

**I-1.) Operations and Accomplishments** (*in reverse chronological order; December through January*) Public Authorities Law §3642(1); Public Authorities Law §2800; and the Sale Purchase and Operation Agreement, §6.8

## **ECMC Opens Behavioral Health Center of Excellence** ***Facility on ECMC Health Campus consolidates services***

On January 16, 2014, Erie County Medical Center Corp. dedicated a new psychiatric emergency room and outpatient mental health and drug dependency treatment center, thereby completing the \$25 million Regional Behavioral Health Center of Excellence at ECMC.

The center of excellence, under the auspices of Great Lakes Health System of Western New York, is a physician-driven collaboration between ECMC and Kaleida Health. It is a state-of-the-art, comprehensive psychiatric emergency program (CPEP), with a new outpatient treatment center and new inpatient beds in the main building to serve mental health patients in the eight counties of Western New York.

Funding for the new center came from a \$15 million grant from the Healthcare Efficiency and Affordability Law of New York and ECMC contributed \$10 million.

“The Behavioral Health Center for Excellence is a collaborative effort that will result in better and more efficient care for patients with mental illness and their families,” said Governor Andrew M. Cuomo.

“I applaud the hard work of the many healthcare professionals who came together for the good of the region to create a comprehensive continuum of mental health and substance abuse services for some of Western New York's most vulnerable residents,” the governor added. “This modern integrated model of care is the approach needed to help New Yorkers find recovery and resiliency in a safe and nurturing environment. I am pleased that the state was able to dedicate \$15 million to allow this project to happen.”

The behavioral health center of excellence is the third major addition to the ECMC campus in the last three years, joining the Regional Center of Excellence for Transplantation & Kidney Care and the Terrace View Long-Term Care Facility.

The consolidated behavioral health model combines ECMC's and Buffalo General Medical Center's behavioral health programs to create a single, 162-bed inpatient psychiatric program in a 36,000-square-foot building to the east of the main ECMC hospital building. It incorporates ECMC's current 18 detoxification beds and 20 inpatient chemical dependency rehabilitation beds.

The new center expands ECMC's current emergency behavioral health facilities from 6,000 square feet to 18,000 square feet.

“The consolidation of ECMC and Kaleida's behavioral health programs is just one more example of how collaboration in our community can raise the level of care for our entire region,” said Robert Gioia, chairman of the Great Lakes Health board of directors. “I congratulate ECMC on another successful initiative to provide the very best care to the patients of Western New York.”

Mental health care in Western New York, as statewide, is fragmented and costly to the state's Medicaid payment system. In the last 20 years, the Buffalo Psychiatric Center went from 1,200 beds to 160 and the Gowanda Psychiatric and West Seneca Developmental centers closed.

Other inpatient facilities downsized or closed in recent years and while non-profit outpatient services exist, there is a lack of coordination among community providers. Psychiatrists are also in short supply throughout the region.

This combination of factors created a crisis for mental health patients and their families in Western New York. Mentally ill and chemically dependent patients in crisis are, many times, forced to find care in crowded hospital emergency rooms, which leads to more costly episodic inpatient care and unsafe conditions for clinical staff.

The integrated model combines the current outpatient volumes of 44,000 annual visits in 2013 at ECMC and Kaleida's 69,000 annual visits with services provided onsite at ECMC and at its community-based locations.

ECMC now has 126 licensed adult inpatient psychiatric beds; 18 geriatric-psychiatric beds; 16 adolescent beds; and two forensic beds. A 10-bed intensive care unit will bring total beds to 172. It had 4,609 total psychiatric and chemical dependency discharges in 2013. Buffalo General Medical Center had 91 licensed inpatient beds with 2,307 annual discharges in 2011.

In August, Dr. Michael R. Cummings, a UB assistant professor of clinical psychiatry, became the Executive Director for Behavioral Health Integration at ECMC. The position oversees the behavioral health, substance abuse and dependency treatment programs at the medical center and its affiliated clinics.

## **ECMC Awarded Joint Commission Accreditation**

*Affirms highest state-of-the-art safety and quality standards*

On January 29, 2014, Erie County Medical Center Corp. announced the Joint Commission awarded its Gold Seal of Approval®, an accreditation demonstrating compliance with its national standards for health care quality and safety in hospitals.

The accreditation award recognizes ECMC's dedication to continuous compliance with The Joint Commission's state-of-the-art standards.

ECMC underwent a rigorous unannounced on-site survey in the summer and fall of 2013. A team of Joint Commission experts evaluated ECMC for compliance with standards of care specific to the needs of patients, including infection prevention and control, leadership and medication management.

"In achieving Joint Commission accreditation, ECMC demonstrated its commitment to the highest level of care for its patients," said Mark G. Pelletier, R.N., M.S., chief operating officer, Division of Accreditation and Certification Operations, The Joint Commission. "Accreditation is a voluntary process and I commend ECMC for successfully undertaking this challenge to elevate its standard of care and instill confidence in the Buffalo-Niagara community it serves."

The Joint Commission's hospital standards address important functions relating to the care of patients and the management of hospitals. The standards are developed in consultation with health-care experts, providers, measurement experts and patients.

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

The Joint Commission evaluates and accredits more than 20,000 health care organizations and programs in the United States, including more than 10,600 hospitals and home care organizations, and more than 6,600 other

health care organizations that provide long-term care, behavioral health care, laboratory and ambulatory care services.

The Joint Commission also certifies more than 2,400 disease-specific care programs such as stroke, heart failure, joint replacement and stroke rehabilitation, and 400 health care staffing services.

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission evaluates and accredits more than 18,000 health care organizations and programs in the United States. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Learn more about The Joint Commission at [www.jointcommission.org](http://www.jointcommission.org).

## **Cancer Care at ECMC – reaching out into the community!**

ECMC Lifeline Foundation and our Mobile Mammography Coach had a very busy October as we worked to spread the word about the importance of screenings and the early detection of cancer.

### **Over \$50,000 Raised from Cancer Awareness Events**

ECMC Lifeline Foundation and our Mobile Mammography Coach had a very busy October as we worked to spread the word about the importance of screenings and the early detection of cancer. Many thanks to everyone from ECMC and their family members who volunteered their time at numerous events throughout the month to support us. Billie events in partnership with the Buffalo Bills and ADPRO Sports included turning Niagara Falls “pink” with an auction and party at the Hard Rock Café; selling “pink” cookies donated by Wegmans at the Buffalo Bills game on October 12th and where ECMC employee and patient breast cancer survivors were saluted on the field. The WNY High School Football Billie Challenge with over two dozen schools participating in the challenge; turning their sidelines pink all October long. Springville Griffith Institute was the top fundraising school raising just under \$4,000 to support the Mobile Mammography Coach.

### **Hockey Fights Cancer**

The Buffalo Sabres teamed up with Tim Hortons for a Hockey Fights Cancer donut promotion on November 3rd to benefit the ECMC Lifeline Foundation and cancer care at ECMC. Sabres Marcus Foligno and Cody Hodgson visited with ECMC patients and ECMC volunteers supported the Hockey Fights Cancer night at the arena. Over \$20,000 was raised during the promotion for Lifeline.

### **ECMC hosted A Crucial Catch Day to provide Women in the Buffalo area with Breast Cancer Screenings and FREE Cancer Education/Workshops**

ECMC hosted *A Crucial Catch Day – Your Day to Fight Breast Cancer* community health event to provide women in the Buffalo area with life-saving breast cancer screenings and free cancer awareness workshops. The event was held on Saturday, October 25, 2014, at the Ambulatory Center building (under a big tent) on the ECMC Health Campus. Women attended the free event to learn more about ways to reduce their risks and the importance of detecting cancer early. Workshops were free and presented by national and local experts and clinicians to bring improved awareness about Breast, Cervical, Colorectal and Skin Cancer as well as Nutrition.

This event was made possible through a grant from the American Cancer Society and the National Football League. The NFL’s A Crucial Catch initiative provides funding to support increased access to breast cancer

education and screening resources in underserved communities through the American Cancer Society's Community Health Advocates implementing National Grants for Empowerment (CHANGE) program.

## **ECMC awarded Three-Year CARF Accreditation for Medical Rehab Program**

In July, CARF International announced that Erie County Medical Center (ECMC) Corporation has been accredited for a period of three years for its Medical Rehabilitation program. This is the first accreditation that the international accrediting body, CARF (Commission on Accreditation of Rehabilitation Facilities) has awarded to Erie County Medical Center Corporation.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

"This accomplishment is exceptional," stated Richard C. Cleland, President/Chief Operating Officer and Interim Chief Executive Officer, ECMC Corp. "This recognition is clear evidence that our rehab patients are receiving the best medical rehabilitation care available anywhere in the country. This accreditation is a confirmation of the expertise and dedication of our entire rehabilitation staff of physicians, nurses and therapists. I would like to specifically recognize for their leadership: Peggy Cieri, RN, Unit Manager; Michael Abrams, PT, Rehab Supervisor; Mark Livecchi, MD, Clinical Director; Dawn Walters, RN, Vice President, Nursing/Rehab Services; and Marie Johnson, OTR, Rehab Services Director."

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For more information about the accreditation process, visit the CARF website at [www.carf.org](http://www.carf.org).

## **ECMC Rehab Physicians Welch and LiVecchi now Board Certified in Traumatic Brain Injury**

ECMC Department of Rehabilitation Medicine Physicians Mary Welch and Mark LiVecchi passed in 2014 the inaugural Traumatic Brain Injury (TBI) Subspecialty Board examination. Both physicians are now Board Certified in the newly recognized subspecialty by the American Board of Medical Specialties (ABMS). With these physicians now Board Certified in TBI and with ECMC's recent (July 2014) CARF (Commission on Accreditation of Rehabilitation Facilities) recognition, ECMC further confirms/enhances its expertise in Rehabilitation Medicine.

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## **ECMC Internal Medicine Center and Cleve-Hill Family Health Center earn NCQA “Patient-centered Medical Home Recognition”**

During 2014, Erie County Medical Center (ECMC) Corporation announced that the National Committee for Quality Assurance (NCQA) informed ECMC that both its Internal Medicine Center and Cleve-Hill Family Health Center achieved recognition status for “Patient-Centered Medical Home (PCMH), Recognized –Level 3.”\*

The effective dates of this recognition for the Internal Medicine Center began March 29, 2014 and expire March 29, 2017.

The effective dates of this recognition for the Cleve-Hill Family Health Center began December 23, 2013 and expire December 23, 2016.

“The NCQA Patient-Centered Medical Home is a model of 21st century primary care that combines access, teamwork and technology to deliver quality care and improve health,” said NCQA President Margaret E. O’Kane. “NCQA’s PCMH 2011 Recognition shows that the Cleve-Hill Family Health Center has tools, systems and resources to provide patients with the right care at the right time.”

The Patient-Centered Medical Home program reflects the input of the American College of Physicians (ACP), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and American Osteopathic Association (AOA) and others in extension of the Physician Practice Connections Program. It was developed to assess whether physician practices are functioning as medical homes and recognize them for these efforts. The Patient-Centered Medical Home standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers. NCQA recognizes the vital role clinicians play in advancing quality. The Recognition Programs assess whether clinicians and practices support the delivery of high-quality care. The Recognition Programs are built on evidence-based, nationally recognized clinical standards of care. The official NCQA directory of Recognized Clinicians can be accessed at <http://recognition.ncqa.org>

\*Patient-Centered Medical Home™ (PCMH™) is a trademark of the National Committee for Quality Assurance.

## **ECMC recognized by AHA with GWTG® Gold-Plus Heart Failure Quality Achievement Award**

On October 28, 2014, Erie County Medical Center (ECMC) Corporation announced that it had received the Get With The Guidelines®–Heart Failure Gold-Plus Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation secondary prevention guidelines for heart failure patients. This marks the 9<sup>th</sup> year that ECMC has been recognized with a quality achievement award.

Get With The Guidelines–Heart Failure is a quality improvement program that helps hospital teams provide the most up-to-date, research-based guidelines with the goal of speeding recovery and reducing hospital readmissions for heart failure patients.

ECMC earned the award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients at a set level for a designated period. These measures include proper use of medications and aggressive risk-reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants while patients are in the hospital. Before patients are discharged, they also receive education on managing their heart failure and overall health, as well as referrals for cardiac rehabilitation.

ECMC also received the association's Target: Heart Failure Honor Roll. Target: Heart Failure is an initiative that provides hospitals with educational tools, prevention programs and treatment guidelines developed to reduce the risk of heart failure patients ending up back in the hospital. Hospitals are required to meet criteria that improves medication adherence, provides early follow-up care and coordination and enhances patient education. The goal is to reduce hospital readmissions and help patients improve their quality of life in managing this chronic condition.

"ECMC is dedicated to improving the quality of care for our heart failure patients, and implementing the American Heart Association's Get With The Guidelines-Heart Failure program helps us to accomplish this goal by tracking and measuring our success in meeting internationally-respected guidelines," said Richard C. Cleland, MPA, FACHE, NHA, President/Chief Operating Officer and Interim Chief Executive Officer, ECMC Corporation. "This recognition demonstrates that we are on the right track and we're very proud of our team."

"We are pleased to recognize ECMC for their commitment to heart failure care," said Deepak L. Bhatt, M.D., M.P.H., national chairman of the Get With The Guidelines steering committee and Executive Director of Interventional Cardiovascular Programs at Brigham and Women's Hospital and Professor of Medicine at Harvard Medical School. "Studies have shown that hospitals that consistently follow Get With The Guidelines quality improvement measures can reduce patients' length of stays and 30-day readmission rates and also reduce disparity gaps in care."

According to the American Heart Association, about 5.1 million people suffer from heart failure. Each year, 670,000 new cases are diagnosed and more than 275,000 people will die of heart failure. However, many heart failure patients can lead a full life when their condition is managed with proper medications and devices and with healthy lifestyle changes.

Get With The Guidelines<sup>®</sup> is the American Heart Association/American Stroke Association's hospital-based quality improvement program that provides hospitals with the latest research-based guidelines. Developed with the goal of saving lives and hastening recovery, Get With The Guidelines has touched the lives of more than 4 million patients since 2001. For more information, visit [heart.org/quality](http://heart.org/quality) or [heart.org/myhealthcare](http://heart.org/myhealthcare).

## **Brick by Brick winners honored**

The region's respected developers were among those honored June 9, 2014, at the 11th annual Business First "Brick by Brick" awards. ECMC's Terrace View Long-Term Care Facility was named Best Medical Complex.

## **ECMC Outpatient Dialysis Unit recognized with "Five-Diamond Designation" by IPRO ESRD Network of New York**

The National Five-Diamond Program is designed to assist dialysis facilities in improving both staff and patient awareness of specific patient safety areas. Upon successful completion of each of the five modules, which include objectives, required activities, tools and resources, the facility is awarded a “Diamond” culminating in special recognition for a 5- Diamond Facility. ECMC Outpatient Dialysis completed all of the required 5-Diamonds. This innovative training and recognition program also assists dialysis providers in increasing awareness and building a culture of safety among patients and staff.

The National Five Diamond Program is a “Special Recognition” for ECMC’s Outpatient Dialysis Center. Champion staff members who participated in this endeavor included: Petra Reinig, Tracey Haines, Kathy Kakavand, Jen Thoms, Nadine Hoerner, and Tina Wheaton.

The IPRO End Stage Renal Disease Network of New York is a part of a greater entity which was established to help improve the quality of care that Dialysis Patients receive. Information from all over the country is reported and tracked for each CMS-Medicare approved provider of outpatient dialysis. This data is used to improve outcomes.

IPRO is the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for New York State, the District of Columbia and South Carolina, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services.

## **ECMC Wound Care Symposium featured distinguished Wound Care Specialist Dr. David G. Armstrong as key note speaker**

On Saturday, September 20th, 2014, the Erie County Medical Center (ECMC) and the ECMC Lifeline Foundation held its third annual “Wound Care Symposium: A Multidisciplinary Approach to Wound Healing.” ECMC was able to arrange for distinguished wound care specialist Dr. David G. Armstrong to address some 100 clinicians in attendance during this conference.

David G. Armstrong, DPM, MD, PhD, is Professor of Surgery (with Tenure) at the University of Arizona. Dr. Armstrong also holds a Master’s of Science in Tissue Repair and Wound Healing from the University of Wales, College of Medicine, and a PhD from the University of Manchester, College of Medicine, where he was appointed Visiting Professor of Medicine. He also co-founded the South Arizona Limb Salvage Alliance (SALSA).

Other Wound Care Symposium 2014 presenters included: Lee Rogers, DPM; David Davidson, DPM; and Raphael Blochle, MD.

The Center for Wound Care and Hyperbaric Medicine at ECMC provides specialized treatment for chronic or non-healing wounds, which are defined as sores or wounds that have not significantly improved from conventional treatments. Associated with inadequate circulation, poorly functioning veins, and immobility, non-healing wounds lead to lower quality of life and may lead to amputations. When wounds persist, a specialized approach is required for healing. Typically, a wound that does not respond to normal medical care within 30 days is considered a problem or chronic wound. ECMC is able to offer a new and comprehensive center providing specialized wound care and hyperbaric medicine. The Center for Wound Care and Hyperbaric Medicine is located on the ECMC Health Campus.

## **ECMC Wound Care Center raises awareness about Diabetic Foot Ulcers**

The Center for Wound Care and Hyperbaric Medicine at ECMC participated in a National Diabetes Campaign from October 27 to October 31, 2014. ECMC offers advanced therapies to patients suffering from chronic wounds like diabetic foot ulcers. Program directors across the nation dedicated the entire week to visiting local physician offices to provide education to help staff identify diabetic patients with or at risk of having ulcers of the lower extremity. There are approximately 29 million people living with diabetes in the United States. Of those, about 15 percent will develop an ulcer of the lower extremity. Left untreated, these ulcers can impair quality of life and may lead to can help to mitigate the possibility of limb loss.

## **ECMC Rehab Services hosts its First Annual Rehab Symposium**

On Saturday, October 25th, 2014, ECMC and the ECMC Lifeline Foundation held its first "Rehab Symposium: A Multidisciplinary Approach to the Acute Care Patient." For the inaugural conference, many of the department's experienced clinicians were invited to speak on a variety of topics pertaining to rehabilitation on the acute services. The symposium idea was spurred by a lack of quality local continuing education courses for physical, occupational, and speech therapists who specialize in acute care.

Area therapists, rehab professionals, and therapy students from the community were invited to learn about some of the unique and specialty services that are available at ECMC. The keynote speaker was ECMC Rehab Services Clinical Director Dr. Mark Livecchi, who presented "Neuropharmacologic Considerations for the Acute Traumatic Brain Injury Patient." Other presenters included: Michael Abrams, PT; Tricia Vail, MS, PT; Jennifer Dombrowski, OT; Stephanie Bieber, DPT; Michael Koch, MS, OTR; Kevin Jenney, PT, DPT; Linda Mullen-Colkitt, OTR; Margaret Umhauer, NP; Lori Miller, PT, DPT, NCS; Julie Buono, PT; Margaret Frye, MA, OTR; Tracy Bentley-Root, MS, OTR; and Joseph Morrell, MD, who lectured on a variety of Rehabilitation-related topics to an eager audience.

A special guest appearance was made by a former patient, Matt Faulkner, who discussed the experiences he had during his stay at ECMC following a traumatic brain injury. Matt shared his success story from his time in the Intensive Care Unit (ICU) to the acute rehabilitation unit and to his eventual discharge home, along with some of the challenges he faced. Matt explained that the great care he received from his therapists was a contributing factor to his successful recovery. Many attendees commented that it was helpful and informative to hear about the impact of rehabilitation services from a former patient and how they laid the groundwork for his ongoing success. Additional feedback from the attendees was overwhelmingly positive, and the department is making plans for another symposium next year.

## **Top health care executives appointed at ECMC Corp.**

Erie County Medical Center (ECMC) Corporation announced, July 29, 2014, the executive administration structure was being modified to better position the organization to respond to the changing health care environment and enhance the patient experience. In April of 2014, Richard C. Cleland, MPA, FACHE, NHA, was appointed by the ECMC Corporation Board of Directors as President/Chief Operating Officer and Interim Chief Executive Officer for the Corporation after the former Chief Executive Officer Jody L. Lomeo was named President/CEO of the Great Lakes Health System of WNY and Kaleida Health. Cleland previously served ECMC Corporation as Chief Operating Officer, and prior to that, as Senior Vice President of Operations (2006-2014). Cleland was formerly the administrator of Brothers of Mercy Nursing and Rehabilitation Center (2000-2006). He was also Director of Maintenance, Plant Operations, and Environmental Services at Brothers of Mercy (1994-2000). Cleland's history with ECMC dates back to the late '80s and early '90s when he served as Director and Assistant Director of Cleaning Services (1988-1994).

Richard Cleland holds a Master of Public Administration from Canisius College. He has a New York State Nursing Home Administrator's license and a certification from St Joseph's College of Maine in Long Term Care Administration (2003). He earned his undergraduate degree from Buffalo State College. He is on staff at both D'Youville College (Health Services Administration) and Erie Community College (Business Administration). He is a Fellow of the American College of Health Care Executives. He was one of the first two ECMC executive administrators specially selected to participate in a nine-month Harvard University leadership development program. Cleland resides in Clarence.

Stephen M. Gary, Sr., CPA, CGMA, appointed this month as Chief Financial Officer for ECMC Corp, comes to ECMC with a vast amount of education and experience. He holds a Bachelor of Science in Accounting from St. John Fisher College and a Master of Business Administration in Finance from the Rochester Institute of Technology. In addition, he is a Certified Public Accountant. Gary's experience includes internal health system/hospital expertise serving Academic Medical Centers, Regional and National Health Systems and Teaching Hospitals as Chief Financial Officer. He has also served in the financial industry in public accounting and in national consulting practices. Gary's broad experiences include not only traditional financial roles, but also physician relations and contracting, managed care, operations management, capital formation, mergers and acquisitions, and restructurings. Gary lives in East Amherst.

Mary Laski Hoffman, RN, MBA, FACHE, appointed this month as a member of the ECMC Corp. executive team to the position of Senior Vice President of Operations at ECMC Corp., comes to ECMC with extensive health care experience and expertise. She most recently held the position of Chief Operating Officer for Lawley Benefits Group (2009-2013). Prior to that, she served as President and Chief Executive Officer of Kenmore Mercy Hospital (KMH) (2004-2009). With over 20 years of experience at Kenmore Mercy and the Catholic Health System (CHS) combined, she served in roles including Vice President of Professional Affairs for CHS (1999-2004); Vice President of Professional Services at KMH (1990-1999) and Director of Quality Review Activities at KMH (1988-1990). Mary holds a Bachelor of Science in Nursing from Niagara University and a Master of Business Administration from the State University of New York at Buffalo School of Management. She became a Fellow in the American College of Healthcare Executives (FACHE) in 2007. She lives in the Town of Tonawanda.

### **Rich Cleland appointed to HANYS Board**

Richard Cleland, N.H.A., N.P.A., F.A.C.H.E., President/COO and Interim CEO, ECMC Corp., was unanimously approved to serve on the Healthcare Association of New York State (HANYS) Board of Trustees and complete an unexpired term in the Class of 2014. The board also approved the nomination for an additional three-year term. Rich Cleland's term started immediately and ends on December 31, 2017.

### **Anthony De Pinto appointed Terrace View Administrator**

Anthony De Pinto, DC, holding a Doctor of Chiropractic degree from New York Chiropractic College, a license in Nursing Home Administration, and a Bachelor of Science from SUNY Empire State College, was appointed Terrace View Administrator. Anthony De Pinto is originally from Long Island. He moved to Buffalo in 2003. For the past 11 years, he served in various capacities at Elderwood Senior Care.

### **Phyllis Murawski appointed Transplant Administrator for the Regional Center of Excellence for Transplantation & Kidney Care at ECMC**

In November of 2014, Erie County Medical Center (ECMC) Corporation announced the appointment of Phyllis Murawski, MS, BSN, RN, as Transplant Administrator for the Regional Center of Excellence for Transplantation & Kidney Care at ECMC.

“After working with the Transplant Leadership Institute to conduct a national search, Phyllis Murawski, who previously served in an interim leadership capacity since August of 2014, was identified as the strongest candidate to oversee our transplant program and move it forward,” stated Richard C. Cleland, MPA, FACHE, NHA, President / Chief Operating Officer and Interim Chief Executive Officer, ECMC Corporation.

Recognized for inspiring employees to succeed while working toward unified goals, Murawski is an experienced instructor and skilled communicator who has proven to be a team builder.

“Phyllis has proven to be a strong leader and valuable asset. She worked closely with our transplant physicians and staff to assure the reopening of our Living Donor Program,” explained Mary L. Hoffman, RN, MBA, FACHE, Senior Vice President of Operations, ECMC Corporation.

Murawski joined ECMC in February of 2014, as Assistant Vice President of Critical Care and Emergency Services. She previously held transplant positions as Vice President of Clinical Services at Unyts (2012-2014) and Director of Medical Surgical Nursing and Transplant Administrator at Kaleida Health (2008-2012).

Prior to holding top level administrative/clinical positions, Murawski served as Manager, Surgical Intensive Care and Nursing/Telemetry Units (2008-2009), Kaleida Health; Manager of Organ Services, Unyts (2004-2008); Director of Patient Services, Niagara Hospice and Palliative Care Group (2000-2004); Registered Nurse, Neurosurgical Intensive Care Unit, Millard Fillmore Gates Circle Hospital, Kaleida Health (1996-2001).

Phyllis Murawski earned a Master of Science in Executive Leadership and Change and a Bachelor of Science in Nursing from Daemen College, Amherst, New York; and an Associate of Applied Science in Nursing at Erie Community College.

Phyllis Murawski is a member of the WNY Organization of Nurse Executives (2010-present) and treasurer of American Legion Auxiliary Post 410 B. Leo Dolan (2009-present).

The Regional Center of Excellence for Transplantation and Kidney Care at ECMC is the result of the merging of two transplant programs—from Buffalo General Hospital and ECMC—into a single streamlined, highly specialized program that offers patients world class care. The mission of the Center is to provide lifesaving kidney and pancreas transplants, vascular access surgical care, hemodialysis for outpatients and inpatients, and treatment and disease management services for patients with all stages of chronic kidney disease. This concentration of services means a greater number of procedures performed, a high level of expertise among the medical staff, and the most favorable outcomes for renal patients at all levels of care.

## **Chris Koenig appointed TCU Administrator**

Christopher Koenig holds a Doctorate in Physical Therapy, a Master of Business Administration, and a Bachelor Arts in Legal Studies, all from SUNY at Buffalo. He also holds a degree in Nursing Home Administration from Utica College. He was recently appointed Administrator of the Transitional Care Unit (TCU) at ECMC and serves in administration for the Terrace View Long-Term Care Facility.

Christopher held various positions with The McGuire Group for nearly eight years, with his most recent title as Administrator of Rehabilitation, including responsibilities over seven facilities in the northeast. He is a founding and managing partner of Rehab Ultra Consulting LLC, a division of the McGuire Group, which has assisted numerous facilities in compliance and financials for the past three years. He is also a School of Public Health Adjunct Professor for UB, teaching a course in the final year of the Doctorate of Physical Therapy program.

### **Dr. Gunther appointed VP of Behavioral Health**

Mark Wm. Gunther, Ph.D., was appointed in 2014 to the position of Vice President of Behavioral Health. Previous to this appointment, Dr. Gunther held the position of Assistant Vice President of Behavioral Health at the Erie County Medical Center Corporation since March 2013. Prior to that, he was Administrative Psychologist (2006-2013).

Mark Wm. Gunther, Ph.D., is a clinical neuropsychologist and an assistant professor of psychiatry and clinical neurology at the State University of New York at Buffalo. Prior to completing his doctoral degree in clinical psychology from Michigan State University in 1994, he has had 15 years of experience as a NYS certified alcohol and substance abuse counselor.

### **Becky DelPrince appointed VP**

Becky DelPrince, RN, joined ECMC as Vice President of Systems and Integrated Care effective September 8th, 2014. She is responsible for integrating the functions of Case Management, Utilization Review, Discharge Planning and Social Work to support optimal clinical and financial outcomes while ensuring safe discharges.

Becky came to ECMC with over 28 years of relevant nursing and case management experience. She has an Associate's Degree in Nursing from Trocaire College as well as a Bachelor of Science in Nursing from SUNY Buffalo. Becky has worked as a Staff Nurse, Charge Nurse, Case Manager and as the Director of Care Management at Kenmore Mercy Hospital for the last 15 years. In this role she developed a comprehensive Care Management program for the hospital while serving as an active member of the hospital's administrative team and Catholic Health Systems Care Management department.

### **Judy Dobson appointed Assistant Director of Nursing**

Judy Dobson, RNFA, MSN, FNP-BC, has been appointed as the new Assistant Director of Nursing in the Medical Surgical Units. Judy began her career at ECMC 25 years ago as a General Duty Nurse in the Trauma Intensive Care Unit before taking on the role of Cardiothoracic Nurse Clinician, followed by Unit Manager on the 12<sup>th</sup> Floor, Zone 2, then transitioning to a Nurse Practitioner role in Cardiovascular Services and Renal Transplant. Judy received her Bachelor of Science in Nursing (BSN) from D'Youville College. She went on to receive her Master's degree as a Family Nurse Practitioner from D'Youville College, obtaining Board certification. She also holds a Registered Nurse First Assistant from the University of Rochester. She holds certifications in Basic Life Support (BLS); Advanced Cardiac Life Support (ACLS); Advanced Trauma Life Support (ATLS); and Pediatric Advanced Life Support (PALS). ECMC welcomes Judy to her new position.

### **PAL Honors ECMC Foundation Executive Director for Outstanding Service**

The Police Athletic League of Buffalo (PAL) honored ECMC Lifeline Foundation Executive Director Susan M. Gonzalez with its Lifetime Achievement award during ceremonies December 15th. Susan was recognized for her role in making the Buffalo PAL a model for the nation during her tenure there as Executive Director. Susan Gonzalez accepted the PAL of Buffalo Lifetime Achievement Award from Russell J. Salvatore and PAL Board Chair Kate Masiello.

## **ECMC Employee of the Year**

Daryl Ervolina has been a staff pharmacist in the inpatient pharmacy since 1991. During his 22 years at ECMC, he has grown in his position. Besides his staff pharmacist responsibilities, Daryl currently provides clinical pharmacy services within The Regional Center of Excellence for Transplantation and Kidney Care on the ECMC Health Campus.

Daryl counsels the outpatient transplant patients on their medications and also offers advice on their lifestyle after the transplant. Daryl's easy going demeanor makes him a perfect candidate to work with the outpatients because he listens, not only to the patients, but to the staff as well, so he can offer his patients information that is meaningful and pertinent to their individual situations.

Daryl's professionalism, self-motivation, caring concern and compassion are reasons why he is so respected by those with whom he works.

Always willing to take on new challenges, Daryl is currently working towards his Doctor of Pharmacy Degree through the University of Florida.

## **ECMC Nurses of the Year**

### **ECMC Nurse of Distinction**

Mary Molly Shea, RN, MSN, SANE, LNC began her career as a Medical Surgical Nurse at ECMC in 1989. Throughout the years she has developed quite the repertoire working on the coronary care unit, and as a nursing team leader on both a Medical Surgical Unit and Long Term Care Ventilator Unit. Molly then advanced to Assistant Director of Nursing Long Term Care. Presently she works as a Unit Manager of an Acute Medical Surgical Unit.

Over her years as a nurse, she has developed and shared her leadership skills. Mentorship is a quality she possesses, and she promotes a sense of ownership amongst all staff. The patient's experience is always at the forefront, as Molly continuously strives to ensure that each and every patient is offered the highest quality of care. Molly exemplifies ECMC's mission and vision, and transcends this to her co-workers and staff.

Molly has taken the initiative to complete the Sexual Assault Nurse Examiner (SANE) Training that parallels her devotion to all patients. Molly started an initiative with the victims of sexual assault fondly termed the "Healing Threads." This is an outreach program established for women who have been victimized and are in need of comfort and healing. The thread is the common bond that holds women together. The Healing Threads program demonstrates how Molly's ideas and visions extend throughout the ECMC family.

Molly strives to ensure that each and every patient is provided with the highest quality of care and compassion. Her commitment and dedication to patient-centered care has earned her the honor of being recognized as an *ECMC Nurse of Distinction*.

### **ECMC Outstanding Staff Nurse**

Lynne Golombek, RN, Charge Nurse, has been an exemplary employee since she began at ECMC as a staff nurse in 2006. After two years as a staff nurse and mentor for new employees, she was promoted to the role of Charge Nurse. She has what is needed to improve the function of the unit. Not only does Lynne provide exceptional care to her patients, she is able to do this while orchestrating the admissions, discharges and other challenges that occur simultaneously on the unit. Her smile, enthusiasm and professional manner have contributed to the overall improvement in patient satisfaction on the unit.

Lynne is the lead educator for the Joint Replacement Education Class. She was instrumental in developing, organizing and teaching the class as the nursing representative for the last two years. Lynne not only teaches the class, but interacts with the patients prior to their hospitalization, often calming fears and answering questions from those who have never even been hospitalized. Teaching is one of Lynne's areas of expertise, and she does not just stop with teaching patients. Mentoring new staff: nurses, students, interns, and/or residents, is one of Lynne's specialties. She also speaks during physician orientation at the University at Buffalo annually.

Lynne has volunteered at the Susan G. Komen Race for the Cure for the last three years. She supports ECMC and nursing within the community. Lynne is also an advocate for ECMC's "Comfort Cart" which was established in 2010. The Comfort Cart is designed to assist patients with relaxation items to enhance their hospital stays. These include such items as magazines, lip balm, ear plugs, and backscratchers. Lynne truly cares about her patients and their families.

Lynne is able to communicate extremely well and is a sincere patient advocate. She does not hesitate to take any opportunity to teach patients and their families during their stay. Lynne has an infinite well of empathy and patience. She effortlessly "connects" to every one of her patients. Lynne's dedication and commitment to patient care has earned her the honor of being recognized as an *ECMC Outstanding Staff Nurse*.

### **Volunteer of the Year**

Linda Mack has been a member of the Volunteer Board since 2010. She is always willing to work and helps out at the Gift Shop and all lobby sales. She also functions on the Volunteer Executive Board as Gift Shop Coordinator. Last year, Linda logged countless hours of meetings and preparation for the grand opening of the Gift Corner. She is also a past coordinator of the annual Fashion Show. Linda is retired from UB where she was in charge of graduate students. She is a grandmother and married with two adult children. Linda enjoys gardening, shopping, plays and festivals. Thanks, Linda, for the excellent job you have done in helping out at ECMC!

### **The DAISY Award for Extraordinary Nurses 2014**

Erie County Medical Center participates in a nursing recognition program called The DAISY Award for Extraordinary Nurses. The DAISY Award for Extraordinary Nurses recognizes the very special work nurses do every day. The award is given to outstanding nurses in more than 315 hospitals across the country. Mary Lynch,

RN, was recognized as a winner of the Daisy Award. ECMC received a letter from the daughter (Debra Gossel) of a patient to nominate Mary for this award. Ann Bryant, RN, was nominated and selected for a Daisy Award because she recognized that a patient required special life-saving attention and evaluation.

## **Geriatric Inpatient Consult Service**

### ***ECMC and UBMD Internal Medicine Partnering***

A new Geriatric Inpatient Consult Service at ECMC is being spearheaded by Susan Glose, PhD, ANP. An employee of UBMD Internal Medicine (UBMDIM), she will be working closely with Bruce R. Troen, MD, division chief of Geriatrics and Palliative Medicine at UBMDIM. They are collaborating with hospitalists at ECMC, led by Rebecca K. Calabrese, MD, director of UBMDIM's Hospitalist Program and members of the practice's General Internal Medicine Division.

A preliminary goal of the consult service is to work with the hospitalists to enhance care for frail elders. Once the service is fully established, they will assist with additional patients throughout the hospital.

Glose is an adult health nurse practitioner with her PhD in Health Practice Research and a master's degree in nursing administration. She is a nurse practitioner with UBMD Internal Medicine and an assistant professor in UB's Department of Medicine. She completed her undergraduate work in nursing at D'Youville College. Dr. Glose completed her doctorate at the University of Rochester's School of Nursing and her master's of science in nursing administration and post master's certificate in adult health nurse practitioner at UB.

Troen is division chief of Geriatric and Palliative Medicine at UBMD Internal Medicine and UB's Department of Medicine in the School of Medicine and Biomedical Sciences where he is a professor.

"Given her experience and capabilities, we are looking forward to Susan playing an important role in patient care, education, and research (the academic trifecta!)," Troen stated. "This partnership with ECMC is an important step in improving patient care and advancing education about geriatric concerns."

## **"Making Connections: A Program to Raise Awareness about Domestic Violence"**

ECMC hosted the program, "Making Connections: A Program to Raise Awareness about Domestic Violence," on Wednesday, October 15<sup>th</sup>, 2014. A documentary – "Crime After Crime: The Battle to Free Deborah Peagler" was shown, followed by a panel discussion.

The program included: Welcome by Rich Cleland, President, COO & Interim CEO, ECMC Corp.; Invocation and Benediction by Pastor Marquitta Whitehead, Pastoral Care, ECMC; Program Remarks from Dr. Catherine Collins, Host Women's Health Radio Show; Program Overview, Rita Hubbard-Robinson, JD, Director Institutional Advancement, ECMC Lifeline Foundation; Film titled "Crime After Crime: The Battle to Free Deborah Peagler;" Introduction of Panel Moderator by Rita Hubbard-Robinson, JD; Acknowledgements by Dr. Catherine Collins.

A panel discussion was moderated by Lieutenant Stacy Lewis, MBA, Buffalo Police Dep. Panelists included: Officer Tabitha Pitts, Police Officer, Buffalo Police Dept.; Honorable Lisa Block Rodwin, Family Court Judge, Erie County, NY; Honorable Susan Eagan, Judge, Buffalo City Court, NY; Mary Travers, Executive Director, Family Justice Center of Erie County; Robyn Wiktorski-Reynolds, LMSW, Advocate Program Coordinator, Crisis Services; Joan Paxon, Program Administrator, NYS Office for the Prevention of Domestic Violence; Katie Joyce, Executive Director, Haven House; Karen Beckman, MS, RN, SANE-A, Clinical Nurse Specialist, Emergency Services, ECMC.

This event was co-sponsored by ECMC Corporation and the Women's Health Radio Show with Dr. Catherine Collins.

## **Springfest 2014**

A sell-out crowd of over 1500, a transformed venue, and 5 musical acts made for another memorable Springfest Gala. The 25th annual fundraiser for Lifeline Foundation was held May 10<sup>th</sup> at the Buffalo Niagara Convention Center.

While Sax Man Slim serenaded outside, Jack Civiletto entertained inside as hundreds of members of the ECMC Community arrived for a night of celebration. The smooth sounds of the Bobby Militello Jazz Quartet filled the air as guests made their way to the reception featuring appetizers from Russell's, Steaks, Chops and More; Salvatore's Italian Gardens and SoHo.

After dinner the spotlight shone on the 2014 Distinguished Service Honorees: Dr. Joseph Kowalski and Karen Ziemianski, RN, MS from ECMC and Robert Gioia of the The John R. Oishei Foundation.

Lifeline Foundation Board Chair Jon Dandes then directed the crowd's attention to the main stage where Kool and the Gang (including two Buffalo natives) gave an electrifying performance and had the dance floor packed for 90 minutes. Total Eclipse and the Buffalo Horns closed the evening out in style.

Springfest Gala '14; presented by LP Ciminelli with major support from AT&T, Saturn Radiology and WNY Imaging and Russell's Steaks Chops and More went down in the record books as the most successful Springfest Gala in the history of the Foundation.

## **Unyts and ECMC officially launch *Donate Life Month* (April) 2014**

The Regional Center of Excellence for Transplantation & Kidney Care at ECMC and Unyts joined together to launch "Donate Life Month." ECMC and Unyts recognized those who have donated organs and created a greater awareness of the need for organ donation. The events held to kick-off "Donate Life Month" featured the raising of the Donate Life Flag in front of the Main Hospital entrance, a press event in ECMC's Smith Auditorium, followed by a reception with food and beverages where everyone gathered afterwards.

## **7th Annual Summer Youth Program**

Over 100 teens from across Western New York had the opportunity to get a firsthand look inside the health care industry this summer as part of the ECMC Summer Youth Program. Now in its 7th year, the program is designed to offer young adults an introduction to health care professions. The four week program was sponsored in part by the City of Buffalo Mayor Summer Youth Program; the Buffalo Renaissance Foundation and ECMC Lifeline Foundation. Nearly 3 dozen ECMC departments and units participated in the program. A field trip was offered to Erie Community College, North Campus to learn about the health care programs that are offered. Interns participated in workshops on careers, health and injury prevention. Upper classmen received a certificate in CPR. The program concluded with an Awards Ceremony at the Math Science Technology Preparatory School with a presentation by ECMC Corp President/COO and Interim CEO Rich Cleland and Jennifer Frustino, DDS, PhD. Awards were presented to interns that were nominated by their departments for exemplary service.

## **Erie County Medical Center Opens All New Great Lakes Café**

*Modern customer-centric dining space provides diverse and nutritious culinary offerings*

On June 25, 2014, ECMC unveiled an entirely new cafeteria now called the Great Lakes Café, with a formal grand opening and ribbon cutting ceremony held June 24<sup>th</sup>. The renovation, completed in partnership with [Morrison Senior Living](#), the leader in food, nutrition and hospitality services for the senior living industry, marks the healthcare organizations' latest strides to deliver quality, patient-centric experiences.

“Creating a positive atmosphere for our patients, their families and our staff is top priority,” said ECMC President/Chief Operating Officer and Interim Chief Executive Officer Richard C. Cleland, MPA, FACHE, NHA. “We wanted our café to be as diverse as the people we serve, so having a range of nutritious dining options proved key. Equally important is having a sleek and modern space that enables interactive opportunities for engagement and great customer service.”

The newly renovated space includes updated flooring, lighting, tables, chairs and an overall fresh contemporary design, creating an inviting space for patients, staff and visitors. Culinary offerings at the new Great Lakes Café include the: 2.mato Italian cuisine, Create made-to-order concept, So Deli, Crisps salad bar, Morrison Classic, Bake Shoppe by Rich Products Corporation and the all new Tex-Mex inspired Austin Grill.

“For us, the opportunity to help ECMC further its mission of providing top quality experiences for its patients has been greatly rewarding,” said President of Morrison Senior Living, Kevin Svagdis. “By extending their patient-centric approach into their dining offerings, ECMC is showcasing their depth and range as a healthcare partner. We wish them continued success with the Great Lakes Café and in their overall pursuit of excellence.”

## **ECMC Farmers' Market 2014**

The 5th year of the Farmers' Market at Grider provided a little something for everyone. From fresh fruit and vegetables to healthy living seminars the Farmers Market at Grider was THE place to be on Fridays this summer. The Market opened on May 30th drawing a crowd from the Grider-Delavan Community as well as employees from the ECMC Health Campus anxious to sample 2014 offerings. Veteran vendors were joined by new additions this year as we worked to broaden the appeal of the Market to include more variety. Organic foods, fresh baked goods, farm fresh fruits and vegetables along with flowers and freshly prepared foods were all part of this year's offerings.

The Market's mission is to provide a neighborhood based place that offers a variety of approaches to healthy living to improve the well-being of the Delavan-Grider and ECMC Health Campus community. The market serves an invaluable purpose; to offer fresh, healthy food options to a segment of our community that is starved for such opportunity. Food Trucks also played a big part in drawing in visitors and encouraging them to spend their lunch hour at the Market.

While the food offerings were certainly an enticing draw, it was the many activities that kept the crowds engaged. All were designed to promote health, wellness and safety in a fun, interactive way. Each week featured a cooking lesson and different type of low-impact interactive workout. Health and wellness information was made readily available from a number of partners. In all over 3,000 visitors enjoyed the Farmers' Market at Grider during 2014.

The Market was sponsored in part by M&T Bank, The Baird Foundation, and Erie County Sheriffs PBA.