has developed a good working relationship with her fellow nurses and cardiologists. Renée exemplifies the true beauty within a nurse. Her approach is expressed with a kind sincere smile. Renée’s compassion, dignity and love have helped many families to believe and hold hope. She has that gift of deep commitment that through difficult circumstances eases pain and fear. Thank you, Renée, for being part of our team. You’re a truly caring and kind-hearted professional.

ECMC

Employee of the Month

Kerry Keleher – May



Kerry E. Keleher, LPN, joined Patient Advocacy in 2009. She is a member of the American Society of Risk Management. Kerry has provided endless support to the Clinical Patient Advocate registered nurse and the Ethics Committee in managing nursing, physician, and family concerns regarding patient rights, advanced directives, guardians, and patient concerns. Her dedication and caring manner has impressed our patients and their families and she has provided mentoring to her colleagues in Patient Advocacy. Kerry is a dedicated, motivated, and caring nurse. We are proud to have Kerry on our ECMC team demonstrating true care!

Mary Ann Duff – May



Mary Ann Duff, Administrative Control Clerk (ACC) has worked at ECMC since 1985. She is an exemplary employee. Mary Ann always conveys a professional attitude as she performs her duties. She is able to work as an ACC anywhere at ECMC. Mary Ann represents the pinnacle of proficiency wherever she works. She performs a vital function training new ACCs, even having trained her current supervisor 23 years ago. Mary Ann takes a proactive approach to her work. Her efficiency benefits everyone involved with her work—patients and staff members. Congratulations, Mary Ann, on this well deserved recognition!

Melissa Neff – April



Melissa Neff, CCRN, has exhibited outstanding leadership skills in her unit manager role. Melissa has taken the Cardiac Cath Lab through a construction phase making the unit a jewel of ECMC. She has helped us to log the best door-to-balloon time in Western New York. She motivates her staff and has wonderful interpersonal communications skills that she utilizes in her interaction with patients, families and physicians. Melissa is an inspiration and a role model. Thank you, Melissa, for applying your comprehensive skill-set to advance our efforts.

ECMC

Volunteer of the Month

Carol Akins – July



Carol A. Akins is a wonderful volunteer who truly enjoys working and staying busy. Carol is currently in Outpatient OT/PT four days per week. Her department reports her to be self-motivated and hard working. She is one who is efficient and “willing to jump in.” Always punctual, Carol is also reliable and very helpful. The patients in OT/PT have said that Carol is “kind, friendly and patient.” Thank you, Carol, and keep up the good work!

continued

ECMC

Volunteer of the Month

continued

Sue Bell – June



Susan C. Bell is “a treasure” explains the Medical-Dental Staff Office staff members. The Medical-Dental staff feels very fortunate to have Sue as a weekly member of their team. She brightens every Monday with a positive attitude and a “roll-up-the-shirt sleeves” approach to her duties. Sue’s past work experience at ECMCC and outgoing personality make her an excellent fit for contacting physician offices and practice plans for required documentation. She approaches this assignment very seriously and with the vigor of a full time employee. Sue is very effective, and takes great pride in the contribution she makes to the mission of the department and compliance with regulatory standards. Sue’s dedication to the team is commendable. She has adjusted her schedule to assist the department in times of need. Just recently, she came in an extra day to help staff the office. The Medical-Dental Staff Office strives to provide excellent customer service. Sue embraces this in everything she does. Her approach is friendly, persistent, with a touch of humor. The skill with which she communicates and her tenacity to get the job done well is greatly admired. Monday’s are definitely more productive and fun in the Medical-Dental Staff Office because of Sue Bell!

Judi Feltz – May



Judith A. Feltz has worked as a Volunteer for the Stroke Program since July of 2009 to the present. Judy is truly an asset to ECMC’s Stroke Program. Her responsibilities include scheduling appointments and meetings. Judi assists with the clerical aspects of preparation and record keeping for stroke education programs for employees, patients, families and the community. She assists the stroke program with typing, filing, mailing, organization, photocopying and errands. Judi pleasantly answers the telephones and relays messages for the Stroke Program. She enjoys tending to the miscellaneous clerical needs of neurologists that are new to ECMC. Judi is loved and appreciated by the Stroke Program and the Department of Neurology staff members. We are blessed to have her working with us!

Lois Peterson – April



Known to all as “the lady in the Gift Shop,” **Lois Peterson** is not just a Gift Shop employee but has volunteered with ECMC since 1970. Besides helping run the Gift Shop, she is a member of the Volunteer Board who also helps-out at all sales which raise money for the hospital. She attends all Board meetings, is a buyer for the Gift Shop, assists with the annual Project Requests and is a wealth of knowledge regarding anything the Volunteers might need. She has held several past offices with the Volunteer Board and is always happy to assist wherever needed. Her long-term commitment to ECMC is to be admired. Thanks, Lois, for all your years of dedication!

ECMC represented at Annual Kidney Walk



ECMC employees took part in the National Kidney Foundation Annual Kidney Walk on Sunday, June 12, 2011. Shown (*l. to r.*) are: Pat Cole, RN, Unit Manager, Hemodialysis; Kathy Fryling, RN, Nurse Clinician, Surgical Services; Rebecca Lippner, RN, and Karen Maxson, RN. ECMC employees raised nearly \$600 for the NKF.

Important Days to Know

September

MONTH-LONG OBSERVANCES

Cholesterol Education Month
 Healthy Aging Month
 Pain Awareness Month
 Prostate Cancer Month
 Prostate Health Month
 Reye's Syndrome Awareness Month
 Sickle Cell Awareness Month
 Sports and Home Eye Safety Month
 Thyroid Cancer Awareness Month

WEEK-LONG OBSERVANCES

4-10 Suicide Prevention Week
 11-17 Healthcare Environmental Services and Housekeeping Week (National)
 11-17 Nephrology Nurses Week
 18-24 Child Passenger Safety Week
 18-24 Farm Safety & Health Week (National)
 18-24 Prostate Cancer Awareness Week
 18-24 Rehabilitation Awareness Celebration (National)
 18-24 Surgical Technology Week (National)

RECOGNITION DAYS/EVENTS

24 Seat Check Saturday
 27 Take a Loved One to the Doctor Day
 28 Women's Health & Fitness Day (National)

August

MONTH-LONG OBSERVANCES

Neurosurgery Outreach Month

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MED-CENTER

Pulse

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QUARTERLY PUBLICATION	SUBMISSION DUE DATES
January-February-March	February 15th
April-May-June	May 15th
July-August-September	August 15th
October- November-December	November 15th

ALL SUBMISSIONS ARE REQUIRED IN ELECTRONIC FORM (either as text in e-mail or as Microsoft Word files/attachments). Photographs must be forwarded as digital files/scans and attached to e-mail or submitted on CD, DVD, or USB devices.

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ECMC Lifeline Foundation 2011 Events



SAVE THESE DATES!



Tournament of Life Golf Classic
Monday, August 15, 2011
Park Country Club



5K Runa and Healthwalk
Saturday, October 15, 2011 *Delaware Park's Parkside Lodge and Ring Road*

For more information please contact our office at 716-898-5800