

January-April, 2013



# Pulse

The difference between healthcare and true care™

A PUBLICATION OF ECMC CORPORATION

## ECMC Opens Terrace View Long-Term Care Facility

### State-of-the-art, resident-centered long-term care for Western New York



*"This facility will be a great addition to Western New York, and I commend and thank everyone for the hard work it took to make this happen."*

*--Robert J. Duffy  
Lt. Governor*



#### Three receive Top Honors during ECMC Springfest Gala pg. 16



Distinguished Physician Award:  
Michael Manka, M.D.



Distinguished Nursing Award:  
Peggy Cramer, RN, MS



Distinguished Service Award:  
Douglas H. Baker

On February 8th, 2013, Erie County Medical Center Corp. dedicated its new \$103 million, 390-bed nursing home on the ECMC Health Campus on Grider Street.

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# Pulse

**Pulse** is a publication of the Public Relations/Communications Department of ECMC Corporation. The article/photo submission schedule is listed below. All submissions must be received as follows:

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

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## A Message from ECMC CEO Jody L. Lomeo



Jody L. Lomeo  
ECMC Corp. CEO

As we enter the second quarter of 2013, we continue to see more growth and collaborative efforts on the ECMC campus. The ECMC rebranding continues and we continue to be committed to providing the best patient experience for everyone who walks through our doors.

Recently, we received our financial audit for 2012 and I am very proud to report that ECMC had a \$1 million operating surplus. With all of the changes to reimbursement, this was no small accomplishment. I would like to publicly thank everyone at ECMC for their efforts to not only provide outstanding care, but also for their commitment to the fiscal integrity of the ECMC Corporation. As stewards of a tremendous community asset, we are ever mindful of our responsibility to long term success of ECMC and the patients we serve.

Early this year, we saw the opening of Terrace View, our brand new long-term care facility on the ECMC Health campus. The movement of patients from the Erie County Home in Alden to Terrace View was a beautiful day. The compassion demonstrated by the staff and hundreds of employees and volunteers was humbling. Each resident that came through the door was greeted by individuals who truly cared for them and understood the importance of this day. The smiles on the faces of the residents coming through the door will be something I will never forget. It was a moment that truly showed what ECMC is all about.

I would also like to thank the CSEA employees at ECMC for believing in our long term vision by passing an historic CSEA contract. This contract raised salaries to make them more competitive with the healthcare industry, and reduced and eliminated many of the legacy costs which cannot be sustained long term. It also addressed many other issues that allow us to operate more like a \$500 million healthcare business. It was a true demonstration of our employees' belief in the future of ECMC and the patients we serve.

We continue to build and collaborate through 2013. *The Regional Behavioral Health Center of Excellence at ECMC* construction is moving right along and the staff is working very hard to take the very good programs at ECMC and Kaleida to make them into one great program. Also, we are in the middle of building two new operating rooms and two floors of medical office space in our new medical office building. Additionally, we continue to build on our existing programs to improve the patient experience and continue to make ECMC the hospital of choice for Western New York.

At this year's Springfest Gala, we honored and celebrated three professionals who consistently demonstrate their expertise, dedication and commitment to our trauma services, the patients and families we serve, and our entire community. These individuals played a significant role in making the ECMC Trauma Center the best in New York State and have saved countless lives. We are truly blessed to have the following individuals in our community:

- **Distinguished Physician Michael Manka, MD**, Chief of Service for the Department of Emergency Medicine at ECMC and Clinical Assistant Professor of Emergency Medicine in the Department of Emergency Medicine for SUNY at Buffalo;
- **Distinguished Nurse Peggy Cramer, RN, MS**, Vice President of Trauma and Emergency Services at ECMC; and
- **Distinguished Service professional Douglas H. Baker**, President and Founder of Mercy Flight Inc. and Board of Directors Member, ECMC Corporation.

We congratulate these exceptional individuals for their significant contributions in support of the life-saving services at ECMC and our caring culture!

We are committed to our mission to provide every patient with quality care and compassion. We thank you for your continued support of ECMC Corporation.

Sincerely,

Jody L. Lomeo  
Chief Executive Officer  
ECMC Corporation



## Final Beam placed on "Regional Behavioral Health Center of Excellence at ECMC"

On April 22, the final beam was raised and mounted atop the *Regional Behavioral Health Center of Excellence at ECMC*. The new center, planned to open in March 2014, will expand ECMC's current emergency behavioral health facilities from 6,500 square feet to 16,000 square feet. The consolidated model will combine the resources of the ECMC and Buffalo General Medical Center behavioral health programs and will create a single, 180-bed inpatient psychiatric program. It will also continue ECMC's current 22 detoxification beds and 20 inpatient chemical dependency rehabilitation beds.

The new center is a physician-driven collaboration between ECMC and Kaleida. It creates a state-of-the-art, comprehensive psychiatric emergency program and new inpatient facilities that leverage the talents, infrastructure, and clinical expertise of ECMC and Kaleida to meet the growing demand for mental health services in the Western New York community and improve the quality of care for behavioral health patients for generations to come.

With approval and grant funding from the New York State Department of Health and in collaboration with the Great Lakes Health System of WNY, Erie County Medical Center and Kaleida Health are consolidating mental health and drug dependency treatment services in one \$25 million facility. The state's Healthcare Efficiency and Affordability Law-21 [HEAL-NY] \$15 million in funding has helped significantly to move this project forward. ECMC and Kaleida Health are funding the remaining \$10 million.

Cover story continued

# ECMC Opens Terrace View Long-Term Care Facility

On February 8th, 2013, Erie County Medical Center Corp. dedicated its new \$103 million, 390-bed nursing home on the ECMC Health Campus on Grider Street.

Terrace View Long-Term Care Facility, named for the design feature of multiple terraces providing outside areas for residents, replaces the 87-year-old Erie County nursing home in Alden. Terrace View also combines in one location existing long-term care beds from ECMC.

Patients were transferred from Alden into the new facility and from the Skilled Nursing Facility at ECMC March 9th through the 11th.

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. Terrace View will save almost \$1 million annually simply by eliminating resident transportation costs between Alden and Buffalo.

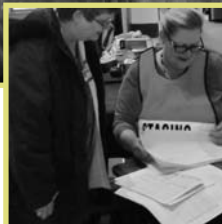
Terrace View also brings approximately 400 jobs back to the City of Buffalo. In the past, the Erie County Home was challenged to provide employment opportunities for city residents who had limited transportation to Alden.

In line with New York State Department of Health recommendations, there was a 332-bed reduction to the new facility from the previous total of 722 beds. Most Alden employees who wanted to transfer to the new location, or to other ECMC operations, did so; some unfilled positions were not filled or were consolidated

to increase operational efficiencies, but job levels are similar before and after the move. All residents not transferring to the new facility were moved to other facilities or home.

"This move to ECMC's Grider Campus took vision from our board of directors and collaboration with our community. Most importantly, this improves the lives of our residents and employees and saves ECMC Corp., Erie County and New York State taxpayers a great deal of money," said ECMC CEO Jody L. Lomeo. "We're especially pleased that residents have moved to a fresh, state-of-the-art facility that incorporates the very latest in resident-centered thinking."

Medicaid is expected to reimburse portions of the construction and the operating costs based on the number of residents who receive Medicaid. The Erie County Fiscal Stability Authority financed the project through its bonding authority.





From the state's point of view, Terrace View is an innovative symbol of a new direction.

"Gov. Cuomo has reformed the state's Medicaid system to reduce costs and improve patient outcomes, and this new, highly efficient facility will save taxpayer dollars while providing improved services," said Lt. Governor Robert J. Duffy. "This facility will be a great addition to Western New York, and I commend and thank everyone for the hard work it took to make this happen."

The project came together rapidly after a July 2011 ground breaking.



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

The new home is organized into small-scale, 12-bed households, each with a living room and fireplace, kitchen and dining rooms. Each floor features a generous outdoor terrace and an indoor terrace lounge with a view to the terrace.

"The new facility at ECMC is a clear step forward in design for a livable senior care community," said Richard Cleland, ECMC's chief operating officer.

Design and work on the building came mostly from local sources, including Cannon Design of Grand Island.

"What's innovative is the personal space of each room, with a bay window, the small-scale households, the cascading terraces, and the



*"This move to ECMC's Grider Campus took vision from our board of directors and collaboration with our community. Most importantly, this improves the lives of our residents and employees and saves ECMC Corp., Erie County and New York State taxpayers a great deal of money,"*

*--Jody L. Lomeo  
ECMC Corp. CEO*

array of destinations. Shared communal spaces on the first floor, with adjacent gardens and courtyards, deliver the texture and diversity for a stimulating community for residents, families and staff," Cleland said.

Bonds for the project sold through the Fiscal Stability Authority created a borrowing structure that saved ECMC Corp. \$118 million in interest expense by reducing the interest rate and the repayment period to 15 years from 30.

Erie County paid \$11.5 million of the construction costs through an agreement reached with ECMC Corp. in 2009. ECMC officials estimate the new facility will reduce current operating losses by 60 percent.

Further, according to recent resident and employee censuses, residents' families and nursing home workers are finding the new home much more convenient. Eighty percent of the residents are from Buffalo or the first-ring suburbs. Terrace View allows residents to be closer to family and loved ones who can participate in their care and well-being.

The new home stands beside the new \$27 million Regional Center of Excellence for Transplantation & Kidney Care which opened a year ago. The hospital also recently announced a \$35 million Regional Behavioral Health Center of Excellence, a consolidation of Kaleida and ECMC's behavioral health and substance treatment facilities into one expanded area of ECMC.

Terrace View and the centers of excellence are part of a five-year, \$200 million expansion on ECMC's Health Campus that is 80 percent complete. It provides good-paying jobs and health-focused economic development centered in a section of Buffalo that has seen too little of both.

*continued*



Cover story continued

# ECMC Opens Terrace View Long-Term Care Facility

The Skilled Nursing Facility at ECMC contained 126 skilled nursing beds and 10 ventilator beds. The facility in Alden held 586 beds on three floors.

The new facility, for which current residents had design input, is 275,500 square feet on five levels. It contains three floors of 96 skilled nursing beds each; one floor containing 66 sub-acute rehab beds; a 20-bed ventilator unit and 16-bed behavioral intervention unit on the ground floor, for a total of 390 beds.

The building is connected to the existing hospital and to other facilities on campus via a public corridor that is used to transport patients and residents in need of varying degrees of medical care.

Transformation of ECMC's Health Campus, which now has 550 beds and had 63,500 ER visits in 2012, began in June 2010. ECMC spent \$2.9 million to expand its Emergency Department, with eight new trauma exam

rooms and two new trauma surgical suites. ECMC is already home to the state's top-rated Adult Regional Trauma Unit.

With surgeries up 10 percent over the last two years, and recruitment of 15 new doctors, ECMC also recently gained state approval to open two new operating suites, prepare two additional "shelled" operating rooms for future expansion, and add related recovery and surgical services space.

With an estimated overall economic impact on the region of \$750 million, ECMC had total revenues in 2012 of nearly \$500 million and does not receive a subsidy from Erie County.

## ECMC Names New On-Campus Nursing Home

On January 10th, 2013, Erie County Medical Center announced the name of its new \$103 million, 390-bed nursing home on the ECMC Health Campus on Grider Street.

The new long-term care facility is called "Terrace View Long-Term Care Facility," based on the design feature of multiple terraces that provide residents with wide-ranging views.

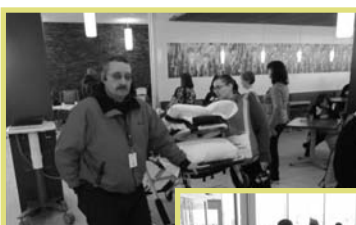
"Moving our county home residents to a new, modern facility at ECMC benefits residents, our employees and provides better, more efficient care," said Jody L. Lomeo, ECMC's CEO. "The terraces are an important aspect of providing a comfortable living environment for the residents."

The projects, which included demolition of eight buildings on the 65-acre ECMC property, also supported hundreds of construction workers' jobs over the last 18-24 months.

Consolidation provides efficiencies and gives residents 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 was designed to provide a supportive environment for the resident-centered delivery of care model ECMC developed.



SNF President of Residents Alfred 'Al' Woscichowski



# ECMC Opens Special Unit Designed to Reduce Patient Stays

## *Transitional care demonstration project for Medicare patients is first in WNY*



On March 27, Erie County Medical Center opened the region's first Transitional Care Unit (TCU), which is designed to reduce the number of days Medicare patients remain in the hospital, while still maintaining care levels.

A Transitional Care Unit – a less-costly and reimbursable service – is set up to reduce the number of days spent in the hospital's medical/surgical care areas by Medicare patients whose hospital stays exceed the necessary time periods covered by appropriate reimbursement rates.

Patients who will receive care in the TCU, which at ECMC is described by the state as a "demonstration project," are medically stable and have clear prognoses, but are still quite ill. ECMC estimates about 400 patients will use the 19-bed TCU in 12 months. Another advantage of the unit is that specific rehabilitation can begin when a patient arrives in the 6th floor facility.

Also eligible for the unit are patients with complex conditions and/or those requiring costly care; or, patients who will be discharged to home within a few days.

"The main purpose of the unit is better care for our patients," said Jody L. Lomeo, ECMC CEO. "The TCU is a unique care model that continues to make ECMC an innovator in Western New York."

The New York State Department of Health approved the unit in September 2011, pending submission of final construction plans.

"The fact that the Department of Health approved this project validates the quality of our proposal and that establishing a Transitional Care Unit 'demonstration project' sets a more appropriate standard for care of this patient population across the state," explained Richard Cleland, ECMC's Chief Operating Officer.

The closest similar units are in Binghamton, Champlain and on Long Island.

On an average day at ECMC, 24 medical-surgical beds are occupied by some patients for whom Medicare eligibility is exhausted. The medical center should discharge these patients more expeditiously, typically to Medicare Skilled Nursing Facility beds, for which Medicare would pay for extended convalescence. However, a sufficient number of Medicare SNF beds are not available in Western New York. Patients in ECMC's TCU will not be accepted from outside the hospital.

The TCU meets some of the needs for additional beds, providing a unit that will administer the appropriate level of care that is also Medicare-reimbursable. The TCU is appropriately used to provide care for the most complex and costly patient conditions, while freeing ECMC's medical-surgical beds for patients requiring necessary medical-surgical care.



# State OK's ECMC Out-Patient Office Move

## *Health Campus approved to build out two new floors in Transplant/Dialysis Center*

On April 10, Erie County Medical Center announced it received state Health Department approval for a \$6.4 million project to move outpatient services from the main hospital building into the adjacent Center of Excellence for Transplantation building.

State officials notified ECMC the week prior of contingent approval to relocate the outpatient physician services to the medical office building that opened last year on ECMC's Health Campus.

Programs involved are for head and neck care, oncology, primary care, internal medicine, nephrology, plastics and reconstructive surgery, endocrinology and urology.

ECMC Chief Operating Officer Richard Cleland explained that the move allows for newer, improved space for areas of care that ECMC added in the last 24 months.

"As ECMC grows and evolves into new areas of surgical and medical care, we have developed new, comfortable space for doctors, staff and patients," said ECMC CEO Jody L. Lomeo. "As the community has seen in recent months, with opening of Terrace View Long-Term Care Facility, the transplant center of excellence and the soon-to-be-built behavioral health center, ECMC is growing and changing to serve patients better and more efficiently."

The building houses outpatient dialysis on the ground floor. Two new operating rooms will be built on the first floor as part of a \$15 million expansion. The outpatient services will be housed on the second floor and third floor.

The project is the latest in a series of improvements at ECMC's Health Campus on Grider Street. In late March, ECMC opened the region's first Transitional Care Unit, which is designed to reduce the number of days Medicare patients remain in the hospital, while still maintaining care levels.

The new units add to an already busy year at the medical center.

In February, ECMC opened Terrace View. The new home stands beside the \$27 million Regional Center of Excellence for Transplantation & Kidney Care that opened a year ago. Also underway on the Health Campus is a \$35 million consolidated behavioral health center due to open next year.

With an estimated overall economic impact on the region of \$750 million, ECMC had total revenues in 2012 of nearly \$500 million and does not receive a subsidy from Erie County.



## Kaleida Health, ECMC announce Cardiac Integration

### *Third major initiative between organizations creates region's Center of Excellence for heart care*

On February 25, 2013, Kaleida Health and the Erie County Medical Center (ECMC) announced the integration of cardiac services. All heart surgery, angioplasty and heart attack care will now take place at the Gates Vascular Institute.

This is the third major initiative between Kaleida Health and ECMC and creates the region's center of excellence for heart care.

"Western New York has a very high rate of cardiovascular disease and stroke, essentially the same disease process in different areas of the human body," said L. Nelson Hopkins, President of the Gates Vascular Institute. "The Gates Vascular Institute is the only center in the country where all of the physicians and scientists focused on vascular diseases such as heart attack and stroke, work side by side because of the unique building design. This partnership with ECMC gives us a chance to better serve our community in this new, exciting and award winning facility."

The integration will bring ECMC patients to the expertise of the Gates Vascular Institute. The ECMC campus will continue to have on-site cardiology medicine services, diagnostic catheterization, and thoracic services for trauma patients.

Opened in March of 2012, the Gates Vascular Institute is a team of researchers, surgeons, physicians, and other clinicians devoted to the study, treatment, and prevention of cardiac, stroke, and vascular diseases. ECMC, a strong proponent of the institute, made a \$20 million investment in the facility and has worked since its inception to integrate ECMC cardiac services in the new facility.

"When we opened the Gates Vascular Institute, we said it would revolutionize health care in our community," said James R. Kaskie, President and CEO of Kaleida Health and Great Lakes Health. "That is happening as we combine two cardiac programs under one roof. We have also created the largest, most modern and digital emergency department around, complete with a new helipad. And, we are leveraging the space and infrastructure at Buffalo General to create a more modern medical center for complex services. We are building a healthier future through a collision of talent and knowledge; bringing the brightest medical minds together on behalf of the patients of Western New York."

Kaleida Health and ECMC's combined cardiac program account for 8,000 catheterization procedures and nearly 1,000 heart surgeries each year in Western New York.

Kaleida Health's cardiac program has been rated in the top 10 percent for heart surgery and among the top 5% in the nation for coronary angioplasty. In addition, the program has been named a BlueCross BlueShield "distinction center" for cardiac care in Western New York and has received a HealthGrades Five Star award, the UnitedHealthcare Cardiac Center of Excellence award and the Premier award for Quality for Coronary Artery Bypass Surgery.

ECMC is an accredited Chest Pain Center and has received numerous gold awards from the American Heart Association for its quality of care and response time for emergency angioplasty. ECMC also continues to have some of the best Trauma survival statistics in New York State.

"The integration of ECMC cardiac services with the Gates Vascular Institute to create one program at both sites continues our goal to provide quality care for patients, support for the region's trauma center, and further enhance the clinical expertise at the Gates Vascular Institute," said Jody Lomeo, CEO of ECMC. "Working with the Kaleida Health, we continue to see true results of collaboration as we improve healthcare for our entire community."

The Gates Vascular Institute brings together Kaleida Health physicians and University at Buffalo (UB) researchers in a collaborative effort to deliver state-of-the-art clinical care, produce major breakthroughs on the causes and treatment of vascular disease and spin-off new biotechnology businesses and jobs. It features four floors that are dedicated to the surgical and interventional management of cardiac, vascular and neurological conditions, as well as a 16-bed highly specialized intensive care unit, and a 62-bed short-stay suite. The combined



buildings of the Gates Vascular Institute and neighboring Buffalo General Medical Center (BGMC), house 548 inpatient beds, 30 operating rooms, 17 interventional labs, four CT scanners and four MRIs.

The new Buffalo General Medical Center emergency department is located on the ground floor of the Gates Vascular Institute building, is the largest in Western New York and can accommodate more than 60,000 patient visits annually. In addition to medical ground transportation to the emergency department, Buffalo General can now accommodate patients with life threatening emergencies via medial helicopter, with 24/7 immediate access to an intervention or surgery.

This consolidation represents the third major initiative between the two organizations to consolidate services, under the Great Lakes Health System of Western New York. The first created the Regional Center of Excellence for Transplantation & Kidney Care on ECMC's campus, and the second is currently underway, creating a Center of Excellence for Behavioral Health Care.



## U.S. News names ECMC Dr. Loree a highly rated Top American Doctor in Plastic and Reconstructive Surgery



**Thom R. Loree, MD,**  
*Director, Department of Head & Neck and Plastic & Reconstructive Surgery, ECMC*

U.S. News recently published its list of Top Docs and selected Thom R. Loree, MD, as a highly rated American Top Doc in plastic and reconstructive surgery.

There are 865 top plastic surgeons on the list of U.S. News Top Doctors. These physicians were selected based on a peer nomination process. Within this list of the best plastic surgeons, 193 have been named to a highly selective list of America's Top Doctors (ATD)—including Dr. Loree—by achieving national recognition for outstanding work.

Dr. Loree is currently the Director of the Department of Head & Neck, and Plastic &

Reconstructive Surgery at ECMC. Before joining ECMC as the Director of the department, Dr. Loree received his doctorate of medicine from George Washington University, and general and plastic surgery training from St. Luke's-Roosevelt Hospital Center in New York City. He continued to expand his expertise as a head and neck surgeon and oncology fellow with Memorial Sloan-Kettering Cancer Center in New York, and as an attending physician at Roswell Park Cancer Institute for nearly 20 years. During the last 12 years of his Roswell Park tenure, he was Chairman of the Department of Head & Neck/Plastic & Reconstructive Surgery. Dr. Loree currently holds an appointment as an Associate Professor of Surgery for the University at Buffalo, State University of New York, where he continues to conduct research and publish extensively.

Dr. Loree specializes in larynx (throat) cancer, microvascular reconstruction, oral (mouth)

cancer, plastic & reconstructive surgery, sinus cancer, skull base surgery, thyroid and parathyroid gland, and breast reconstruction.

At ECMC, nationally renowned plastic and reconstructive surgeons perform a variety of procedures to treat abnormalities and conditions of the head and neck, breast, and other body regions.

To view the U.S. News listing about Dr. Loree, see: [http://www.vitals.com/doctors/Dr\\_Thom\\_Loree/reviews](http://www.vitals.com/doctors/Dr_Thom_Loree/reviews)

For more information about the U.S. News American Top Doctors, those interested can log-on to: [http://health.usnews.com/top-doctors/directory/best-plastic-surgeons?specialist=Plastic+Surgeons&doctor=Name&hospital=Hospital+Name&doctor\\_gender=&sort\\_by=name&specialties=073&location=City%2C+State%2C+or+ZIP&specialty\\_plural\\_urlname=plastic-surgeons&page=31](http://health.usnews.com/top-doctors/directory/best-plastic-surgeons?specialist=Plastic+Surgeons&doctor=Name&hospital=Hospital+Name&doctor_gender=&sort_by=name&specialties=073&location=City%2C+State%2C+or+ZIP&specialty_plural_urlname=plastic-surgeons&page=31)

## State Approves Two New OR Suites at ECMC *Facilities needed for 10 percent increase in surgeries in last two years*

On January 2, 2013, Erie County Medical Center announced that the New York State Department of Health approved its application to open two new operating suites, prepare two additional "shelled" operating rooms for future expansion, and add related recovery and surgical services space.

After final contingencies are met, the operating room expansion will go in the building that presently houses outpatient dialysis for the new Regional Center of Excellence for Transplantation and Kidney Care. The new suites are needed because of a 10 percent

increase in ECMC's surgical volume in just two years.

This is specifically related to an increase in emergency room volume; consolidation of all Great Lakes Health's transplantation programs for kidney and pancreas on the ECMC Health Campus; and an increase in surgical volume generated from the hiring and partnering with more than 15 new surgeons and physicians in the last few years. ECMC has also seen significant surgical growth in orthopaedics and has started a new division in Plastics and Reconstructive

Surgery, including head and neck cancer surgery.

"This is yet one more success as we continue to drive our strategic growth plan for the hospital," said ECMC CEO Jody L. Lomeo. "The development on the ECMC Health Campus has accounted for more than \$200 million in patient-focused capital improvements and investments in our Grider Street campus in the last few years."



## Arnold P. Gold Foundation recognizes Dr. Neil Dashkoff with "Gold DOC" Award



**Neil Dashkoff, MD,**  
*Cardiac Catheterization Director, ECMC*

The Erie County Medical Center (ECMC) Corporation recently received notification from the Arnold P. Gold Foundation that ECMC Cardiac Catheterization Director Neil Dashkoff, MD, is being recognized by the Foundation with a "Gold DOC" award.

The Gold Foundation established this recognition to give patients and their family members the opportunity publicly to pay tribute to physicians when they feel the care they have received demonstrates exemplary skill, sensitivity and compassion.

Promoting the vital importance of humanistic medical practice is central to the mission of the Gold Foundation. The Gold Foundation guides patients and their caregivers to seek, and be able to identify, exemplars of compassionate care as well as clinical excellence.

The humanistic doctor (Gold DOC) demonstrates a variety of attributes including: integrity, excellence, compassion, altruism, respect, empathy and service. When practiced, humanism in medicine fosters relationships with patients and other caregivers that are compassionate and empathic. It also describes attitudes and behaviors that are sensitive to the values, autonomy, cultural and ethnic backgrounds of others.

To review the Gold DOC Recognition Directory—now including Dr. Dashkoff—visit: <http://bit.ly/FindYourGoldDOC>

# A Buffalo Spree Profile on a Top Doc at ECMC... Elements of Success: Dr. Saurin R. Popat



As a surgeon and specialist in clinical care for head and neck tumors and conditions requiring major reconstructive approaches, Dr. Saurin R. Popat seeks and finds ways to connect in every element of his life.

Popat earned his MD in 1992 and is now in private practice at the Delaware Medical Group and in academic practice in the department of head and neck/plastic and reconstructive surgery at Erie County Medical Center. He is one of the few local surgeons trained to perform robot-assisted procedures on neck and throat tumors.

Popat's family is originally from India, but, in the 1800s, they became part of a colonial-driven influx to Uganda, where they settled and thrived. His parents were both doctors; they worked and raised their family in Kampala until Idi Amin's mass expulsion in the early seventies. They lived for a time in London, before emigrating to Canada, where Popat and his brother were raised.

The surgeon didn't think he would follow in his parents' footsteps: "Up until grade eleven, I did my darndest not to," he says. "But my love for biological sciences evolved, and eventually it became a foregone conclusion."

As a scientist, Popat, now forty-three, is deeply engaged by his field: "I chose head and neck surgery because the anatomy is fascinating." His training includes general surgery residency at Los Angeles' Harbor-UCLA Medical Center, an otolaryngology residency at the University of Toronto, a fellowship in head and neck surgical oncology and microvascular reconstructive surgery accredited by the American Head & Neck Society, and a fellowship in skull base surgery in Switzerland.

"In order to work in this area, you have to know a bit about neurosurgery, as well as thoracic and orthopedic medicine," says Popat. "It's complex. To this day, when I am removing lymph nodes or taking out a tumor and then reconstructing the tongue, the jaw, or the lining of the throat with tissues from various parts of the body, it is still amazing. Week in, week out, it's a great thrill."

As a care provider, Popat is committed to personal relationships with his patients and collaboration with his fellow providers. "[Patients] are experiencing profound changes. A key factor in our practice is that people deserve [communication and caring treatment]; they also need to develop trust in you," says the doctor. "I may have to tell someone that I am going to remove their jaw, and replace it with bone from their leg. I have to let them know they'll have a tracheotomy and a feeding tube over a ten-to-twelve hour operation. It is unthinkable unless we develop that connection."

As thorough a businessman as he is a doctor, in 2010, Popat earned an MBA through a joint American/Canadian program administered by Cornell University and Queen's University. "I'm interested in healthcare policy and economics, and how managerial and business issues fit in," he says. "You know, seventeen percent of this country's GDP is from healthcare; in Western New York, between seven and eight percent of all employed people work in private physician offices, let alone hospitals! It's a huge economic and cultural impact.

"The MBA helped me to connect with greater insight to the economic influences. I work with the administration at the Catholic Health System and ECMC, and now I can speak "medicine" and "business." I can be that interface between people of various backgrounds."

How does he communicate complex and sometimes frightening news and information to his patients? "People are much more sophisticated in medicine than they think they are," Popat says. "They watch medical shows, go on the Internet, read newspapers. And if someone is getting glassy-eyed, I can alter the complexity of the words, and take a step-by-step approach."

Once he has diagnosed a patient's condition, Popat says, he and his colleagues make sure they are well informed. "I offer patients options, and then help them choose. I tell them about others they'll need to see, like medical oncology, radiology, cancer care coordinator, nutritionist, maybe a speech therapist or prosthetician. They don't leave the office until they have all their appointments in line, a full comprehensive plan, a referral to the American Cancer Society, and a follow-up with me."

Popat is passionate about his educational responsibility. "Since the advent of modern medical education in the US, the culture of physicians is that we're here to guarantee the next generations quality by teaching them," attests Popat. "We are honored and obliged by our philosophy and ethics to teach. Older medical students teach younger; I not only teach other medical students and doctors, but give lectures to a broad range of related professionals, like nurses, fellows, and speech therapists."

To finish off his day, he says, he reconnects with his wife Katherine, a nurse and speech therapist. It is his favorite time, when they sit and quietly reflect over a cup of tea. Describing their ritual—after their long day is over, their three kids in bed—brings a smile to his face.

*This article by Jana Eisenberg is a reprint from Buffalo Spree, January 2013. Jana Eisenberg writes on a variety of topics for Buffalo Spree.*

**BIGGEST PERSONAL CHALLENGE:** Keeping up with the kids—two boys and a girl, twelve, ten, and eight. Participatory activities include lacrosse, swim, golf, baseball, basketball, hockey, piano—the boys play wind instrument and, to top it all off, his daughter figure skates.

**FAVORITE FOOD:** Tie between Thai and Indian.

**IN HIS SPARE TIME?** At any given time, he's reading three books. "I will continually buy and borrow another three. Sometimes my wife says "Stop. Finish the one book."

**CAN'T FIT INTO HIS SCHEDULE?** Hockey, although he loves it. "The challenge with men's hockey leagues is they start really late. You get home at 1 a.m. Your adrenaline is going, and you have to get up for 5 a.m. surgery."

**MEMORY FROM EARLY LIFE:** In Kampala, villagers would give his parents varying forms of payment, even though the care was free. "When I was three or four I remember we always had a rooster in the back yard. They are huge and territorial."

## Buffalo Spree Top "ECMC" Doctors 2013

- |   |   |
|---|---|
| <b>Cardiac Electrophysiology</b><br>Anne B. Curtis<br>Donald F. Switzer   | <b>Orthopaedic Surgery</b><br>Andrew Cappuccino<br>Bernhard J. Rohrbacher<br>Philip M. Stegemann    |
| <b>Cardiovascular Disease</b><br>Joanne L. Cobler<br>Robert P. Gatewood Jr.<br>Robert F. Glover<br>George E. Matthews | <b>Otolaryngology</b><br>Mark A. C. Hoeplinger<br>Saurin R. Popat                                   |
| <b>Child and Adolescent Psychiatry</b><br>David L. Kaye   | <b>Pediatric Surgery</b><br>Philip L. Glick   |
| <b>Family Medicine</b><br>David M. Holmes<br>Thomas C. Rosenthal  | <b>Physical Medicine and Rehabilitation</b><br>James J. Czorny<br>Thomas D. Polisoto                |
| <b>Gastroenterology</b><br>Michael D. Sitrin  | <b>Plastic Surgery</b><br>Shirley A. Anain<br>Thom R. Loree<br>Raymond O. Schultz                   |
| <b>Hand Surgery</b><br>Owen J. Moy  | <b>Radiation Oncology</b><br>Michael R. Kuettel<br>Dhiren K. Shah<br>Anurag K. Singh                |
| <b>Infectious Disease</b><br>Michael D. Antalek<br>Chiu-Bin Hsiao   | <b>Sports Medicine</b><br>Marc S. Fineberg<br>John J. Leddy<br>John M. Marzo<br>Robert J. Smolinski |
| <b>Internal Medicine</b><br>Thomas G. White<br>Kenneth S. Zimmerman   | <b>Surgery</b><br>George A. Blessios<br>Merril T. Dayton<br>Alan R. Posner                          |
| <b>Nephrology</b><br>Brian M. Murray<br>Oleh G. Pankewycz<br>Rocco C. Venuto  | <b>Thoracic and Cardiac Surgery</b><br>Todd L. Demmy<br>Stephen W. Downing<br>Serrie C. Lico        |
| <b>Neurological Surgery</b><br>Elad I. Levy   | <b>Urology</b><br>Kevin Pranikoff   |
| <b>Neurology</b><br>Gregory D. Sambuchi<br>Robert N. Sawyer<br>Gil I. Wolfe   |   |
| <b>Ophthalmology</b><br>Charles R. Niles<br>James J. Reidy<br>James D. Reynolds                                       |   |

## Christopher Cummings to Lead ECMC Security

### Former State Police Major joins ECMC team with redesign of security



ECMC recently announced that **Chris L. Cummings**, a former New York State Police major, will lead its Security Department.

In his new role as chief of security, he will review and redesign the hospital's already upgraded security and safety measures.

Cummings' previous experience with the State Police includes serving as the Troop "A" Commander in Batavia from 2007-13. He was responsible for all uniform operations in the eight-county region of Western New York, directly managing 450 sworn and non-sworn members.

He helped supervise, in conjunction with the Buffalo Police Department and the Erie County Sheriff's Department, the highly effective Project

Impact, allocating law enforcement personnel to troubled areas within the City of Buffalo.

"After a lengthy search process, we are extremely pleased to get someone of Chris Cummings' caliber," said ECMC CEO Jody L. Lomeo. "We look forward to Chris Cummings' leadership as we continue our commitment to maintain the safest environment for our patients and visitors."

Cummings, 53, served as a State Police captain in Canandaigua from 2004 to 2007 and led numerous responses to a wide range of situations and crises, including homicides, hostage negotiations and sensitive investigations.

He also was captain of the Internal Affairs Bureau for the Western Region from 2001 to 2004. In that capacity, he supervised internal affairs investigations throughout an 18-county region in Western New York, as well as audited State Police operations ensuring adherence to policies and laws, identifying problem areas, and recommending improvements. He began his career in 1984 as a uniformed trooper.

"After a fulfilling career with the State Police, I was looking for an organization that was focused on our community. ECMC is a perfect

fit," Cummings said. "I have watched for decades as ECMC's Regional Trauma Unit, ER doctors and staff saved numerous lives and played a leadership role in our community and I am proud to be part of the team."

Cummings is actively involved with/as: NYS Executive Committee on Counter Terrorism; Region 15 Counter Terrorism Zone Chairman; Western New York Chiefs of Police Association (2nd Vice President); 100 Club of Buffalo Board of Directors, as well as the Erie County Community College Alumni Board of Directors.

Cummings has been recognized and received six New York State Police Superintendent's Commendations, including one for his supervision of law enforcement in response to the crash of Colgan Air Flight 3407.

## Bonnie Sloma appointed Assistant VP of Ambulatory Services



I would like to announce that **Bonnie R. Sloma, RN, BSN**, has been appointed Assistant Vice President of Ambulatory Services, effective December 21, 2012.

Bonnie has over 25 years of executive healthcare experience and has been with ECMC over the past six months as the Special Assistant to the Chief Operating Officer. In this role she has been very instrumental (along with Healthcare Information Systems and the clinical team) in the implementation of the ambulatory care Electronic Medical Record (EMR/Allscripts). Prior to coming to ECMC, Bonnie was the Administrative Consultant and Vice President of

Clinical Services for Apollo Healthcare (Niagara Falls), the Assistant Administrator of Clinical Services/Director of Nursing at Our Lady of Peace Nursing Care Residence (Lewiston), and Director of Nursing at Lockport Memorial Hospital.

Bonnie has a Bachelor of Science in Nursing from Niagara University where she is currently working on her MBA. Her professional associations include: Board of Trustees/Chairperson 2008-present, Niagara County Community College.

Let's wish Bonnie much success and support her in her new role.

With Bonnie's appointment, Paul Muenzner, Director of Physician Contracting (who was interim Director of Ambulatory Services) has returned full-time to his physician contracting duties. We thank Paul for his interim directorship of the ambulatory services department. With the recent reorganization of our management structure, Paul reports to Dr. Brian Murray (Chief Medical Officer) and Anthony Colucci III, ECMC Counsel. With this redesign, we will continue emphasizing new and improved procedures in physician contracting.

*Thank you,  
Richard C. Cleland  
Chief Operating Officer  
ECMC Corp.*

## Lorne Steinhart appointed Business Development Analyst



**Lorne Steinhart, MBA**, was recently appointed to the new position Business Development Analyst. In this capacity, Lorne evaluates, determines and pursues opportunities that expand and enhance ECMC's service lines of business which further benefit the community.

Previously, Lorne held senior management positions in business development, marketing and finance at EMS Healthcare Informatics, a

health care information technology consulting and software development firm which provides certified financial, administrative and clinical software solutions; and Better Health Plan, Inc., a network model Medicaid managed care company. Most recently Lorne was Deputy Comptroller of Finance and Accounting at the Erie County Comptroller's Office.

Lorne earned his Bachelor's Degree in Business Administration and Political Science at the

State University of New York at Albany and his Master of Business Administration, with a concentration in Health Care Management, at Canisius College.

Lorne is a former member of the Western New York Healthcare Executive Forum's Executive Committee and co-chair of the association's Marketing Committee.

## Nadine Mund appointed Corporate Compliance Officer



I would like to introduce **Nadine Mund** as ECMC's Director of Corporate Compliance (as of February 11). Nadine brings a blend of compliance, coding, audit, revenue cycle, and physician and clinical relations experience to ECMC.

Nadine's office is located on the Hospital's Ground Floor, Room LG-18, at the end of the Pathology hallway, and she may be reached

at 898-4595, or via the Compliance Hotline at 898-5555.

Please join me in welcoming Nadine to ECMCC as we look forward to working with her on corporate compliance matters.

*Thank you.*  
*Michael J. Sammarco*  
*Chief Financial Officer*  
*ECMC Corporation*

## Terrace View piano dedication



This event could not have been possible without the generosity of the Wende Guild.

Their donation of this beautiful Hallet and Davis Baby Grand Piano illustrates what generous, caring and kind people do to bring enjoyment to the lives of our residents and is an inspiration to us all.

This is a digital player piano that can be programmed to use from a phone or iPad.

The Wende Guild also purchased 14 albums to use on the piano that encompass all music preferences from Frank Sinatra to Elton John, and holiday music that includes Christmas and Irish tunes.

A plaque has been placed on the side of the piano noting this donation that will bring years of enjoyment to so many people.

We thank you Wende Guild, from the bottom of our hearts.

*Terrace View staff and residents*

## Jeremy Hepburn appointed Unit Manager



Please welcome **Jeremy Hepburn BS, RN**, as he joins our team as 7th floor, zone 4 Unit Manager. Jeremy graduated with his BSN from Roberts Wesleyan College with Honors and comes from 12th floor, zone 3, as a charge nurse for five years.

He has a wealth of experience in both medical-surgical and critical care nursing and will be an asset to the nursing management team.

Congratulations Jeremy!

*Dawn Keleher Walters, MS, RN*  
*Vice President of Nursing and Rehabilitation Services, ECMC Corporation*

# NYSERDA Announces \$1.4 Million in Energy Efficiency Funding for Erie County Medical Center Corp.

## Projects are expected to cut electricity costs by \$680,000 annually

The New York State Energy Research and Development Authority (NYSERDA) recently announced that the Erie County Medical Center (ECMC) Corporation was awarded \$1.4 million to support two energy efficiency projects that are projected to cut electricity costs by roughly \$680,000 annually.

One project is for upgrades to the central cooling plant at the Medical Center, including chiller and cooling tower replacements. Total local investment is approximately \$6 million. NYSERDA is providing almost \$1.2 million for the upgrades as well as cost-sharing for a feasibility study, conducted by M/E Engineering P.C., which helped the Medical Center optimize its energy efficiency investments. This project is estimated to save the Medical Center more than 5 million kilowatt hours (kWh) of electricity annually, enough to power more than 720 average-sized homes for a year.

The second project includes measures to save energy at ECMC Corp.'s Terrace View Long-term Care Facility, a 300,000-square-foot, five-story building—opened February 2013, on the 65-acre ECMC Health Campus in Buffalo—that includes patient rooms, eating and leisure areas, and professional and administrative areas. The NYSERDA incentive is \$220,000. The measures incorporated into the new building will help reduce energy costs by more than \$250,000 annually and decrease electricity consumption by more than 1.5 million kilowatt hours; enough to power more than 200 homes a year.

"ECMC is very fortunate to have partnered with NYSERDA in the endeavor to improve our Chilled Water Plant," stated Kevin M. Madoo, P.E., Supervisor of Design, ECMC Corp. "NYSERDA's assistance allowed us to install start-of-the-art, low energy consuming

equipment while implementing cost effective energy conservation strategies for controlling that equipment. This project not only augments the capacity and quality of our chilled water operations, but also allows for exceptionally efficient operations that ultimately will save energy and utility costs. We look forward to working with NYSERDA again on future projects here for ECMC."

"These projects demonstrate the wide range of programs available from NYSERDA to enable hospitals to put more resources into patient care as they reduce energy costs," said Francis J. Murray Jr., President and CEO of NYSERDA. "Under Governor Cuomo's leadership, support for the Erie County Medical Center Corporation projects is part of a larger effort to improve the efficiency and profitability of this critical economic sector of New York State's economy."

Kenneth J. Swan, Manager of Commissioning and LEED Services at M/E Engineering P.C., said, "NYSERDA's support for these projects allows ECMC Corporation to install equipment that is purchased initially at a premium cost compared to conventional equipment, but will generate significant operational and maintenance savings for years to come."

The central cooling plant upgrades provide a state-of-the-art chiller plant that not only serves the existing Medical Center, but also the new construction at the campus. The chilled water distribution system upgrades will optimize the operation of the plant, according to Swan, varying the flow of chilled water being pumped based on seasonal temperature, humidity conditions and internal building loads.

Key energy conservation measures incorporated into the Terrace View Long-term Care Facility include energy efficient lighting systems, a variable air volume kitchen exhaust system, high-efficiency valance heating and cooling systems, premium efficiency motors and variable frequency drives on circulating pumps and fans, and demand controlled ventilation for densely occupied areas. NYSERDA also provided incentives for ENERGY STAR® rated refrigeration and kitchen equipment, including ranges, steamers and ovens.

Funding for the central cooling plant upgrade and Long-term Care Facility energy efficiency projects is from NYSERDA's FlexTech, Existing Facilities and New Construction programs.

FlexTech offers a wide range of flexible, cost-shared technical services to help businesses operating in New York State make intelligent

energy decisions. A dedicated team of engineers, technology experts, and energy consultants works with customers' design teams to create a customized assessment that identifies specific opportunities for reducing energy consumption and costs.

The Existing Facilities Program offers a portfolio of incentive opportunities to offset the costs of energy improvements in existing commercial and institutional facilities across New York State. It works with customers to implement a comprehensive strategy to realize verified energy savings through an integrated approach to cost-effective energy efficiency measures.

The New Construction Program provides technical support to design teams and financial incentives to building owners involved in the construction of new or substantially renovated structures in New York State. It is a first-come, first-served program available to commercial, institutional and industrial sector customers of certain utilities. New Construction Program incentives are paid out upon project completion. The intent of the program is not only to improve energy efficiency and green building practices, but to effect a permanent transformation in the way buildings are designed and constructed throughout the state.

*NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce their reliance on fossil fuels. NYSERDA professionals work to protect our environment and create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York since 1975.*

## Outpatient Dialysis Scores Big after Recent CMS Survey!



**Members of the ECMC Outpatient Dialysis Team in photograph include (front row, seated l. to r.): Vanessa Gray, RN, Renal Nurse Clinician; Tina Wheaton, RN, Home Hemodialysis Nurse; Lorian Piccione, Hospital Social Worker; Amy Erhardt, LPN; Judy Lambert, RN; (back row, standing or seated l. to r.): Raielle Clemons, LPN; Harpreet Singh, ACC Clerk; LaTanya McCorkle RN; Beverly Militello, Renal Dietitian; Mary Muscarella, RN; Tracey Thomas, LPN; Donna Martin, RN, Peritoneal Dialysis Nurse; Dr. Mandip Panesar, Dialysis Unit Medical Director; Charlene Cummings, Hospital Insurance Clerk; Heather Flynn, Renal Dietician; Bethany Harlach, Hospital Insurance Clerk; Diane Dolan, LPN; Linda Ogden, RN; and Jayakumar Nadarajah, LPN**

Shortly after celebrating the one year anniversary of operations, the ECMC Outpatient Dialysis unit underwent a surprise Department of Health (DOH) survey conducted on behalf of the Centers for Medicare & Medicaid Services (CMS). The multi-day survey assessed all aspects of the operations of this unit which is one of the cornerstones of the Regional Center of Excellence for Transplantation and Kidney Care.

The survey, conducted the first week of February, tested all of the unit's operating systems, policies and procedures, staff and provider

competencies and overall operational readiness. What was clear from the beginning of the surprise survey, and will not surprise any ECMC employee, was the phenomenal team that pulled together and worked through the various details to successfully navigate the survey. First and foremost, the staff of the dialysis unit deserves tremendous "job well done" recognition. This includes the Nursing Staff, Clerical Staff, Social Workers and Nutritionists, as well as Bio-medical and Environmental Service Staff. Without their positive approach and attitude the results would have been much different. Congratulations also go out to the representatives from the various departments who stepped in to provide the

answers to the supporting survey questions. These staff members came from ECMCC Senior Administration, Patient Safety and Quality, Physician leadership (Dr. Mandip Panesar, Medical Director) and unit leadership (Dawn Walters and Pat Cole). It was a true team approach that navigated the survey while continuing to provide full patient care.

So how were the results? Phenomenal! There were five relatively minor findings from the survey. The Plan of Correction was completed right away and submitted back for review. The team was recognized for their hard work and outstanding success with a celebratory Mexican-themed taco bar luncheon and ice cream dessert.

What made this success even sweeter was the fact that this unit has undergone significant changes in the past year. Just over a year ago, the unit made the major transition by moving from the hospital to the new building. The Outpatient Dialysis Center went from 14 chairs to 36 operating chairs for treatments. This required detailed planning and integration of policies and procedures into the new operation. Finally, in October of 2012, the unit went live with the brand-new electronic medical record, MIQS. This required major revisions to work plans and work flows.

The dialysis staff has had an extremely busy year capped off by independent verification that they are indeed providing the best dialysis care as a team. Best care, anywhere. Congratulations!

*This article submitted by John Henry, Vice President, Regional Center of Excellence for Transplantation and Kidney Care, ECMC.*

## Immunodeficiency Clinic earns NYS Department of Health Award

The Immunodeficiency Services Department at Erie County Medical Center has won the 2012 New York State Department of Health AIDS Institute Award for Excellence in Quality Performance. The award recognizes a clinic that achieves and sustains measurably high quality care. The immunodeficiency clinic received the award for demonstrating sustained improvement for patient retention and viral load suppression, as well as improving linkages to care as shown through its participation in NY Links and the In+ Care Campaign.

"The award is a result of the combined efforts of the clinic's physicians, nurses, social workers, pharmacists and others," emphasized Thomas A. Russo, MD, Professor and Chief of the Infections Disease Department of Medicine, S.U.N.Y. at Buffalo. "It is truly a team award." The clinic, staffed in part by division faculty, is the largest and only comprehensive HIV and AIDS care center in Western New York. Physicians in the infectious diseases fellowship train at the facility during ambulatory rotations.

The award is one of several given by the HIV Quality of Care Program, a statewide initiative for systematically monitoring the quality of HIV medical care and support services. It was presented March 14th, 2013, in New York City.

To refer to this award announcement on the UB site, log-on to: <http://medicine.buffalo.edu/departments/medicine/news-and-events/news/infectious-disease.host.html/content/shared/smb/news/2013/01/infectious-diseases-hiv-aids-award-227.detail.html>

# ECMC Lifeline Foundation Elects New Slate of Directors



The ECMC Lifeline Foundation elected new Board of Director Officers and nine new Directors on January 31st. **Robert P. Holliday**, Vice President and General Manager of AT&T, was named Chair of the Board; a position he will hold for the next 3 years. **Jonathan Dandes**, President of Rich Baseball Operations; **Patrick Casilio, Jr.**, CEO of Casilio Companies; **James F. Dentinger**, President McGuire Development Co., LLC; **Penny J. Morgante**, VP and Sr. Compliance Manager First Niagara Bank; **James J. O'Neill**, President, James J. O'Neill Investigations; and **Michael C. Straeck**, President & CEO, Buffalo Ultrasound, were named Vice-Chairs of the Foundation. Serving as Co-Treasurers of the Lifeline Board are **David R. DiMatteo**, CPA, with Brock, Schechter & Polakoff,

LLP; and **Shawn P. Connolly**, CFP, with Jensen Marks Langer & Vance, LLC. Secretary for the Foundation is **Mark R. Zygaj**, Chief Operating Officer of Palladian Health. **Todd Brason**, Past-Chair & President CEO, WILLCARE, will serve as Ex-Officio.

Joining the Lifeline Board as new Directors in 2013 are Elder Garney Davis, Chief Trauma Chaplain at ECMC; Joshua A. Feine, Senior Manager of Corporate Sales with the Buffalo Bills; Mark J. Jerge, Partner and GM of Russell J. Salvatore Properties LLC; Kathryn Lisandrelli, Attorney at Colucci & Gallaher; Dennis Robison, RN, ECMC; William J. Scott Jr., President at Scott Danahy Naylor Co., Inc.; Kimberly Trammell, Trammell Companies and Jeffrey P. Ware, Business Development at EDUKIDS, Inc.

Continuing in their role as directors are Stephen W. Bell, Eric Mower & Associates; Norma E. Boteler, ECMC Volunteer Board; Aiden J. Bradley; Michael Cain, MD, Dean, UB School of Medicine; Timothy DeZastro, MD, Saturn Radiology; John R., Fudyma, Associate Medical Director at ECMC; Michael Hoffert, City of Buffalo; Joan F. Lillis, RN; Jody Lomeo, CEO of ECMC Corp.; Brian Murray, MD, Chief Medical Officer at ECMC; Michael J. Sammarco, CEO at ECMC Corp.; Ric Seiling, Buffalo Sabres Alumni/OK Sports; and Joseph A. Zizzi Sr., MD.



## Three receive Top Honors during ECMC Springfest Gala



From the moment guests entered the Buffalo Convention Center, they knew May 11th would be a night to remember! Over 1,400 friends of ECMC came to pay tribute to honorees Dr. Michael Manka; Peggy Cramer, RN, MS; and Douglas H. Baker, and to listen to the award winning music of KC and the Sunshine Band. Springfest Gala 2013 was the largest in the history of the hospital. While the black-tie event offered spectacular dining and entertainment, the spotlight shined brightest on the dinner stage where CEO Jody Lomeo paid tribute to a trio of Distinguished Service Honorees and recognized the commitment of ECMC and its entire staff in providing true care to the community.

### Distinguished Physician Award: Michael Manka, M.D.



**Michael Manka, MD**, currently serves as Chief of Service for the Department of Emergency Medicine at ECMC. He joined the Medical Center as an attending physician in the ER in 1999, upon graduating from the State

University of New York (SUNY) at Buffalo, where he served as Chief Resident and later as Clinical Assistant Professor of Emergency Medicine in the Department of Emergency Medicine for SUNY at Buffalo.

The ability to help patients from all walks of life regardless of their ability to afford the top notch medical care provided by ECMC is one of the reasons Dr. Manka says he loves working at ECMC. The ability to have a positive impact on a patient's life, even in their darkest moments is one of the reasons Dr. Manka gains such a sense of accomplishment as an emergency physician. His years in the ER have taught him not to take a minute of life for granted.

Dr. Manka says he has seen too many times how a life is changed forever in just one second.

A humble man, Dr. Manka credits the team at ECMC involved in trauma care—from the doctors and nurses to technicians and support staff—for his success. Everyone, he says, plays a role in the successful outcomes achieved by the ER team. It's that team who Dr. Manka says he shares this honor with.

Dr. Manka has received numerous teaching awards for his work with medical students and residents training in the field of emergency medicine and remains an important part of the University at Buffalo staff. Always available to support and lead his team at ECMC and UB, Dr. Manka credits his wife and children for giving him the love and support he needs to be the physician, administrator and teacher that he is today.

Congratulations to Dr. Michael Manka, ECMC's 2013 Distinguished Physician Honoree.

### Distinguished Nursing Award: Peggy Cramer, RN, MS



**Peggy Cramer, RN, MS**, Vice President of Trauma and Emergency Services at ECMC, was born to be a trauma nurse. As a high school student she volunteered as a Candy Striper at South Buffalo Mercy Hospital where she assisted

with pediatric accident victims. Cramer went on to earn her certification in nursing from the Buffalo General School of Nursing and began her career at the then E.J. Meyer Memorial Hospital in the area's one and only trauma unit. A year later, when the new ECMC opened and the trauma department expanded, Peggy chose to remain in the Trauma Intensive Care Unit (TICU). It is there where she would work with two people who would come to have a great impact on her professional life; Dr. John Border and Patricia Losi, RN. Losi, a pioneer in trauma nursing, would become a mentor to the young nurse, further fueling the passion inside Peggy to make a difference for not only the trauma patient but for the overall operation of the trauma unit. While charge nurse, Peggy recognized the need for a more unified operation between shifts and made the case to management to create a new position, Unit Manager. After completing her Bachelor's Degree at UB, Peggy would become the first person to hold that job; overseeing the TICU and giving her a prominent role in the redesign of the unit in 1998. A promotion to Assistant Director of Nursing for Critical Care would come before ascending to her current role as Vice President of Trauma and Emergency Services at ECMC. Proud of her tenure at ECMC and prouder of the treatment her team provides to trauma victims, Peggy Cramer is the definition of the difference between health care and true care.

Congratulations to Peggy Cramer on this much deserved honor as the ECMC 2013 Distinguished Nursing recipient.

### Distinguished Service Award: Douglas H. Baker



**Douglas H. Baker**, President and Founder of Mercy Flight Inc., is Buffalo born and raised and has dedicated his life to giving back to his community. While a student at Bennett High School, Baker took a part time job with a private

ambulance service to help his family through a financially difficult period. He saved everything he could, investing in his first ambulance at the age of 19. Working seven days a week, Baker grew that service with a single medical transport vehicle into LaSalle Ambulance with 500 employees and 85 vehicles. Baker is blessed with business savvy, but that is only a tiny part of who he is. At the heart of everything Doug Baker does is his passion to help people. And for Doug, the ride to the hospital from rural areas in one of his ambulances, particularly for critically ill infants and children was just too long. Baker looked upward for answers and found one—an airborne ambulance. In 1981, Mercy Flight was born with the help and guidance of his good friend Sister Sheila Marie, RSM, who was then serving as CEO of Mercy Hospital. Its original mission as a transport for children was quickly expanded. Within a year of its inception, the chopper was landing at accident scenes, taking victims right from the site of the crash to the hospital. From a single chopper, Doug and his team grew Mercy Flight to an operation with bases in Buffalo, Batavia and Olean. All are staffed 24 hours a day, seven days a week with a pilot, paramedic and flight nurse. The only thing that will keep Mercy Flight grounded is weather. Today the non-profit is guided with the help of more than a dozen board members. It boasts over 1,200 transports annually and has made a huge impact on outcomes for critically ill and injured patients. Operating as a non-profit agency, Mercy Flight has never been about the money for Doug Baker. It's about filling a need, providing a service, doing what's right to help someone even when you know there will be no financial gain. The gain comes to Doug Baker when someone one of his crews transported in critical condition from an accident scene to a hospital walks into his office weeks later and simply says thank you.

Congratulations to Doug Baker, ECMC's 2013 Distinguished Service Honoree.







**ABOUT THE ECMC LIFELINE FOUNDATION:**  
 The ECMC Lifeline Foundation is a not-for-profit corporation that helps obtain the resources necessary to support the lifesaving medical services of ECMC, which is also a leading center for rehabilitation, transplantation, orthopaedic care, and many other medical specialties.



## Springfest Gift Gathering



*Shown seated (l. to r.) during the Springfest gift gathering luncheon held at The Buffalo Club on March 15 are ECMC nurses/nursing administrators: Karen Ziemianski, MS, RN; Kathleen Seibel, RN; Denise Roof, MSN, CS; Dawn Keleher Walters, MS, RN. Over 120 attendees supported the event.*



*Posing (l. to r.) during the Springfest gift gathering event are: Jody Lomeo, CEO, ECMC; Mary Lomeo; Michael Manka, MD, Chief of Service, Emergency Dept., ECMC; Peggy Cramer, RN, MS, VP, Trauma and Emergency Services, ECMC; Douglas H. Baker, President and Founder, Mercy Flight Inc.; Kimberley Brason and Todd W. Brason, President/CEO, WILLCARE.*

## ECMC Foundation Professional Development Program to Support ECMC Nurses Expands

The ECMC Lifeline Foundation pilot program to support nurses wishing to receive certification credentials in various areas of specialty is expanding according to Professional Development Committee Chair, Michael Straeck of the Foundation Board. Last year's pilot program provided \$10,000 to support continuing education. Straeck noted the Foundation Board agreed to increase available funding to \$25,000 in 2013.

The initial program opened in late summer of 2012. Twenty nurses applied and are approved to sit for an exam and receive reimbursement

funding following successful completion; to date 8 have successfully received their credentials and had their expenses reimbursed by the Lifeline Foundation. Congratulations to: Lynn Kordasiewicz, Therese Ball and David Diina receiving certification in Adult Nurse Practitioner; Rebecca Lippner, certification in Nephrology; Maria Pinti and Gabriella Ciancone, Infection Control, Rochelle Winney, RAC-CT Resident Assessment Coordinator and Andrew Grzeskowiak Certified Diabetic Educator.

Any ECMC nurse wishing to apply for professional development funding may download the information and application forms on the ECMC website or call Cameron Schmidt at ext. 4340 for more information. The goal of the ECMC Lifeline Foundation Scholarship Program is to increase the number of credentialed personnel at ECMC, thereby contributing to excellence in patient care and satisfaction.

## Faith Community Breakfast Meeting



A "Faith Community Breakfast Meeting" was held in the cafeteria of ECMC's new Terrace View Long-Term Care Facility on February 28th.

During this community conversation, ECMC Corporation CEO Jody Lomeo shared information about the growth and development of the ECMC Health Campus, as well as various opportunities that are available to the faith community to partner with ECMC. The proposed opportunities shared will enhance the spiritual, social, mental and physical needs of the ECMC Health Campus community. Tours were offered of Terrace View, the Emergency Department and the Mobile Mammography Coach.

Speakers included: Master of Ceremonies, Elder Garney Davis, Jr., Chief Trauma Chaplain, ECMC; Invocation, Pastor Jeffrey Carter, Trauma Chaplain Instructor; Welcome, Father Francis Mazur, Catholic Chaplain, ECMC; Elder Manual Wiggins, Chaplain, Terrace View Long-Term Care Facility; Opening Remarks, Rita Hubbard-Robinson, JD, Institutional Advancement Director, ECMC Lifeline Foundation; Past, Present, Future @ ECMC, Jody L. Lomeo, CEO, ECMC Corporation; Opportunities for Support, Penny Morgante, Board Member, ECMC Lifeline Foundation; Benediction, Bishop Michael A. Badger, Treasurer, Board of Directors, ECMC Corporation.



## ECMC Farmers' Market Open



The ECMC Lifeline Foundations presents the fourth year of the Farmers' Market at Grider. A variety of different vendors, food trucks, giveaways, and activities are provided each week. Free Plant Day designed to teach the community about urban gardening and healthy eating was featured as the opening day giveaway. The Farmers' Market at Grider offers seasonal and fresh produce from local farmers. The Market's mission is to provide a neighborhood based place that offers a variety of approaches to healthy living in order to improve the health of the Delavan-Grider and ECMC community.

This year's vendors include: East Park Pops featuring their all natural juice ice popsicles, Erdle Farms offering blueberries and grapes, Independence Hills Farms with their fruits and veggies, Kennywood Farms with bushes, flowers, flowering plants, and flats, and Leone's Cookies with their Italian cookies, cupcakes, brownies and treats; all returning to the market from past years of vending. New to the market this year are; McCollum Orchards with organic vegetables, fruits and herbs, Monique's Treats with ice cream and frozen treats, and Simone's Natural Creations with soaps, body butter and lip balms.

In addition, this year the Farmers' Market at Grider will offer lunches from local food trucks. They will be rotating weeks at the market beginning with The Whole Hog food truck returning with their local and fresh menu. Every two weeks Llyod's Taco Truck will also be providing lunch at the market.

The Farmers' Market at Grider is ready for a great new season. There will be food demonstrations by Food For All, again this year. Also, on board with the market will be Cornell Cooperative Extension and their nutrition education, food demonstrations, give-a-ways and gardening tips each month. The YMCA's Jocelyn McEntire will provide fitness demonstrations as well as the Taoist Tai Chi Society. There will be line dance demonstrations and other fun fitness activities as well as special events.

The Farmers' Market at Grider will also be a destination for a Van to Groceries program funded by the Society for Community Research and Action (SCRA), which has provided funding for a three month demonstration project to assist the Delavan-Grider Community with transportation to access healthy foods.

## Save the Date!



ECMC Lifeline Foundation  
**Tournament of Life  
Golf Classic**  
Park Country Club  
**Monday, August 12, 2013**



Mark your calendar now-  
2013 is sure to be  
another sell-out!

For sponsorship information  
and to reserve your foursome,  
email Stacy Roeder at  
sroeder@ecmc.edu  
or call 898-5800 today

The difference between  
healthcare and true care™



## Yellow Rose Award Presented to Rita Hubbard-Robinson



On Tuesday, March 19th, 2013, Rita Hubbard-Robinson, Director of Institutional Advancement at the ECMC Lifeline Foundation was honored by the Zonta Club of Buffalo for her outstanding achievements in her profession. The Zonta Club presented her with a yellow rose, the symbol of Zonta International. The treasurer of Zonta Club, Ms. Anna Isom presented the award to Rita stating that she has been a positive influence and an example for women in the Western New York Community.

Zonta International is a worldwide organization with observer status at the United Nations. It is made up of business and professional women working to advance the status of women in 70 countries. Zonta International was founded in Buffalo, NY.

## A hero like none other, with miraculous act of lifesaving

### Fire chief responded to godson's frantic call about horror of industrial accident with miraculous act of lifesaving

Todd Roland was enjoying a rare day off in the middle of last summer when his godson, Joshua Broad, frantically called at mid-afternoon. "Come quick, it's Dad, and he is hurt bad," Joshua said.

Roland told Joshua to calm down. As a volunteer fire chief and emergency room cardiothoracic physician's assistant, Roland had plied his medical skills many times before in treating Keith Broad's mild cardio condition that sometimes caused irregular heartbeats.

But Joshua was frantic: "No, come quick."

It was impossible for the 21-year-old son to explain that a saw to cut concrete that his father was operating had kicked back and nearly severed Broad's right arm and ripped open his chest cavity.

Roland, with one hand holding his cell phone, ran out of his Park Place home in Cheektowaga and into the South Line Volunteer Fire Department's sport utility vehicle. His pager went off: "Severe industrial accident. Chest injury."

Roland suddenly felt the urgency and realized that his best friend's life hung in the balance.

"I told Josh, 'I'll be there in a minute. Just hang on,'" he recalled.

Roland raced to the scene on Oakwood Drive, about a mile away, imagining the worst. Keith and Joshua Broad, both members of South Line, worked together in a concrete business and had been installing wooden forms for a set of new residential front steps.

When Roland arrived, the 46-year-old Broad was bleeding profusely, barely conscious.

Two other volunteer firefighters already were at work, trying to halt the bleeding, but a skilled set of hands was needed to provide the complex first aid if Broad was to make it alive to Erie County Medical Center. That would be a high-speed, 15-minute drive away.

"We got him into the ambulance, and I started multiple IV lines to replace some of the fluid loss, then I reached into the wounds and attempted to subside the bleeding. I put my fist against one of the arteries. That slowed the bleeding," Roland recalled.

At the same time, with his free hand, the 40-year-old fire chief worked two cell phones to make sure his colleagues at ECMC's emergency room and surgical unit were ready for action.

"I knew the operating team that I worked with was just finishing their shift at about 3:45 p.m. I spoke with Dr. Anthony Picone, the thoracic surgeon, and told him it was a deep chest injury. Then I spoke to Zack Swanson, another physician's assistant, and told him to have the on-pump bypass machine primed," Roland said.

With the other cell phone on speaker, he dialed up Dr. Michael A. Manka Jr., ECMC's director of emergency medicine.

"I told him we needed a ton of blood and that it was bad. We needed the blood and to get into surgery right away," Roland said. "Mike said, 'I'll be ready.'"

Just before a quick stop in the ER to install a breathing tube and then a mad rush into the operating room, the critically injured patient managed to speak. "Todd," Broad said, "I can't feel my arms or legs. I'm very cold, and I'm going to sleep."

Roland explained to him that his blood pressure was extremely low, that they were giving him anesthesia and that all would be well.

"There were four of us operating on Keith," Roland said. "Dr. Picone and myself and Zack repaired the muscles in the chest and the chest wall. Dr. Raphael Blochle worked on the vascular injuries to the right arm and reattached it with Dr. Picone."

Three hours and 23 units of blood later, the surgical team at last let out a collective sigh of relief. Keith Broad was going to make it. And his right arm was saved too.

Twenty-four hours later, Broad opened his eyes to see he was surrounded by his family and Roland, the man others are quick to say orchestrated the rapid response that saved his life.

Broad was given a pad and pen, and he wrote down the words "concrete and Tim Hortons." Joshua Broad knew exactly what his dad was communicating.

"He wanted to know if I finished the job and would we bring a coffee," his son said.

Broad gradually recalled the accident. In his many years of work, he had handled the concrete saw countless times, but a freak accident on the afternoon of Aug. 1 caused the saw to jolt backward after the blade was pinched.

He is now receiving physical therapy and regaining movement of his right arm.

"Keith has about 80 percent movement of his right arm," Roland said.

There is no end to Broad's gratitude, and Wednesday night Roland received the collective thanks of the community at an awards ceremony where he was given the "2013 Liberty Mutual Firemark Award for Heroism."

Joshua Broad explained why he nominated his godfather for the award.

"Because he saved my father," he said.

Roland says that it would not be right if others were not acknowledged for their roles in the lifesaving effort.

"The two firefighters already at the scene were John Herod and Frank Zieziula, and they provided the initial care," Roland said, adding that two paramedics from the fire company, Andy Atkinson and Jason Tolsma, rode in the ambulance to assist him.

"It was a perfect storm. It couldn't have been timed any better. Think about it, if I wasn't home and the surgeons weren't still at the hospital along with the ER director, ... Oh, my God, it was the perfect storm," Roland said of what he believes was nothing short of a miraculous team effort.

Keith Broad also believes that it was a miracle.

"Everybody I see – the doctors, my rehab team – they all say it is a miracle," Broad said. "I owe a dying gratitude to all of the members of my fire company, Rural Metro, ECMC doctors and nurses, and especially to my chief and my best friend, Todd Roland."

*This article was reprinted from Buffalo News.com, dated Wednesday, February 27, 2013, City and Region section.*

# Brain imaging to identify physical reasons why IBS symptoms improve with drug-free treatments

by Ellen Goldbaum

**UB researchers and colleagues will correlate objective measures of brain changes with patients' reports of relief from symptoms of irritable bowel syndrome**

BUFFALO, NY – Patients who suffer from the painful, often disabling, symptoms of irritable bowel syndrome (IBS) often are surprised to find that behavioral changes, not drugs, provide significant relief.

Now, researchers at the University at Buffalo who have pioneered some of these behavioral treatments, along with colleagues at the University of California, Los Angeles, and Northwestern University, are using functional and structural magnetic resonance imaging (MRI) to reveal the biological basis for the relief. The research could help doctors choose the best treatment method for individual patients and could improve the quality of life for millions of people with IBS.

"We're going to look at biological mechanisms that underlie these non-drug treatments, to discover what is going on in the brain that explains treatment benefits achieved by teaching patients specific skills to control and reduce their symptoms," says **Jeffrey M. Lackner, PsyD**, associate professor of medicine at the UB School of Medicine and Biomedical Sciences and a project principal investigator. "By using a brain scan to compare brain activity before and after treatment, we expect to get a picture of changes in the brain that correspond to improvements in gastrointestinal symptoms."

The work is funded by a \$2.3 million grant to UCLA, the lead institution; Northwestern; and UB by the National Institute of Diabetes and Digestive and Kidney Diseases. It builds on the work of UCLA researchers at its Oppenheimer



Jeffrey M. Lackner, PsyD

Family Center for Neurobiology of Stress and a pilot neuroimaging study conducted by Lackner and colleagues at UB.

The brain imaging study came about partly as a result of a major, \$8.9 million, seven-year, multi-site clinical trial Lackner is leading at UB to test behavioral treatments in IBS patients. It is the largest IBS clinical trial conducted to date and one of the largest behavioral trials ever funded by the NIH without a drug component. Developed at UB, these treatments are regarded as some of the most powerful treatments available to IBS sufferers.

Lackner is currently recruiting IBS patients for the behavioral and imaging studies at the Behavioral Medicine Clinic of the UB Department of Medicine at Erie County Medical Center. For more information on participating in one of the studies, call 716-898-4458 and leave a name, telephone number and convenient times to be contacted.

IBS is among the most common, disabling and intractable gastrointestinal disorders. Twice as common among women as men, it is estimated to affect between 25 million and 50 million Americans. Symptoms include pain, stomach cramps, bloating, diarrhea and/or constipation.

"We're excited about the possibility of providing the first evidence for biological markers that correlate with treatment-induced symptom changes, and developing a better understanding of the mechanism behind IBS," says Lackner. "Such cutting-edge translational research is going to help foster individualized, specific treatments for patients."

One treatment developed at UB aims to control symptoms by changing specific thinking patterns and behaviors found to aggravate IBS. Using state-of-the-art brain-imaging methods, UCLA researchers, under the leadership of Emeran

Mayer, MD, hope to identify the biological mechanisms underlying their effectiveness. Mayer is a professor of medicine and psychiatry at UCLA, director of the Oppenheimer Center for Neurobiology of Stress and principal investigator of the imaging study.

Scientists believe that IBS symptoms are the result of dysregulation of brain-gut interactions, resulting in abnormal muscle contractions in the gut and heightened sensitivity to painful stimuli.

"Just as faulty wiring between the neural connection of the brain and gut can bring on symptoms, so learning new ways of thinking and behaving may 'rewire' brain-gut interactions, resulting in reduced pain and bowel symptoms that otherwise take a major toll on patients," says Lackner. "Determining whether behavioral treatments work by targeting specific areas of the brain that have a direct effect on gut function and sensation is a major goal of this study."

Correlating structural brain changes with symptom reduction is, for both Lackner and Mayer, a primary goal that they say will demonstrate an 'organic' component to IBS, which is critical. "IBS is often unfairly dismissed as a psychosomatic condition," says Mayer. "These findings will be important in dispelling the notion once and for all that IBS symptoms are not real and are 'only psychological.'"

Lackner's UB's colleagues on the study include Michael Sitrin, MD, professor; Christopher Radziwon, PhD, research assistant professor; Greg Gudleski, PhD, clinical research assistant professor; Leonard Katz, MD, professor emeritus; and Rebecca Firth, senior research support specialist; all in the Department of Medicine, and Susan Krasner, PhD, clinical assistant professor of anesthesiology.

*As issued by UB News and published March 7, 2013; by Ellen Goldbaum, Senior Editor, Medicine, Public Health, University at Buffalo.*

## Unyts teams up with ECMC to celebrate Donate Life Month



*Rahwa Ghirmatzion-Hill, son Asa Hill was an organ donor.*

The Regional Center of Excellence for Transplantation & Kidney Care at ECMC is a state-of-the-art facility dedicated to complete patient care. Unyts is WNY's ONLY organ, eye, tissue and community blood center. Together, Unyts and ECMC team up to celebrate April as "Donate Life" month.



*Dr. Brian Murray, Chief Medical Officer, ECMC; Program Director, Regional Center of Excellence for Transplantation & Kidney Care, ECMC*



*Chris Jacobs, Erie County Clerk*



*Mark Simon, Unyts President and CEO*

### Organ Donation Facts:

- A single organ donor can save or enhance the lives of up to 50 people
- Over 117,000 people are awaiting transplants, 10% are from New York State
- Around 800 WNYers are waiting for lifesaving organs today
- Approximately 118 people are added to the nation's transplant waiting list (1 every 10 minutes)

## Clarence organ recipient brings hope to transplant patients

### Amy Nash delivers roses to patients as she prepares for the Rose Bowl Parade

On New Year's Day, when everyone was huddled around the television watching the Rose Bowl Parade, WNY native Amy Nash was featured, riding on the "Donate Life" float, in Pasadena, California. Amy represented Unyts, WNY's only organ, eye, tissue and community blood center.

Amy is a double kidney recipient, diagnosed with End Stage Renal Disease during her senior year at The University at Buffalo. She received her first transplant at age 23 from a 20 year old organ donor killed in a car accident. Years later, Amy was once again placed on the transplant list after her renal function fell below 20%. This time, an old childhood friend was a match.

Amy was invited to Washington, D.C., to speak with Congressional staffers in an effort to ensure passage of the 2008 Medicare Health Act. Amy speaks to groups all over WNY, about the importance of organ donation. Recently Amy came to ECMC to meet and speak with transplant patients prior to their surgeries to answer questions and offer encouragement.

Become an Organ, Eye, Tissue and Community Blood Donor Today! [www.unyts.org](http://www.unyts.org).



## ECMC Recognizes Doctors on Doctors' Day



*At ECMC, we took the time to appreciate our doctors with a gourmet breakfast. Administration made a donation to the Mobile Mammography Unit in honor of the physicians.*



*Shown (l. to r.) are Darryl Shannon (Buffalo Sabres Alumni); Dr. Brian Murray; Vi Anne Antrum, RN, MSN; Dr. Timothy McDaniel (Outstanding Physician Award - selected by the nursing staff); and Karen Ziemanski, MS, RN.*

## ECMC Department of Dentistry “Give Kids A Smile” Day – 2013

Each year, organized dentistry designates February as National Children’s Dental Health Month. As part of this observation, dental professionals are encouraged to engage in community activities which will raise awareness with both kids and parents about the importance of dental health. The day that these activities take place has been named “Give Kids A Smile,” or GKAS Day.

Attending and Resident Dentists from ECMC’s Department of Dentistry held their “Give Kids A Smile Day” on February 20, at Hamlin Park School 74 in Buffalo. This event was coordinated by Dr. Nour Masud.

Along with Dr. Nour Masud and attending dentist Dr. Scott Goldman, the department’s eight general practice residents; Dr. Sookyoung Choi, Dr. Abdul Aleem Dave, Dr. Nelly Hashem, Dr. Jung Min Hong, Dr. Glenn Horrigan, Dr.

Martesia Marshall, Dr. Akash Patel and Dr. Sailesh Pershad, worked with kids at various grade levels at the local school.

GKAS is an opportunity for dentists to provide an educational experience for children to improve their oral hygiene and create dental awareness. The dental residents feel that it is essential to do this type of program because many children and parents do not understand the importance of learning good oral hygiene habits early on the road to good overall health.

The activities included demonstrations on proper brushing and flossing, as well as question and answer sessions. There was also a special visit by Dudley the Dinosaur (aka Dr. Akash Patel) who was a favorite of the children.

The group was able to give each child a new toothbrush, courtesy of the American Dental Association and Colgate.



*General practice residents shown here (l. to r.) include: Drs. Sookyoung Choi, Abdul Aleem Dave, Nelly Hashem, Jung Min Hong, Glenn Horrigan, Martesia Marshall, Akash Patel (in the Dudley the Dinosaur costume) and Sailesh Pershad. Also included are Drs. Nour Masud and Scott Goldman, faculty.*



*Drs. Martesia Marshall and Sailesh Pershad along with Dr. Patel as Dudley talking to the class.*

## ECMC Hospital Police Officers Dave Monk and Joe Haley invited to be Master Instructors of Police Officer Certification School

In January 2013, two members of the ECMC Police Department, Investigator Dave Monk and Officer Joe Haley, travelled to Delaware County, NY, to attend a Police Instructor Certification School hosted by the Delhi Police Department and sponsored by the New York State Department of Criminal Justice Services.

Both Officers were voted by their peers and the instructors as the top instructors in the class. They were extended the rare courtesy of being invited back to teach and become New York State Master Instructors. There are only three Hospital Police Officers in the State’s history to reach this level of certification, and we’re proud to say all three are from ECMC. Congratulations Officers!



*Shown here are (l. to r.): ECMC Police Investigator Dave Monk and Officer Joe Haley; Delhi New York Police Captain Jim Small and Chief Michael Mills.*

## 3rd Annual National Student Pharmacist Compounding Competition

During fall of 2012, UB offered a local pharmacy compounding competition which was open to all interested UBSOPPS (University at Buffalo School of Pharmacy and Pharmaceutical Sciences) students. The purpose was to identify (among those interested) the most highly skilled UB student pharmacist compounders. This event identified the individuals who, as a team, would represent UBSOPPS at the 2013 National Student Pharmacist Competition in Gainesville, Florida.

The team travelled to Gainesville, Florida for the competition which began on March 4, 2013. Over the next two and a half days, each team was required to participate in each of four major events. There was a comprehensive judging staff working during all events. The events were “Compounding Classic” (35%), “Regulatory

Challenge” (25%), “Quality Compounding” (25%) and “Clinical Expression” (15%). The UB team placed third in the Regulatory Challenge Competition, tied for third in the Clinical Expression Competition, tied for second in the Poster Competition and placed first in the Compounding Classic Competition. After all the events, UB was designated overall champions and received first place overall.

The team brought home a \$1,000.00 check for their school and was the only competing team that placed in all four events. Each winning team member also received a \$3,000.00 tuition voucher for Medisca courses. The winning school also received an on-site lecture presentation from a world renowned expert in pharmaceutical compounding.

Congratulations to all UB SPCC team members, especially ECMC’s own Samantha Mattison! They have elevated the prestige of UB and ECMC and have given us all reason to be very proud!



*The individuals were Kristin Martinez, Stefanie Wiegand, ECMC Pharmaceutical Intern Samantha Mattison (at left in photo) and team captain Georgia DiFiore.*

## ECHRA donates medical equipment to ECMC Burn Unit and Inpatient Rehab

“The Erie County Hospital Retirees Association (ECHRA) would like to thank all for their support that made our raffle a success. We were able to purchase for the ECMC Burn Unit a mobile Doppler device and a scale for Inpatient Rehab.”

### ECHRA Announces Prize Winners:

Winners drawn at the ECHRA Christmas Lunch included: 1st Prize of \$400: Beverly Bristol; 2nd Prize of \$300: Lillian Kuczka; 3rd Prize of \$200: David Wallace; and 4th Prize of \$100: Delores Lewczyk.



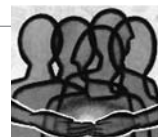
The Erie County Hospital Retirees Association (ECHRA) recently purchased for ECMC's Burn Unit a hand-held Doppler device to assist with pulse detection. In the care of burn patients, this is especially useful in burned extremities to check for circulation. Burn Unit staff members shown accepting the ECHRA Doppler donation are (l. to r.): Jessica Semp, Tanya Culligan, Kyle Wooten, Audrey Hoerner, Jessica Park-Brooks, and Lynnette Eleey. Representing ECHRA are Jeannette Nagel (second from right) and Jean Frerichs (far right).



The Erie County Hospital Retirees Association (ECHRA) recently purchased a much needed scale for \$1,000 to be donated to ECMC for use on the Inpatient Rehab (8th Floor) Unit. Posing near scale are: Margaret "Peggy" Cieri, RN, (left) Unit Manager, Inpatient Rehab, shown shaking hands with ECHRA member Lester Walizak (second from left) to thank Les, ECHRA members Jeannette Nagel (second from right) and Jean Frerichs (far right) as well as all ECHRA members for their generous contribution.

## CANCER PREVENTION STUDY-3

*Research today for a cancer-free tomorrow.*



ECMC is fighting back against cancer by hosting enrollment at our facility for the American Cancer Society's new research study called the Cancer Prevention Study-3. By joining the study, you can help researchers better understand the genetic, environmental and lifestyle factors that cause or prevent cancer, which will ultimately save lives.

### Who can join the study?

The study is open to anyone who:

- Is willing to make a long-term commitment to the study, which involves completing periodic follow-up surveys at home
- Is between 30 and 65 years old
- Has never been diagnosed with cancer (not including basal or squamous cell skin cancer)

### Q: Is the information provided during the CPS-3 enrollment confidential?

A: Confidentiality is of the utmost importance to us and we make every effort to protect the privacy of study participants. We have multiple procedures in place to safeguard the personal information we collect. We will label your data with a unique identification number when it is collected; store your blood sample, survey data, and other study materials separately from all personal identifying information (like your name, address, and social security number); limit access to any identifying information to authorized study personnel only; have all staff sign confidentiality forms and undergo training in research ethics; have all volunteers sign confidentiality forms.

### Q: Will my employer be able to access information provided by employees who enroll in CPS-3?

A: NO. Information provided as part of the enrollment process is strictly confidential and property of the American Cancer Society's Epidemiology Research Program. Information or results will not be shared with your family, your doctor, your employer, any insurance company, or other third parties and we will keep your records private to the extent allowed by law.

To enroll, go to:  
[www.cps3buffalo.org](http://www.cps3buffalo.org)

For more information about the Cancer Prevention Study-3, please visit [cancer.org/cps3](http://cancer.org/cps3),

email  
[cps3@cancer.org](mailto:cps3@cancer.org)  
or call toll-free  
1.888.604.5888.



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# ECMC Nurse of the Month

## April Kari Rubin



**Kari Rubin, RN**, has been in the TICU for a couple of years now on the day shift. Kari demonstrates strong clinical and critical care knowledge on a daily basis. She has strong interpersonal communication skills that she uses when working with staff, physicians and their families. Kari consistently demonstrates a calming force on even the busiest days within the unit. She is a preceptor (teacher) to many students and cross training staff. She has received many positive commendations. Kari is a dedicated and professional nurse. She is admired by her peers. She is eager to take on new learning experiences such as CRRT (Conference on Renal Replacement Therapies). Kari is currently attending a CCRN (Critical Care Registered Nurse) certification review course and is attending the WNY AACN (American Association of Critical-Care Nurses) meeting regarding "Crucial Conversations." Kari exemplifies the type of co-worker team members prefer. Thank you Kari for all you do!

## March Laura Senchoway



**Laura Senchoway, RN**, is an asset to the 7th Floor, Zone 2. She is friendly and courteous to her patients and staff. She has been a preceptor (teacher) for the Dedicated Education Unit (DEU) students for the past couple of years. She is very proficient with explanations of policies and procedures for both students and staff. Laura has been an active member of the Transforming Care at the Bedside (TCAB) initiative. She has the compassion and focus for new projects which illustrate many new ideas. Laura is an outstanding professional and we are pleased to have her on our team. Congratulations Laura!

## February Kristina Krtnanek



**Kristina Krtnanek, RN**, works on the 7th Floor, Zone 3. Kristina is of that special breed of nurse whose stellar intuition is only rivaled by her extensive nursing and medical knowledge. She has the skills of a seasoned nurse and the energy and thirst for knowledge of a new nurse. Kristina is loyal, compassionate and strong. She has extended her career by joining the Air Force Reserves as a flight nurse while maintaining her full time position at ECMC. Her ability to balance work, the reserves, and her family life is impressive. Her peers are proud and thankful to work with her. Thank you Kristina for all your hard work and dedication!

## January Nurse of the Month Margaret Codd



**Margaret Codd, RN**, works in Acute Psychiatry on the 11th Floor, Zone 3. Margaret exemplifies great compassion, empathy, efficiency and professionalism as she cares for patients and leads/educates other nursing care staff. Margaret demonstrates that no task or service is too difficult or personally demanding to meet the needs of our patients, and she inspires the staff to follow her lead. Margaret is also continuing her studies to further her nursing education while she is employed in a full time nursing position. She is a mother of two young sons and still finds time to be involved in the adoption of a rescue dog. Her compassion and dedication are a strong contribution at ECMC and in the community. Congratulations Margaret!

# ECMC Employee of the Month

*continued on next page*

## April Jackie Wilson



**Jackie Wilson** is a Transplant Assistant in Renal/Transplant Services. Her customer service skills speak volumes to anyone who enters the department. Jackie gives her all to serve the department, and goes beyond what is expected of her. She will do anything that is asked of her. Jackie has great team-building skills. She takes the initiative to research and distribute helpful information to further advance the department's customer service capabilities. Congratulations Jackie!

## March Cheryl Voak



**Cheryl Voak**, day after day, continues to be a very diligent, helpful and excellent employee. She is always the first one to volunteer for a new project and can easily identify and determine which duties should be done first, all in an effort to pay employees properly. She treats her fellow employees with kindness and respect, and is a pleasure to work with. Currently, Cheryl has really "stepped up" while another co-worker is out on disability; even offering her services before being asked. She is always at work on time. She participates in team meetings, and is very helpful in keeping up the "best practices." Congratulations Cheryl!

*continued*



## ECMC

### Employee of the Month *continued*

#### February

#### Jeanne Downey



**Jeanne Downey** is the “face” of the Medical-Dental Staff Office to many of ECMC’s internal and external customers. As the Appointment Specialist, she is often the first person with whom a new practitioner interacts, so we consider her our “Director of First Impressions.” The Medical-Dental Staff Office prides itself on customer service and a never say no attitude. Jeanne has embraced this philosophy and has taken on new responsibilities to meet these expectations. They say the little things mean a lot. When new practitioners come on-board, Jeanne is known to go the extra mile and escort them to the various departments for computer access, name badge and parking to ensure everything runs smoothly. That level of personal attention is the way she delivers “True Care” at ECMC. Though she does her work in quiet and unassuming manner, her efforts do not go unrecognized. We are pleased that one of her many satisfied customers took the time to nominate her for Employee of the Month, and we are proud to have her as a member of our team every month of the year. Jeanne has a big heart and it shows in what she does. Jeanne is highly deserving of this recognition. Congratulations Jeanne!

## ECMC Volunteer of the Month

#### April

#### Dolores Uhlman



**Dolores “Peppy” Uhlman** is a retired Registered Nurse who started with ECMC’s Volunteer Board in May 1986. Her mother worked at the former EJ Meyer Memorial Hospital and her daughter formerly worked in ECMC’s Trauma Unit. She also has another daughter who currently works in ECMC’s GI Unit. Peppy comes to us well connected. She is a past Volunteer Board President and has served for years as Gift Shop Coordinator. She is this year’s Chairperson for the Volunteer Board Fall Fashion Show to be held November 9th, 2013. Peppy continues to volunteer in the Medical Center Gift Shop and is in charge of the plants. Her former accomplishments include working in the former coffee shop and keeping their books, ways and means, plant sales, sidewalk sales and the blood drives. She is a valuable asset to ECMC who has faithfully served for 27 years. Thank you, Peppy, for all you have done to make ECMC a better place!

#### March

#### Jack Trenchard



**Jack Trenchard** has been coming in for years as a volunteer peer counselor for in-patients on the 8th Floor, North, and in other locations at the hospital. He also runs a monthly support group for outpatients with spinal cord injuries. His life story has been inspirational for our patients. Patients and their families appreciate Jack’s knowledge as well as his calm and pleasant demeanor. His knowledge, as well as his calm and pleasant demeanor makes him an excellent person for patients and their families to talk with. The rehabilitation staff is very grateful for Jack’s continued willingness to volunteer his time and energy to help others in their recovery. Thank you, Jack, for all you do to help at ECMC.

## ECMC

### Volunteer of the Month *continued*

#### February

#### Marquitta Whitehead



**Elder Marquitta Whitehead** is affectionately known as “Elder Q”. Within our community, Elder Q began her service as an Erie County Trauma Chaplain for ECMC (2009-present). Her duties include providing special pastoral needs such as prayer, comfort, support, and encouragement to Emergency Department (ED), Trauma Intensive Care (TICU) / Medical Intensive Care (MICU), Comprehensive Psychiatric Emergency Program (CPEP) patients, their loved ones and ECMC staff. Elder Q assists with worship services and periodic training courses, and is

an advocate for high-risk youth, restoration for mother and daughter relationships, and domestic violence victims. Surviving many tests, trials and tribulations, Elder Q says “The Lord saw fit to use me as the Founder, Visionary and CEO of Delivered Intercessors, Victorious, Anointed, Saved for Christ, a/k/a D.I.V.A.S. for Christ, INC.” Elder Q is a loving and proud mother of three children and one grandchild. She is grounded by “Psalm 62-1: I am unshakable,” and is well known to seal everything with an Amen! Her love for God’s people is well known, and it shows through her willingness to help those who are in need. Elder Q served her country in the United States Navy for almost 15 years in the fields of machine welding, carpentry/plumbing, military police, and finally as a paralegal. She was awarded the Navy Achievement Medal among many other awards for her outstanding leadership, including the first African American female Chief of Police and Naval Command Investigator for NACTAM Weapons Station, Guam military base. Elder Q embarked on many shores overseas while stationed onboard two ships. After her honorable discharge, she pursued a continuation of government service and is currently employed with the Department of Justice. Elder Q is an Associate Minister at True Bethel Baptist Church. She serves as the Pastor of Worship during a weekly service, the Pastor of Evangelism, and as a Bible Academy Teacher. Elder Whitehead is a prime example to follow when it comes to love for the family and community. Thank you Marquitta for all you do!

#### January

#### Linda Mack



**Linda Mack** joined the Volunteer Board in September 2010. Prior to becoming a volunteer at ECMC, she worked for the University at Buffalo. Since joining ECMC, Linda has worked the Gift Shop, helped out with fund-raising and co-chaired the annual Fashion Show the last few years. Always possessing a pleasant smile, she is very mild mannered and willing to work. We are very happy to have her take on a new position this year, that of Gift Shop Coordinator. Thank you, Linda, and keep up the good work!

# ECMC Staff Members and/or immediate relatives of Staff Members Serving in the Military

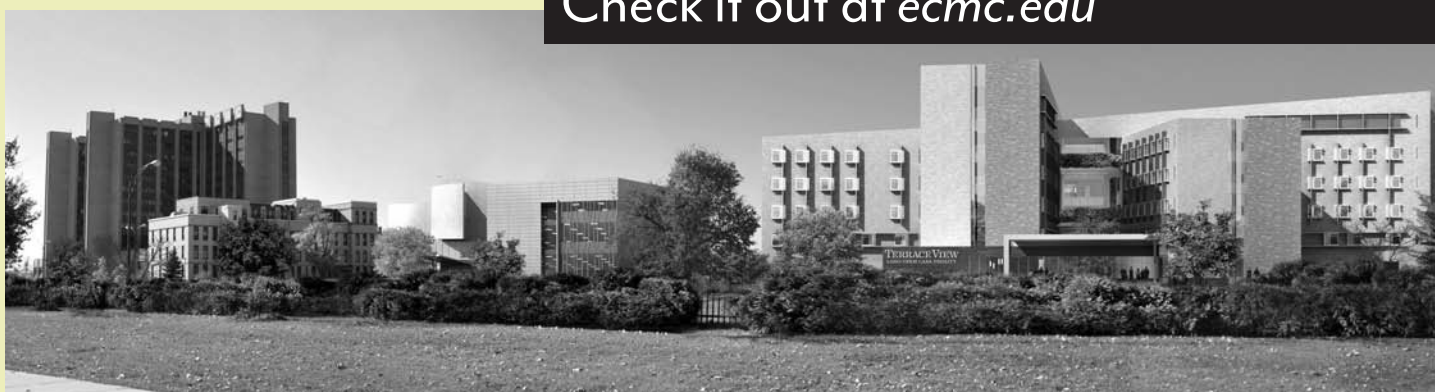
NAME	TITLE	LINE OF SERVICE	CURRENT STATION	RELATIONSHIP TO ECMC AND/OR TO ECMC STAFF MEMBER
Dr. Lawrence Bone	Commanding Officer	U.S. Army, First Forward Surgical Team	Forward Operating Base, Shank, Afghanistan	Orthopaedics Department Chair, Professor of Orthopaedic Surgery, SUNY at Buffalo; Orthopaedic Trauma Surgeon, ECMC
Kyle J. Broginski	Meritoriously promoted to Corporal	United States Marine Corps. Third Light Armored Reconnaissance Platoon First Combat Engineer Battalion	Camp Pendleton, CA	Son of Kevin J. Broginski, Electric Control Technician, Plant Operations, ECMC
Shawn Drzyzga	Specialist	U.S. Army: Recently Honorably Discharged after four years of service	Fort Campbell, KY	Son of Laurie Drzyzga, Hospital Police Officer, ECMC
Kathleen Fay	Lieutenant Colonel	U.S. Air Force, 914th Aeromedical Staging Squadron (Niagara Falls Airbase) and 455th Expeditionary Medical Operation Squadron (Bagram Airfield, Afghanistan)	Niagara Falls, NY & Bagram Airfield, Afghanistan	On military leave from ECMC Cardiac Care Unit as Charge Nurse
Micah J. Gray	Lance Corporal	U.S. Marines Basic Utilities Electrical Engineer Generator Specialist	Okinawa, Japan	Son of David Gray, LPN, Comprehensive Psychiatric Emergency Program (CPEP), ECMC
Brett Harrison	Senior Airman	Niagara Falls 914th Security Forces	Kirkuk, Iraq	Son of Chuck Harrison Plant Operations, and Rose Harrison, RN, ECMC
Samantha Hoch	Sergeant	U.S. Army 277th Quartermaster Company	Niagara Falls, NY	ECMC Main Lobby Prima Pizza General Manager and co-owner
Katherine A. Keleher	Lance Corporal	United States Marine Corps. Combat Correspondent/ Photographer	Parris Island, SC	Daughter of Kerry Keleher, LPN, Nurse Consultant Patient Advocacy, ECMC
Kevin J. Kuhn	Platoon Sergeant	United States Marine Corps. 13th Marine Expeditionary Unit Military Police Detachment Combat Logistics Battalion	Camp Pendleton, CA	Son of Donna Carr, RN, Patient Safety, ECMC
Thomas W. Liebel	Sergeant	U.S. Army	Ft. Huachuca, AZ	Son of Bruce Liebel, Director of Reimbursement, ECMC
Brian Payne	Marine	U.S. Marines	Honorably Discharged	Son of Shirley Csepegi, Unit Manager, Psychiatry, 4th Floor, Zone 2
Steven Payne	Reenlisted Recruiter	U.S. Army	Long Island, NY; (previously Stationed in Ft. Gordon, GA)	Son of Shirley Csepegi, Unit Manager, Psychiatry, 4th Floor, Zone 2
Tim Payne	Special Forces Member	U.S. Army	Injured in the line of duty in Kandahar, Afghanistan on July 3, 2011 (see separate article in this issue of Pulse)	Son of Shirley Csepegi, Unit Manager, Psychiatry, 4th Floor, Zone 2
Andrew Payne	Specialist	U.S. Army	Vicenza, Italy (two deployments to Afghanistan)	Son of Shirley Csepegi, Unit Manager, Psychiatry, 4th Floor, Zone 2
Charles D. Schroeder	Master Sergeant	U.S. Air Force Reserves 914th Aerial Port Squadron's First Sergeant	Most recent deployment to Bagram Airfield Afghanistan, January 2010	ECMC MRI Staff Member
Matthew Welch	Senior Airman	U.S. Air Force Unit Support Intelligence	Scott Air Force Base, IL	Worked in Dietary (2007-2008) Son of Janice Welch, Registered Nurse
Frank J.A. World 4/13/84 - 4/01/10	Sergeant	United States Marine Corp. LAR Alpha Company, 2nd Marine Division, Infantryman	<i>Killed In Action</i> April 1, 2010, in Marjah, Afghanistan (while in 6th yr. of 8 yr. commitment)	Brother-in-law of ECMC Hospital Public Safety Assistant Eric Smith
Joseph A. Zaccagnino Jr.	Master at Arms, First Class	U.S. Navy	Naval Base, Norfolk, VA	Son of Sandra R. Cutrona, Supervisor, Health Information Management (HIM) Dept.

## The ECMC Medical Minute series on WGRZ-TV, Channel 2 Daybreak

Join us every Monday morning between 6:00AM and 6:30AM, during WGRZ-TV, Channel 2 Daybreak for the ECMC Medical Minute. We'll learn about the latest health care initiatives here in Western New York, around the country and the world. You'll be able to be part of the discussion and make suggestions for future shows. Miss an episode? Don't worry! We will repeat each segment on Saturday Daybreak from 9:00AM to 10:00AM.



Check it out at [ecmc.edu](http://ecmc.edu)



### Thank You ECMC!

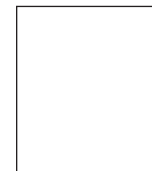
To the entire ECMC team,

Please accept my thanks and appreciation for your professionalism and care during my stay. I attribute my recovery to your consistent efforts and dedication. I am truly in awe of your team and its operation. Moving forward, I will gladly recommend ECMC to any and all who will listen.

Best regards,

Jerry Nosky & family

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SPECIALTY CARE

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#### **ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:**

The Erie County Medical Center (ECMC) Corporation includes an advanced academic medical center (ECMC) with 550 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is the regional center for trauma, burn care, transplantation and rehabilitation and is a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences—*the difference between healthcare and true care.*

January-April, 2013 EXT

#### **Interesting News and Information...**

##### **Life in the year 2100**

As published in The New Yorker, The Week, April 8, 2011, by the turn of the century, says physicist Michio Kaku, and based on interviews with 300 of the world's top scientists, Kaku assembled some predictions for what that world, 100 years in the future, will look like.

Over the next several issues of ECMC Pulse, we'll publish some of these predictions. One of these predictions is described below.

##### **Molecular 'smart bombs' circulating in our blood will home in on, zap, and kill cancer cells.**

Nanoparticles the size of molecules will seek out cancer cells and destroy them years before they become a problem, by either poisoning or rupturing them. Cancer will not be cured: There are too many types of cancers that mutate too quickly, so the disease will persist; however, doctors will be better equipped to diagnose cancer early and treat the disease successfully.

