



ecmc.edu

# ECMC Continues Growth in Quality Health Services, Expanded Centers of Excellence, and a Commitment to the Highest Level of Patient Care.



Rick  
**Jeanneret**  
Hall of Fame Announcer  
Head & Neck  
Cancer Patient



Russell  
**Salvatore**  
Restaurateur  
Orthopaedic Patient



Jonathan  
**Dandes**  
Rich Baseball Operations President  
Kidney Transplant Patient



James  
**Blackwell**  
Collegiate Golfer  
Trauma/  
Orthopaedic Patient



Barbara  
**Breckenridge**  
Kidney Foundation of WNY  
Executive Director  
Kidney Transplant Patient

The difference between healthcare and true care™



# True Care for our Community



*More patients are choosing  
ECMC than ever before*

## TOTAL ECMC INPATIENTS

*Includes: Alcohol Rehabilitation, Detox, Acute,  
Psychiatric Care, Rehabilitation Care,  
Transitional Care Unit*

**22%**  
INCREASE

**15,007**      **18,378**  
**2010**      **2015**

## TOTAL ECMC OUTPATIENT VISITS

**20%**  
INCREASE

**255,264**      **305,737**  
**2010**      **2015**

Erie County Medical Center has a long, storied history in Western New York of high quality healthcare services and recently the volume of patient activity and the expertise and high quality of our caregivers' services have reinforced ECMC as a healthcare leader in our community and a place of choice for patients.

As we move forward in 2016, we will continue to lead with quality to improve and renovate patient areas and improve the ability for referring physicians and rural hospitals to send their patients to ECMC.

To strengthen our connection to the community, we are collaborating with businesses and creating new, creative partnerships to further enhance the positive impact of ECMC throughout our region. We also will continue to pursue physician-led collaborations between ECMC, Kaleida Health, and the University at Buffalo to improve quality of care, teaching, research, and to drive down costs and create efficiencies.

In fact, an amendment to ECMC's enabling legislation, passed by the state legislature and signed into law by the Governor, permits us to enter into agreements for the creation and operation of integrated healthcare delivery services in collaboration with Kaleida Health and the University at Buffalo.

Our record of success will enable us to meet the challenges ahead. On behalf of ECMC's over 3,000 dedicated caregivers, we are excited to share with you the information contained within this report and demonstrate our commitment to providing exceptional, compassionate care every day, one patient at a time.

*2015 was ECMC's  
busiest year in history*

## ECMC SURGERIES BY SERVICE

*Includes: Ancillary Care and  
General Care Services*

**20%**  
INCREASE

**11,944**      **14,364**  
**2010**      **2015**

## TOTAL ECMC EMERGENCY DEPARTMENT VISITS

**16%**  
INCREASE

**58,090**      **67,296**  
**2010**      **2015**



Thomas J. Quatroche Jr., PhD  
President & CEO, ECMCC



Sharon L. Hanson  
Board Chair, ECMCC Board of Directors



Samuel Cloud, DO  
President, Medical-Dental Staff

# Dynamic partnerships and collaborations



Kaleida Health



University at Buffalo  
The State University of New York

As we plan for ECMC's future, we will embark on greater collaborative opportunities between ECMC, **Kaleida Health** and the **University at Buffalo** with the goal of improving the quality of healthcare services, improving access to those services and reducing overall costs.

This action will further strengthen ECMC's continuing development of Centers of Excellence in areas such as

- **Orthopaedics, Behavioral Health and Transplantation**
- **Cancer Care, Head and Neck Surgery, Bariatrics, and Dental Oncology.**



MILLENNIUM  
COLLABORATIVE CARE

**2015 was the busiest year in ECMC's history, and through the first quarter of 2016, ECMC continues to grow and build on that positive trend.**

We will also continue working with our partners at **Millennium Collaborative Care** to improve care and save costs through the Delivery System Reform Incentive Payment (DSRIP) program. To further strengthen our connection to the community we are looking to create more partnerships that make sure patients receive the right care, at the right place, at the right time.

Great Lakes  
Health System of WNY

## The ECMC Foundation: lifesaving support and vital community outreach.



For more than 20 years, the ECMC Foundation has supported the lifesaving medical mission of the hospital with events like:

- **Springfest Gala, largest not-for-profit event in WNY**
- **Annual Summer Youth Program**
- **Sponsor Billieue Breast Cancer Prevention Event with Buffalo Bills and American Cancer Society**
- **ECMC Farmers' Market on Grider Street serving hundreds of patrons every year**

The Foundation initiated the operation of the region's only **Mobile Mammography Coach**, screening over **9,000 women**.

Thanks to generous donations to the ECMC Foundation, the medical center is able to employ the best and most advanced medical technology and procedures in the treatment and rehabilitation of our patients.



# Did You Know...



## ECMC Raising the Bar on Quality

- Level 1 Adult Trauma Verification from the American College of Surgeons with no deficiencies and Level 1 Adult Trauma Center Designation from the New York State Department of Health.
- Recognition from the New York State Department of Health in 2015 for reducing Central Line-Associated Bloodstream Infections going to zero in the Medical ICU.
- The second-best score in the region from the federal Centers for Medicare & Medicaid Services for preventing hospital-acquired conditions.
- The Gold Plus award from the American Heart Association for the diagnosis and treatment of heart failure patients.
- The 2016 Women's Choice Award® as one of America's Best Hospitals for Patient Safety. This evidence-based designation is the only patient safety award that identifies the country's best healthcare institutions based on robust criteria that considers female patient satisfaction and clinical excellence.
- The Leapfrog Group, an independent, national not-for-profit organization founded more than a decade ago by the nation's leading employers and private health care experts, rated ECMC's overall safety score at 'B', which places it among 638 other hospitals across the country receiving such a score.

## Quality First on the ECMC Health Campus

- **Level 1 Adult Trauma Center for Western New York (WNY)**  
*Verified by the American College of Surgeons and Designated by the New York State Department of Health*
- **#1 Volume in Fracture Care in WNY**
- **Regional Disaster Preparedness Resource Center**
- **Only Regional Burn Treatment Center in WNY**
- **Regional Behavioral Health Center of Excellence at ECMC**  
*Chemical Dependency Services and Psychiatric Care with Only Adolescent Psychiatry Program in the area*
- **Regional Center of Excellence for Transplantation and Kidney Care**
- **Center for Oncology Care at ECMC**  
*Specializing in Head & Neck, Plastic & Reconstructive Surgery, Dental & Medical Oncology, Maxillofacial Prosthetics, and Breast Oncology*
- **Center for Occupational & Environmental Medicine**  
*Regional resource center for diagnosis, treatment, and prevention of illness and injury affecting workers and the community*
- **Rehabilitation Medicine** accredited by CARF International  
*(Commission on Accreditation of Rehabilitation Facilities)*
- **Bariatrics**  
*National Accreditation for Bariatrics Received*
- **Terrace View Long-Term Care Facility**  
*including Sub-Acute Rehabilitation*
- **Transitional Care Unit** bridging transition from hospital to home
- **Center for Wound Care and Hyperbaric Medicine at ECMC**  
*Specialized Care and Treatment of Chronic and Non-Healing Wounds*
- **Russell J. Salvatore Orthopaedic Unit**
- **New Outpatient Center for Orthopaedic Care**

## Our Growth Continues!

### ECMC First Quarter 2016 Statistics

	2016	2015	INCREASE
<b>Discharges</b>			
Acute	2,987	2,830	5.5%
Behavioral Health	923	868	6.3%
<b>TOTAL:</b>	<b>3,910</b>	<b>3,698</b>	<b>5.7%</b>
<b>Surgeries</b>			
Inpatient	1,608	1,364	17.9%
Outpatient	2,149	1,974	8.9%
<b>TOTAL:</b>	<b>3,757</b>	<b>3,338</b>	<b>12.6%</b>
<b>Emergency Department Visits</b>	<b>17,026</b>	<b>15,600</b>	<b>9.1%</b>
<b>Outpatient Visits</b>	<b>63,742</b>	<b>57,869</b>	<b>10.1%</b>

### \*ECMC's Regional Economic Impact

**\$1,004,000,000**

#### ECONOMIC ACTIVITY

The economic activity generated by hospitals—through jobs and the purchasing of goods and services—makes up more than 10% of the state's entire Gross Domestic Product (GDP).

**\$97,000,000**

#### TOTAL DOLLARS GENERATED

New York hospitals are responsible for generating significant tax dollars and stimulate the economies of your local community and the whole state.

**5,800**

#### JOBS GENERATED

Hospitals and health systems are often the largest employers in communities, generate many more jobs, and are a top 10 private sector employer in every region of New York State.

\* Healthcare Association of New York State



The difference between healthcare and true care™



ecmc.edu



462 Grider Street  
Buffalo, New York 14215  
General Phone: (716) 898-3000  
General Web Address: [www.ecmc.edu](http://www.ecmc.edu)