

# **ERIE COUNTY MEDICAL CENTER CORP OPERATIONS AND ACCOMPLISHMENTS REPORT 2015**

## **ECMC Nationally Verified by American College of Surgeons conferring elite status on medical center**

On June 12th, ECMC announced the national Committee on Trauma of the American College of Surgeons (ACS) named Erie County Medical Center a Level I Trauma Center, only the fifth in New York. The ACS Committee on Trauma – from which two designees visited ECMC March 10-11 for an on-site review – provides confirmation that a trauma center has demonstrated its commitment to providing the highest-quality trauma care for all injured patients. The ACS notification specifically indicated that absolutely no deficiencies were found in the review and evaluation process. Achieving verification means that the hospital voluntarily met criteria that improve the standard of care as outlined by the American College of Surgeons' Committee on Trauma's current Resources for Optimal Care of the Injured Patient manual.

Established by the American College of Surgeons in 1987, the designation program promotes development of trauma centers in which participants provide not only the hospital resources necessary for trauma care, but also the entire spectrum of care to address the needs of all injured patients from the pre-hospital phase through the rehabilitation process.

There are five separate categories of verification in the program. Each category has specific criteria that must be met by a facility seeking that level of verification. Each hospital has an on-site review by a team of experienced site reviewers, who use the current Resources for the Optimal Care of the Injured Patient manual as a guideline in conducting the survey.

“From the trauma center’s first days, ECMC continues to stand on the shoulders of great clinicians and community emergency personnel who have worked together to insist on excellence,” said William J. Flynn, M.D., F.A.C.S., chief of surgery, ECMC; and associate professor/chief, Division of Trauma/Critical Care, Department of Surgery, S.U.N.Y. at Buffalo. “The thousands of patient trauma survival stories are our most gratifying, living proof of success.”

“Recognition by such an esteemed organization as the American College of Surgeons is a great honor for ECMC. They should be very proud of this accomplishment and the expertise of their entire trauma team in their ability to save many lives in Western New York,” stated Steven D. Schwaartzberg, M.D., professor and chairman, Department of Surgery, School of Medicine and Biomedical Sciences, S.U.N.Y. at Buffalo.

The American College of Surgeons is a scientific and educational association founded in 1913 to raise the standards of surgical education and practice and to improve the care of the surgical patient. The College has more than 72,000 members and it is the largest association of surgeons in the world. Longstanding achievements have placed the ACS in the forefront of American surgery and have made it an important advocate for all surgical patients. The ACS list of currently verified trauma centers is accessible at: <http://www.facs.org/trauma/verified.html>

## **NYS Health Commissioner designates ECMC Level 1 Adult Trauma Center**

At the end of July, ECMCC CEO received a letter from New York Commissioner of Health Howard A. Zucker, M.D., J.D., congratulating ECMC on its successful verification as a Level 1 trauma center by the American College of Surgeon’s Committee on Trauma.

**The letter from the Commissioner reads, in part:** “This is a significant achievement, not only for your institution and for the New York Trauma System as a whole, but for the community you serve. This

achievement indicates that your institution meets nationally recognized standards in providing care to the most critically injured patients and, equally important, that you monitor the care you provide and have a continuous process in place for improving that care. Your facility's successful ACS-COT verification exceeds New York State's current requirements for trauma center designation. As a result, and in accordance with Public Health Law Section 3066, **I am pleased to designate Erie County Medical Center as a Level 1 Adult Trauma Center.** Congratulations on this impressive achievement."

## **ECMC Trauma Team Honored at Ralph Wilson Stadium**

The Trauma Team at ECMC was among those honored December 27<sup>th</sup> at Ralph Wilson Stadium when the Buffalo Bills paid tribute to WNY 1st Responders. Dr. Michael Manka; Linda Schwab, RN; Jim Sheehan, RN; and Hospital Police Bryan Mayer and Brian Nigro were on the field for the pre-game presentation. ECMC trauma patient Corey Armbruster presented the game ball and was able to meet first responders who saved him after a fall down a ravine in Eden. Corey suffered a traumatic brain injury in the accident and spent nearly a month recovering at ECMC. He was able to walk on the field to attend his first ever Buffalo Bills game. Pre-game, 1st responders from around the region "passed the boot" in Ralph Wilson Stadium lots, raising thousands of dollars to support ECMC's Level 1 Adult Trauma Program and the Regional Pediatric Trauma Program at Women & Children's Hospital of Buffalo. Donors were given special Buffalo Bills first aid kits as a token of our appreciation. The Buffalo Bills also took time out to thank the trauma teams for their dedication and commitment. EJ Manuel visited the ED, Trauma ICU and Burn Unit at ECMC while Sammy Watkins visited Women and Children's Hospital of Buffalo. Manuel signed autographs, posed for pictures and thanked all he met while encouraging everyone to support WNY's Trauma Team by texting TRAUMA.

## **ECMC Opens the Russell J. Salvatore Orthopaedic Unit**

On March 12, Erie County Medical Center cut the ribbon on a \$12.5 million expansion in the main hospital building to provide 22 state-of-the-art, in-patient, private rooms for orthopedic patient recovery.

The new rooms, approved by the state Health Department, support two continuing trends at the Grider Street health campus: Dramatic growth in orthopedic surgeries – elective and especially joint replacement – and an ongoing revamping of the hospital's physical plant to better meet patient expectations, comfort and care.

The rooms, in two units, represent a re-distribution not affecting ECMC's total bed count. They are dedicated to Buffalo restaurateur, philanthropist and former patient Russell J. Salvatore, who contributed \$500,000 to the project. It is called the Russell J. Salvatore Orthopaedic Unit. The contribution, to the ECMC Foundation, is the single largest gift it ever received.

This renovation was on ECMC's sixth floor, which previously housed skilled nursing patients who moved to the new Terrace View Long-Term Care Facility on ECMC's campus. In addition to the 22 private patient rooms, the floor will include a physical therapy rehabilitation area, space for patient pre-surgery orthopedic educational classes, additional rooms for resident interaction and teaching and other ancillary space.

"ECMC is already an amazing hospital with the best possible care and I'm just pleased to be able to support future orthopedic patients as I was supported when I was here," Salvatore said.

Demand for elective orthopedic surgical services has grown substantially, especially among patients who need total joint replacement. During the three-year period 2011 to 2013, ECMC's total inpatient surgical volume consisted of 12,840 cases marked by substantial growth each year; i.e., a 7.5% increase from 2011 to 2013. Also for the three-year period, ECMC had 5,768 orthopedic cases (13.4% increase from 2011 to 2013) and 1,936 total joint procedures marked by a 60.4% increase from 2011 to 2013.

"ECMC is a special place, with dedicated caregivers, physicians, and now we have a beautiful environment conducive to healing for our patients," said Dr. Phil Stegemann, clinical director of ECMC

Orthopaedics, “The patient has always been at the center of the care we deliver, and this new floor takes this level of commitment to the patient to a whole other level.”

ECMC sought state approval for the new space to meet the growing patient demand and provide a better experience for the patient. In addition, as patient satisfaction improves, this will be a factor in retaining and recruiting new orthopedic physicians. It opened officially on March 18.

### **ECMC’s Bariatric Practice Earns National Accreditation** *‘Comprehensive Center’ designation is highest-quality level for a hospital*

A national accreditation and quality improvement program of the American College of Surgeons recently provided Erie County Medical Center’s bariatric surgery program with its highest endorsement.

The ECMC program is the largest bariatric program in the area, with more than 500 surgeries in 2014. The Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) in partnership with the American Society for Metabolic and Bariatric Surgery, issued the three-year “Comprehensive Center,” designation after a series of extensive evaluations.

The accreditation to ECMC “formally acknowledges your commitment to providing and supporting quality improvement and patient safety efforts for metabolic and bariatric surgery patients. As an accredited program, you have demonstrated that your center meets the needs of your patients by providing multidisciplinary, high-quality, patient-centered care,” according to a letter from the program to ECMC’s Bariatrics Director, Joseph A. Caruana, MD. “Your program is part of an elite group of MBSAQIP-accredited centers,” the letter concluded.

“The team at ECMC worked extremely hard for this accreditation and we are pleased that the hospital received the designation,” Dr. Caruana said. “As the MBSAQIP directors indicated, this means ECMC’s bariatric practice is of the highest quality and properly centered on the patient.”

The evaluation process included completion of an extensive application; graded acceptance of that application; certification of ECMC’s Beth Ann Gray, RN, as a data collector for the program’s registry; a one-day site visit by MBSAQIP’s Dr. Ann Rogers; and then site visit information was returned to the MBSAQIP and compiled to make the final decision. To maintain the designation year-to-year, the institution submits a comprehensive report on the practice for each year. The site visit itself involved an extensive review of the hospital led by Dr. Joseph Caruana; Dr. Mark Cavaretta; Nicole Rossney, MS, PA-C, physician assistant and Bariatric Program Manager; and Gray.

Bariatric surgery is an operation on the stomach and/or intestines that helps patients with extreme obesity lose weight, according to the National Institute of Digestive and Kidney Diseases (NIDDK). This surgery is an option for people who cannot lose weight by other means or who suffer from serious health problems related to obesity, the agency said on its web site. The surgery promotes weight loss through various mechanisms and reduces the risk of Type 2 diabetes, high blood pressure, sleep apnea, and other obesity related diseases. Some surgeries also interrupt how food is digested, preventing some calories and nutrients, such as vitamins, from being absorbed. Recent studies suggest that bariatric surgery may even lower death rates for patients with severe obesity. The best results occur when patients follow surgery with healthy eating patterns and regular exercise, according to the NIDDK. The ECMC program is one of 48 accredited in New York hospitals.

### **ECMC recognized by NYS Dept. of Health for Zero Infections**

The New York State Department of Health (DOH) recognized and featured ECMC in the State “Hospital-Acquired Infections” report published pertaining to the year 2013, for the ECMC Medical Intensive Care Unit (MICU) success in reducing Central Line-Associated Bloodstream Infections (CLABSIs) to zero.

A central line (CL) is a tube that is placed into a large vein, usually in the neck, chest, arm or groin, that is used to give fluids and medications, withdraw blood, and monitor the patient’s condition. A CL is

different than a standard, peripheral intravenous line because it goes farther into the body, terminating near the heart, and because it may be used for weeks or even months. A bloodstream infection can occur when microorganisms (e.g., bacteria, fungi) travel around or through the tube, attach and multiply on the tubing or in fluid administered through the tubing, and then enter the blood. NYS hospitals are required to track CLABSIs in intensive care units (ICUs).

As published in a feature article in the report by the NYSDOH, “Erie County Medical Center (ECMC) in Buffalo, NY has been successful in CLABSI reduction in their 12-bed medical intensive care unit (MICU).” “...The ECMC MICU reported zero CLABSIs for 2013, and continues to be CLABSI-free for the first half of 2014...” ECMC’s MICU posted zero central line infections for the remainder of 2014, and continues to do so to date.

As explained by Charlene Ludlow, MHA, RN, CIC, Chief Safety Officer, ECMC Corp., in the published NYSDOH report, “The continuity of (ECMC) providers has resulted in a team dynamic which facilitates communication and prioritizes prevention of infections.” Ludlow stated, “This accomplishment is verification of ECMC’s intent and ongoing efforts to establish, assess and improve procedures to enhance safety protocols.”

In response to the positive results, Karen Ziemianski, MS, RN, Senior Vice President of Nursing, ECMC Corp., stated, “Our nursing staff is committed to following proven safety guidelines. The data in this report confirm this commitment and we are pleased about our success in this regard for ECMC, but more importantly, for our patients.”

As outlined in the NYSDOH feature article about ECMC, some of the reasons for this success include: The ECMC Patient Safety Department’s five certified Infection Preventionists (IPs) report directly to the Chief Safety Officer, who has infection prevention background and is certified in infection control (CIC); the MICU staff is comprised of a dedicated group of intensivists and hospitalists; multidisciplinary rounds are conducted daily and are comprised of the medical attending physician, intensivist, nurse practitioner/physician assistant, nursing unit manager, charge nurse, clinical pharmacist, and nutritionist; line necessity is reviewed daily; the IPs provide CLABSI data to the critical care units for immediate case review; and results are discussed with the staff by the nurse managers and presented monthly by the IPs to the Critical Care Quality Improvement Committee.

To view the full NYSDOH report, log-on to:

[https://www.health.ny.gov/statistics/facilities/hospital/hospital\\_acquired\\_infections](https://www.health.ny.gov/statistics/facilities/hospital/hospital_acquired_infections)

Hospital-Acquired Infections - New York State 2013 at:

[https://www.health.ny.gov/statistics/facilities/hospital/hospital\\_acquired\\_infections/2013/docs/hospital\\_acquired\\_infection.pdf](https://www.health.ny.gov/statistics/facilities/hospital/hospital_acquired_infections/2013/docs/hospital_acquired_infection.pdf)

## **ECMC recognized with Quality Achievement Award & Honor Roll**

Erie County Medical Center Corporation recently 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’s secondary prevention guidelines for patients with heart failure. This marks the 10th 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. Launched in 2005, numerous published studies have demonstrated the program’s success in achieving patient outcome improvements, including reductions in 30-day readmissions.

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 evaluation of the patient, proper use of medications and aggressive risk-reduction therapies. These would include ACE inhibitors/ARBs, beta-blockers, diuretics, anticoagulants, and other appropriate therapies. Before

patients are discharged, they also receive education on managing their heart failure and overall health, have a follow-up visit scheduled, as well as other care transition interventions.

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 designed 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.

## **Survey data confirms ECMC's Patient Satisfaction keeps going up**

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a standardized survey which is meant to measure patients' perspectives on hospital care. The survey gains insight on the patient experience in the following areas: communication with nurses, responsiveness of hospital staff, communication with doctors, the hospital environment, pain management, communication about medicines, discharge information, and care transitions. It is comprised of 32 questions and is administered to a random sample of discharged patients. The standardization of survey questions and administration methodology allows for comparison between hospitals and across the nation.

One use of the HCAHPS survey results is for CMS Value Based Purchasing purposes. Hospitals are compared to the national 50<sup>th</sup> (Threshold) and 90<sup>th</sup> (Benchmark) percentiles of data collected two years prior to the reporting period. The data collected during the 2015 calendar year determined 25% of the Value Based Purchasing payment amount for the hospital. The data below shows ECMC's consistent improvement across all measures from 2012 through 3<sup>rd</sup> quarter 2015.

Over the last several years, ECMC has refocused its commitment to the patient experience journey. Many patient centered initiatives have been put in place to lay the foundation for growth, sustainability and accountability in this area. Our Nursing Department and Executive Leaders have dedicated time to patient and teammate "rounding" (visits). This gives the nursing team dedicated time to focus on the unit and address any patient opportunities. The executive leadership is also out on units and rounding within various departments to talk with patients, families and teammates. In addition to the Nursing and Executive Leadership teams, ECMC has several Patient Advocates who work on the units and in the Emergency Department to further re-enforce the team work and support the needs of the patients in whatever way possible.

Additionally, the Housekeeping Department has several initiatives that they are implementing. They have recently developed a patient experience committee which meets once a month and they have followed the lead of the nursing department with a monthly book club. The Housekeeping supervisors are reading "'Service Fanatics,' How to build superior patient experience the Cleveland Clinic Way," which was authored by Dr. James Merlino, formerly of the Cleveland Clinic, and currently with Press Ganey, the leading organization in patient experience.

As ECMC continues to deliver extraordinary healthcare, we must make sure that our focus is aligned around our patients. After all, wouldn't we want that for our families and ourselves?

*Reference: <http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. January, 8, 2016.*

## **Grand Opening of new "Center for Occupational & Environmental Medicine at ECMC" to serve WNY workers**

On June 5th, Erie County Medical Center (ECMC) Corporation officially opened the all-new Center for Occupational & Environmental Medicine at ECMC. The Center for Occupational & Environmental Medicine (COEM) at ECMC is a regional health facility for Western New York work force members who have work-related health needs. The Center is a state-funded service supported by \$3 million over five years and one of several other centers within the New York State Occupational Health Network Program.

The COEM at ECMC aims to prevent work-related illnesses and injuries through increased awareness and health education, early diagnosis and treatment. The COEM at ECMC is guided and supported by a broad-based advisory board, led by union leadership and representation from the entire Western New York community.

Erie County Medical Center was selected as the venue to deliver these services through highly qualified and trained staff with state-of-the-art equipment housed in a modern facility, and supported by the hospital-wide range of ancillary services and resources.

Local labor leaders, who played a major role in creating the new Center, emphasize that the facility came about by and for all working people.

“This Center would not have happened without the involvement of Labor,” explained Richard Lipsitz, President, Western New York AFL-CIO Area Labor Federation (WNYALF). “This (Center) establishes us at the center of progressive medicine. There’s nothing like this in Western New York and it was a collaborative effort,” said Lipsitz. “We have a great partner with ECMC at what can only be described as a Union hospital. This is yet another example of the good that’s going on here in Western New York. Workers need to take advantage of what this center offers.”

The program director, Dr. Wajdy L. Hailoo, is one of the well-known expert physicians specializing in occupational and environmental medicine with extensive experience in managing such programs. Dr. Hailoo is board certified in occupational/environmental medicine and is an officer of the New York Occupational and Environmental Medical Association. Dr. Hailoo agreed to return to Buffalo to head the COEM at ECMC after leading a university program for many years and serving as the medical director for the federal program that treats 9/11 World Trade Center first responders and volunteers in New York City (Queens).

“With all the major industry that operated in the area, WNY has one of the highest rates of occupational disease and injuries and is in most need for such professional medical services,” said Dr. Hailoo.

During the mid-to-late 1980s, Dr. Hailoo directed a similar program in Buffalo to help workers exposed to occupational and environmental conditions in the workplace.

“Our focus is on the health of workers who suffer because of the environment they work in,” explained Hailoo. “We’ll be able to build an informational database on the community and its workplaces—from Tonawanda Coke to Love Canal—and the diseases that come from working and living here. We need to take the appropriate precautions and develop treatment strategies.”

Operated by a caring and highly trained staff, the COEM is an easily accessible, spacious, modern facility located on the ECMC Health Campus on the ground floor of the medical center. It includes state-of-the-art diagnostic and testing equipment for breathing, hearing, vision, and the cardiovascular system. The COEM at ECMC provides: screening examinations; employment and annual exams; certification for required exams such as DOT abatement work, use of personal protective equipment, and respirator use; workers compensation and disability management; expert opinion assessment; and many other OSHA-DOH- and EPA-required exams. Education, industrial hygiene and social work services are also available.

Additionally, the COEM at ECMC offers processing and support for worker compensation claims, focused training and education programs, industrial hygiene support for exposure assessment, social and mental health counseling and intervention, and multiple language capabilities through multinational interpreters. ECMC also offers a wide range of ancillary and support services including a referral network of specialists.

Submissions for care through this service are submitted to Workers Comp, employer health funds and insurance. Priority and extra care is provided to address needs of the medically underserved and those who are medically challenged. Funds are also available to pay for workers who lack any source of health coverage.

The Center's Advisory Board Members include: Western New York AFL-CIO Area Labor Federation (WNYALF) President Richard Lipsitz; Buffalo AFL-CIO Labor Council President John Mudie; Communications Workers of America (CWA) Region One Director Deb Hayes; and 1199 Service Employees International Union (SEIU) Vice President Todd Hobler. ECMC's employees are represented by the American Federation of State, County & Municipal Employees (AFSCME)/CSEA and the New York State Nurses Association (NYSNA). Information is available at: [www.COEMWNY.com](http://www.COEMWNY.com). Those workers needing to schedule appointments or requiring additional information about this service can contact the Center for Occupational & Environmental Medicine at ECMC by calling 716-898-5858.

## **ECMC / UBMD Top Docs named for 2015**

David Holmes, MD is a healthcare provider at the ECMC Family Health Center. He was named to the Top Docs list in 2013 and New York State Family Physician in 2007. Dr. Holmes is a clinical associate professor of Family Medicine and director of Global Health Education in UB's Department of Family Medicine, School of Medicine and Biomedical Sciences.

Brian Murray, MD is a nephrologist in the Division of Nephrology, and Chief Medical Officer for ECMC Corp. Dr. Murray is also an associate professor, S.U.N.Y. at Buffalo.

Paresh Dandona, MD, PhD is an endocrinologist, chief of the Division of Endocrinology, Diabetes and Metabolism and a UB Distinguished Professor. He treats patients at the Amherst office, in Williamsville, and at the Erie County Medical Center (ECMC).

Rocco Venuto, MD is a nephrologist in the Division of Nephrology and treats patients at ECMC. Dr. Venuto is a UB professor and well known for his research on the physiology of pregnancy and the mechanisms for controlling blood pressure and renal function during pregnancy.

## **Dr. LiVecchi receives Friendship Foundation Award**

Mark A. LiVecchi, DMD, MD, MBA, Clinical Chief of Rehabilitation Medicine at ECMC, was among those honored with the Courage to Comeback Award during ceremonies on November 13. The award was presented to five accomplished individuals by the Friendship Foundation, a charitable organization that assists patients with psychiatric conditions and arranges for their rehabilitation.

## **ECMC Wins One of Six National Nursing Excellence Awards - Team cited for process improvement in nursing system to better patient care**

Zynx Health, part of the Hearst Health Network, named Erie County Medical Center the winner of one of six inaugural national awards of excellence for nurses who advance care through clinical decision support tools. Zynx recognized Erie County Medical Center for process improvement.

Specifically, the first Clinical Improvement Through Evidence Award [CITE] honored Bill Arnold, R.N., Lynn Whitehead, R.N., and Nicole Knox, R.N. This nursing team created a replicable and sustainable process to consistently improve and update its evidence-based plans of care.

The plans of care are closely monitored to meet the highest standards and outcomes are reported monthly for process improvement. More than 97 percent of the plans of care were initiated and updated to reflect changes in patient condition. Appropriate outcomes were identified and prioritized based on assessment data approximately 97 percent of the time.

Zynx Health is the market leader in providing evidence and experience-based clinical improvement and mobile-care coordination solutions.

The annual CITE award, given for the first time in 2015, recognizes nurses for excellence in the use of clinical decision support solutions to drive improvements in patient care.

## **ECMC Family Health Center earns NCQA "Patient-Centered Medical Home™ Recognition"**

Erie County Medical Center (ECMC) Corporation announced that the National Committee for Quality Assurance (NCQA) informed ECMC that its Family Health Center has achieved recognition status for "Patient-Centered Medical Home™ (PCMH™), Recognized – Level 3."\* The effective dates of this Recognition begin 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 ECMC 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.

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

## **ECMC participating in AstraZeneca Clinical Trial Studies to Treat Head & Neck Cancer Patients with Newest Investigational Product**

The Center for Oncology Care Department of Head & Neck and Plastic & Reconstructive Surgery and Medical Oncology at ECMC (Erie County Medical Center) was selected by AstraZeneca to be among the first cancer treatment providers in the nation to take part in a clinical trial with the AstraZeneca investigational product durvalumab (MEDI4736).

AstraZeneca is currently running two Phase II studies in which ECMC is participating to determine the effectiveness and safety of an investigational product in the treatment of patients with recurrent or metastatic squamous cell carcinoma of the head and neck who have progressed during or after treatment with a platinum-containing regimen for recurrent or metastatic disease.

The clinical trials are referred to as the "HAWK" and "CONDOR" studies.

Patients need to meet specific enrollment criteria to be eligible to participate in either study. Patients who wish to be considered as potential participants in one of these studies should ask their doctor if they could be considered as a participant. Their doctor would then refer the appropriate patient(s) to ECMC for further evaluation for possible participation in one of these studies.

Those physicians who treat patients who may be eligible for these studies are invited to provide their patients with the necessary contact information. Physicians and/or their patients may also wish to review the listings for these studies on [www.clinicaltrials.gov](http://www.clinicaltrials.gov) under ID NCT02207530 and NCT02319044.

For more information about these trials and/or the Center for Oncology Care at ECMC, call 716-898-3698, or visit: [www.ecmc.edu](http://www.ecmc.edu)



## **ECMC, Kaleida Health, and MASH Care Network Announce: New Population Health Management Model**

Kaleida Health, ECMC and MASH Care Network have teamed up to develop a new population health management model for Western New York.

The initiative is designed to align ECMC and Kaleida Health's hospitals, nursing homes, clinics and home care (the VNA) with MASH's urgent care, transportation, physician services and mobility management to provide a seamless experience for patients.

The Buffalo General Medical Center, Gates Vascular Institute, Millard Fillmore Suburban Hospital and DeGraff Memorial Hospital recently launched their "signature service" program in conjunction with MASH Transportation. ECMC and the Women & Children's Hospital of Buffalo will come on line next.

By coordinating transportation and having dedicated resources available, the hospitals can improve their respective discharge planning processes, getting patients home in a timelier manner. In addition, it will assist the hospitals' length of stay for patients.

## **Buffalo Bills and ECMC host 10<sup>th</sup> annual Billie event**

*Bills and ECMC raise awareness and funding for the battle against breast cancer*

The Buffalo Bills and the ECMC Foundation along with the American Cancer Society came together to host the 10<sup>th</sup> annual Billie event in downtown Buffalo on Friday, October 2, as part of the NFL's month-long initiative to raise money and awareness for breast cancer research. The event was held in front of (716) Food and Sport and featured a free outdoor concert at Canalside with award-winning Black River Entertainment recording artist Craig Morgan.

The evening also featured a celebration of breast cancer survivorship and awareness with Bills players and their families making appearances. Janet Snyder of KISS 98.5 served as the Master of Ceremonies. Buffalo-based musical act eXit! kicked off the event with a live performance followed by another performance from the Buffalo band Dirty Smile. After Craig Morgan's performance, the evening culminated with a fireworks show at Canalside.

Proceeds from the event benefit the ECMC Mobile Mammography Coach, the only unit of its kind in Western New York. Over 7,500 local women have been screened on the Coach in the past three years and a dozen of those women have had their breast cancer detected at a treatable stage. The goal of the ECMC Mobile Mammography Coach is to make screening services available to all women in our community. "It shouldn't matter where you live or what your financial status is," says ECMC President and CEO Tom Quatroche. "All women deserve access to health care and the Coach is able to bring mammography services to women who might otherwise never be screened for cancer. Along with our partners at Western New York Breast Health, ECMC is proud to be partnering with the Buffalo Bills to promote the importance of early detection."

In honor of the event, ECMC and numerous downtown Buffalo landmarks like the Peace Bridge, the Phillip Lytle Building and the Buffalo Niagara Convention Center turned 'pink' to support the cause.

The ECMC Mobile Mammography Coach, which features two digital mammography screening units, was parked at the event for people to visit and receive information on early diagnosis and treatment. The American Cancer Society was also on-site to help raise awareness and distribute information.

## **The Mammo Mile**

ECMC Foundation, WNY Imaging Group and WNY Breast Health joined together to support the ECMC Mobile Mammography Coach and raise awareness for the importance of breast cancer screenings. The fun started at WNY Imaging on Genesee Street where over 300 hundred walkers and others gathered for the Mammo Mile. DJ Milk provided the entertainment at the pre-walk party that included food and fun

activities for the kids. Participants walked the “Mammo Mile”, following the ECMC Foundation Mobile Mammography Coach up Genesee Street to Coca Cola Field. After an on-field photo, walkers joined the crowd for Turn The Park Pink Night.

## **Tree Decorating and Donor Wall Ceremonies honor organ donors and recipients**

On November 18, ECMC held a joint celebration of the Tree Decorating Ceremony sponsored by the Kidney Foundation of Western New York and the ECMC Transplant program. In addition to the tree decorating, a plaque was dedicated on the ECMC Donor Wall on the 10th floor honoring donor families, living donors, transplant recipients, and those waiting for life-saving organs. Each of these groups received ornaments to hang on the tree. Speakers during the ceremonies included Emcee Barbara Breckinridge, Regional CEO of the National Kidney Foundation of WNY; ECMC President and CEO Tom Quatroche; Dr. Liise Kayler, Director, Regional Center of Excellence for Transplantation and Kidney Care at ECMC; a donor family; a kidney recipient who was the first ECMC transplant patient who later gave birth to a baby; and two brothers—one a donor and the other a recipient.

## **ECMC, Deaf Access Services to Use ER Signing Guide -Goal to give doctors, nurses, staff quick way to communicate with deaf patients**

Erie County Medical Center and Buffalo Deaf Access Services joined to utilize a 20-page Deaf Emergency Awareness Form [DEAF] booklet so doctors and nurses can more effectively communicate with deaf and hard-of-hearing patients.

ECMC is the first hospital in the country to adopt the book, which contains easy-to-follow guidelines for how to most effectively communicate with deaf patients, as well as customized terms needed in a hospital and medical context. The booklet will soon become available to personnel in the region’s largest trauma center and for other hospital needs as well.

“This is a thoughtful and, we expect, effective approach to making certain our staff can communicate with deaf and hard-of-hearing patients, especially at crucial times in their care,” said Karen Ziemianski, ECMC’s senior vice president of nursing.

The DEAF booklet is based on the American Sign Language (ASL) system and would be used as a stop-gap in emergency situations, before and until a sign-language interpreter is available. The booklet is a visual and gestural form of communication that includes ASL vocabulary and precise illustrations that are easily understood and useable even for those who do not sign.

Deaf Access Services provides services in Buffalo helping the deaf, hard of hearing and hearing communities come together through advocacy, sign language, community education, employment, technology assistance, communication skills, and interpreting services that promote equal access.

“The booklet will benefit the deaf and hearing communities by facilitating communication and enhancing access to health care, particularly in emergent situations,” said DAS Board Member Sharon Manning, who introduced DAS to Welsh. “The idea is to provide immediate information for the health-care provider and the deaf/hard of hearing consumer, which will hopefully decrease fear and possibly allow for quicker treatment in an emergency situation.”

Manning is an assistant clinical professor in the School of Nursing at D’Youville College and her research involves health-care issues with the deaf community. She is also a student at Sacred Heart University in Fairfield, CT, seeking her doctorate of nursing practice. Carol Gallo, who lives outside of Philadelphia, is a fellow student with Manning at Sacred Heart. Gallo was also Welsh’s clinical instructor in nursing school in Philadelphia. Gallo brought Manning and Welsh together. Manning then worked with Sharon L. Hanson, executive director of DAS in to make DAS and ECMC the first partners to apply the booklet in a clinical setting.

## **Millennium's Hammonds joins NYS panel of experts for Performing Provider System Symposium**

As part of the New York State Department of Health "New York DSRIP Year 1: Launching PPS Transformation Efforts" symposium held in September in Rye Brook, NY, Millennium Collaborative Care Executive Director Al Hammonds and Erie County Commissioner of Health Dr. Gale Burstein joined a distinguished panel of experts from across the state to discuss "Emerging Models of Successful Collaboration with County Agencies." During the session, panelists discussed best practices for collaboration between county agencies and Performing Provider Systems (PPSs), particularly within Domain 4 projects. Successful partnerships between County and PPS leadership were profiled.

Main symposium topics included: Building blocks for value-based payment; Driving toward Integrated Delivery Systems; Provider Engagement Approaches; Value-Based Purchasing in New York State; Considerations for Behavioral Health/Clinical Integration; Operational Support and Performance Resources; and Collaborative Healthcare Strategies. Breakout sessions followed the main presentations each day of the two days.

Al Hammonds previously served as chief operating officer at the Community Health Center of Buffalo (CHCB) a federally qualified health center that provides primary care, dental and behavioral health services. Prior to CHCB, Hammonds was the University at Buffalo's assistant director of outreach for the Office of Economic Development. Hammonds previously served as Deputy Erie County Executive and was also a senior project director at the Center for Industrial Effectiveness at the University at Buffalo. A certified Six Sigma Black Belt practitioner, Hammonds also served as an adjunct professor for the Empire State College FORUM Management Program. Hammonds graduated from Purdue University with a degree in industrial management and industrial engineering. He also graduated from the UCLA/Johnson & Johnson Health Care Executive Management Program. Hammonds started his career at Delphi Automotive Systems, helping to drive lean manufacturing and continuous improvement.

**ABOUT MILLENNIUM COLLABORATIVE CARE:** Millennium Collaborative Care is a Performing Provider System (PPS) locally chaired by ECMC, and including Kaleida Health, Niagara/Orleans PPS providers, Southern Tier PPS providers, and more than 3,800 other hospital and health-provider partners in Western New York. Millennium is the lead partner in Erie County for the state's Delivery System Reform Incentive Payments [DSRIP] program. Each region of the state is required to create a series of projects aimed at improving patient care and saving costs in the Medicaid population over the next five years. DSRIP's five-year goal is to reduce avoidable admissions and emergency room visits by 25 percent statewide. The total Medicaid population for the Millennium PPS is over 230,000 Medicaid patients in Western New York. Medicaid is the federal health care system for the poor and disabled administered by the states and counties. For more about MCC, log-on to: [www.millenniumcc.org](http://www.millenniumcc.org)

## **Laurie Efthemis recognized as Trauma Registrar of Distinction by NYS Trauma Society**

Laurie Efthemis, RHIT, SCTR, CAISS, has been awarded the Trauma Registrar of Distinction by the NYS Division of the American Trauma Society (NYATS). The awards were presented at the NY ATS meeting on January 7, 2015 in Troy NY. Laurie has been a Trauma Registrar at ECMC since 2012. In the two years since joining ECMC's trauma team, Laurie has achieved many accomplishments, including Certifications as: Certified Specialist Trauma Registrar (CSTR) and Certified Abbreviated Injury Severity Scoring for trauma (CAISS). She has been instrumental in helping to achieve concurrent status for ECMC's trauma data registry.

### ***ECMC Employee of the Year***

The 2015 Employee of the Year Recognition was awarded to Paul Keleher, PT, Physical Therapist, at the Employee Picnic. Paul is a very humble man, a people person, a “go to guy,” a positive influence on his co-teammates, patients, patient families, and the entire clinical care team. Paul is described as the “complete package” of skills, teamwork, compassion, and dedication.

### ***Terrace View Employee of the Year***

Patty Tamrowski, CNA, was recognized as the Terrace View Employee of the Year. Patty adjusted to the move from the Erie County Home to Terrace View and all of its challenges and soon became a leader in the organization. Patty is described as someone who enjoys excellent staff and patient relations and is a model employee. Residents trust her and request her for their care; families depend on her and search her out for her professionalism; colleagues look to her as a resource person and choose her to orient new staff members. She is one of those individuals who meet a challenging situation head-on.

### ***ECMC Volunteer of the Year***

Judy Dintino, the 2015 Volunteer of the Year, is caring and compassionate. She is always willing to help, has good ideas and is creative. She is a gracious woman who never has a mean word to say, but instead is busy encouraging others. Judy originally joined the Volunteer Board in 2004 while she was still working full time. She has since retired and helps out at The Gift Corner. She has a knack for retail and fashion. She also regularly attends meetings and has previously chaired the annual Fashion Show.

### ***ECMC Nurse of Distinction***

Michelle Swygert, RN, NCC, was named to the Delta Sigma Award/Marguerite D’Youville Honor Society. Michelle is a distinctive registered nurse who provides exceptional care, encourages professional development and leadership amongst her peers, and inspires a culture of empathy and compassion for all patients. Michelle has a lifelong commitment to the service of nursing through compassion and knowledge, both of which originate in her ability to genuinely and effortlessly impact and inspire those around her. With compassion as the absolute basis of her philosophy of nursing, Michelle has impacted thousands of patients, staff and students across ECMC. Michelle has created and advocated for organizations and programs that hold the patient at the center creating a culture of patient-centered care.

Michelle began her education at D’Youville College and continued her Nurse Practitioner training at the University of Buffalo. Michelle has worked in palliative care, in college health, geriatric care, and with the Department of Immigration Health Services. Michelle began at ECMC in 1999 as a registered nurse and has continued at ECMC as a unit manager, clinical manager, nursing care coordinator and currently, as the Behavioral Health Coordinator. Michelle has also taught Behavioral Health to nurses at D’Youville College.

Michelle’s vocation of nursing also stretches beyond the hospital and the country by volunteering with organizations. Michelle has worked with the American Psychiatric Nurse Association, Friends of the Night People, EMBRACE WNY, Habitat for Humanity, Toys for Tots, and Kappa Alpha Psi and has spearheaded the Ladybug community support group and the Jenkins Soft Bed Project. She has also volunteered on two mission trips in Haiti.

Throughout her career with ECMC, Michelle has established herself as a leader. The basis of her leadership is in mutual respect, accountability for herself and her staff, and ongoing effective and clear communication. She has led many projects at ECMC, advocating for equality, access to healthcare, and ongoing open communication among staff. Michelle’s passion, her lifelong commitment to nursing and her knowledge level is unsurpassed. She is able to motivate, enthuse, and teach her staff and those around

her. Michelle's work does not stop at the end of her shift; she is a leader in the realm of development and vision, imparting knowledge, skills and enhancement to future nurses along the way.

### ***ECMC Outstanding Staff Nurse***

Tara Gregorio, RN, has worked on the Rehabilitation Floor since 2002. The Rehab Unit treats stroke patients, spinal cord injuries, traumatic brain injuries, multi trauma and de-conditioned patients, some of the most complex patient cases in the medical center. Nurses teach and explain medications, treatments, medical changes, and therapy tailored to individual learning styles. Although Tara's influence in the areas of clinical practice is commendable, her real skills are in her advocacy for patient safety, nurse knowledge and empowerment, and going above and beyond her role as a nurse.

Working with her rehab patients, Tara noticed an ongoing need to improve patient safety and began to focus on the prevention of pressure ulcers. She now chairs the ECMC STAMP committee, a New York State Department of Health initiative, which provides improvements in preventing pressure ulcers. Tara is one of the first staff nurses to head a committee. She also worked collaboratively with Dietary to initiate a nutrition program that increased the protein given to patients. As an instructor on a Designated Education Unit, Tara has taught University at Buffalo and Trocaire students the need to inspire patients to become involved in their care and the clinical skills necessary to provide patient centered care. She has created and implements skin care rounds and audits for the nursing departments and has taught her staff to keep striving and learning.

Tara's focus on patient centered care is apparent in her clinical practice and in her engagement with patients on a non-clinical level. She spends time with her patients, time filled with communication, empathy, and compassion. These are patients who are rehabilitating after terrible trauma, patients for whom Tara spends days, weeks, and months as a member of their nursing team. Her patients include some who may never have felt compassion nor had nurturing throughout their life. She takes care of seven of these patients during her shift, and after her shift or on lunch, she can often be seen rolling patients outside for fresh air, so they can feel the sun on their face after being inside throughout most of their hospital stay.

### **Three Outstanding ECMC Nurses are Recipients of the Daisy Award**

The Daisy Award is a national recognition to honor the superhuman work nurses do for patients and families every day. Nominations are written by a patient or family member to applaud the nurse's dedication and compassionate care during a patient's stay. The Nurse Recognition Committee picks a nurse anonymously, based on their nomination, once per quarter, to be awarded in a surprise ceremony.

Tracy Dempsey, RN, was the First Quarter Daisy Award Winner in 2015. Tracy was nominated after a family wrote a letter detailing the compassionate care she gave to their family member in the last days of the patient's life.

Lisa Pelton, RN, was the Second Quarter Daisy Award Winner and was celebrated during Nurse's Week in May. Lisa was nominated by a patient to whom she provided exceptional care. The patient wrote a detailed letter about Lisa that was the inspiration for her award nomination.

Jennifer Gee, RN, 8-North, was awarded the Third Quarter Daisy Award. She won the award based on a hand-written note from a patient's husband describing the kind, compassionate care delivered during the patient's stay at ECMC. Jennifer took the time to explain the patient's medications and the care the patient was receiving. This calmed and encouraged the patient with her nursing care.

## **ECMC Nurses Recognized**

Several ECMC nurses were recognized for “Excellence” and personal achievement by several outside organizations. This is truly amazing and so greatly deserving for these individuals:

- Karen Ziemianski, MS, RN, Senior Vice-President of Nursing was awarded the Nurse Executive/Leadership Award from the Network of Religious Communities
- Cameron Schmidt, MS, RN, Clinical Teacher, Critical Care Education, received the Distinguished Nursing Award-Life Line Foundation
- Michelle Swygert, RN, was named this year’s D’Youville’s Delta Sigma Award/Marguerite Honor Society honoree
- Edna Stercula, CRNA, was recently honored by the Jamestown Community College Alumni Association as the JCC 2015 Alumni Nurse of Distinction
- Tara Gregorio, RN, was selected as the Outstanding Staff Nurse Award by the Professional Nurses Association of WNY

## **Dr. Holmes and Medical Team Return to Haiti**

In April, Dr. David Holmes led another medical expedition to provide medical care to rural Haiti. As they did in 2014, the team stayed in a local high school and set up a temporary clinic in the classrooms there. The school was St. Gabriel’s Secondary School, one of the few high schools in the country, in the town of Fontaine in the northern part of Haiti’s Central Plateau. Students at the school assisted the Buffalo doctors in addressing the medical concerns of Fontaine’s residents, which include malnutrition due to poverty, lack of potable water and available health care. Many patients complained of “stomach pain” as a result of hunger. One of the four classrooms used for the medical clinic was dedicated to a pharmacy where physicians and student assistants dispensed necessary medications to their patients.

According to Dr. Holmes, the goal of the team is to “build a lasting and sustainable partnership between the Buffalo medical community, the people of Fontaine, St. Gabriel’s School, and Friends of Fontaine. Our team hopes that this partnership will assist the people of Fontaine in improving their health and well being by meeting their public health needs.”

Dr. Holmes is Clinical Associate Professor and Director of Global Health Education at SUNY Buffalo Department of Family Medicine and a physician at ECMC Family Health Center.

## **ECMC’s Susan Ksiazek delivers National Association of Boards of Pharmacy presentation**

Susan Ksiazek delivered a presentation at the 2015 Annual Meeting of the National Association of Boards of Pharmacy (NABP) in New Orleans this May. The presentation, entitled “Regulating Team Based Care – Where Do We Start?” was a collaboration with representatives of the national associations representing boards of nursing and medicine. With the changes in healthcare, academic training and patient care models are emphasizing an inter-disciplinary approach. To optimize outcomes and ensure public protection, state healthcare regulations must be aligned. Boards of medicine, nursing and pharmacy are beginning to work together on the state and national level to ensure that regulations keep pace with the changing model and philosophy of healthcare delivery.

Susan was appointed to the New York State Board of Pharmacy in 1998, and served as the Chair of the Board for two years. She was elected to the Executive Committee of the National Association of Boards of Pharmacy in 2013. Subsequent to the 2015 Annual Meeting and her presentation, Susan was asked to serve on a national workgroup on Team Based Regulation through the Federation of State Medical Boards. Her years of experience working in team based models as a hospital and geriatric practitioner as well as her experience on the New York State Board of Pharmacy were cited in the invitation. Susan replied that she is very excited to be a part of a regulatory movement that supports a patient centered model well established to deliver a high level of quality and safety.

## **Accessible Public Transportation for Rehab Patients**

On September 10, ECMC rehab therapists initiated a new program to assist patients in learning about and practicing the use of public transportation. An initiative of the Community Re-Integration Group on Accessible Public Transportation, the program enables individuals to practice boarding the bus. Patients can either board at wheelchair level or by using an assistive device up a ramp or up the stairs. The rehab therapists will determine which method is most appropriate for each patient. Program leaders reserved a Metro Bus for this initial learning experience, which was free of charge to the patients. Individuals may also practice putting money into the machine, but it's not necessary. Once on the bus, patients were given a brief presentation on the accessibility of the Metro system as a whole, including Paratransit, the lift-equipped van service. Michael Koch and Brittany Ciach continue to lead the program for patients on 8th Floor North Rehab who wish to learn more about the Metro System and accessibility options for public transportation. In addition, there will be an NFTA Metro supervisor available for more information. This service is available for all appropriate Rehab patients.

## **ECMC Highlights Mental Health Awareness Month (May)**

As the Regional Behavioral Health Center of Excellence (COE), Erie County Medical Center (ECMC) Corporation announced it is emphasizing Mental Health Awareness Month. Throughout the entire month of May 2015, ECMC brought greater attention to mental health by holding conferences and instructional sessions for staff and partnering organizations and increasing awareness with the general public. For the general public, mental health information was available at community education tables set up in ECMC's Main Lobby. From May 18-22, art work created by ECMC behavioral health patients was displayed in various areas of the Medical Center and the new Outpatient Behavioral Health Center building.

For staff and partnering organizations, throughout the month of May, ECMC also hosted such instructional events as: "Verbal De-escalation in a Mental Health Crisis" – presented by the National Alliance on Mental Illness (NAMI) and ECMC; "Come to Group," (group therapy) by Sandra Daignault, LCSW, author – presented by ECMC administration and Michael Cummings, MD, executive director, Regional Behavioral Health COE, ECMC; "Mental First Aid for Health Providers" – presented by The ECMC Foundation; "Dealing with a Mental Health Patient in Medical Crisis;" and "Our Experiences as a Patient" with panelists from the Mental Health Association.

ECMC initiated a mental health awareness campaign consisting of: mental health medical minutes airing on television and accessible at [www.ecmc.edu](http://www.ecmc.edu); print advertisements; articles in area health publications; and street pole banners installed along Grider Street – all to bring greater attention to mental health concerns.

One in five adults experiences a mental health condition every year. One in 20 lives with a serious mental illness such as schizophrenia or bipolar disorder. In addition to the person directly experiencing a mental illness, family, friends and communities are also affected. Fifty percent of mental health conditions begin by age 14 and 75 percent of mental health conditions develop by age 24. Recovery, including meaningful roles in social life, school and work, is possible, especially when patients begin treatment early and play a strong role in their own recovery process.\*

An estimated 16 million American adults—almost 7 percent of the population—had at least one major depressive episode last year. People of all ages and all racial, ethnic and socioeconomic backgrounds can experience depression, but it does affect some groups of people more than others. Women are 70% more likely than men to experience depression, and young adults aged 18–25 are 60% more likely to have depression than people aged 50 or older. With early detection, diagnosis and a treatment plan consisting of medication, psychotherapy and lifestyle choices, many people get better. When left untreated, depression can be devastating, both for the people who have it and for their families.\*

There is help for those individuals with mental health conditions. Knowledge is the first step in recovery. For more information about mental health services, call ECMC at 716-898-5400.

\*Reported by the National Alliance on Mental Health (NAMI) and/or the National Institute of Mental Health (NIMH)

## **Four New Prescription and Needle Drop Boxes at ECMC**

On March 4, the Erie County Sheriff's Office, the Erie County Department of Health and ECMC held a joint press conference at the medical center announcing the installation of prescription drug and needle drop box kiosk within ECMC's lobby and emergency room. ECMC now has four drop boxes—two prescription drugs boxes and two sharp drop boxes—located in the lobby and emergency room waiting area. These boxes accept expired or unwanted prescription drugs as well as needles.

The Erie County Sheriff's Office initiated the Prescription Drop-off Box program in July 2013. Since its inception, the Sheriff's Office has disposed of 35,525 pounds of drugs and 25,000 pounds of needles and it is expected that the amount collected will increase at a significant rate with the additional new kiosks within ECMC. On hand for the press conference were Erie County Sheriff Timothy B. Howard; Dr. Gale Burstein, Erie County Commissioner of Health; Chief Christopher Cummings, ECMC Hospital Police; Dr. Michael Cummings, Director of Regional Behavioral Health Center; and Jessica LaFalce, WNY United.

## **ECMC dedicates the “Anthony V. Mannino Comfort Room”**

*A quiet place for cancer patients to reflect, discuss treatments with their doctors and spend time with family*

Erie County Medical Center (ECMC) Corporation held a dedication and ribbon-cutting of the “Anthony V. Mannino Comfort Room.”

Anthony V. Mannino was a young man who lost his battle with cancer on March 8th, 2009, at the age of 21. Anthony was just three months shy of his 20th birthday when he was diagnosed with stage IV esophageal cancer. He battled this cancer for 22 months, beating the original diagnosis of 6 to 12 months. His family started The Anthony V. Mannino Foundation to benefit young adults between the ages of 18-29 who they believe are often undeserved regarding emotional and financial support. This age group may not have insurance through their parents and they are not at an age where they have families of their own for support.

The room is located in ECMC's Ambulatory Center building on its second floor in Medical Oncology, part of the Center for Oncology Care, specializing in head and neck, plastic and reconstructive surgery, dental and medical oncology, maxillofacial prosthetics, and breast oncology. ECMC medical oncologists offer expert clinical care that emphasizes aesthetic principles in a healing atmosphere. A collaborative team of physicians discusses each case in a group setting to develop a comprehensive approach for each patient.

The “Comfort Room” conveys the personality of Anthony. The room has an Asian theme. The theme was selected because Anthony was an avid martial artist. The “Comfort Room” is painted in relaxing earth tones. Soft lighting is installed and two recliners are available for patient comfort. A custom table with a modern Japanese design displays Anthony's portrait and The Mannino Foundation name engraved into the table. Included are a bonsai tree and a six foot tall bamboo tree. On the wall is a large photo print of a Japanese waterfall. Another wall includes the words “Compassion, Hope, Courage” which is a slogan used by “The Mannino Foundation.” The theme has a deeper meaning for anyone experiencing difficulty. The bonsai tree traditionally represents stability and perseverance. The waterfall is a sign of change and water is often associated with relaxation and healing.



## **ECMC Rehab Behavioral Health Services Receives Grant from Christopher and Dana Reeve Foundation to be First Hospital in US/Canada to apply New Therapy**

Erie County Medical Center (ECMC) Corporation is proud to announce that it has received a \$13,534 Quality of Life grant from the Christopher & Dana Reeve Foundation. The award was one of 75 grants totaling over \$600,137 awarded by the Reeve Foundation to nonprofit organizations nationwide that provide more opportunities, access, and daily quality of life for individuals living with paralysis, their families, and caregivers. Conceived by the late Dana Reeve, the program has awarded over 2,400 grants totaling over \$18 million since 1999.

ECMC's Rehab Behavioral Health Services will use the grant funds to improve quality of life through bibliotherapy, an innovative, new approach—not yet implemented in US or Canadian hospitals until now—by addressing physical and cognitive needs of patients who have survived traumatic brain and spinal cord injuries and other progressive illnesses.

“We are honored to be awarded this grant from the Christopher and Dana Reeve Foundation and grateful to receive it to assist individuals who have sustained severe, traumatic injuries,” stated Lisa Keenan, PhD, Director, Rehabilitation Behavioral Health Services, ECMC. “With these funds, we intend to help these patients by utilizing bibliotherapy and providing appropriate technology equipment (Kindles) adapted to accommodate individual needs. This will facilitate reading diverse kinds of texts with the goal of enhancing the quality of their lives.”

About ECMC Rehab Behavioral Health Services: Rehab Behavioral Health Services provides psychological evaluations for patients receiving outpatient services for adjustment to disability, illness, pain management, spinal cord injury, and brain injury rehabilitation. Also offered are counseling services to Rehabilitation Medicine inpatients and outpatients and their families and assistance to Rehabilitation Medicine team members in managing patients requiring services. Staff provides regular in-service training to Rehabilitation Medicine teams and medical residents, participates in outcomes research programs, and develops community support groups.

## **Buffalo Opportunity Pledge event held at ECMC**

On September 14, Buffalo Mayor Byron Brown and other city officials joined ECMC Board members Sharon Hanson and Michael Seaman and staff for a dedication of the Buffalo Opportunity Pledge. The pledge encourages every citizen to recognize the strength of diversity and to create a city committed to inclusion, fairness, and equity.

## **National Healthcare Decisions Day**

Inspired by Benjamin Franklin's quip that “nothing in life is certain but death and taxes,” April 16 was designated as National Healthcare Decisions Day. The National Healthcare Decisions Day Initiative is a collaborative effort of national, state and community organizations committed to ensuring that all adults with decision-making capacity in the United States have the information and opportunity to communicate and document their healthcare decisions. The objectives of NHDD are to provide much-needed information to the public, reduce the number of tragedies that occur when a person's wishes are unknown, and improve the ability of healthcare facilities and providers to offer informed and thoughtful guidance about advance healthcare planning to their patients.

Erie County Medical Center and Terrace View Long-Term Care Facility, along with over 1,000 other national, state and community organizations, participated in NHDD. The theme for the 2015 NHDD was “Leading by Example.” The goal is to encourage all ECMC & Terrace View employees to complete their own advance directive to be better equipped to answer questions and assist patients in completing their advance directive.

## **8th Annual Summer Youth Program**

The ECMC Summer Youth Program is a four-week comprehensive self-development program for area high school students administered by the ECMC Foundation. The program offers 125 interns hospital-based career exploration to stimulate interest in employment in health services and to help meet the future need for qualified personnel in this field. They are required to work two (2) six-hour days for a total of 12 hours per week, which included a hospital-based career exploration program; a heart health education program, an accident prevention course and/or a CPR certification course. The criteria in which interns are selected to be in the ECMC Summer Youth Program includes: an 80% overall GPA; two letters of recommendation from their school; 14 – 17 years of age; attendance of 10th, 11th or 12<sup>th</sup> grade in the Fall of 2015, medical assessments, working papers, parent permission and a successful completion of a personal interview.

## **ECMC Women's Team Wins J.P. Morgan Corporate Challenge**

The 35th running of the Corporate Challenge was held on Thursday evening, June 25th in Delaware Park. ECMC had a formidable presence in the 3.5-mile event with 242 runners among a total of 12,375 entrants from 396 companies. That put ECMC in the top ten in terms of company participants. Most impressively, the ECMC women's team finished in first place in the female division. Team members and their times were: Chanel Prince (22:44); Anne Veith (25:43); Amy Eustace (26:31); and Kathy Gregoire (26:49).

## **Tournament of Life Golf Classic**

Park Country Club was the setting for the annual Tournament of Life Golf Classic on August 10th. A full field of golfers, 216 in all, enjoyed a full day of activities on the course as \$125,000 was raised to support hospital initiatives. The morning round was treated to breakfast before golf and enjoyed a delicious lunch on the patio with the afternoon group. All golfers had the opportunity to play 18 non-skill games on the course with prizes totaling over \$15,000 in addition to the skill games offered to all.

## **Dolphin Campaign to help Nurses in Need**

During Nurses' Week 2015, ECMC recognized the contributions of nurses to follow the mission of giving back to the community. The Nursing Recognition Committee chose to support a National Organization that aligned with ECMC nursing values. Under the direction of Karen Ziemianski, senior vice president of nursing, they selected the Nurses' House. This organization is a nurse managed national nonprofit organization dedicated to helping nurses in need. Their mission is to provide short term financial assistance to nurses in need as a result of illness, injury, or disability. To date the Nurses House has assisted thousands of nurses in all 50 states to regain health and productivity. The Dolphin Campaign represents care and compassion and has become a symbol for nurses helping nurses. Dolphins are known for coming to the assistance for their own kind, even lifting them up for sickness for days at a time until they recover the strength to swim on their own. Nurses are able through Nurses House to do the same for their colleagues. The ECMC family generously raised \$537.00 through donations of administrators, nurses and employees. Marlene Werner, a local representative of the Nurses' House was on-site to receive this check. She was impressed by the selflessness that will touch the lives of many nurses.

## **Dress for Success rolled-out by ECMC Nursing, Supported by Staff**

The Nursing Recognition Committee requested help to support Dress for Success in Buffalo as it relates to empowering women in Western New York. Dress for Success is a global not-for-profit organization that promotes economic independence of disadvantaged women by providing professional attire, a network of support, and career development tools to help women thrive in work and in life. This initiative started in 1997 and has expanded to more than 140 cities and 19 countries and has helped more than 850,000 women work toward self sufficiency. ECMC nurses accepted fabulous suits and other

professional attire, accessories and shoes that women would wear on a job interview to furnish them with confidence to either enter the workforce or return to the workplace. The nurses collected items June 1 through June 12. There was an enormous outpouring of support, donations and generosity from the entire ECMC family. This project was so well received that the nurses have decided to continue to support this as a yearly tradition to benefit the surrounding community.

## **ECMC's Farmer's Market 2015**

The tradition of the Farmers Market on Grider continued for a sixth straight year. Opening day on June 5th brought out a variety of vendors with fruits, vegetables, baked goods, soaps and much more. The Farmer's Market was launched in order to bring a fresh perspective on fruits and veggies by supplying the tools for a healthy lifestyle. In an area with limited food options the Market continues to help members of the community become aware of the many benefits and options a healthy lifestyle offers. Each year, the market continues to grow in size and value to the community.

The market is also a pilot site for the Double Up Food Bucks Program, which matches \$1 for every dollar a patron spends. In addition, the market took Farmer's Market coupons for eligible participants. The Cornell Cooperative Extension- Eat Healthy New York, and Food For All held weekly demonstrations showcasing healthy recipes. Special events are held throughout the market's run for community members to get involved. Opening day was Plant Day and participants were able to pot their own garden in a bucket! Masten Community and Miss Bonner Day in August is geared toward children and families, with balloons, ice cream and a community/health services fair for all.

The ability to shop for fresh food to take home is just one benefit of the market! Friday afternoons also brought food trucks, much to the delight of the ECMC community.

## **ECMC Giving Garden and gardeners bring fall harvest**

Thanks to the efforts of the Nursing Department and other volunteers, the Giving Garden produced a bumper crop of kohlrabi, collard greens, Swiss chard, eggplant, tomatoes, kale, cabbage, basil, and parsley. Over the summer, volunteers donated some 250 to 300 pounds of vegetables and herbs to the community. On one peak day alone, 100 pounds of food was donated. After the harvest, the garden was tended to prepare for next season with the addition of compost, perlite, and other organic amendments to the soil. Everyone involved in the garden project is excited by its success and hoping to make an even bigger impact on the community in the years ahead.

## **MyECMC Patient Portal**

The MyECMC Patient Portal is an easy way for patients to see their medical records online. It's free, safe and a huge benefit for patients looking to stay more up to date with their health care. It is a new outlet for ECM patients to view medications, vitals, lab results, discharge summaries, appointments, and much more in a single, convenient and organized place. Sign-up is quick and easy, and ECMC has the staff available to help walk patients through the process.

## **ECMC Corporation Appoints Thomas Quatroche Jr. President & CEO** *Moves into top hospital job after more than a decade overseeing operations*

On January 26, 2016, the Erie County Medical Center Corp. Board of Directors announced that Thomas J. Quatroche Jr., Ph.D., is the corporation's new President and Chief Executive Officer. As President and CEO of ECMCC, Quatroche provides leadership for all operations at ECMC and Terrace View, the skilled nursing facility on the Grider Street health campus. He will continue to engage physicians, nurses and staff in transforming the care delivered to patients every day with a focus on improving the patient experience. He will also continue his collaborative work in the community with clinical, business and community leaders.

The board also voted unanimously to embark on a national search for a new chief operating officer.

The board's decisions came after widespread outside and internal input from community leaders, health officials, doctors, nurses and staff. These included leaders of the local Civil Service Employees Association, the American Federation of State, County and Municipal Employees and the New York State Nurses Association, three major unions at the hospital.

"I've known and worked with Tom Quatroche for more than a decade and I fully agree with the board's unanimous decision to appoint him to lead the health system," said incoming ECMC Board Chair Sharon L. Hanson. "Tom has been a major part of ECMC's renaissance, image change, and its growth into a superior regional health system."

Quatroche has worked at ECMC for 11 years, most recently serving as president and for many years as senior vice president of Marketing, Planning and Business Development.

"I have worked closely with Tom Quatroche for more than 20 years. He is an exceptional individual with the skills and temperament to lead ECMC through the years ahead," said Lieutenant Governor Kathy Hochul. "His ongoing advocacy for ECMC in Washington and Albany have already established him as a respected representative of the hospital and I am confident he will successfully transition into this new position to the benefit of not just the hospital, but the entire community."

Quatroche worked in higher education and health care for more than 20 years in various executive roles. For the past 11 years at ECMC, he was responsible for surgical services, all surgical service lines; oncological services; business development; marketing; strategic planning; and external relations.

"Tom is well-known and respected by the doctors, nurses and staff," said Dr. Sam Cloud, president of the ECMC medical staff. "He has developed a high level of trust and credibility overseeing multiple practices and with his leadership of key segments of our growth areas."

Quatroche oversaw the departments of Orthopedics, Neurosurgery, General Surgery, Oncology, Head & Neck/Plastic and Reconstructive Surgery, and Oral Oncology and Maxillofacial Prosthetics.

Quatroche, who became hospital president in May 2015, previously served as the chief corporate affairs officer, responsible for external affairs and strategic initiatives of the corporation, including affiliations with Great Lakes Health, Kaleida Health, and other organizations important to the corporation's strategic direction.

"In my time at ECMC, I saw first-hand the work and critical relationship that Tom had with doctors, nurses, staff, labor, the community and more," said Kaleida President and CEO Jody L. Lomeo. "He was instrumental in the culture change and he really helped drive the growth of the hospital. He is uniquely positioned to take ECMC to the next level."

As a senior vice president and a member of the executive team for 10 years prior to becoming hospital president, Quatroche advanced ECMC's brand and image in the community.

"ECMC is known as an organization that collaborates with a very high level of integrity for the benefit of the community, and I am therefore honored to assume this new leadership role," Quatroche said. "I've said multiple times that I am – and really any CEO is – the least important person here. What the doctors, nurses and staff do for our patients is what really matters, and it humbles me to lead them. I thank the board for entrusting me in this new role to lead these initiatives to provide better health care in our region," he added.

Quatroche served on statewide committees in education and health care for the State University of New York and the Healthcare Association of New York State. He represented ECMC on HANYS's Task Force on Improving New York State's Medicaid Program and Allied Executives Committee and is currently serving on the Western New York Health Association Board, Trocaire College Board of Trustees, Buffalo State Foundation Board, Buffalo Renaissance Foundation Board of Directors.

“Under Tom Quatroche’s leadership, together the University at Buffalo and ECMC are reaching new levels of cooperation and effectiveness across our physician-training programs, medical student education, clinical research and patient care,” said Satish K. Tripathi, UB’s president. “We look forward to continuing to work with Tom and strengthening our relationship and building upon the health-care excellence we provide for Buffalo and Western New York.”

A lifelong Western New Yorker, Quatroche has been involved in many civic organizations. He is a past recipient of Buffalo Business First’s 40 Under 40 award for business and civic leadership and has been a featured presenter at health care conferences regarding the new Federal Healthcare Reform.

“I have known and respect Tom for his work as ECMC’s liaison to Great Lakes Health, and I am completely confident that he will lead ECMC in a positive direction with continued strong financial performance,” said Robert D. Gioia, chair of the Great Lakes Health board.

Quatroche received his Bachelor’s degree in Business Administration and Marketing from the State University of New York College at Fredonia, holds a Master’s degree in Student Personnel Administration from the State University of New York College at Buffalo and earned his Doctorate in Higher Education – Educational Leadership and Policy – from the State University of New York at Buffalo.

“It has been our experience that Tom listens to and appreciates all of the employees for the clinical and non-clinical care they deliver to the patients. For many years, Tom’s positive interaction with staff has reinforced the trust and respect he has earned,” said Denise Szymura, president of CSEA Local 815/Erie Unit.

## **ECMC Transplantation & Kidney Care Physician Leadership Appointments** *Dr. Kayler as Program Director and Dr. Zachariah as Medical Director*

On June 19, Erie County Medical Center (ECMC) Corporation officials announced the appointments of Liise Kayler, M.D., as program director; and Mareena Zachariah, M.D., as medical director for the Regional Center of Excellence for Transplantation & Kidney Care at ECMC.

Liise Kayler, M.D., was selected after a national search, to serve as program director of the Regional Center of Excellence for Transplantation & Kidney Care at ECMC as reported by the State University of New York at Buffalo, University Surgical Group, and Erie County Medical Center. In this role, Dr. Kayler will provide overall leadership of the ECMC transplant program, effective July 2015.

Mareena Zachariah, M.D., is appointed medical director of the Regional Center of Excellence for Transplantation & Kidney Care at ECMC as announced by the State University of New York at Buffalo, School of Medicine - Division of Nephrology and Erie County Medical Center. Dr. Zachariah is a transplant nephrologist at ECMC and has served in this capacity since 2008. In concert with Dr. Kayler, Dr. Zachariah is leading the next phase of growth for the ECMC kidney and pancreas transplant program which is recognized for its long history of providing transplant services to the Western New York region.

“Dr. Kayler is an exceptional clinician and researcher with passion and exacting standards who will import a spirit of innovation to ECMC. Under her leadership, the ECMC program will accelerate, bringing greater opportunities for transplantation and honing the focus on patient-centered multidisciplinary care,” stated Steven D. Schwaitzberg, M.D., Professor and Chairman, Department of Surgery, School of Medicine and Biomedical Sciences, S.U.N.Y. at Buffalo.

“Dr. Zachariah is an outstanding clinician and researcher who brings enthusiasm and innovation to the ECMC program. In addition to increasing access to transplantation for deserving patients, Dr. Zachariah is focused on clinical research with a special interest in diabetic nephropathy,” explained Anne B. Curtis, M.D., Charles and Mary Bauer Professor and Chair, Department of Medicine, School of Medicine and Biomedical Sciences, S.U.N.Y. at Buffalo.

Liise Kayler, M.D., joins ECMC and the University at Buffalo from Montefiore Medical Center where she recently served as director of the kidney and pancreas transplant program. Dr. Kayler received her undergraduate degree from the University of Nevada and her MD from the University of Nevada School of Medicine. She completed a multi-organ transplant fellowship training at the University of Michigan. Dr. Kayler is certified by the American Board of Surgery. She practiced at the Thomas E. Starzl Transplant Institute in Pittsburgh as a clinical faculty member and later at Shands Hospital University of Florida as the director of the Living Kidney Transplant Program. While at the University of Michigan, Dr. Kayler acquired a master's in Clinical Research Design and Statistical Analysis. Her research focused on increasing opportunities for transplantation by improving utilization of deceased-donor kidneys, educational interventions to promote living kidney donor management and through kidney paired exchange. She is currently a co-investigator on an NIH-funded multicenter study to evaluate living kidney donor quality of life.

Dr. Kayler's clinical expertise in laparoscopic donor nephrectomy has impacted the lives of many donors by providing faster recovery after surgery. She has collaborated with institutions across the U.S. to improve transplant care, mentor the next generation of transplant surgeons, and increase access to transplantation for those suffering with end-stage organ disease. Dr. Kayler has actively served the transplant community at the local and national levels for over 13 years. Presently, she serves on the UNOS Histocompatibility Committee and is co-chair of the ASTS Bylaws Committee.

Mareena Zachariah, M.D., is clinical assistant professor for the University at Buffalo – Division of Nephrology (2008-present) and associate director of the Renal Fellowship Program (2013-present). Dr. Zachariah is an ECMC transplant nephrologist (2008-present). Prior to joining ECMC, Dr. Zachariah served as clinical assistant professor at Shands Hospital, University of Florida Kidney Transplant Program.

Dr. Zachariah received her undergraduate degree from Kasturba Medical College in India and completed a nephrology fellowship at the University of Miami Miller School of Medicine (2006). She completed a Transplant Medicine Fellowship at the University of Wisconsin (2007). Dr. Zachariah is Double Board-Certified by the American Boards of Internal Medicine and Nephrology.

Dr. Zachariah is a member of the American Society of Transplantation (AST), the American Society of Transplant Surgeons and the American Society of Nephrology. Presently, she serves on the AST Women's Health Community of Practice committee advocating for women's health matters and national policy.

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 results in 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.

## **Dr. Mandip Panesar appointed ECMC Chief Medical Information Officer**

ECMC is pleased to announce the appointment of Dr. Mandip Panesar to the position of Chief Medical Information Officer. In this role, Dr Panesar will provide medical leadership for all clinical information systems that assist physicians in the delivery of patient care, medical education, research, and the advancement of clinical quality and safety initiatives. As a representative of the office of the Chief Medical Officer and Medical Dental Staff, Dr Panesar will serve as an advocate and advisor for the use of information technology in the clinical setting. He will lead various committees representing the requirements of the physician community, and also lead physician efforts to utilize information technology to support clinical quality programs. Dr. Panesar joined ECMC in 2006 as a nephrologist with UBMD and continues to serve as the Medical Director of Hemodialysis where he played a key role in the

development of the new Chronic Hemodialysis Unit in the Center of Excellence for Kidney Care and Transplantation.

### **Jarrold Johnson appointed Senior VP of Operations**

Jarrold Johnson, MBA, NHA, FACHE, was appointed Senior Vice President of Operations for ECMC Corp. Jarrold comes to ECMC with over 19 years of healthcare experience. His most recent position was serving as Chief Operating Officer at Brooks Memorial Hospital (since 2012) where he was responsible for the daily operations of the 65-bed not-for-profit community hospital with a medical staff of 75. Prior to Brooks, he held the Chief Operating Officer position with Optim Healthcare in Savannah, Georgia. Jarrold earned his MBA from Howard University, Washington, DC, and his undergraduate degree in Economics from Lehigh University, Bethlehem, PA. He resides in Dunkirk with his wife and two children

### **Julia Culkin-Jacobia appointed Chief People Officer**

On June 23, Erie County Medical Center (ECMC) Corporation appointed Julia Culkin-Jacobia as Chief People Officer. Julia Culkin-Jacobia serves ECMC in a senior administrative position encompassing responsibility for the Human Resource function throughout the Corporation. Her position involves aligning ECMC's business strategy with the HR strategy, focusing on building a culture of accountability with teammates who are patient-service oriented, friendly, results-driven, innovative, and committed to excellence.

Prior to joining ECMC, Julia Culkin-Jacobia served as Director of Global Compensation and Benefits for Greatbatch, Inc. in Buffalo, NY (3/2014-6/2015). For Syncore, Inc., she performed as Vice President of Administration and Vice President of Human Resources in Buffalo, NY (2004-2013). Before this, she served as Compensation Manager for the Delaware North Companies in Buffalo, NY (2004). She was a Senior Compensation Analyst for Pitney Bowes in Stamford, Connecticut (2000-2001).

Julia Culkin-Jacobia received a Bachelor of Science in Business Administration with a concentration in Human Resource Management from the State University of New York at Buffalo. She was recognized as one of the Women of Influence (2013) and Human Resource Executive of the Year for Mid-Size Company (2012). She is a Board Member of the American Heart Association.

### **Dr. Lisa Keenan promoted to Chief Clinical Psychologist**

Dr. Lisa Keenan, who joined ECMC in 2005 as a Clinical Psychologist, has been promoted to Chief Clinical Psychologist. Dr. Keenan's work since she arrived has filled the critical need of providing psychological services to patients and families in the Department of Rehabilitation Medicine. Over the years, her role has expanded to supervising another psychologist, overseeing interns, treating patients from all over Western New York, providing services to ECMC staff, facilitating Schwartz Rounds, and establishing support groups and reading groups to patients both on site and in the community. Please congratulate Dr. Keenan on her well-deserved promotion.

### **Phyllis Murawski promoted to Vice President of Transplantation and Renal Care**

ECMC is pleased to announce the promotion of Phyllis Murawski to Vice President of Transplantation and Renal Care. Phyllis will continue to partner with Dr. Liise Kayler, program director for the Regional Center of Excellence for Transplantation & Kidney Care, to develop and grow our transplant program. As part of her expanded responsibility, Theresa Sitgreaves, Director of Dialysis, will join Phyllis's team and they will continue their efforts in community outreach and education. We thank Phyllis for her hard work and determination over the past months during the transition of this vital program. Please congratulate Phyllis on her promotion!

## **Dawn Walters is VP of Behavioral Health and Rehab**

Dawn Walters, MS, RN, was appointed to the position of Vice President of Behavioral Health and Rehabilitation Services. Dawn currently holds a number of nursing responsibilities in addition to being involved in leading both of these service lines. This reorganization streamlines and clarifies the leadership of these two significant service lines. Dawn continues to work closely with the Department of Nursing to ensure continuation of the quality standards set by Sr. Vice President of Nursing Karen Ziemianski.

## **Judy Dobson appointed VP Med/Surg Nursing Services**

Judy Dobson, RNFA, MSN, FNP-BC, has been appointed Vice President of Medical Surgical Nursing services.

Judy began her career at ECMC 26 years ago as a General Duty Nurse in the Trauma Intensive Care Unit before taking on the role of Cardiothoracic Nurse Clinician for which she received the County Achievement Award in 1996 in case management for developing clinical pathways for cardiothoracic surgery patients. She also developed pre-and post-operative teaching booklets for the cardiothoracic patients. Judy then took on the role as Unit Manager of 12th Floor, Zone 2 where she transitioned that floor into being a step-down unit to the Cardiac Care Unit (CCU) and Cardiothoracic Unit (CTU), taking patients requiring inotropic drip support, Post PTCA/stent patients and post open heart patients. This Unit was also the first unit in Med/Surg to start 12-hour shifts and was the pilot floor for initiation of computerized documentation with Meditech. In 2006, Judy was ECMC's Nominee for Nurse of Distinction while transitioning to a Nurse Practitioner role in Cardiovascular Services. She has also worked in Renal Transplant as a Nurse Practitioner. Most recently, Judy served as Assistant Director of Nursing in Medical Surgical Nursing services.

Judy received her Bachelor of Science in Nursing 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 Advanced Cardiac Life Support (ACLS), Advanced Trauma Life Support (ATLS) and Pediatric Advanced Life Support (PALS). She is currently pursuing her Doctor of Nursing Practice (DNP).

## **Karen Konikoff appointed Assistant VP Critical Care and Emergency Services**

Karen Konikoff, RN, MSN, NP, has been appointed as the Assistant Vice President of Critical Care and Emergency Services. Karen began her career at ECMC 25 years ago working as a staff nurse in the Trauma Intensive Care Unit (TICU). She has held numerous positions in the Cardiac Care Unit (CCU) and Cardiothoracic Unit (CTU), with a total of 15 years of critical care experience. Karen's management roles have included Acting Quality Improvement (QI) Coordinator and Cardiothoracic Unit (CTU) Manager. She received her Family Nurse Practitioner (FNP) degree, transitioning into her role of Nurse Practitioner in the InstaCare Clinic, Cardiology Clinic, and most recently Surgical Services. Karen received her Bachelor of Science Degree and her master's degree as a Family Nurse Practitioner from D'Youville College. She is Board Certified with the American Nurses Credentialing Center (ANCC).

## **Maggie Nichols promoted to Assistant VP of Primary Care Development**

Magdalena (Maggie) Nichols, MS, was promoted to Assistant Vice President of Primary Care Development. Maggie is now responsible for business development to continue to build relationships and clinical integration with primary care in the community. She is also part of ECMC's dynamic primary care team that will continue to develop ECMC's population health strategies. Maggie continues to be the lead/champion on the E-CARE4U Concierge Program as ECMC looks to develop and expand our



employee health care needs and services. Maggie has been with ECMC since 2012 as program manager of primary care at Grider Family Health Center. Prior to her ECMC career, Maggie was the medical office manager at Sheehan Family Care Clinic. Maggie has a Bachelor of Science in Health Services Management; a Master of Science in Health Services Administration and is currently working on her Doctorate of Science in Healthcare Policy, all at D'Youville College.

### **Gerry D'Amaro appointed Administrative Director of Laboratory Services**

ECMC is pleased to announce the recent appointment of **Gerald D'Amaro** as Administrative Director of Laboratory Services at the medical center. Now with over 35 years of lab experience, Gerry started his career at Lakeshore Hospital as a microbiologist and has held many administrative roles throughout his career. Most recently, he was the Administrative Laboratory Manager at Brooks Memorial Hospital in Dunkirk, NY, leading a staff of 40, while ensuring high quality laboratory services. He was also instrumental in consolidating the laboratory services for the Lake Erie Regional Health System of New York. Gerry earned a Bachelor of Science in biology with a minor in chemistry from D'Youville College.

### **Michelle Wienke appointed Chief Experience Officer for ECMC**

Michelle Wienke, BSW LMHC-P has been promoted to the newly created position of Chief Experience Officer. Her work includes the global facilitation, management, and leadership of ECMC's continued transformation to a patient-centered care organization for excellence in patient and teammate experiences. Working with all department leaders, Michelle is helping to design, develop, and implement programs to improve the ECMC patient experience. These programs will drive accountability and lead to consistently positive experiences throughout the ECMC organization. As a former Patient Advocate, Michelle worked with nursing units throughout the hospital to train and coach Nursing Managers and to supervise the growth of patient advocates and patient advocate Intern roles. She also engaged with patients and families to discuss and resolve any areas of interpersonal concerns that needed to be addressed. She developed and managed systems and tools used throughout the hospital to facilitate positive patient, family and teammate experiences. Michelle holds a Master's Degree of Mental Health Counseling, a Bachelor's Degree of Social Work, and an Associate's Degree in Humanities and Social Sciences.