



The difference between healthcare and true care™

A PUBLICATION OF ECMC CORPORATION

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Dr. Michael Cummings Appointed Associate Medical Director, Behavioral Health Services

Dr. Kathleen Grimm appointed Director of Palliative Medicine

Dr. Lisa Keenan promoted to Chief Clinical Psychologist

Nicholas Wentz Appointed to the Position of Director of Biomedical Services

Phyllis Murawski promoted to Vice President of Transplantation and Renal Care

Kelly Showard Appointed Director of Community Relations

Mary Rhinehart appointed Director of Critical Care Education

Santosha Gompah appointed Unit Manager

Dr. Singh Joins ECMC Outpatient Rehabilitation Service

Georgia McPartlan promoted to Team Leader

Meghan Mullen promoted to Team Leader in Critical Care

Benjamin Stanford appointed Unit Manager

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Pastoral Care Week at ECMC

A singular honor, to the power of two.

Above and beyond. And under 30.

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Daisy Award Winners Stephanie Blair, Kimberly Degnan, and Jennifer Weierheiser

ECMC hosts 2016 Critical Care Nursing Conference

pgs. 37-43 ECMC Foundation

Springfest 2016 Events... largest fundraiser in ECMC history

9th Annual ECMC Summer Youth Internship Program A Huge Success!

Subaru Chase Brings Out Top Runners and Support for ECMC

2016 ECMC Foundation Golf Classic

Tuesdays at the Terrace is Back

Holland Speedway—A Day at the Races

3rd Annual 9 and Dine Employee Golf tournament

ECMC Farmers Market Serving the Neighborhood Again This Summer

Billie Weekend Will Feature

Buffalo Bills and Mobile Mammography

Pink Out WNY Sports

Grants Update: January – June 2016

ECMC Family & Friends Answer the Call to Give Back to ECMC Patients and Community

Leadership Circle Donors Set the Pace for Giving

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NEW True leaders in true care

ECMC NURSE OF DISTINCTION
Maria A. Hyjek, RN, BSN

ECMC OUTSTANDING STAFF NURSE
Georgia L. McPartlan, RN, BSN, WCC

News from the Association of Nurses in AIDS Care (ANAC)

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ECMC Nurse, Employee, and Volunteer of the Month

Pulse

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

QUARTERLY PUBLICATION*

January-March
April-June
July-September
October- December

SUBMISSION DUE DATES*

February 1
May 1
August 1
November 1

*ECMC Corp. Administration may require that this schedule change without notice.

Editor: Joseph B. Cirillo

ALL SUBMISSIONS ARE REQUIRED IN ELECTRONIC FORM (either as text in e-mail or as Microsoft Word files/ attachments). Photographs must be forwarded as digital files/scans and attached to e-mail or submitted on CDs or USB devices. ECMC Corporation and its Public Relations/Communications Department reserves the right to accept, edit and/or decline submissions for publication.

Please direct all communications for this publication in digital form to: **Joseph B. Cirillo at jcirillo@ecmc.edu**

A Message from Tom Quatroche



Thomas J. Quatroche Jr., PhD
President & Chief Executive Officer

To Our ECMC Family and Friends:

Thanks to the tremendous dedication of our talented and dedicated caregivers, the first half of 2016 has been a very successful time for ECMC, with continued strong patient visits in every facet of our hospital operations. At ECMC, every member of our extended health care family is committed to providing the highest quality care and positive experience for our patients. And we see the value of this dedication reflected in outside independent surveys like the May 2016 CMS ratings for Patient Experience, where ECMC, along with another area hospital, received the highest rating among all hospitals in Western New York. This is yet another strong indicator of the compassionate care we provide – at every level – to the patients we serve. In this edition of the Pulse, you will also see many other awards and recognitions that affirm the quality of care delivered every day at ECMC.

On behalf of our ECMCC Board and my fellow members of the leadership team, we are very thankful to our caregivers who daily fulfill our mission and uphold our core

values that make ECMC a leader in our community and define our slogan – the difference between healthcare and true care.

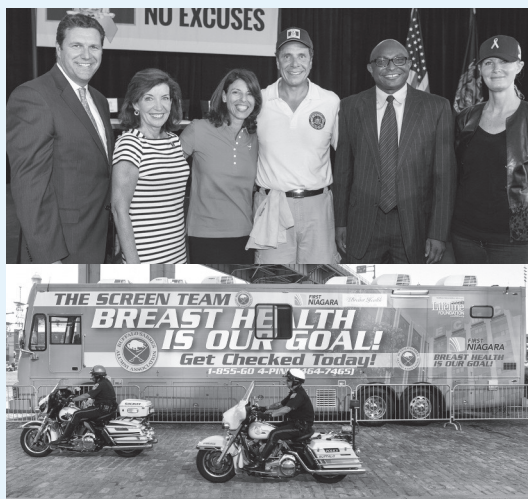
As our leadership team focuses our efforts to provide the very best care, we have prioritized our strategic efforts in four key areas – quality, patient experience, culture and operations, which form the foundation that contributes to our continuing success. These four priorities serve as our foundation to build upon our quality patient care, historic growth and collaborations with the Western New York community. As we enter the second half of 2016, we continue to build on our successes and look to further collaborate with our partners at Kaleida Health, the University of Buffalo, and providers in the community. These partnerships and others in our community will help prepare us for health care reform and position us to transform to remain a thriving health care system. Whether it's regional alliances with rural hospitals, our efforts through the Medicaid waiver with Millennium Collaborative Care, or other

partnerships with community providers, ECMC will continue to be a leader in collaboration to provide better health care for our community.

Thanks to our wonderful caregivers, the positive collaborative culture that supports all of us and the dedication of everyone in our ECMC family, we continue to grow and strengthen our hospital, providing a vitally important health care facility to the thousands of residents of our region. We are truly the community's hospital and our collective success ensures that we will meet the needs of a diverse and varied patient population. Thank you for upholding our shared mission and for providing exceptional, compassionate care every day, one patient at a time.

Sincerely,

Thomas J. Quatroche Jr., PhD
President and CEO
ECMC Corporation



ECMC Foundation's Mobile Mammography Unit at Canalside on July 8, 2016, in support of Governor Cuomo's "Get Screened, No Excuses" campaign

CEO Tom Quatroche Joined Governor Cuomo after Ride for Breast Cancer Screening.

ECMC President & CEO Tom Quatroche, Jr., PhD was proud to help welcome Governor Andrew M. Cuomo, Sandra Lee and Lieutenant Governor Kathy Hochul for the conclusion of the final leg of the state's first-ever breast cancer motorcycle ride – touring upstate New York and riding through the Capital Region, Mohawk Valley, Central New York, the Finger Lakes and Western New York.

The ride supported the Governor's comprehensive "Get Screened, No Excuses" campaign, which marks the nation's most aggressive effort to eliminate barriers to treatment, remove insurance hurdles and expand access to life-saving screenings. The ECMC Foundation's Mobile Mammography Unit was invited to participate in the event, helping to raise awareness on the importance of early breast cancer screening and treatment.

Since ECMC Foundation's Mobile Mammography Coach was launched in 2012:

- **Over 10,000 women have been screened on the coach**
- **21 women were found to have breast cancer**
- **987 women were identified as needing additional diagnostic imaging and case management after coach screening**

True Care for our Community

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

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

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. We are excited to share with you the information in this issue and demonstrate our commitment to providing exceptional, compassionate care every day, one patient at a time.



Thomas J. Quatroche Jr.

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



Sharon L. Hanson

Sharon L. Hanson
Board Chair, ECMCC
Board of Directors



Samuel Cloud

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

2015 was the busiest year in ECMC's history, and through the first half 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.

The ECMC Foundation: lifesaving support and vital community outreach.

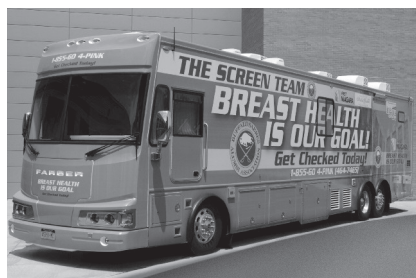
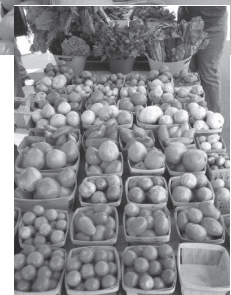


For more than 20 years, the ECMC Foundation has supported the lifesaving medical mission of the hospital with events like:

- **Springfest Gala, largest not-for-profit event in WNY**
- **Annual Summer Youth Program**
- **Sponsorship of 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 **10,000 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.



ECMC Raising the Bar on Quality

ECMC's commitment to high quality care is reflected in the recognition recently received from several distinguished state and national medical organizations. These include:

- **Level I Trauma Verification from the American College of Surgeons with no deficiencies and Level I 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

- In May, ECMC and another area hospital received the highest rating for Patient Experience from CMS. ECMC was awarded a three-star rating out of five by CMS for patient experience. Our previous initial rating was 2.
- Level I 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 Six Months 2016 Statistics

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

*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.

New York State Amends Historic ECMCC Act To Promote Collaboration

Erie County Medical Center Corporation (ECMCC) applauded Governor Andrew M. Cuomo for recently signing into law an amendment to the state public authorities' law, permitting ECMCC to enter into agreements for the creation and operation of an integrated health care delivery services in collaboration with Kaleida Health and the University at Buffalo.

The legislation, sponsored by Assemblywoman Crystal Peoples-Stokes and Senator Michael Ranzenhofer, amended a 2003 state law that had created the Erie County Medical Center Corporation as a standalone public benefit corporation.

Great Lakes Health System of WNY Chairman Robert D. Gioia said, "This critically important amendment ensures that the progress made by Great Lakes Health will continue to the next level, fostering activities that will improve the quality of, and access to, healthcare services. We thank Assemblywoman Crystal Peoples-Stokes and Senator Michael Ranzenhofer for sponsoring this legislation and Governor Cuomo for signing it into law."

ECMCC Chair Sharon L. Hanson said, "Working collaboratively with partners like Kaleida Health and the University at Buffalo to support, strengthen and reinforce all aspects of the services we provide to a diverse and dynamic Western New York population benefits everyone. Thanks to Governor Cuomo, Assemblywoman Peoples-Stokes and Senator Ranzenhofer for leading Western New York forward in this way."

ECMCC President and CEO Thomas J. Quatroche, Jr., Ph.D. said, "This outcome is the result of the dedicated hard work of many, but would not have come about without the leadership of Governor Cuomo, Assemblywoman Peoples-Stokes and Senator Ranzenhofer. ECMCC and its partners, Kaleida Health and the University at Buffalo, are committed to providing the highest quality care and this amendment will facilitate further those efforts."

Great Lakes Health and Kaleida Health President and CEO Jody Lomeo said, "The change in the PBC law is a win for our community. Together, we can continue to collaborate and strengthen our ability to coordinate care while continuing to fulfill our mission. With the help of Governor Cuomo, Assemblywoman Peoples-Stokes, Senator Ranzenhofer and the State Legislature, we are improving the delivery of care across Western New York and making it better for the patients we serve."

University at Buffalo President Satish Tripathi said, "Our UB community is grateful to

Governor Cuomo, Assemblywoman Peoples-Stokes, and Senator Ranzenhofer for their leadership on this amendment, which represents a vital step forward for the thriving life sciences economy we are building together in Western New York. Together, our region's great health care and research institutions are collaborating to establish Buffalo as a world-class destination for the best in patient care, clinical research, and medical education. This amendment significantly advances those efforts, and UB looks forward to partnering with ECMCC and Kaleida Health to ensure exceptional health care delivery for our communities."

It is important to note that the amendment does not change ECMCC's governance structure or relationship with its union partners. ECMCC is, and will remain, a public institution with a public workforce and its own balance sheet.

The amendment allows for:

- Development of a non-exclusive joint health information technology (IT) platform
- Joint marketing of health care services
- Joint purchasing of services, supplies and equipment
- Development of a joint set of clinical quality standards
- Coordination and integration of clinical services to reduce redundancy and increase efficiency
- Joint management of graduate medical education and academic affiliations
- Joint discussions with rural hospitals regarding the possibility of coordinating and integrating clinical services

Most importantly, the amendment gives ECMCC the ability to lower costs and improve quality and access to health care in Western New York.

This amendment strengthens ECMCC's continuing development of Centers of Excellence in areas such as Orthopaedics, Behavioral Health and Transplantation, as well as the growth and development of other important health service lines like Cancer Care, Head and Neck Surgery, Bariatrics, and Dental Oncology. This past year (2015) was the busiest year in ECMCC's history, and through the first quarter of 2016, ECMCC continues to grow and build on that positive trend.

The three institutions affected by this amendment have been collaborating since 2008, as a result of the recommendations made by the Commission on Health Care Facilities in the 21st Century (Berger Commission).

Amendment identifies several initiatives allowing ECMCC, Kaleida Health & the University at Buffalo to continue progress under Great Lakes Health

As a free standing public health care provider, ECMCC is at a competitive disadvantage in the current health care environment. Recent U.S. Supreme Court rulings restricted the extent to which ECMCC could collaborate. The amendment to state law changes that by leveling the playing field for ECMCC to enter into agreements like those of other health systems while maintaining its public status.

The amendment provides a physician-led solution that will permit ECMCC to pursue further initiatives intended to improve health care quality and access, while maintaining ECMCC's public character and purposes, its public workforce and its own balance sheet.

ECMCC has been a leader in coordinating clinical service planning across Western New York. Along with Kaleida Health, UB, and their private practice physicians, they have created centers of excellence around transplant, cardiac, behavioral health and laboratory services.

ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

The ECMC Corporation includes an advanced academic medical center (ECMC) with 602 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is a Level I Adult Trauma Center, a regional center for burn care, behavioral health services, transplantation, medical oncology and head & neck cancer care, rehabilitation and a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences—the difference between healthcare and true care™.

ABOUT KALEIDA HEALTH: Kaleida Health is the largest health care provider and largest private employer (10,000 employees) in Western New York. More than one million patient visits are recorded annually at the Buffalo General Medical Center, DeGraff Memorial Hospital, Gates Vascular Institute, Millard Fillmore Suburban Hospital, Women and Children's Hospital of Buffalo, plus the health system's 90 clinics and health care centers. Kaleida Health operates HighPointe on Michigan and the DeGraff Memorial Hospital skilled nursing facility, plus the nation's oldest – and original – Visiting Nursing Association. Kaleida Health also operates a major laboratory division as well as the Millard Fillmore Ambulatory Surgery Center. The organization is also affiliated with Great Lakes Health, the entity integrating Kaleida Health, Erie County Medical Center (ECMC) Corporation and the University at Buffalo. Kaleida Health's economic impact on Western New York exceeds \$2.2 billion annually.

ABOUT UNIVERSITY AT BUFFALO: UB is a premier, research-intensive public university and a member of the Association of American Universities. As the largest, most comprehensive institution in the 64-campus State University of New York system, our research, creative activity and people positively impact the world.

ECMC Corp. Board Elects New Officers

Sharon L. Hanson reelected as Chair



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

The Erie County Medical Center Corporation (ECMCC) Board of Directors elected new officers.

Sharon L. Hanson was elected chair for a fourth term, having previously served three consecutive terms as chair. Hanson served on the ECMCC board of directors and the former board of managers since 1996. During that time, she chaired board committees including: executive, executive compensation and governance committees; human resources, building and grounds, and performance improvement committees.

"I am honored to be selected by my fellow board members to again serve as chair of the ECMCC board of directors," Ms. Hanson said. "This is a very exciting time for ECMC as we continue to experience strong growth in our inpatient and outpatient procedures, increased Emergency Room visits and maintain our key collaborative role in the Millennium Collaborative Care effort that is making significant advancements in forging partnerships with over 400 healthcare providers, hospitals, skilled nursing facilities, several behavioral health and developmentally disabled clinics, and community-based organizations in our region. Most importantly, our tremendous healthcare providers help us maintain our commitment to the best possible quality services and patient experience, which is our highest priority."

Other officers elected to the ECMC Corporation Board of Directors include: vice chair/chair-elect Jonathan A. Dandes, president, Rich Baseball Operations/Rich Products Corp.; **vice chair Kevin E. Cichocki, D.C.**, co-founder, Palladian Muscular Skeletal Health; **vice chair Kevin M. Hogan, Esq.**, partner, Phillips Lytle - Buffalo office; **vice chair Michael A. Seaman**, director of Treasury and Collections, City of Buffalo; **secretary Douglas H. Baker**, president, Mercy Flight WNY; **treasurer Bishop Michael A. Badger**, senior pastor, Bethesda World Harvest International Church; and **president and CEO Thomas J. Quatroche Jr., Ph.D.**, ECMC Corp.

Sharon L. Hanson is currently executive director at Deaf Access Services, Inc. (DAS), the oldest local not-for-profit deaf service provider serving all eight counties of Western New York. As an independent 501c3 non-profit agency, DAS provides assistance and a variety of life balancing services for deaf, deaf/blind, hard of hearing and late-deafened persons, including job placement, advocacy, American Sign Language (ASL) educational opportunities, and a variety of interpreter services. Before joining DAS, Ms. Hanson was the director of government relations at Time Warner Cable,

and area manager of public and community affairs at Adelphia Communications. During her 15-year tenure at the cable companies, she was responsible for creating and maintaining positive relations with political officials at the federal, state and local levels of government. She negotiated franchise agreements and provided constituent assistance to ensure integrity and strong consistent relations for the cable company within the community it served. Prior to joining Adelphia, Hanson was the special projects manager at Niagara Frontier Transportation Authority where she was delegated to the Airport Improvement Project (AIP) resulting in the construction of the Buffalo Niagara International Airport, one of the most extraordinary airports in the country.

Ms. Hanson is the recipient of many honors, awards and recognitions for her untiring effort to assist local not-for-profit organizations. She was the first woman and first African-American to serve as chair of the board at ECMCC. Sharon was also honored with the Chairman's Distinguished Service Award by the ECMC Foundation for her passion and dedication to ECMC and health care in Western New York. She was twice the recipient of the Black Achievers in Industry Award. The Medgar Evers NAACP, MBE/WBE Association, YWCA, and several other local organizations also recognized her. Hanson was also a finalist for the prestigious Athena Award in recognition of her professional experience, commitment, and support of talented women in the Buffalo Niagara region.

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 50th (Threshold) and 90th (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 3rd quarter 2015.

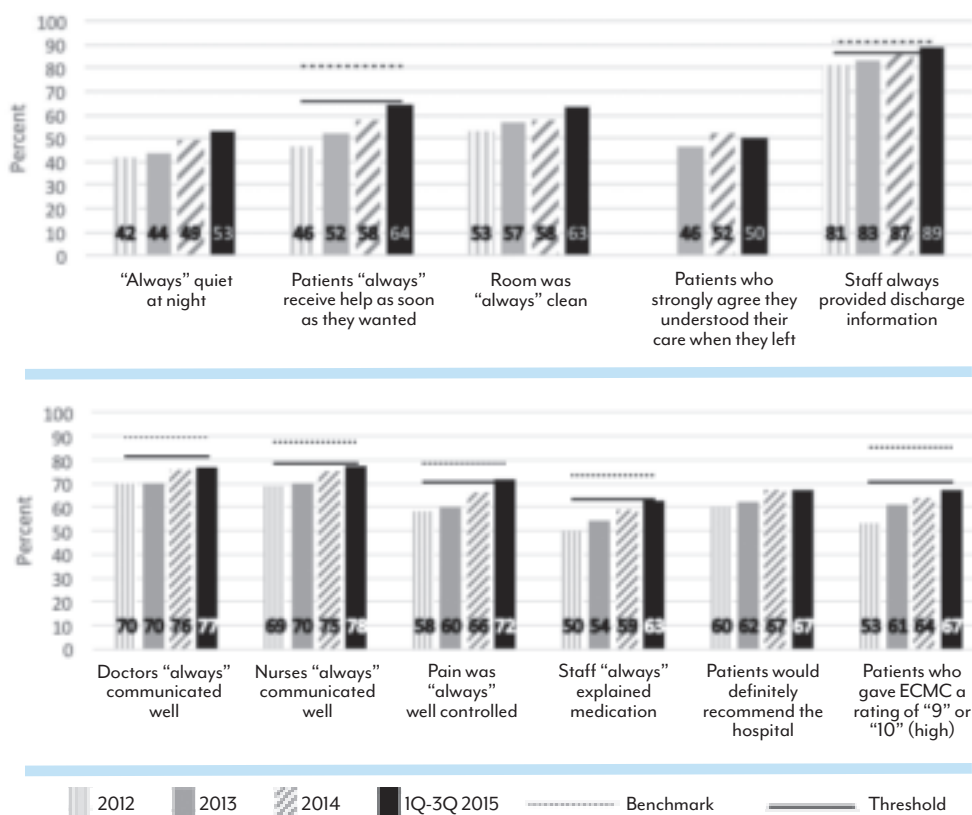
Over the last several years, ECMC has refocused its commitment to the patient experience journey. Many patient-centered initiatives have been put in place to lay the foundation for growth, sustainability and accountability in this area. Our Nursing Department and executive leaders have dedicated time to patient and teammate "rounding" (visits). This gives the nursing team dedicated time to focus on the unit and drill down to 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, we have several Patient Advocates who work on the units and in the Emergency Department to also re-enforce the team work and support the needs of the patients in whatever way possible.

Additionally, our Housekeeping Department has several initiatives that they are also 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 we at ECMC continue 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.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. January, 8, 2016.



ECMC Scores High with Patient Ratings

ECMC has been awarded a three-star rating out of five by CMS for patient experience. This was among the highest scores in Western New York. The ratings are based on 11 publicly reported measures in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.

This rating is a testament to ECMC's extraordinary caregivers who not only ensure that patients receive great clinical care, but also create an environment of healing. Whether they work in environmental services, nursing at the bedside, the transporting of patients, or in an area that supports clinical staff, our ECMC caregivers all play an important role in patient experience at ECMC. We will continue to strive for even higher star ratings in the future, and we are confident that with the compassionate, kind, and sincere care provided every day we will reach that goal.

We thank our excellent ECMC caregivers for their tireless dedication and commitment to ensuring that every patient has a great experience and leaves ECMC understanding what "true care" is all about.

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.

"We are dedicated to delivering 'the gold standard' of care to our heart failure patients," said Thomas J. Quatroche Jr., PhD, President and CEO, ECMC Corporation. "Having the ability to track and measure our success by implementing the American Heart Association's Get With The Guidelines–Heart Failure program enables us to meet internationally-respected guidelines and affirms our commitment to achieve such results. We are proud to receive this confirmation of excellence, join the 'Target: Heart Failure Honor Roll,' and prouder still that our clinicians consistently meet these high standards to deliver this level of care to our patients."

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

According to the American Heart Association, about 5.7 million adults in the United States suffer from heart failure, with the number expected to rise to eight million by 2030. Statistics show that each year about 870,000 new cases are diagnosed and about 50 percent of those diagnosed will die within five years. However, many heart failure patients can lead a full, enjoyable life when their condition is managed with proper medications or devices and with healthy lifestyle changes.

About Get With The Guidelines: Get With The Guidelines® is the American Heart Association/American Stroke Association's hospital-based quality improvement program that provides hospitals with the latest research-based guidelines. Developed with the goal of saving lives and hastening recovery, Get With The Guidelines has touched the lives of more than 5 million patients since 2001. For more information, visit heart.org/quality or heart.org/QualityMap.

"We are pleased to recognize ECMC for their commitment to heart failure care," said Deepak L. Bhatt, M.D., M.P.H., national chairman of the Get With The Guidelines steering committee and Executive Director of Interventional Cardiovascular Programs at Brigham and Women's Hospital and Professor of Medicine at Harvard Medical School.

ECMC Receives Get With The Guidelines-Stroke Gold Plus Quality Achievement Award

American Heart Association Award recognizes ECMC's commitment to quality stroke care

ECMC has received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized,



research-based guidelines based on the latest scientific evidence. To receive the Gold Plus Quality Achievement Award, hospitals must achieve 85 percent or higher adherence to all Get With The Guidelines-Stroke achievement indicators for two or more consecutive 12-month periods and achieved 75 percent or higher compliance with five of eight Get With The Guidelines-Stroke Quality measures.

research-based guidelines based on the latest scientific evidence.

To receive the Gold Plus Quality Achievement Award, hospitals must achieve 85 percent or higher adherence to all Get With The

These quality measures are designed to help hospital teams provide the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. They focus on appropriate use of guideline-based care for stroke patients, including aggressive use of medications such as clot-busting and anti-clotting drugs, blood thinners and cholesterol-reducing drugs, preventive action for deep vein thrombosis and smoking cessation counseling.

continued

ECMC Corporation President and CEO Thomas J. Quatroche Jr., PhD, said, "This recognition further demonstrates our commitment to delivering advanced stroke treatments to patients quickly and safely. ECMC continues to strive for excellence in the acute treatment of stroke patients. The recognition from the American Heart Association/American Stroke Association's Get With The Guidelines-Stroke further reinforces our team's hard work."

Paul Heidenreich, M.D., M.S., national chairman of the Get With The Guidelines Steering Committee and Professor of Medicine

at Stanford University said, "The American Heart Association and American Stroke Association recognize ECMC for its commitment to stroke care. Research has shown there are benefits to patients who are treated at hospitals that have adopted the Get With The Guidelines program."

Get With The Guidelines®-S puts the expertise of the American Heart Association and American Stroke Association to work for hospitals nationwide, helping hospital care teams ensure the care provided to patients is aligned with the latest research-based

guidelines. Developed with the goal to save lives and improve recovery time, Get With The Guidelines®-S has impacted more than 3 million patients since 2003.

According to the American Heart Association/American Stroke Association, stroke is the No. 5 cause of death and a leading cause of adult disability in the United States. On average, someone in the U.S. suffers a stroke every 40 seconds, someone dies of a stroke every four minutes, and nearly 800,000 people suffer a new or recurrent stroke each year.

ECMC named among Best Hospitals for Patient Safety

Women's Choice Award® Cites ECMC for female patient satisfaction and clinical excellence

The Erie County Medical Center recently announced that it received 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.

Thomas J. Quatroche, Jr., Ph.D., ECMC President and CEO said, "Receiving this recognition from The Women's Choice Award® is another testament of ECMC's commitment to the best possible healthcare for anyone who seeks our services. A positive patient experience and quality services are our highest priorities, which are reflected among the over 3,000 exceptional and skilled caregivers who everyday work to meet the needs of our patients."

The list of over 472 award winners, including ECMC, represents hospitals that have exceptional performance in limiting a wide range of hospital-associated infections and complications from surgery and medical treatment.

Delia Passi, Founder and CEO of the Women's Choice Award said, "We honor ECMC for being named and recognized as a hospital of choice among women, for it represents the strongest and most important consumer message in today's healthcare marketplace when considering that women account for 90% of all healthcare decisions. Improving patient safety is not only a matter of error prevention; it's a focused effort to create the safest patient experience."

For more information on the 2016 America's Best Hospitals for Patient Safety visit <http://www.womenschoiceaward.com/awarded/healthcare/>

Hospitals that have earned this award have had a low incidence of problems arising from surgical errors and infections. The hospitals that report their frequency to The Centers for Medicare and Medicaid Services (CMS) are ranked for each of the following eleven measures:

1. Deaths among patients with serious treatable complications after surgery,
2. Collapsed lung due to medical treatment,
3. Serious blood clots after surgery,
4. A wound that splits open after surgery on the abdomen or pelvis,
5. Accidental cuts and tears from medical treatment,
6. Serious complications,
7. Central line-associated blood stream infections (CLABSI),
8. Catheter-Associated Urinary Tract Infections (CAUTI),
9. Surgical Site Infection from colon surgery (SSI: Colon),
10. Methicillin-resistant Staphylococcus Aureus (MRSA) blood laboratory-identified events (bloodstream infections), and
11. Clostridium difficile (C.diff.) laboratory-identified events (intestinal infections).



Hospitals can be eliminated from consideration for the following reasons:

- Not reporting on at least 4 of the surgical complication measures (1-6) or 4 of the infection measures (7-11),
- Having a patient recommendation rating in the bottom 25% nationally,
- Receiving a CMS rating of "Worse than the U.S. National Rate" for any of the above measures
- Not implementing Safe Surgery Checklists.

For the remaining hospitals, the Women's Choice Award (WCA) averaged their rankings for all the measures (weighted slightly toward surgical errors as a result of the WCA's women's survey) and cut off the award list only including those that averaged in the top half nationally.

ABOUT THE WOMEN'S CHOICE AWARD®:

The Women's Choice Award® is a trusted referral source, empowering women to make smart healthcare choices by identifying the country's best healthcare institutions based on robust criteria that consider female patient satisfaction and clinical excellence. The Women's Choice Award was recently honored as #1088 on the INC 5000 List of America's Fastest-Growing Private Companies in 2015, as well as selected from more than 500 nominees for Florida Companies to Watch in 2015, a statewide program managed by GrowFL which celebrates the Florida's top second stage companies. Visit www.womenschoiceaward.com to learn more.

ECMCC Awarded Opioid Treatment Accreditation from Joint Commission

Nation's oldest and largest nonprofit standards-setting and accrediting body in health care cites ECMC's continuous compliance with performance standards

Erie County Medical Center Corporation (ECMCC) has earned the Joint Commission's Gold Seal of Approval® for Opioid Treatment Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective care.

ECMCC President and CEO Thomas J. Quatroche, Jr., Ph.D. said, "ECMCC is pleased to receive Opioid Treatment Accreditation from the Joint Commission, the premier health care quality improvement and accrediting body in the nation. The opioid crisis that has affected every community across the country, including Western New York, has had a profound impact on health care institutions such as ECMC and we are grateful to our caregivers for their continued effort to help everyone that seeks our care. This accreditation is another testament to the high quality of care and the superb professionalism of our excellent caregivers who exemplify true care for the patients who come to us. Critically important state legislation signed recently by Governor Cuomo will help us further in our fight against heroin and opioid addiction."

Tracy Griffin Collander, LCSW, Executive Director, Joint Commission Behavioral Health Care Accreditation Program said, "Joint Commission accreditation provides behavioral health care organizations with the processes needed to improve in a variety of areas related to the care of individuals and their families. We commend ECMC for its efforts to elevate the standard of care it provides and to instill confidence in the community it serves."

Michael R. Cummings, MD, ECMC Associate Medical Director, Behavioral Health Services said, "ECMC has been in the forefront of innovative and groundbreaking behavioral health treatment protocols that have solidified our position in this critically important area of healthcare. Receiving the Opioid Treatment Accreditation from the Joint Commission is further confirmation of the success and progress we have made and continue to make in providing behavioral health services on-campus at ECMC and throughout Western New York."

ECMCC underwent a rigorous on-site survey in March 2016. During the review, compliance with behavioral health care standards related to several areas, including: care, treatment, and services; environment of care; leadership; and screening procedures for the early detection of imminent harm was evaluated. On-site observations and interviews also were conducted.

Established in 1969, The Joint Commission's Behavioral Health Care Accreditation program currently accredits more than 2,250

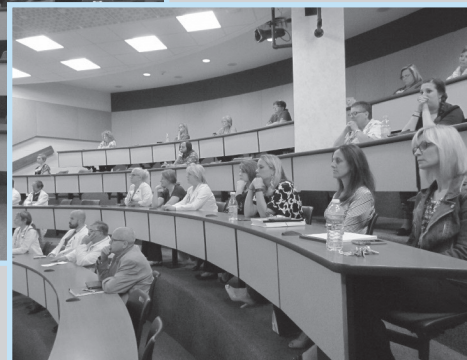
organizations for a three-year period. Accredited organizations provide treatment and services within a variety of settings across the care continuum for individuals who have mental health, addiction, eating disorder, intellectual/developmental disability, and/or child-welfare related needs. Accreditation is customarily valid for up to thirty-six months.

The Joint Commission's behavioral health care standards are developed in consultation with health care experts and providers, quality improvement measurement experts, and individuals and their families. The standards are informed by scientific literature and expert consensus to help organizations measure, assess and improve performance.

ABOUT THE JOINT COMMISSION: *Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission accredits and certifies nearly 21,000 health care organizations and programs in the United States. An independent, nonprofit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Learn more about The Joint Commission at www.jointcommission.org.*

Opioid Epidemic Lecture presented by Dr. Azadfard

As part of an ECMC Lecture Series on the current opioid epidemic open to all clinicians and staff, Reza Azadfard, MD, presented June 14th on opioid prevention and treatment. Dr. Azadfard is Medical Director of Substance Abuse at ECMC and Clinical Assistant Professor at the Jacobs School of Medicine and Biomedical Sciences for the University at Buffalo.



ECMC Opens New, State-Of-The-Art Center for Orthopaedic Care

On April 7th, the Erie County Medical Center dedicated its new, state-of-the-art Center for Orthopaedic Care, which includes 14 spacious exam rooms (double what had existed previously) and new safety features and improved patient amenities designed to ensure a better overall patient experience. The new 6,900 square foot Center is nearly four times larger than the hospital's former orthopaedic clinic, which opened in 1978.

In February 2015, members of ECMC's Executive Leadership, Orthopaedics and Ambulatory Services finalized plans to do a complete overhaul of ECMC's orthopaedic clinic, moving it to a new location on the hospital's first floor, emphasizing the goal of improving care for our patients. From 2000 to 2010, patient visits to the former orthopaedic clinic increased by approximately 46% and between 2010 and 2015, 57,262 patient visits occurred at that location.

Sharon L. Hanson, Chair, Erie County Medical Center Corporation (ECMCC) Board of Directors said, "Together with the Salvatore Orthopaedic Unit that opened last year, our new Center for Orthopaedic Care brings the highest level of outpatient orthopaedic care to patients throughout Western New York. This new facility has nearly double the number of exam rooms and all corridors feature handrails for patient safety and convenience. The unit's upgrades also include dedicated physician and nurse work areas and spacious registration and checkout areas for patient convenience, helping to ensure that our patients' experience meets their expectations."

Caregivers from Orthopaedics and Ambulatory Services collaborated on a Lean Six Sigma project dedicated to resolving various issues affecting their patients, including wait times, helping to design the new outpatient Center to improve service and enhance efficiency. Lean Six Sigma is a methodology that relies on a collaborative team effort to improve performance by systematically removing waste. The outcome is the new modern, state-of-the-art facility that replaces a cramped, outmoded inefficient space that did not meet the needs of patients, physicians, clinical caregivers or the important teaching of residents.

Thomas J. Quatroche, Jr., Ph.D., ECMC President and CEO said, "Patient experience is our highest priority and this new Center for Orthopaedic Care provides another demonstration of ECMC's commitment to the highest possible healthcare for anyone who seeks our services. This new facility, combined with our inpatient Russell J. Salvatore Orthopaedic Unit and the Ambulatory Surgery Center, provides orthopaedic patients the best

possible experience along the entire continuum of care. A positive patient experience and quality services are essential aspects of our overall delivery of healthcare services, which are reflected among the over 3,000 exceptional and skilled caregivers who everyday work to meet the needs of our patients."

Dr. Philip Stegemann, Chief of ECMC Orthopaedics said, "ECMC is a special place, with dedicated caregivers, physicians, and now we have a beautiful new environment in this well-designed Center for Orthopaedic Care, which is conducive to healing for our patients. The patient has always been at the center of the care we deliver, and this new unit takes this level of commitment to our patients to another level. Our mission not only involves patient care, but also education. It's an ideal space for teaching Orthopaedic Residents, medical students, nurse practitioners, and physician assistants."

Other state-of-the-art features in the Center include in-room call and code systems, improved ventilation, widened doorways to accommodate varying sizes of wheelchairs and stretchers, and secure badge entry to clinical care areas. There is also a newly created pass-through to the Radiology Department, creating ease of access and improved throughput.

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.

Over the past five years, growth in the following key areas at ECMC has occurred: Inpatient Discharges increased by 22 percent; Surgeries increased by 20 percent; Emergency Department visits increased by 16 percent; and Outpatient Visits recorded a 20 percent increase. Along with expanded clinical capabilities and an increase in services performed, ECMC has maintained a passionate commitment to the mission of high quality patient care and satisfaction.

ECMC opened the \$12.5 million Russell J. Salvatore Orthopaedic Unit in 2015, the \$35 million consolidated behavioral health center in 2014, the \$103 million Terrace View Long-Term Care facility in 2013, and the \$27 million Regional Center of Excellence for Transplantation & Kidney Care in 2012.

New facility doubles number of exam rooms; improves patient safety and convenience

The new Center for Orthopaedic Care was designed by Kideney Architects PC and LPCiminelli was the project Construction Manager.

For more information, please visit ecmc.edu and follow us on social media: Facebook, LinkedIn and Twitter



Joined by staff members and administrators as they prepare to cut ribbon during "ECMC Center for Orthopaedic Care" grand opening event held Thursday, April 7, 2016 (shown front row left to right) are: ECMC Orthopaedics chief of service Dr. Philip Stegemann; ECMC Corp. president & CEO Thomas Quatroche, PhD; ECMC Corp. board chair Sharon Hanson (with scissors); ECMC Corp. board vice chair Michael Seaman (second row); and ECMC Corp. board treasurer Bishop Michael Badger.



ECMC Corp. president & CEO Thomas J. Quatroche Jr., PhD, addresses audience during "ECMC Center for Orthopaedic Care" grand opening event held Thursday, April 7, 2016.



ECMC Orthopaedics chief of service Dr. Philip Stegemann explains to those in attendance at the "ECMC Center for Orthopaedic Care" grand opening event held Thursday, April 7, 2016, how the "ECMC Center for Orthopaedic Care" became a reality.

ECMC Announces Hiring of Vice President of Communications and External Affairs



ECMC Corporation recently announced that **Peter K. Cutler** has been hired as the organization's Vice President of Communications and External Affairs. In this

position, Mr. Cutler will be responsible for all internal and external communications, publications, web site and social media, and community and government relations.

"We are very pleased that Peter is joining the ECMC family, bringing his years of

communications, public affairs and public policy experience to our organization," Thomas Quatroche, President & CEO, ECMCC said. "His extensive knowledge of public communications, depth of experience in both the public and private sectors, and his understanding of issues connected to our community will be a tremendous asset for ECMC."

A Buffalo native and graduate of Bennett High School, Cutler has served in the administration of two New York State Governors – Mario M. Cuomo (Brooklyn Regional Representative; Deputy Director of Scheduling; and Director of Communications, NYS Dormitory Authority) and Andrew M. Cuomo (Director of Communications, NYS Department of

Corrections and Community Supervision; Director Of Communications, NYS Division of Homeland Security and Emergency Services; Director of Communications and Special Projects, Erie Canal Harbor Development Corporation/Empire State Development, Buffalo Regional Office) – and two Buffalo mayoral administrations – Anthony M. Masiello (Director of Communications) and Byron W. Brown (Director of Communications). He began his professional career at ABC-News in New York City and has also worked in Buffalo for two advertising/public relations companies, Eric Mower Associates and the former Travers Collins Company. He received his Bachelor of Arts degree in History from Lake Forest College in Lake Forest, IL. He and his wife reside in Buffalo.

Dr. Michael Cummings Appointed Associate Medical Director, Behavioral Health Services



Erie County Medical Center Corporation formally announced the appointment of **Michael R. Cummings, MD**, to the position of Associate Medical

Director, Behavioral Health Services.

ECMC Corporation President and CEO Thomas J. Quatroche Jr., PhD, said, "Dr. Cummings has a proven record of success as Executive Director of our Behavioral Health Center of Excellence. His expertise and highly regarded reputation for innovative and groundbreaking behavioral health treatment protocols have solidified ECMC's leading position in this critically important area of healthcare. Appointing him as Associate Medical Director is the next logical step as we address the

need to further enhance and augment these services on-campus and in our community."

ECMC Corporation Chief Medical Officer Brian M. Murray, MD, said, "This is a well-deserved appointment for Dr. Cummings, who has been acting in this capacity for the past two months and has already made a tremendous impact on our programs in addition to his role as Executive Director of Behavioral Health at ECMC."

Dr. Cummings is also the Assistant Professor and Vice Chair of the Division of Community Psychiatry in the Department of Psychiatry, the State University of New York at Buffalo (S.U.N.Y. Buffalo), and the Program Director of Pediatric Behavioral Health for Women and Children's Hospital of Buffalo. He has clinical and administrative oversight of adolescent and adult forensic care within much of Erie County,

oversight of high-needs children and adults within community mental health centers and the CPEP, and responsibility for teaching and supervising clinicians within these settings. He also oversees all psychiatric and chemical dependency services at ECMC and at Women and Children's Hospital of Buffalo.

Dr. Cummings studied nutritional sciences at Cornell University as an undergraduate and completed medical school and residencies in psychiatry and child psychiatry at S.U.N.Y. Buffalo.

Dr. Cummings has received numerous awards, most recently the Mental Health Association of Erie County Outstanding Professional of the Year Award and he has authorized many publications in his field.

Dr. Kathleen Grimm appointed Director of Palliative Medicine



Dr. Kathleen T. Grimm, MD, MHS, was recently appointed to the position of Director of Palliative Medicine at ECMC. Dr. Grimm has already been providing palliative care

at ECMC and has established a diverse community outreach team. She is a strong advocate for the role of palliative care in filling the large gap between the onset of chronic disease and the need for hospice care at the end

of life. Dr. Grimm is also working to address the large disparities in care in chronic diseases and has been making presentations on The Conversation Project, the initiative to encourage conversations about wishes and plans for end-of-life care. Based on her passion for this work and ECMC's mission of care, Dr. Grimm will be providing these services to the ECMC community as the new Director of Palliative Medicine.

Dr. Grimm is a graduate of the School of Medicine and Biomedical Sciences at UB and completed a four-year residency in combined

Internal Medicine/ Pediatrics in Buffalo. Following her residency, she was in private practice for over ten years, then worked at the UB Medicine/Pediatrics Linwood Avenue Clinic and at Children's Hospital of Buffalo Adolescent Clinic, where she actively participated in the teaching of residents and medical students. Dr. Grimm completed a master's program in bioethics at the University of Toronto in 2008.

Palliative Care consults may be requested via Meditech or by calling Dr. Grimm's office at 898-4558. Please join us in congratulating Dr. Grimm on her new position!

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.

Nicholas Wentz Appointed to the Position of Director of Biomedical Services



ECMC is pleased to announce the appointment of **Nicholas Wentz** to the position of Director of Biomedical Services. Nick joins

the ECMC family with an exceptional amount of experience. Most recently, Nick worked for Brooks Memorial Hospital in Dunkirk, serving as the Director of Biomedical Services for the past 10 years. He has also previously worked in the Kaleida Health system. In his new role with ECMC, Nick will work in collaboration with

many departments to ensure the highest quality care and best patient experiences. Please join us in welcoming Nick to our ECMC team.

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!

Kelly Showard Appointed Director of Community Relations



ECMC is pleased to announce the recent appointment of **Kelly Showard, MS**, as Director of Community Relations. Kelly is experienced in developing, coordinating, and

implementing programs aimed at eliminating racial, ethnic and socioeconomic health inequities including issues of disparity. In this position, she is responsible for developing and managing community partnerships with businesses, service providers, community-based groups, faith communities, public and private organizations, non-profit organizations and school districts.

Most recently, Kelly served as the director of communications for Millennium Collaborative Care, the Medicaid redesign program of WNY created to reduce avoidable emergency room visits and hospitalizations.

Previously, Kelly was the program manager for health engagement outreach for the eight counties of Western New York with the P2 Collaborative of WNY. Her work focused on empowering communities to address social determinants of health they believed would have the greatest impact on their health. Focus areas included the First Ward of Lackawanna, the Niagara Falls faith-based community, Gowanda, and the Delavan Grider community. In this capacity she worked on the development of the WNY Community Conversations Guide now used throughout Western New York to

teach communities how to identify and address social determinants of health.

Kelly is a master trainer for the Stanford evidence-based Chronic Disease Self-Management Program and Chronic Pain Self-Management Program as well as a leader in the Diabetes Self-Management Program and the CDC-recognized Diabetes Prevention Program. She is also an advocate for mental health awareness.

Kelly holds a master's of science in College Student Personnel Administration from Canisius College, a bachelor's of science in Business Management and Economics from Empire State College, and a paralegal certificate from the University at Buffalo's Millard Fillmore College.

Mary Rhinehart appointed Director of Critical Care Education



Mary Rhinehart, RN, MSN, has been appointed to the position of Director of Critical Care Education. Mary

comes with a vast array of critical care experience including trauma and burn care previously at ECMC. Mary has worked as manager of hospital development for Unyts and most recently a Critical Care Educator. She holds her master's degree in nursing education,

and is currently an adjunct Nursing Professor at Daemen College. Mary is succeeding Cameron Schmidt, RN, MS, who is retiring after a distinguished career at ECMC. Please welcome Mary to her new role here at ECMC.

Santosha Gompah appointed Unit Manager



Santosha Gompah, RN, BSc, is the new Unit Manager of the 9th Floor, Zone 1. Santosha started her career at ECMC in 1999 as an Administrative

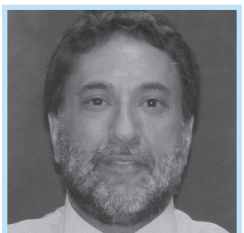
Control Clerk (ACC). Given the opportunity to further advance her career, she attended Erie

Community College with a full scholarship and graduated in 2010 with her registered nursing degree. She started her nursing career as a general duty nurse on the 12th Floor, Zone 3 and soon transitioned to Charge Nurse on the 9th Floor, Zone 2. Mentoring new employees and providing a positive role model has been part of Santosha's daily focus and in November 2013, she was awarded the distinction of Nurse of the Month. After pursuing her Bachelor of Science

in Nursing at Daemen College, she graduated cum laude in 2015.

Santosha is an active member of the Academy of Medical-Surgical Nurses and serves on the Program Committee. In addition to her full time work commitment, she enjoys spending time with her family, listening to music, and is always happy to lend an ear to hear someone in need. Santosha is optimistic and eager to start her next chapter at ECMC.

Dr. Singh Joins ECMC Outpatient Rehabilitation Service



Amrit P. Singh, MD, has joined the Outpatient Rehab Service and is available to evaluate and treat patients with short- or long-term physical impairments and

disabilities that result from musculoskeletal conditions (neck or back pain, sports or work injuries), neurological conditions (stroke, brain injury or spinal cord injury), or other medical conditions. Dr. Singh is board certified in Physical Medicine & Rehabilitation and Electromyography.

Appropriate patients for Outpatient Physiatry include:

- Patients who require EMG/Nerve conduction

studies to help diagnose peripheral neurological conditions such as carpal tunnel syndrome, lumbar and cervical radiculopathy, peripheral polyneuropathy, etc.

- Individuals with a history of an accident (motor vehicle or workplace), an injury or chronic condition that has caused residual pain or limited function
- A patient contemplating or recovering from surgery for an orthopedic or neurosurgical condition
- A person with an illness or recovering from an illness that has diminished their energy or ability to move easily
- Individuals recovering from the effects of a stroke or other problems related to nerve damage

- Anyone with a history of chronic pain from arthritis, repetitive stress injury, or back problems

- Patients with a history of excess weight that makes it difficult to exercise or has caused health problems

Patients will be thoroughly assessed and evaluated and a treatment plan will be developed that is suited to their unique needs. The goal is to decrease pain and maximize function without surgery. Dr. Singh will collaborate with the referring physician for the benefit the patient. The Outpatient Rehabilitation Service is located on the ground floor at ECMC. To schedule an appointment with Dr. Singh, call 716-898-5498 or fax 716-961-7036.

Georgia McPartlan promoted to Team Leader



Georgia McPartlan, RN, BSN, has been promoted to Team Leader-Surgery Ostomy and Wound Care Nurse. Georgia began her career at ECMC as a

medical-surgical nurse on the 7th Floor South in January 2010. She completed her Bachelor of Science in Nursing at Trocaire College and has made it her mission to be a role model practicing

Jean Watson's Human Caring Theory. By practicing mindfulness, Georgia creates a transpersonal caring/healing environment for our patients, interdisciplinary staff, and ancillary staff. She is an advocate for fellow healthcare workers to prevent compassion fatigue, working with other nurse leaders to open ECMC's first Serenity Room on campus. In addition, Georgia is a strong advocate for the E-CARE4U program and is working with the Assistant Vice President of Primary Care and Development to incorporate holistic services on campus not only for employees, but also for patients. Currently

she is working towards her Wound and Ostomy Care Certification. Georgia graduated from Florida College of Natural Health where she studied paramedical skin care. She is a licensed Esthetician, as well as a licensed Massage Therapist, Reiki Master and teacher. She is a member of The Holistic Nursing Association, Phi Theta Kappa Society, American Massage Therapy Association, The International Association of Reiki Professionals, and The International Center for Reiki Training. Please extend a warm welcome to Georgia in her new role.

Meghan Mullen promoted to Team Leader in Critical Care



Meghan Mullen, RN, BSN, has been promoted to Team Leader in Critical Care. Meghan completed her Bachelor of Science in Nursing at the

University at Buffalo in 2010. She is a member of the American Association of Critical Care Nurses and is preparing for her Critical Care Registered Nurse (CCRN) certification. She began her ECMC career working on the medical surgical floor 7, zone 3 and has been an asset to

the Trauma Intensive Care Team since January 2013. Meghan is a dedicated registered nurse who wants to share her passion for nursing. She brings her experience, leadership and positive outlook to the critical care night shift staff.

Benjamin Stanford appointed Unit Manager



Benjamin Stanford, RN, BSN, has been appointed to the position of Unit Manager for the 10th Floor, North. He began his career at

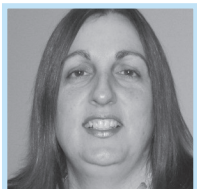
ECMC as a General Duty Nurse on the 8th Floor, North.

Ben subsequently demonstrated his leadership skills in the role of charge nurse for both 8 North as well as the 12th Floor, Zone 2.

Ben earned his BSN from the State University of New York at Brockport in 2013, and is currently

working on a Master's in Nursing as well as a Master's in Healthcare Administration. He has been a member of the Medical/Surgical Nursing Standards Committee and the Informatics Committee, and has helped welcome many new employees to ECMC by serving as a preceptor. Ben is a member of the WNY Professional Nurses Association as well as the American Nurses Association.

ECMC's Linda Schwab One of First in Nation to become Board Certified Trauma Registered Nurse



Linda Schwab, MS, TCRN, RN, Trauma Program Manager, ECMC

The Board of Certification for Emergency Nursing

(BCEN) recognizes ECMC Trauma Program Manager **Linda Schwab, MS, RN, as a Trauma Certified Registered Nurse (TCRN)**. Schwab becomes one of the first trauma nurses in the country to take and pass the new exam to earn this credential through the BCEN. The TCRN is the first trauma-specific, national credential that designates expertise in trauma.

According to the BCEN, "The certification exam incorporates the body of knowledge in trauma nursing across the continuum of care, from injury prevention through reintegration to home. To qualify for the exam, one must hold either a current unrestricted Registered Nurse License in the United States or its Territories, or a nursing certificate equivalent to a Registered Nurse in

the United States." BCEN also recommends an average of 1,000 practice hours per year across the trauma care continuum over a two year period before taking the exam.

Linda Schwab has served in various clinical positions during her 35 years at ECMC. As Trauma Program Manager (2004-present) she works regionally and in collaboration with statewide committees to establish trends in the incidence of traumatic accidents and to implement research-based practice changes in trauma care and public health policy. She is extensively involved in outreach education for injury prevention.

In 2007, Schwab was honored by the New York State Chapter of the American Trauma Society as the *Trauma Coordinator of Distinction for New York State*. Linda Schwab earned her Master of Science in nursing (2004) and her Bachelor of Science in nursing (1981) degrees from D'Youville College.

Since the early 1960s, ECMC has set trends in trauma and emergency care, developing practices, procedures and in some cases devices (such as the first crash cart) that have since become standards of care now implemented/utilized in hospitals across the nation and the globe. ECMC is designated a Regional Adult Trauma Center by the New York State Department of Health (2015) and Nationally Verified as a Level I Trauma Center by the American College of Surgeons (2015). ECMC has achieved the best trauma survival rate of all trauma centers in the State, according to a July 2006 report from the New York State Department of Health (www.health.state.ny.us). ECMC offers trauma and burn educational programs for professionals as well as the general public. For more information about ECMC trauma/burn services, call 716-898-3962 or visit www.ecmc.edu.

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. 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.



(l. to r.) **Dr. Mark LiVecchi, ECMC Chief of Rehabilitation Services**, received the "Courage to Comeback" award on Friday, November 13, 2015, from Friendship Foundation board chairman **Brian Rusk** and Restoration Society outgoing executive director **Jack Guastafarro**.

Congratulations Dr. Fudyma



Congratulations to **John Fudyma, MD, MPH** and Alan Lesse, MD for receiving honorable mention for the **Siegel Award**. This award is given by UB

medical students to honor exceptional teachers who have outstanding instructional skill, ability to stimulate thinking and develop understanding in students, demonstration of sensitivity toward the human condition and ability to serve as a role model for students.

Dr. Fudyma is the Division Chief for General Internal Medicine at both UB and UBMDIM, an

associate professor at UB and Vice President of Clinical Integration at Erie County Medical Center Corporation.

Dr. Lesse is Vice Chair for Education, Senior Associate Dean for Medical Curriculum and an associate professor in the Division of Infectious Diseases.

Jennifer Turesky recognized as Young Dietitian of the Year



Jennifer Turesky, MS, RDN, CDN, CDE, Registered Dietitian Nutritionist and Certified Diabetes Educator, was recently awarded the Young

Dietitian of the Year award by the Western New York Dietetic Association.

Jennifer Turesky is a registered dietitian nutritionist, certified dietitian/nutritionist, and certified diabetes educator. As Registered Dietitian Nutritionist for ECMC's Bariatric Service, she supports bariatric patients with their nutrition and weight loss goals, both pre- and post-surgery. She also facilitates bariatric support groups.

With over 10 years of professional experience,

Jennifer Turesky is an active member of the Academy of Nutrition and Dietetics, the New York State Dietetic Association, the Western New York Dietetic Association, The American Association of Diabetes Educators, and the Western New York Association of Diabetes Educators.

She holds a BS and MS in Dietetics from D'Youville College.

ECMC celebrates Annual Doctors Day by presenting "Outstanding Physician Award" and "Outstanding Allied Health Professional Award" by members of Nursing Staff.



ECMC, in honor of their Doctors, presents Crisis Services with a \$5000 contribution. Pictured (Left to Right): Dr. Sam Cloud, President, Medical Dental Staff; Jessica Pirro, CEO, Crisis Services; Rebecca Stevens, Program Supervisor Advocate Department, Crisis Services; and Shelly Marabella, Program Supervisor Mobile Transitional Support Program, Crisis Services.



Dr. Katie Grimm (Left) is presented the "Outstanding Physician Award" by Sandra Lauer, RN (Right).



Cookies for the event were provided by Nursing.



Jan Valencourt, ANP, of Geriatrics (Center), is presented the "Outstanding Allied Health Professional Award" by Lisa Hauss, RN (Left), and Patty Kiblin, RN (Right).



Jan Valencourt, ANP, recipient of the "Outstanding Allied Health Professional Award," with Dr. Riffat Sadiq (Left) and Dr. Larisa Meras (Right) of Geriatrics.

ECMC Now Offering Portable Hemodialysis System for Home Use

Home Hemodialysis Treatments Can Improve Health and Quality of Life



The ECMC Dialysis Center is pleased to announce it is now offering home hemodialysis with the NxStage System One, the only truly portable hemodialysis system cleared by the FDA for home use during the day or overnight. More patients in the community will now have the opportunity to enjoy the health and quality of life benefits of more frequent and/or longer home hemodialysis treatments.

Chronic kidney failure, also known as End-Stage Renal Disease, or ESRD, is a life-threatening condition that occurs when both kidneys are no longer able to process the body's wastes and excess fluids. To survive, ESRD patients require

kidney replacement therapy for the rest of their lives either in the form of a transplant or some type of dialysis. More than 500,000 patients in the U.S. suffer from ESRD, and that number is expected to double in the next 10 to 15 years due to the alarming rise in diabetes, obesity and hypertension.

Hemodialysis, the cycling of the patient's blood through a filter and back to the patient, is the most common form of kidney replacement therapy. For the majority of people, this means going to an outpatient center three times a week for about four hours each session. This is a demanding regimen that intrudes upon family life, work and vacation planning. Although this treatment method is effective for many patients, research has shown significant health benefits can be attained from more frequent or longer duration hemodialysis, which is only logistically practical to do in the home setting. ECMC is now offering its ESRD patients this new treatment option that makes the potential benefits of home hemodialysis more attainable.

"Performing more frequent or longer dialysis in the home provides patients with better clinical outcomes as well as an improved quality of life," said Mandip Panesar, MD, Medical Director, Hemodialysis Unit, ECMC. "Patients have been

very receptive to the NxStage system since it offers them the ability to perform sessions in their home, with more freedom and flexibility as to when and where they do their treatments. Because it mimics a working kidney more closely, more frequent and longer hemodialysis has been shown to reduce the stress on the heart, improve post-dialysis recovery time, better control blood pressure with fewer medications, provide improved mental and physical health, and lower the risk of death."

The NxStage System One is a compact system just over a foot high that weighs around 75 pounds. The System One is different from conventional dialysis equipment in that it is powered by a standard household outlet and uses ultra-pure dialysate prepared from ordinary tap water, eliminating the need for costly electrical and plumbing changes to the home. The System One is portable and can also be used with sterile premixed dialysate bags for travel. Many patients using the NxStage System One have benefited from the ability to travel with the system, attaining a level of freedom and independence they couldn't achieve with conventional in-center dialysis. The simplicity of NxStage System One allows therapy to be delivered by a trained patient and his or her trained partner.

Patients interested in learning more about home hemodialysis with the NxStage System One can contact the ECMC Dialysis Center by calling 716-898-1400. Patients should consult with their physician to understand the potential benefits, risks and responsibilities associated with home hemodialysis.



Monthly Clinic Visits



Care planning team meeting at ECMC

Five-Diamond Patient Safety Program ensures the best care for dialysis patients

The Five-Diamond Patient Safety Program was developed as an innovative training and recognition program to assist dialysis providers in increasing awareness and building a culture of safety among patients and staff.

These members of the ECMC Outpatient Hemodialysis Unit nursing staff successfully participated in this program in 2015. Pictured left to right, Karen Wagner, LPN; Nadine Hoerner, RN; Amy Ehrhardt, LPN; Janine Saccone, LPN; Katherine Perry, LPN; Heather Pfalzer, LPN.

Modules completed included Patient Safety Principles, Hand Hygiene, Health Literacy, Emergency Preparedness, and Medication Reconciliation, among others. This is the second year in a row that our unit was awarded the Five-Diamond designation, largely due to Nadine Hoerner's guidance and leadership.

These nurses display a genuine concern for the quality of patient safety every day and have taken extra steps to ensure the best for every patient who receives treatment in our Outpatient Hemodialysis Unit.



When our staff engages in educational and training opportunities like the Five-Diamond Patient Safety Program, we are confident that our patients continue to receive the highest level of care by the compassionate professionals we employ here at ECMC.

ECMC Living Donor Transplant Probation Lifted by National Organization

National not-for-profit, United Network for Organ Sharing, removes probation imposed in 2014

The Board of Directors of the United Network for Organ Sharing (UNOS) has unanimously approved the release of ECMC's living donor transplantation program from probation and restored all privileges for the program. The UNOS Board's action came about from the recommendation of the organization's Membership and Professional Standards Committee (MPSC), which is the UNOS regulatory body.

ECMC had been placed on probation in November 2014 by the UNOS Board "based on a need to address issues relating to its evaluation of potential living donors."

Dr. Liise Kayler, MD, MS, FACS, the Program and Surgical Director of Transplantation said, "Every member of our department has worked diligently to raise the level of excellence and quality of the services we provide to every patient that comes to us. This action by UNOS confirms the tremendous effort we have made and the continuing level of success we achieve for every procedure we perform."

ECMCC President and CEO Thomas J. Quatroche, Jr., Ph.D. said, "This is very exciting and validates our commitment to ensuring that the highest quality services are available for our patients, along with offering a great team of experienced, exceptional health care professionals who have again proved the excellence of ECMC's transplant program."

Under the leadership of Dr. Liise Kayler, MD, MS, FACS, the Program and Surgical Director of Transplantation, is poised this year to double the number of transplants performed at ECMC in 2013."

In a separate announcement, OPTN/UNOS President Betsy Walsh, J.D. said, "[ECMC] demonstrated commendable improvements in quality management and training and [has] successfully addressed the concerns that led to the earlier action."

ABOUT ORGAN PROCUREMENT AND TRANSPLANTATION NETWORK: *The Organ Procurement and Transplantation Network (OPTN) is operated under contract with the U.S. Department of Health and Human Services, Health Resources and Services Administration, Division of Transplantation, by United Network for Organ Sharing (UNOS). The OPTN brings together medical professionals, transplant recipients and donor families to develop national organ transplantation policy.*

ECMC joins hundreds of Organizations to Increase Colorectal Cancer Screening Rates across the Nation

March was Colorectal Cancer Awareness Month and ECMC celebrated by making the pledge to help increase colorectal cancer screening rates by supporting the 80% by 2018 initiative, led by the American Cancer Society (ACS), the Centers for Disease Control and Prevention (CDC) and the National Colorectal Cancer Roundtable (a coalition co-founded by ACS and CDC). Dr. John Fudyma, Associate Director, ECMC Corporation, joined Mayor Byron Brown and other participating representatives at Buffalo City Hall to sign the pledge.

Colorectal cancer is the nation's second-leading cause of cancer-related deaths in the U.S. when men and women are combined; however, it is one of only a few cancers that can be prevented.

Through colorectal cancer screening, doctors can find and remove hidden growths (called "polyps") in the colon, before they become cancerous.

While colorectal cancer incidence rates have dropped in the U.S. among adults 50 and older, it is still the second leading cause of cancer death in the United States, despite being highly preventable, detectable and treatable. In fact, it is estimated that in 2016, 134,490 cases of colorectal cancer will be diagnosed.

"80% by 2018" is a National Colorectal Cancer Roundtable (NCCRT) initiative to substantially reduce colorectal cancer as a major public health problem and work towards the goal of

80% of adults aged 50 and older being regularly screened for colorectal cancer by 2018. Leading public health organizations, such as NCCRT, CDC and the ACS are rallying organizations to embrace this shared goal. If the goal of 80% by 2018 goal is achieved, 277,000 cases and 203,000 colorectal cancer deaths would be prevented by 2030.

For more information about Colorectal Cancer Screening, visit www.cancer.org/colon or contact the American Cancer Society at 1-800-227-2345. For more information about the 80% by 2018 initiative, visit www.nccrt.org



Representatives from local organizations, including Dr. John Fudyma, Associate Medical Director, ECMC (back row, second from the left), join Mayor Brown (front row, fourth from left), and Commissioner of Health for Erie County, Dr. Gale Burstein (front row, fourth from the right) in pledging to increase regular colorectal cancer screenings to 80% of Adults aged 50 and older by 2018.



Dr. John Fudyma, Associate Medical Director, ECMC, signs the "80% by 2018" pledge"]

Unyts, ECMC Kick-Off Donate Life Month

Joint effort to raise organ donation awareness, encourage our community to register as donors, and celebrate the generosity of those who have given the gift of life

The Regional Center of Excellence for Transplantation & Kidney Care at ECMC is a state-of-the-art facility dedicated to comprehensive patient care. Unyts is Western New York's only organ, eye, tissue and community blood center. Together, Unyts and ECMC have teamed up to launch "Donate Life Month." New York State currently has the lowest donor registry rate in the United States. ECMC and Unyts continue to collaborate and concentrate on increasing the community's knowledge and understanding about the need for donation and transplantation.

Unyts President and CEO Mark Simon said, "We hope to increase the number of people registered on the state donor registry, which is especially important in our region as New York State has the lowest rate in the country. Together with the Regional Center of Excellence for Transplantation & Kidney Care, Unyts is working to save and enhance lives in our community each and every day. Unyts is proud of our work and for the relationship we have with ECMC, which is such a vital part of the community."

ECMC President and CEO Thomas J. Quatroche, Jr., Ph.D. said, "Thanks to Unyts and their commitment to increasing donor awareness and highlighting the enduring benefit of making such critically needed donations, ECMC continues to grow our transplantation services, led by our talented and experienced multidisciplinary team that serves our community with consistently high scores in outcomes and transplant rates from deceased donors, and also offers laparoscopic donor

nephrectomy procedures to promote faster recovery for live kidney donors."

Today, more than 121,000 candidates are on the national organ transplant waiting list, and over 10% of the names on the list are from New York State. As a result, an average of 21 people die each day because an organ was not made available for transplant. A single donor can save and heal as many as 50 others through needed organs, heart valves, corneas, skin, bone and tendons.

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 life-saving 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.

With state-of-the-art technology and procedures for transplant, as well as a growing living donor program, ECMC's transplantation team is leading the way in True Care. In 2014, 13% of our wait list patients received transplants and we achieved a 96% 1-year survival rate—outcomes more successful than competitors like

the University of Pittsburgh, Cleveland Clinic, and the University of Rochester.

These life-saving transplants are only possible through the support of Unyts' and ECMC's physician partners, community organizations and the generous people of WNY.

Unyts encourages everyone to commit to becoming a donor by visiting www.unyts.org/checkyes and completing a simple enrollment form, or by visiting your local Auto Bureau.

ABOUT UNYTS: *Unyts is among the leading procurement organizations in the United States, and is one of the only eight centers nationwide to house organ, tissue and eye procurement in one location. With the addition of Community Blood Service, Unyts has become the first organization of its kind nationwide. Unyts operates as a non-profit serving the eight counties of Western New York and works to assist donor families, coordinate the donation process and increase knowledge and awareness within the community regarding transplantation.*

ECMC / Unyts 2016 Blood Drives...

LOCATION: ECMC Overflow
Cafeteria (2nd Floor)

TIME: 9:00 AM to 4:00 PM

DATES: August 18th, October
20th, December 15th

ECMC Oral Cancer Screening Program is now open to high-risk individuals.

By Jennifer Frustino, DDS, ECMC Department of Dentistry/ Oral Oncology

Oral cancer is a quiet but deadly disease. Oftentimes it exhibits no symptoms until after it has spread outside the mouth, typically to the neck. The earlier these cancers can be detected, the better chances that they can be successfully treated. The ECMC Early Oral Cancer Detection and Diagnosis Screening Program is designed to detect head and neck abnormalities and cancers at the earliest and most treatable stages. Individuals at risk for head and neck cancer are currently eligible for screening as part of a research study entitled: *A Biorepository and Databank for Identifying Biomarkers for Oral Cancer*. The Department of Dentistry/Oral Oncology & Maxillofacial Prosthetics together with the Department of Head & Neck/Plastic & Reconstructive Surgery brings surgeons and

dentists together to better understand, prevent, and treat these types of cancers.

Anyone with a suspicious lesion in the mouth or throat or with a history of head and neck cancer who has already been treated but remains on close surveillance is eligible. Any patient with risk factors for head and neck cancer may also be eligible for the program. Those with an increased risk of head and neck cancer include people who smoke cigarettes or who use any tobacco products and drink alcohol.

Participation in the Screening Program study is strictly voluntary and participants will be asked to fill out a written informed consent form. Each participant's mouth will be examined under

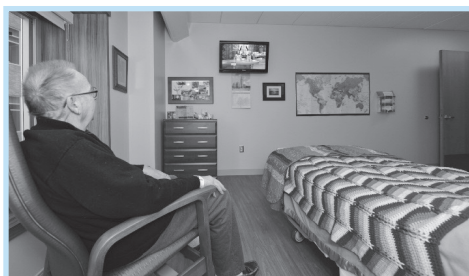


normal light and any suspicious areas will be recorded. The mouth will then be examined with other imaging technology, like autofluorescence light. Other specimens may be collected like saliva and cheek swabs. A biopsy may be taken of an area or areas that look suspicious and possibly from an area that appears completely normal. The samples may be evaluated for early markers or genetic changes that may indicate risk of cancer. All specimens and information will be stored for future research purposes but all personal identifying information will be removed and all names will be replaced by study numbers.

To make an appointment for the Oral Cancer Screening Program for yourself, a friend, or family member, call **716-898-1461**.

Terrace View Long-Term Care Commended for Favorable State Survey

Annual NYS Department of Health survey shows continuing improvement for long-term health care services



ECMC recently announced that the Terrace View Long-Term Care Facility demonstrated a continuing, positive level of improvement for the care of its residents based on a recent NYS Department of Health survey.

Sharon L. Hanson, Chair, Erie County Medical Center Corporation (ECMCC) Board of Directors said, "Thanks to the dedicated caregivers and staff at Terrace View, the quality and care for the residents continues to improve every year, highlighting the great professionalism and compassion of everyone associated with this tremendous facility."

Thomas J. Quatroche, Jr., Ph.D., ECMC Corp. President and CEO said, "ECMC's guiding mission is to provide every patient the highest quality of care delivered with compassion, which is reflected in Terrace View's very positive survey from state DOH. I commend all of the excellent

caregivers at this vitally important facility; they have demonstrated repeatedly their commitment to the residents they care for."

Anthony De Pinto, Administrator, Terrace View Long-Term Care said, "The entire staff at Terrace View has worked tirelessly and with great determination to annually improve the level of care they provide our residents. I am confident this type of effort will continue and our future state Health surveys will only get better."

Terrace View Long-Term Care Facility is a state-of-the-art residence that provides high quality care, comfort, skilled nursing services and rehabilitation services for seniors and others needing long-term care in a convenient location on the ECMC Health Campus in the Delevan-Gridler community of Buffalo. This highly efficient long-term care facility and nursing home is designed to be patient-centered with

a neighborhood design that focuses on the best care.

Terrace View is comprised of:

- **390-bed nursing home**
- **66-bed short-term rehabilitation area**
- **20-bed ventilation unit**
- **16-bed behavioral intervention unit**
- **10-bed bariatric unit**

Dedicated specialty beds for seniors with Alzheimer's and dementia residents receive 24-hour physician and skilled nursing care when needed and are right next door to all the resources and facilities of the ECMC hospital in the event of a serious illness or emergency.



ECMC Participates in Palliative Care Conference in San Antonio

The Terrace View Team shares the thoughts of Ellen Goodman on end-of-life decisions

The “Your Voice, Your Values” community outreach team at ECMC/Terrace View would like to encourage everyone to take time to talk with those you care about and give them the gift of starting the conversation about end-of-life decisions.

We'd like to share some thoughts from Ellen Goodman, award-winning national columnist and founder of The Conversation Project, about the importance of having the conversation.

“There is something both primal and intimate about the act of feasting on food and rich conversation,” writes Ms. Goodman. “We share stories like heaping platters of warm pasta and pass traditions along to the next generation like salt to flavor their lives.”

“Even in our fast food culture, we associate feasts and the people we love—and those we've lost—in an endless table of remembrance.”

“There is no feast quite so powerful as Thanksgiving with its iconic turkey, with the side dishes and stuffing that are as particular to our

families as DNA. For my family, the menu is as sacred as the lemon pie passed down from one generation to another.”

“Today, when families are scattered and distracted by every type of technological intruder, the holidays still set the stage for real, intimate, and open conversations. And so, we invite you at some point over the holidays, in between football and over leftovers, after the plates are cleared and rest of the pumpkin pie has been retired to the refrigerator, to talk turkey. We invite you to break bread and taboos, and to share your wishes across the generations for how you all want to live at the end of your days.”

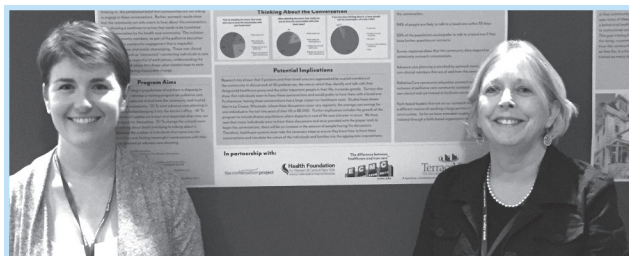
“When we started The Conversation Project, we knew that too many people were not dying in the way that they would choose. Too many survivors were left guilty, depressed, and uncertain about whether they had done the right thing for their loved ones. It seemed that everyone had a story—a story of a good death or a hard death. The difference was often whether they had their wishes expressed and respected.”

“We knew that we could make it easier. These conversations shouldn't happen in the ICU. Decisions shouldn't be left to a harried EMT or a doctor you've never met. You should decide in concert with the people you chose to speak for you if you can't speak for yourself. We need to talk at the kitchen table, before there is a crisis.”

“These are often seen as hard conversations. They are as tender as love and loss. We stumble and postpone them and assure ourselves that it's too soon—often until it's too late. But we can open this up; we can make this a feast of honesty, using stories and recipes as our utensils, talking and eating together, and making this a first course of intimacy and warmth.”

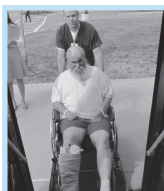
“Dinnertime conversation? You bet. A blessing over the turkey tetrazzini that makes up the leftover meal. Stories to tell that the children can hear about their elders and ancestors that include endings.”

“We invite you to start this new tradition, to tell stories, and to think easily, deeply, and with humor and honesty about this one universal experience and its humanity. In return, we promise comfort along with comfort food.”



Dr. Kathleen Grimm, ECMC, (on right) with Dr. Kate Lally, from Care New England are pictured in front of ECMC's “Your Voice, Your Values: The Conversation Project” poster at the Center to Advance Palliative Care (CAPC) National Seminar in San Antonio, TX. The poster highlights data collected from the community regarding changes in thinking about Advance Healthcare Decision-making and lessons learned by talking to people where they live, work, and pray about the importance of having the conversation.

Accessible Public Transportation – Don't Miss The Bus!



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. A sign-up sheet is located on the cupboard above the computers on the 8th Floor Therapy Gym.

Historic cardiology collaboration receives state approval!

Niagara Falls Memorial, Kaleida Health, ECMC, and Catholic Health will jointly operate cardiac catheterization laboratory in Niagara County

Four Western New York health systems have been granted state approval to implement an unprecedented collaboration that will make lifesaving cardiac care readily accessible to residents in Niagara County.

Niagara Falls Memorial Medical Center, Kaleida Health, Erie County Medical Center Corporation and Catholic Health will build and operate a cardiac catheterization laboratory ("cath lab") at The Heart Center of Niagara on Memorial's downtown Niagara Falls campus.

Plans call for ECMC to decertify one of its existing cardiac cath labs and transfer the license to the new joint venture at the Niagara Falls site. Recent approval by the Health Department's Public Health and Health Planning Council Albany will soon open the door for the partners to begin construction.

"Having a cardiac catheterization lab here will eliminate existing barriers to cardiac care and provide access to lifesaving diagnostic and therapeutic treatment close to home," said Niagara Falls Memorial President & CEO Joseph A. Ruffolo. "The leaders of the other participating health systems – Catholic Health's Joseph McDonald, Kaleida Health's Jody Lomeo and Tom Quatroche of ECMC – deserve a great deal of credit for setting competition aside and collaborating with us to do the right thing for the residents of Niagara County."

"ECMC is committed to working collaboratively with our regional healthcare partners to bring about better medical treatment for the patients we serve and provide better outcomes," said President & Chief Executive Officer Thomas J. Quatroche, Jr., PhD. "We are very pleased that New York State affirmed our focus on the patient and community, ensuring that this cardiac cath lab could be established at NFMHC and provide greater service to the residents of Niagara County."

"We are committed to the transformation of healthcare in Western New York and this project is going to have a significant impact on improving access to lifesaving cardiac care throughout the Niagara region," said Joe McDonald, President & CEO of Catholic Health. "I am pleased we were able to work collaboratively with our project partners to put the needs of area residents first."

"Today is a great day for the community, and in particular, Niagara County," said Kaleida Health President and CEO Jody Lomeo. "There was a demonstrated need and, together, we were able to leverage our collective strengths to address some of the health disparities in cardiac care. The collaboration between Niagara Falls, ECMC,

Kaleida Health and Catholic Health represents what is best for those we serve – the patients. They are the true winners here."

The cath lab project will not result in a major increase in patient volume across the Buffalo-Niagara region, but will make it more convenient for patients in Niagara County to access this specialized care closer to home. Currently, cath lab services are only available in Buffalo at ECMC, Catholic Health's Heart Center at Mercy Hospital and Kaleida Health's Gates Vascular Institute.

The Niagara County cath lab project will also enable the Western New York Performing Provider Systems to which the hospitals belong – Millennium Collaborative Care and Community Care Partners of WNY – to jointly address Delivery System Reform Incentive Program (DSRIP) projects to improve the region's cardiovascular health.

DSRIP is the statewide effort to fundamentally restructure the health care delivery system by reinvesting in the Medicaid program, with the primary goal of reducing avoidable hospital admissions by 25 percent over the next five years.

In their applications, the systems noted that heart disease is the leading cause of death in Niagara County and that significant health care disparities exist.

"African-American and Medicaid patient populations are undertreated and underserved.

Disparities also exist for other historically underserved populations such as Native Americans, mental health patients and people with developmental and intellectual disabilities," Ruffolo said.

"This project will accomplish three important objectives by eliminating barriers to care,

improving the management of cardiac disease through the use of best practices and waging a strong and sustained campaign to prevent heart disease," he added.

The \$2.18 million project will be funded through equity investments by each of the managing partners, with Kaleida Health, Catholic Health and Niagara Falls Memorial each holding 30 percent ownership, and ECMC a 10 percent interest. In addition, Memorial has been awarded a \$1.08 million grant through the NYS Capital Restructuring Finance Program that will be used to help offset the cost of cardiac catheterization equipment.

All four parties will actively participate in the cath lab's operation, appointing members to a clinical committee to manage the day-to-day operations of the facility and a management committee to oversee planning and financial operations. A medical director for the program and other physicians will be recruited from the partner hospitals.

The state's approval requires construction of the 4,145-square-foot facility to begin by July 1 and be completed by Feb. 1, 2017. The equipment selection process will begin immediately. Cardiac catheterization is a procedure for diagnosing and treating cardiovascular conditions in which a long thin tube called a catheter is inserted in an artery or vein in a patient's groin, neck or arm and threaded through the blood vessels to the heart.

The Niagara County cath lab will maintain 24/7/365 capabilities to perform emergency and scheduled elective procedures and interventions, including cardiac angiography, stent placement and balloon angioplasty.

ECMC Rehab Services hosts its Second Annual Rehab Symposium

This spring, ECMC and the ECMC Foundation held its second Rehab Symposium, titled “A Multidisciplinary Approach to the Neurologically Impaired Patient”. For this conference, many of the Rehabilitation Department’s experienced clinicians were invited to speak on a variety of topics pertaining to rehabilitation for patients with neurological diagnoses and impairments.

Area therapists, rehab professionals, and therapy students from the community were invited to learn about some of the unique and specialty services that are available at ECMC. The keynote speaker was Susan Bennett, PT, DPT, EdD, NCS, MSCS, who lectured on “Rehabilitation in Multiple Sclerosis: Promoting Functional Recovery and Neuroplasticity.” Other presenters included: Julie Buono, PT;

Gina Campanella, MS, CCC-SLP; Heather D’Errico, MS, CCC-SLP; Jennifer Dombrowski, OTR; Clare Ganey, PT; Donna Hamm, MA, CCC-SLP; Jaclyn Hensley, DPT, LMT; Angela Jocoy, MS PT; Erika Julyan, OTR; Lisa Keenan, PhD; Michael Koch, MS OTR; Theresa Liffiton, MS PT; Mark Livecchi, DMD, MD, MBA; Marcie Mazurkiewicz, MS Ed, CCC-SLP; Lori Miller, PT, DPT, NCS; Linda Mullen-Colkitt, OTR;

Lori Nicolini, PT; Kelly Parkhill, MS CTRS; and Janice Tona, PhD, OTR.

Over 110 people attended the conference which included a vendor fair. The symposium was presented by East Coast Orthotics and Monroe Wheelchair. The feedback from the attendees was overwhelmingly positive, and the department is starting to make plans for next year’s symposium.



National Organization Provides ECMC High Safety Rating in Annual Survey

Erie County Medical Center recently announced that 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, has rated ECMC’s overall safety score at ‘B’, which places it among 638 other hospitals across the country receiving such a score. The Leapfrog patient surveys assesses: medical errors, accidents, injuries, infections and patient experiences.

Thomas J. Quatroche, Jr., Ph.D., ECMC President and CEO said, “This updated hospital safety ranking, from such a widely respected national organization, is further evidence of the extraordinary work our caregivers perform every day in every facet of patient care. ECMC prides itself in providing our patients with the best possible experience and quality service while they are in our care. This important national

survey confirms that outside, independent assessors concur that ECMC is succeeding in our effort to provide true care.”

Dr. Brian Murray, ECMC Chief Medical Officer said, “This is a tremendously gratifying recognition of the high quality of care that our excellent caregivers provide to our patients. ECMC’s high standard of care is evident in every service area of the hospital and we take great pride in this type of outside affirmation.”

On its website, The Leapfrog Group states that they “strive to make giant ‘leaps’ forward in the safety, quality and affordability of health care in the U.S. by promoting transparency through our data collection and public reporting initiatives. The survey is a trusted, transparent and evidence-based national tool in which more than 2,500 hospitals voluntarily participate free of charge.”

Trusted, transparent and evidence-based national tool rates over 2,500 hospitals across the United States

Of the 2,571 hospitals issued a Hospital Safety Score, 798 earned an A, 639 earned a B, 957 earned a C, 162 earned a D and 15 earned an F.

ABOUT THE LEAPFROG GROUP: Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. Hospital Safety Score, Leapfrog’s other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.

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.

Durvalumab is a monoclonal antibody immune checkpoint inhibitor targeting programmed cell death ligand 1 (PD-L1). Expression of PD-L1 by tumors helps tumors avoid detection by the immune system. Durvalumab blocks this signal, empowering the patient's immune system to attack the cancer. Durvalumab has demonstrated clinical activity in end stage head and neck cancer patients with both PD-L1 positive and negative tumors in phase I studies.

Depending on the tumor PD-L1 status, determined at screening, eligible patients will receive monotherapy with either durvalumab or

tremelimumab (CTLA-4 inhibitor), or a combination of the two products for up to one year.

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

HAWK is a Phase II, single arm, multicenter global study assessing the efficacy of durvalumab monotherapy in patients who have confirmed PD-L1 positive tumors. Enrollment is currently active and competitive in nature.

CONDOR is a Phase II, randomized, 3-arm, multicenter global study. Patients with PD-L1 negative tumors may be randomized to receive either monotherapy with durvalumab or tremelimumab, or durvalumab and tremelimumab in combination. This study will assess the efficacy of both monotherapy regimens and the combination regimen in patients with PD-L1 negative tumors. Enrollment is currently active and competitive in nature.

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.

"We are pleased that ECMC was selected as one of a small number of providers to participate in these trials," stated Ritesh Patil, MD, MPH, Oncologist, Jonah Center for Oncology and Hematology at ECMC; and Assistant Professor, Hematology and Oncology, Jacobs School of Medicine and Biomedical Sciences, State University of New York at Buffalo. "More importantly, we are hopeful that with our participation and the participation of the other providers and qualified patients, AstraZeneca

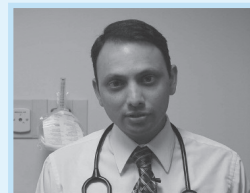
will be able to find a new treatment option for patients with recurrent or metastatic squamous cell carcinoma of the head and neck."

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 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

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About AstraZeneca: AstraZeneca is a global, innovation-driven biopharmaceutical business that focuses on the discovery, development and commercialization of prescription medicines, primarily for the treatment of cardiovascular, metabolic, respiratory, inflammation, autoimmune, oncology, infection and neuroscience diseases. AstraZeneca operates in over 100 countries and its innovative medicines are used by millions of patients worldwide. For more information please visit: www.astrazeneca.com.



Ritesh Patil, MD, MPH,
Oncologist, Jonah
Center for Oncology and
Hematology at ECMC;
and Assistant Professor,
Hematology and
Oncology, Jacobs School
of Medicine and Biomedical Sciences, State University
of New York at Buffalo.

Amanda Adams' abstract selected for presentation at International Nursing Research Congress



Amanda M. Adams,
RN, has been selected to
present her abstract at
Sigma Theta Tau
International's 27th
International Nursing
Research Congress in
Cape Town, South Africa

in July 2016. Ms. Adams, an ECMC oncology nurse who has been actively involved in the AstraZeneca Clinical Trial Studies, submitted her abstract, "Nutritional Intervention Effectiveness

in Oncology Patients Receiving Active Anti-Cancer Treatment: A Systematic Review," to the Sigma Theta Tau Honor Society of Nursing and was recently informed that her abstract has been selected for an oral presentation at the Congress to be held in Cape Town July 21-25.

Amanda's letter of acceptance from Sigma Theta Tau reads, in part: "The abstracts submitted were exceptional! The presentations selected are an excellent reflection of current nursing trends and timely issues. We look

forward to your participation in this prestigious event. The opportunity to collaborate with nursing scholars from around the world who are involved in the advancement of nursing science promises to be rewarding and stimulating."

Congratulations, Amanda, we are proud that you are representing ECMC at the prestigious International Nursing Research Conference in Cape Town!

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

Subject: **Emerging Models of Successful Collaboration with County Agencies**



Al Hammonds
Millennium Collaborative Care
Executive Director

As part of the New York State Department of Health "New York DSRIP Year 1: Launching PPS Transformation Efforts" symposium held 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.

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) OVERVIEW:

On April 14, 2014, Gov. Andrew M. Cuomo announced that New York finalized terms and conditions with the U.S. government for a groundbreaking waiver that will allow the state to reinvest \$8 billion in federal savings generated by Medicaid Redesign Team reforms. The DSRIP program is designed to stabilize the state's healthcare safety-net system and re-align the state's delivery system. The overarching goal of DSRIP is to help New York and its health care providers achieve the triple aim of improved population health, improved quality care, and controlled costs.

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

Bariatric leaders publish and present studies at conferences

Joseph A. Caruana, MD, Medical Director, and **Scott V. Monte, PharmD**, Clinical Pharmacist and Director of Research of Synergy Bariatrics, a Department of ECMC, continue to investigate clinical questions regarding the surgical management of obesity.

Their manuscript "Distal small bowel bypass for weight regain after gastric bypass: safety and efficacy threshold occurs at < 70 percent bypass" has been accepted for publication in the peer reviewed international journal *Surgery for Obesity and Related Diseases*. In addition, Dr. Monte presented "Metabolic effect of 70% small bowel bypass in poor responders to gastric bypass" at the International Federation for Surgery of Obesity in Vienna, Austria in August 2015. He also lectured on diabetes management of the bariatric surgery patient at the American Society for Metabolic and Bariatric Surgery annual meeting in November 2015 in Los Angeles.



Joseph A. Caruana, MD,
Medical Director

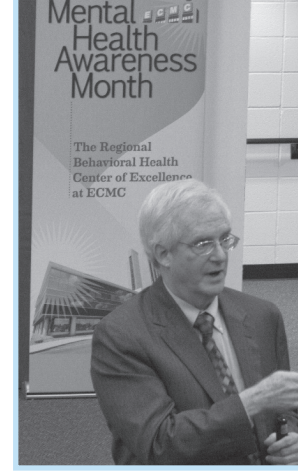


Scott V. Monte,
PharmD, Clinical
Pharmacist and Director
of Research of
Synergy Bariatrics

Dr. Shea leads training sessions on suicide assessment during Mental Health Month

On May 27, Dr. Shawn Christopher Shea, an internationally acclaimed workshop leader and innovator in the fields of suicide prevention, building resiliency, clinical interviewing, and improving medication adherence, led two three-hour sessions at the Smith Auditorium at ECMC. He is the creator of the highly acclaimed interviewing strategy for uncovering suicidal ideation and intent: the Chronological Assessment of Suicide Events (the CASE Approach).

Dr. Shea has been a recipient of an Outstanding Course Award presented by the American Psychiatric Association for his presentations at their annual meetings. He is a frequent presenter at the annual meeting of the American Association of Suicidology and at the Cape Cod Symposium where his course has been received with high evaluations. Dr. Shea has been a guest lecturer at the Harvard School of Medicine, McGill University, and the Mayo Clinic.



Mental Health Month Features Kids Escaping Drugs Presentation

In recognition of Mental Health Month and the issues surrounding children and drug abuse, a Kids Escaping Drugs presentation was held in May in the Smith Auditorium.



Mental Health Month Presentation Informs Attendees About Youth Trafficking

Tara Hughes, Program Coordinator, Trafficked Youth, at the International Institute of Buffalo (IIB) spoke at ECMC's Smith Auditorium during Mental Health Month. Attendees learned that human trafficking is increasing throughout the U.S. each year and that since the Human Trafficking Victim Services program began in 2007, the IIB staff has provided services to over 70 victims in the eight counties of Western New York. Because the identification of victims is so critical, the IIB trains service providers to recognize and report signs of potential human trafficking and provide assistance to victims.



During Mental Health Month ECMC Lead Autism Training for Law Enforcement and First Responders



Nationally recognized authority on autism Dennis Debbaudt, professional investigator and law enforcement trainer, was the featured speaker of "Autism Training for Law Enforcement and First Responders" at ECMC on May 18, 2016. As part of a series of ECMC Mental Health Month (May) events, this training session was presented by ECMC in conjunction with the Jacobs School of Medicine and Biomedical Sciences and Access to Psychiatry through Intermediate Care (APIC).

A parent rushes off with a kicking and screaming young child and observers believe the scene is child abduction. An individual displaying unusual behavior in a residential neighborhood is observed looking into homes and police are notified that a burglar is threatening homes. A teenager keeps moving products around on shelves in a department store and security determines that the person is in the act of shoplifting. While all of those situations may be true, it may also be as true that the persons engaged in the specific cited activities have Autism Spectrum Disorder (ASD) and the people that they first encounter, usually law enforcement or another first responder do not know that they are encountering a person with autism. To help law enforcement and first responders better recognize and understand someone who is autistic and then determine how best to interact with them, often in a crisis situation, ECMC recently hosted a training session for law enforcement and first responders about managing children, adolescents, and adults with autism in crisis situations. The two sessions were presented by ECMC, in conjunction with the Jacobs School of Medicine and Biomedical Sciences and Access to Psychiatry through Intermediate Care (APIC).

Nationally recognized authority Dennis Debbaudt was the featured presenter at today's sessions. A professional investigator and law

enforcement trainer who is the father of an autistic child, Mr. Debbaudt was first to address the interactions between law enforcement and people with autism in his 1994 report *Avoiding Unfortunate Situations*. He has since authored or co-authored over 35 articles and books on this subject; he has also produced innovative and acclaimed training videos for law enforcement and first responders such as paramedics, fire rescue, police, and hospital staff who may respond to an autism emergency. For over two decades, Dennis has presented his multi-media training for agencies including those in the United States and overseas.

ECMC Corporation President and CEO Thomas J. Quatroche Jr., PhD, said, "Dr. Michael Cummings has been a leader in innovative and successful practices for addressing and treating autism. By convening this training opportunity for law enforcement and first responders and bringing in a respected national expert such as Dennis Debbaudt is another example of ECMC leading in creative health care techniques and practices."

ECMC Associate Medical Director, Behavioral Health Services Michael R. Cummings, MD, said, "As our efforts through initiatives like APIC have increased our ability to better understand individuals with autism, to help them, their families and loved ones, we similarly want to

present to the community the knowledge and understanding of how best to interact with people who are autistic. Dennis Debbaudt was just the expert we wanted to join us today and help our law enforcement and first responders benefit from his depth of experience and knowledge. These types of training efforts will go a long way to building greater understanding of autism."

Dennis Debbaudt, Autism Risk & Safety Management said, "I have been training for many years and I was very happy to accept Dr. Cummings' invitation to come to ECMC and provide information that I believe will help law enforcement and first responders better understand autism and to give them a practical understanding of effective approaches when interacting with individuals affected by autism."

ABOUT AUTISM RISK & SAFETY MANAGEMENT: Autism Risk & Safety Management provides autism training and resources to law enforcement, emergency first responders, parents, educators, care providers, and the autism community.

Erie County Medical Center Celebrates Conclusion of Community Baby Shower

Annual Event Supports Moms & Babies Living Below the Poverty Line in Erie County



Erie County Medical Center (ECMC) celebrated the conclusion of the Community Baby Shower in April with a cupcake celebration to unveil the grand total of items they collected for the community.

ECMC hosted a community baby shower and collected essential baby items to help mothers living below the poverty line provide their babies a stronger start in life and to provide the support both moms and newborns need for a healthy beginning. From April 18th through April 27th, containers were located in the ECMC lobby for people to drop off their donations.

As a sponsor of the Community Baby Shower for the last 3 years, ECMC has played a critical role in ensuring that mothers most in need are receiving resources to help them raise a healthy and happy baby.

Thomas J. Quatroche, Jr., PhD, ECMC President and CEO said, "The challenges of parenthood can be difficult enough, especially when becoming a parent for the first time, but for those less fortunate in our community, the challenges can be overwhelming. Thanks to the hard work of our partners at the United Way, the Community Baby Shower helps to alleviate those difficulties and ECMC has been a proud participant in this very worthy effort. The support of our ECMC family is reflected in the essential baby items they have contributed and we are all thankful for their generosity."

Donations of diapers, wipes, digital thermometers, baby board books and other essential items for Erie County's youngest residents will be organized into "baby bundles" that will then be distributed to three United Way funded non-profit agencies that serve young families: Catholic Charities of Buffalo WIC program; Buffalo Prenatal Perinatal Network; and the Jericho Road Community Health Center Priscilla Project.

The Baby Shower was created in 2012 as a way to give moms and their babies a stronger, healthier start in life and has supported more than 3,000 young families since its inception. In Erie County,



thousands of babies are born into poverty and many face health risks due to a lack of prenatal care. Each week, nine babies are born to women receiving no prenatal care; 22 are born pre-term; 16 are low birth weight and one will not survive to reach one year of age.

Michael Weiner, United Way president and CEO commented, "ECMC has been very generous over the last three years in supporting new mothers through the Community Baby Shower. While many of us can identify with the stress of being a new parent, the added layer of poverty or health issues as a result of a pre-term or low birth weight baby can be overwhelming. By providing some of the essentials that young families need, our community can help give these families a better start, new hope and demonstrate that they have support for a stronger start in life for their babies."

ABOUT UNITED WAY OF BUFFALO & ERIE COUNTY: *The United Way of Buffalo & Erie County brings people, organizations, and resources together to improve community well-being. Through program funding, community collaborations and strategic initiatives in the areas of education, financial stability, and health and wellness, United Way helps children reach their full potential, adults and families achieve financial stability, and people of all ages achieve and maintain physical, social and emotional health. For more information, visit www.uwbec.org.*

ECMC Dental Residents Conduct Dental Exams and Oral Hygiene Screening at Buffalo Bills Mini-Camp

Third year for ECMC Dental Residents participating in Bills Mini-Camp

On June 13, ECMC's Dental Residents conducted daylong dental exams and oral hygiene screening for Buffalo Bills players at the team's training facility in Orchard Park. Each player had a dental exam and many had intraoral impressions taken to fabricate mouth guards. This marks the third consecutive year that ECMC has participated in this effort under the direction of Dr. Greg Hudecki, the Bills' team dentist. ECMC had six dental residents and two supervising dentists participate in the activity.

Dr. Rachael Rossitto, DDS, Director, ECMC Accredited General Practice Dental Residency Program, said, "This is a great opportunity for our department and residents to get out into the community and provide our dental health care services to organizations and individuals such as the Buffalo Bills players."

ECMC Corporation President and CEO Thomas J. Quatroche Jr., PhD, said, "ECMC is committed to providing quality health care services to the residents of Western New York and we are very pleased to partner with the Buffalo Bills to carry out this important dental care function as the team prepares for the upcoming season"

The Dental Clinic on ECMC's Health Campus offers a full scope of general dentistry for adults and their families, including: dental exams,

x-rays, dental cleanings, oral cancer screening, extractions, root canal, fillings, crowns, bridge work, partials and dentures, dental implants, and implant-retained dentures.



On June 13, 2016, ECMC Dental Residents conducted daylong dental exams and oral hygiene screening for Buffalo Bills players at the team's training facility in Orchard Park.

ECMC celebrates National Trauma Survivors Day with Dogs on Deck

As the region's only Level I Trauma Center, ECMC takes special pride in honoring our trauma survivors and those who were instrumental in their care. On May 18, National Trauma Survivors Day, EMTs and other emergency medical services personnel gathered to enjoy a lunch of grilled hot dogs and to salute the trauma survivors at ECMC.



ECMC Police: Our Unsung Heroes

Probably not many of us think about the ECMC Police and the duties they perform every day. But their role on the ECMC campus is vital to everyone's safety and wellbeing. In addition to their work on the main campus they also perform valuable services at our off-site clinics. Yet most of us have no idea of what or how much they do. For example, do you know how many policemen and women we have on staff, or what the safety assistants do (the ones who wear the blue shirts)? Most of us don't know their exact titles or what the purpose and role of the police dogs is. How many calls a month do you suppose they receive to let employees into their offices when we don't have our keys and how many codes are they called to? How many cameras are monitored at a time, how many security cameras are there on site, and how do the police assist with investigations? Most of us would not be able to even a small number of the things they do. We should know, however, that they are always available to accompany us to our cars at night in case anyone feels the need to have the comforting presence of an escort to their car. In upcoming issues of Pulse, we will attempt to answer some of these questions and spotlight the vital role our ECMC police have on our campus.

ECMC Physical Therapy Dept. at School 84 Earns Clinical Education Award



Displaying their Clinical Education Award are Public School #84 ECMC Physical Therapy staff and Associated Physical and Occupational Therapy (APOT) staff including (l. to r.) APOT staff members Katie Fetter; Kaitlyn Russo; Emily Coutts; Ben Chen; and Lauren Patterson; ECMC senior physical therapist Lori Miller, Sr. PT; APOT staff members Michelle Zyhowski and Lindsay Colbert; and ECMC physical therapist Courtney Cholis, PT.

The Physical Therapy Department at Public School #84 Health Care Center for Children at ECMC was recently awarded the "Outstanding Center for Physical Therapy 2015 Clinical Education Award" by the New York / New Jersey Physical Therapy Clinical Education Consortium.

School #84 Health Care Center for Children, located on the ECMC Health Campus, is the designated school in the district for students with severe disabilities and illnesses and has 165 students in grades K-12. ECMC provides one senior physical therapist and one staff physical therapist at the school.

The winner of this award demonstrates the following criteria: promotes best practice, offers a diverse or advanced clinical experience to physical therapy students, has well designed clinical teaching methods and/or materials and demonstrates outstanding communication skills with students and academic programs.

ECMC Corporation President and CEO Thomas J. Quatroche Jr., PhD, said, "This recognition is a testament to the expertise, dedication and quality care delivered each day by ECMC physical therapists and all the caregivers throughout our organization. We are proud to partner with School #84 in providing such critically important services to the students, helping to improve their educational experience and their overall quality of life."

The nomination was made by the clinical education staff from D'Youville College. A ceremony to present this award took place recently at School #84. Representatives from D'Youville College, Daemen College, the University at Buffalo, ECMC, Associated Physical and Occupational Therapists and former physical therapy students of School #84 were present during the award presentation.

THE MISSION OF SCHOOL #84 HEALTH CARE CENTER FOR CHILDREN @ ECMC IS TO: Provide an alternative, individualized, learning environment for students to develop and maximize their abilities to become more independent, contributing members of society. More about School #84 is at: www.buffaloschools.org/HealthCareCenter84.cfm

THE MISSION OF THE NEW YORK / NEW JERSEY PHYSICAL THERAPY CLINICAL EDUCATION CONSORTIUM (NYNJPTCEC) IS TO: The mission of the NYNJPTCEC is to promote excellence in clinical education by fostering collaboration between academic and clinical faculty, providing educational opportunities to the clinical education community, and sponsoring scholarship in the area of clinical education. More information is accessible at: www.nynjclined.com

ECMC at the Juneteenth Festival



ECMC was proud to participate in this year's 41st annual Juneteenth Festival held in historic Martin Luther King, Jr. Park on June 18th and 19th. The Mobile Mammography Coach joined approximately 1,500 participants in the festival's dynamic and colorful parade. ECMC teamed up with the National Witness Project to provide information on the benefit of early mammography screening. ECMC staff also operated booths throughout the two-day event to provide festival attendees with healthy lifestyle information addressing obesity, pedestrian safety, sexual assault awareness, rehabilitation medicine, and an innovative approach to stroke education. Other approaches to increasing health awareness included human resources outreach and promoting the ECMC Foundation's Farmers' Market on Grider Street.



Frostbite victims get hats, gloves and socks, thanks to students at the Jacobs School of Medicine and Biomedical Sciences at UB

ECMC attending surgeon and UB assistant professor of surgery Dr. Raphael Blochle trained medical students Steve Gangloff and Chelsea Ciambella while at ECMC, where they observed the many amputations due to frostbite and decided to do something about it. ECMC social worker Sheila Kennedy works directly with Prescription4Warmth and Steve and Chelsea to help distribute the warm weather gear to homeless patients who are treated at ECMC.



(l. to r.): UB medical students Steve Gangloff and Chelsea Ciambella, ECMC social worker Sheila Kennedy, and ECMC attending surgeon and UB assistant professor of surgery Dr. Raphael Blochle at the media event explaining the purpose of the organization "Prescription4Warmth" and displaying some of the new items (winter hats, gloves and socks) to be given by ECMC and the Lighthouse Clinic to the homeless.

Frostbite so severe that it requires the removal of a limb or finger should be rare in an American city in the 21st century. But last year, two UB med students—Steve Gangloff and Chelsea Ciambella—found out how common it is among some populations. During their rotation in vascular surgery at ECMC last winter they became familiar with frostbite and its devastating consequences.

"I was actually shocked," recalled Gangloff. "I had no idea that amputations were so common. Every single day we were doing an amputation." The leading causes were diabetes and frostbite.

"I was awestruck by the fact that the disfiguring surgery was easily preventable with proper winter apparel," added Ciambella. "It was clear that there was an opportunity to better serve our community."

That realization led them to start asking frostbite patients if they owned hats or gloves. Most did not. So the students founded Prescription4Warmth, a nonprofit organization dedicated to purchasing new hats, gloves and socks for frostbite victims.

Since last year, Prescription4Warmth, through an effort with ECMC and the Lighthouse Clinic, has provided approximately 600 frostbite patients with warm hats and gloves. As a result of increased donations to the group, patients now also receive thermal socks, chapstick and information on how to avoid frostbite in the future.

Gangloff and Ciambella also treat frostbite at the Lighthouse Clinic in Buffalo, a nonprofit, drop-in clinic for uninsured patients that is managed, funded and staffed by UB medical students and faculty physicians. Most frostbite patients are uninsured and most are homeless or have a psychiatric illness. One of the worst cases at ECMC was a homeless man who had fallen asleep in the snow.

"This patient had deep frostbite in all 10 of his fingers, meaning the tissue was completely dead in each finger," Gangloff recalled. "He required an above the knuckle amputation of every finger, including his thumbs."



During a news interview, ECMC attending surgeon Dr. Raphael Blochle explains the effect of excessive/prolonged exposure to extreme cold on the body in order to bring greater attention to the plight of the homeless. He also compliments UB medical students Steve Gangloff and Chelsea Ciambella (in background) for taking the initiative to help the homeless.

After surgery, the patient required physical and occupational therapy to learn how to use eating utensils specially designed for amputees.

"The surgery ultimately saved his life, because the necrotic tissue can cause sepsis and death if not treated promptly," Gangloff said, adding that once the frostbite progresses that far, there is no hope for tissue re-growth or recovery.

"He was a grateful, kind, and humble man who was very appreciative of the help we gave him," he recalled. "This encounter was one of my most emotionally moving experiences in medical school."

Gangloff and Ciambella are inductees of UB's Richard Sarkin/Medical Emeritus Faculty Chapter of the Gold Humanism Honor Society (GHHS) the national honor society of peer-selected medical students who exhibit compassion and humanism toward patients and their fellow classmates.

"Steve was asking, 'how could this happen in 2015?'" recalled Marcia Sarkin, who runs the Richard T. Sarkin Foundation for Medical Education in memory of her late husband, a UB professor of pediatrics. "It was eye-opening."

The students obtained a donation from the foundation, which supports local students inducted into the GHHS. Members of the foundation's board were supportive and solicited additional donations from alumni.

"We utilize 100 percent of donations for the purchase of warm items," said Gangloff. "We stretch the money as far as we can by purchasing items in bulk from wholesalers."

The Richard Sarkin/Medical Emeritus Faculty Chapter recently voted to include Prescription4Warmth as one of its official activities.

"Steve and Chelsea didn't just have the idea, but they also made sure that when they graduate this spring, Prescription4Warmth will continue," said Sarkin.

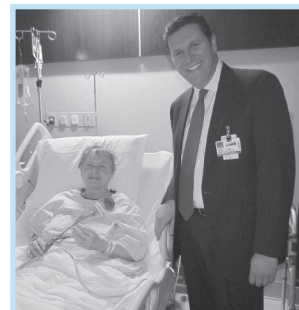
(This Pulse report is based on an article by UB medical reporter Ellen Goldbaum)

Girl Scouts Paint Healing Ceilings during Paint Nite at ECMC

The Girl Scouts of Western New York and ECMC staff members teamed up to design and paint ceiling tiles to brighten the lives and lift the morale of ECMC patients. The colorful ceiling tiles will be placed in hospital rooms to bring cheer to the décor and enhance the ECMC patient experience. Participants included Sara Roberts, Girl Scout Advisor; Sheree Canfield, Paint Nite Instructor; and ECMC employees and friends.



ECMC Leadership brightened Patients' & Residents' Valentine's Day with Flowers



"True Care" makes a difference for every patient during their hospital stay. At ECMC and Terrace View, all staff members are dedicated to the overall positive experience of patients and residents. This was demonstrated on Friday, February 12th, in celebration of Valentine's Day.

Flower arrangements were presented by ECMC Executive Leadership. Patients and residents received red, white, and pink carnations decorated with an "ECMC Cares" ribbon, and a heart graphic.

Treating patients/residents with compassion goes beyond medical care. A kind word, a smile, a laugh, or in this case, a flower arrangement, brightens patients'/residents' days, lifts their spirits, and makes their experiences more pleasant. It is what ECMC calls "True Care."

Reinvestment Fund and Robert Wood Johnson Foundation Name Buffalo One of 50 Invest Health Cities

Buffalo to join innovative, national program to improve health in low-income neighborhoods

The City of Buffalo has recently been selected by Reinvestment Fund and the Robert Wood Johnson Foundation to take part in the new Invest Health initiative. Invest Health is aimed at transforming how leaders from mid-size American cities work together to help low-income communities thrive, with specific attention to community features that drive health such as access to safe and affordable housing, places to play and exercise, and quality jobs.

Buffalo was selected from more than 180 teams from 170 communities that applied to the initiative. Cities with populations between 50,000 and 400,000 were asked to form five-member teams including representatives from the public sector, community development, and an anchor institution, preferably academic or health-related. The Buffalo team comprises representatives from the City of Buffalo, Erie County Medical Center, the Buffalo Urban Development Corporation, University at Buffalo, NeuWater Associates and the P2 Collaborative, and will develop a sustainable food system business with job training, community development and healthy living services at the core of the work.

"The Erie County Medical Center views the Invest Health program as a natural fit for our efforts to be a great neighbor on Buffalo's East Side," said Thomas J. Quatroche, Jr., PhD, President & CEO of ECMC. "The approach taken by the leadership team recognizes that



P² Collaborative
of Western New York

Creating the healthiest community,
One neighborhood at a time

health is impacted by a wide variety of factors. Supporting community development, job training and job creation as well as other issues that do not fall within traditional definitions of health care is a more effective approach to driving improvements in population health. The multi-sector partners on the Invest Health leadership team will drive great improvements in this community."

Mid-size American cities face some of the nation's deepest challenges with entrenched poverty, poor health, and a lack of investment. But they also offer fertile ground for strategies that improve health and have the potential to boost local economies. The program has the potential to fundamentally transform the way Buffalo improves opportunities to live healthy lives by addressing the drivers of health including jobs, housing, education, community safety and environmental conditions.

"With a long history in community development finance, we are excited to help create a pipeline to channel capital into low-income communities through public and private investments," said Amanda High, Chief of Strategic Initiatives at Reinvestment Fund. "Our goal is to transform how cities approach tough challenges, share lessons learned and spur creative collaboration."

"Public officials, community developers, and many others have been working in low-income neighborhoods for years, but they haven't always worked together," said Donald Schwarz,

MD, MPH, MBA, RWJF Vice President, Program. "Invest Health aims to align their work and help neighborhoods thrive by intentionally incorporating health into community development."

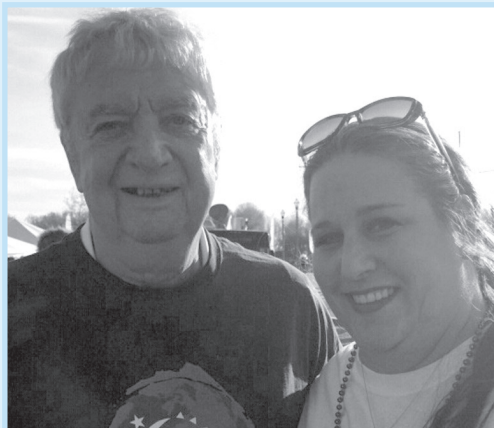
Buffalo's projects will explore a broad range of ideas from developing hydroponics, farmers' markets and aquaponics to food service jobs, community development and healthy living programs. Examples include developing a farmers' market for local residents and the creation of a healthy foods production and distribution hub that will create jobs and make affordable, healthy foods available for residents throughout the City of Buffalo. Project teams will travel to Philadelphia for a kick-off meeting on June 7th and will meet regularly to share lessons learned throughout the 18-month project. A full list of awardees and more information is available at www.investhealth.org.

About Reinvestment Fund: *Reinvestment Fund is a catalyst for change in low-income communities. We integrate data, policy and strategic investments to improve the quality of life in low-income neighborhoods. Using analytical and financial tools, we bring high-quality grocery stores, affordable housing, schools and health centers to the communities that need better access—creating anchors that attract investment over the long term and help families lead healthier, more productive lives. Learn more at reinvestment.com.*

About the Robert Wood Johnson Foundation: *For more than 40 years the Robert Wood Johnson Foundation has worked to improve health and health care. We are striving to build a national Culture of Health that will enable all to live longer, healthier lives now and for generations to come. For more information, visit www.rwjf.org. Follow the Foundation on Twitter at www.rwjf.org/twitter or on Facebook at www.rwjf.org/facebook.*

American Cancer Society Relay for Life of Buffalo

On May 20th, 45 ECMC employees and their family members came to Canalside to walk as survivors and caregivers at the Relay for Life. Team ECMC was led by Captain Kathi McGowan from Head & Neck and Plastic Surgery, and \$3,575 was raised in donations for the American Cancer Society. All survivors were guests of honor and received a free t-shirt and complimentary dinner in the VIP tent hosted by 716 Food and Sport. Rick Jeanerette was honored as the Cancer Survivor of the year.



Pastoral Care Week at ECMC

By Rev. Dr. James A. Lewis, III, Director, Pastoral Care Department

The Pastoral Care Department of the Erie County Medical Center celebrated its 21st Annual Pastoral Care Week observance on October 24 with a brunch in the second floor cafeteria.

In recognition of the theme, we saluted chaplains, volunteers, caregivers, and staff for their dedicated service throughout our community. Our keynote speaker was the Rt. Rev. R. William Franklin, Episcopal Bishop of Western New York.

In conjunction with the theme "Spiritual Care Together," we combined our efforts with the Unyts Clergy Education Day. Today in the United States, over 123,000 people are on the national transplant waiting list for a life-saving organ transplant, while thousands more need life-enhancing tissue transplants. Additionally, every 2 seconds someone is in need of blood.

People are often unaware of the attitudes of their faith toward donation. Most major religions support donation as an act of human kindness. With your help, we can eliminate this very common misconception and save more lives. This celebration of life will cover the important role of faith in donation, and specify the various ways that faith leaders and the community can be involved in increasing awareness. For more information regarding Unyts or donation, please contact Esmeralda Sierra at esierra@unyts.org or 716-512-7955.



A singular honor, to the power of two.

ECMC is proud to congratulate two of our own on being named Healthcare Champions. Audrey and Debbie, thank you for sharing your compassion and expertise—and for your excellence in showing our community the difference between healthcare and true care.



Audrey Hoerner, MS, APRN, BC
Unit Manager /
Burn Treatment Center, ECMC



Debbie Clark, CRA, RT, R
Assistant Director /
Radiology/Imaging, ECMC

Above and beyond. And under 30.

At ECMC, we pride ourselves on bringing the ultimate in quality patient care, no matter the circumstances—and caregivers like Emergency Room Technician **Brandon Vizzi** make it possible. Congratulations, Brandon, on being honored among the 30 Under 30, and thank you for doing all you do for our patients and our community.



Daisy Award Winners

Stephanie Blair



Stephanie Blair, RN, of 10 North was the recipient of the Daisy Award in January 2016. Stephanie received her nomination from a patient she cared for on her floor. She was honored for her integrity, her compassionate care, and her ability to make the patient feel at ease. The patient felt that Stephanie personified the ECMC mission of compassionate care while attending to her at all times. Stephanie is a relatively new employee at ECMC and is already making a positive impact on our patients. We are so proud of her and this recognition that she deserves!

The Daisy Award is a national recognition to honor the amazing work nurses do for patients and families every day. Nominations are submitted by a patient or family member to applaud the nurse's dedication and compassionate care during the 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. Please submit all nominations for the Daisy Award to Nicole Knox at nknox@ecmc.edu or in her mailbox at the Nurse Staffing office.

Congratulations, Stephanie!

Kimberly Degnan



Kimberly Degnan, RN, of 10 North was the recipient of the Daisy Award in March 2016. Kim was nominated by a kidney transplant family after she sat with them and eased their fears and anxiety. The family was so impressed and touched by Kim's care that they wrote a beautiful nomination letter to our Daisy Committee. Kim is known for her great patient centered care and we are proud of her for this achievement.

The Daisy Award is a national recognition to honor the amazing work nurses do for patients and families every day. Nominations are submitted by a patient or family member to applaud the nurse's dedication and compassionate care during the 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. Please submit all nominations for the Daisy Award to Nicole Knox at nknox@ecmc.edu or in her mailbox at the Nurse Staffing office.

Congratulations, Kimberly!

Jennifer Weierheiser



Jennifer Weierheiser, RN, has been honored as a Daisy Award winner. Jennifer started her career as a nurse at ECMC in May of 2015. She graduated from Erie Community College in 2014 and is currently a nurse on the 7th Floor, Zone 2. With all her patients and families, Jen takes the time to connect on a personal level. For example, Jen was able to make one grateful

92-year-old woman feel like her wishes and concerns were always addressed, while providing emotional support and allowing for the patient to maintain her independence. Jen's care, compassion, humor and respect for the patient and for the traumatic event she had experienced gave the patient and her family the coping skills to get through each day with small victories and hope for more. Jen anticipated the needs of the patient and her family and came up with creative solutions to meet those needs. We are very fortunate to have Jennifer as part of our team because she exemplifies our mission and values to treat each patient with the highest level of quality care. Jen's compassion and caring presence in this patient's ECMC experience has been praised by her peers and colleagues.

Congratulations, Jennifer!

ECMC hosts 2016 Critical Care Nursing Conference

The Erie County Medical Center Corporation (ECMCC) recently held the Critical Care Nursing Conference for 2016, "Basing Your Practice on the Evidence." The annual conference is designed to provide knowledge of the best practices, current trends, and contemporary topics pertaining to the care and management of the critically ill patient. Through the knowledge and experts in the field, nurses are able to base their practice on the evidence. The day-long event was held at Salvatore's Italian Gardens.

The keynote address, *Multisystem Effects of Brain Injury*, was presented by Karen McQuillan, RN, MS, CNS-BC, CNRN, FAAN, President, American Association of Critical Care Nurses, R Adams Cowley Shock Trauma Center, University of Maryland Medical Center. Other conference topics/speakers included: *When Critical Care & Radiology Meet* by Michelle Ding, DO, Chief of Radiology, Veterans Affairs of WNY and Erik Diring, DO, Critical Care Attending Physician, Kenmore Mercy Hospital; *Infectious Diseases in the Critically Ill* by Graziella Furnari, PharmD, BCPS, Clinical Pharmacy Specialist, ECMC; *The Significance of Trauma-informed Practices in the*

Provision of Palliative Care in a Critical Care Setting by Kathleen Grimm, MD, Director of Palliative Care, ECMC, and Sandra Lauer, BSN, RN, Director of Continuum of Care, ECMC; and *Strategies for Sustainability When Infections Are Going in the Wrong Direction* by Kathleen Vollman, MSN, RN, CCNS, FCCM, FAAN, Clinical Nurse Specialist/Consultant.

For more information about ECMC nursing education conferences, contact Cheryl Nicosia, RN, MS, CCRN, Case Manager, Surgery, ECMC, at 716-898-4490 or at cnicosia@ecmc.edu

Springfest 2016 Events... largest fundraiser in ECMC history!



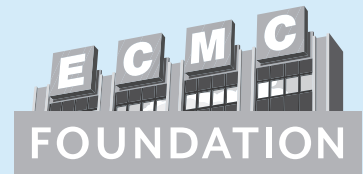
It's never too early to think about springtime in Western New York and spring ahead on your social calendar to circle the date of Saturday, May 13th. While it's a little too early to reveal our outstanding entertainment for next year's **ECMC Springfest Gala**, you can reserve your tickets well in advance. Every year, the event sells out early and payroll deductions also begin

after the first of the year. Hence, you're better off benefiting from purchasing your Springfest tickets well in advance! For more information on ticket sales and table reservations, contact the Foundation office.

Tickets for the \$10,000 cash raffle will also go on sale in the Foundation office after January 1st. The Pre-Party Auction and Raffle is set for March 21st, 2017 at Salvatore's Italian Gardens where the winner of the raffle will be chosen in a reverse draw. Look for ticket information after the first of the year and consider supporting the Pre-Party Auction by attending a gift gathering party or donating an item to the ECMC Foundation for the auction. All proceeds raised through the Pre-Party and Gala directly support programs and patients of ECMC.

We'd also like to congratulate the 2016 ECMC Distinguished Service Honorees; Dr. Gregory Bennett-Physician Honoree, Dawn Walters-BSN, RN-Nursing Honoree, NYS Assemblywoman Crystal Peoples-Stokes and NYS Senator Michael Ranzenhofer Community Service Honorees. All were recognized this past May 8th at **Springfest Gala 2016** for the outstanding contributions they've made to the ECMC community. The Pointer Sisters headlined an evening of live entertainment which also featured Sister Sledge and Buffalo's own DJ Milk spinning tunes at the after-party. **Presented by LP Ciminelli**, Springfest Gala 2016 drew a crowd of over 1500. A special thank you goes out to all of our supporting sponsors for their continuous support including **Platinum Sponsors: Pegula Sports & Entertainment, Apogee Physicians Group, M&T Bank, Great Lakes Medical Imaging & UBMD Physicians Group; Entertainment Sponsor: Russell's Steaks, Chops, & More; Floral Sponsor: TOPS Markets; and Gold Sponsors: Kaleida Health, McGuire Development, McGuire Healthcare Facilities, Morrison Healthcare Food Services, and The Quatroche Family.**

9th Annual ECMC Summer Youth Internship Program A Huge Success!



Hospital program continues to stand as the only such program in the region

On June 29, the Erie County Medical Center Corporation's (ECMCC) 9th Annual Summer Youth Internship Program held an orientation for 125 high school students who will participate in a four-week comprehensive self-development

program for area high school students administered by the ECMC Foundation. Fifty percent of the participating students come from Buffalo Mayor Byron Brown's Summer Youth Employment and Internship Program.

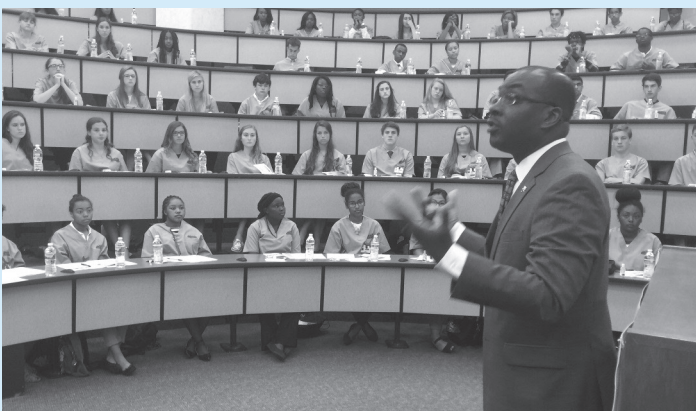
Buffalo Mayor Byron Brown said, "My annual summer youth employment and internship program has put thousands of young people from neighborhoods all throughout our city to work and this opportunity at ECMC will provide these high school students with real-life health care workplace experience, where they'll see firsthand the demands of a critically important work environment that has such an important impact on the lives of citizens. I am very appreciative and thankful that ECMC partnered with my Administration on this very worthy summer youth employment initiative, providing valuable work experience that will lead our children to realize a brighter future."

ECMCC President and CEO Thomas J. Quatroche, Jr., Ph.D. said, "Healthcare is a growing industry in Western New York, and ECMC is proud to play our part to educate our youth and provide opportunities to serve the patients of our community. These students are brought into the daily workings of ECMC and are provided an in-depth understanding of how our hospital functions and cares for the patients we serve. Thanks to the strong support of Mayor Brown and the ECMC Foundation, this an excellent opportunity for the students to become better acquainted with the important role hospitals play in serving our community."

The program offers summer interns a 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 includes 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 Internship Program include: an 80% overall GPA; two letters of recommendation from their school; 14–17 years of age; attendance of 10th, 11th or 12th grade in the Fall of 2016, medical assessments, working papers, parent permission and a successful completion of a personal interview. ECMC's Summer Youth Internship Program is a two-year program, where participants, if they maintain the required academic GPA, can return the following summer for the second year of the summer internship.

This summer, participating high schools include: Alden; Amherst Central; Buffalo Academy for the Visual and Performing Arts; Buffalo Academy of Science; Buffalo Academy of the Sacred Heart; Bishop Timon St. Jude; Canisius; Cardinal O'Hara; Charter School of Applied Tech; Cheektowaga Central; City Honors; Clarence; Cleveland Hill; Depew; East Aurora; Global Concepts Charter; Grand Island; Hamburg; Health Science Charter; Hutchinson Central Technical; Kenmore West; Lakeshore Central; Lancaster; Leonardo DaVinci; Maryvale; McKinley; Mt. Mercy Academy; Middle Early College HS; Nardin Academy; Newfane; Nichols School; North Collins; Olmsted; Orchard Park; Park School of Buffalo; St. Joseph's Collegiate; St. Francis; Saints Tabernacle School of Excellence; Springville Griffith Institute; Tapestry Charter; Williamsville East; Williamsville North; and Williamsville South.

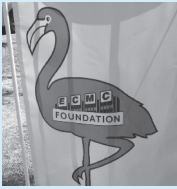
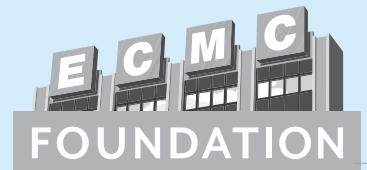


Buffalo Mayor Byron Brown speaks to ECMC Summer Youth Internship Program interns during kick-off event held on 6/29/16.



Thomas J. Quatroche, PhD, President & CEO, ECMCC; and Buffalo Mayor Byron Brown pose with 2016 interns during ECMC Summer Youth Internship Program kick-off event held on 6/29/16.

Subaru Chase Brings Out Top Runners and Support for ECMC



The 36th running of the Subaru Buffalo 4 Mile Chase was held on Friday, July 15, 2016 at 7pm in the Elmwood Village and attracted over 1180 runners along with world class athletes from 50 states and 25 foreign countries.

A crowd gathered to cheer on the runners and the evening concluded with a post-race party featuring beverages and food from Elmwood restaurants plus a live musical performance by Leon & The Forklifts.

ECMC was the benefactor of this year's fundraising efforts and we sincerely thank the runners, volunteers, and sponsors who raised vitally needed funds for hospital support Initiatives.

This year's sponsors included West Herr Subaru, Northtown Subaru, Adpro Sports, LP Ciminelli, Kaleida Health, Apogee Physicians, M&T Bank, Sinatra & Company, Ellicott Development, Great Lakes Imaging, Pegula Sports and Entertainment, the Quatroche Family, and Ronco.



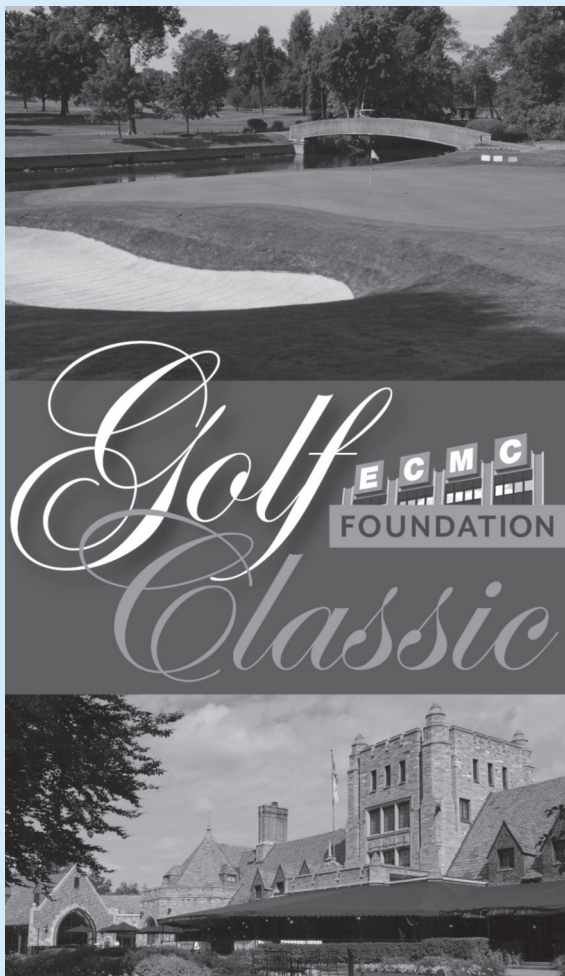
ECMC Women's Team Finishes 3rd in the 2016 Corporate Challenge



The 36th JP Morgan Chase Corporate Challenge was held on Thursday, June 23rd in Delaware Park. ECMC was well represented with 280 runners and walkers among the 12,488 participants from 383 companies. Special congratulations to the Women's Team, who finished in third place overall!

ECMC's top four finishers in the Men's Division were: Alex Simon (19:50), Peter Davidow (20:34), Bob Vail (23:42), and David Monat (24:06)

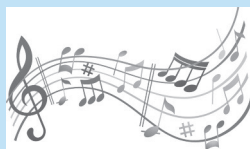
The ECMC Women's Team (l. to r.):
Anne Veith (24:42), Christina Petry (26:47),
Amy Eustace (26:00), and Elley Newton (27:49).



2016 ECMC Foundation Golf Classic

Park Country Club was the setting for the annual ECMC Foundation Golf Classic on Monday, August 8th. The day began with 72 golfers in the morning, followed by a 144 golfers for afternoon play. All participants experienced a great day of golf, food and games. The annual Tournament is one of the ECMC Foundation's longest running signature events and continues to gross over \$250,000 annually to support hospital initiatives funded through the ECMC Foundation. The Golf Classic is presented by LPCiminelli, with generous support from Russell's Steaks, Chops, & More; and Tom & Jodi Quatroche, along with dozens of other community partners.

Tuesdays at the Terrace



Tuesdays at the Terrace is a free concert series that takes place in the Terrace View Courtyard every Tuesday from 6:30pm-7:30pm during the months of July and August.

Residents at Terrace View along with their guests and ECMC employees are encouraged to attend the weekly concert series featuring live performances by some of WNY's most talented musical artists and bands. A broad array of musical genres will be performed to please audience members of all ages, including classic and acoustic Rock n' Roll, Jazz, Pop, A Cappella, Blues, and R&B.

Funding for **Tuesdays at the Terrace** is being provided by ECMC Foundation. For more information about the musical schedule or sponsorship opportunities, please contact ECMC Foundation office at (716) 898-5800.

Tuesday's at the Terrace 2016 Live Music Calendar:

8/16 Jack Civiletto Sings
Sinatra

8/23 Daryl Brown and
Friends

Holland Speedway— A Day at the Races



Enjoy the excitement of NASCAR Racing on Saturday, August 13th at Holland Speedway. Gates open at 5:00pm for the first ECMC Day at the Races hosted by ECMC Board Member and Holland Speedway owner Ron Bennett and his family. All employees are eligible for 4 free tickets with additional tickets available for purchase at the discounted rate of \$5.00 each. Tickets will be available for pickup starting on August 3rd at the ECMC Company Picnic. For more information, contact the Foundation offices at 898-5800.

3rd Annual 9 and Dine Employee Golf tournament

Don't miss out on a fun day at the 3rd Annual ECMC Employee 9 and Dine on Friday, August 19th at Diamond Hawk Golf Course. Golfers enjoy 9 holes of golf, pre-golf BBQ buffet, contests and beverages on the course, dinner and 2 drink tickets. Not a golfer? Come and enjoy the post-play reception with everyone! Sign up now to enjoy golf for \$79 per person and reception only at \$35 per person. 9 and Dine price increases to \$89 after August 5th. Stop by the Foundation office or email Amanda Armstrong at aarmstrong@ecmc.edu for registration information.

ECMC Farmers Market Serving the Neighborhood Again This Summer



The ECMC Farmers Market at Grider, sponsored by M&T Bank, continues its 7-year tradition of making fresh fruits and vegetables available each Friday to the Delevan-Grider Community. With no local supermarket in the neighborhood, the Market provides a critical resource for residents looking for healthy eating options.

Desi's Produce will provide the majority of fruits and vegetables at this year's market and the Double Up Food Bucks Program is being offered again, which allows participants to receive \$1 for every dollar spent at the market. Food For All, The Cornell Cooperative Extension – Eat Healthy New York, and Just Say YES to Fruits and Vegetables will also provide free food demonstrations every Friday and community outreach

organizations will be present throughout the summer.

The Free Summer Lunch Program and Power of the Produce (POP) will also debut for the first time this year. The programs are geared toward educating children under the age of 18 about the benefits of eating wholesome foods and leading healthy lifestyles. Program participants will receive a \$2.00 coupon that can be applied to purchasing fresh produce at the market each week.

Some of the region's best food trucks will also be on hand each week of the Farmers Market at Grider which runs through September. The Market will be closed for the holiday weekend on Friday, September 2nd.



Billieve Weekend Will Feature Buffalo Bills and Mobile Mammography



Friday, October 14th kicks off Billieve Weekend in Western New York with the annual Billieve VIP party at 716 Food & Sports. Members of the Buffalo Bills and their families will be on hand to show their support for breast cancer awareness and the ECMC Mobile Mammography Coach.

The fun will begin with a Friday night kickoff party with food and entertainment. On Sunday the 16th, the Buffalo Bills will play the San Francisco 49ers at Ralph Wilson Stadium and once again show how much they Billieve in supporting Breast Cancer Awareness and the ECMC Mobile Mammography Coach. The first 50,000 fans through the gate will receive a special limited edition Yowie courtesy of ECMC and Adpro Sports. ECMC breast cancer survivors will be honored at pre-game festivities on the football field as part of the NFL's Crucial Catch Campaign.

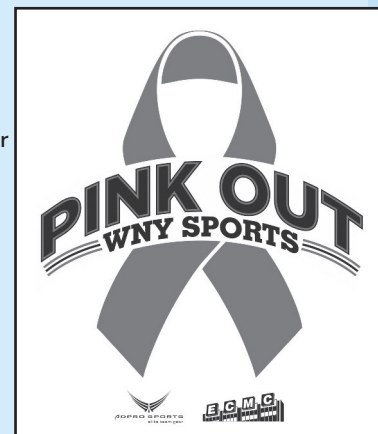


Pink Out WNY Sports

Throughout the month of October area high school athletes will also be promoting awareness of the importance of early detection of breast cancer while raising funds to support the ECMC Mobile Mammography Coach. Football teams are being encouraged to participate in the 4th Annual Western New York High School Football Challenge.

Local high school teams will sport pink Nike gear just like the pro's while raising funds for the Coach. Interested teams can sign up at Buffalobills.com/billievechallenge. The pink gear and prizes are being donated by ADPRO Sports and the Buffalo Bills will donate game tickets to the top fundraising school.

Once again in 2016, the fundraising isn't limited to football. The Pink Out WNY Sports movement to support early detection of breast cancer and the Coach will be turning swimming pools, hockey rinks, and other sporting venues pink this fall. If you know of a local sports team that would like to become involved, please email sroeder@ecmc.edu to learn about supporting the Pink Out WNY Sports movement.



Grants Update: January – June 2016



The Erie County Medical Center Corporation (ECMCC) Grants Office is responsible for procuring grants from government agencies, corporations, foundations and other grant-making organizations and individuals to support programs and operations for ECMCC and the ECMC Foundation. Awarded grants provide ECMCC the opportunity to invest in programs and projects to support ECMCC's mission, programs, and services. Grant funding is invested in all areas of the hospital and provides opportunities for securing resources to further support and enhance programs, operations, and the overall employee and patient experience.

The Grants Office is thankful for the support and collaboration of hospital staff that assists with grant preparation, implementation, reporting, and grant award management. For further information about grants or a possible grant opportunity, please call (716) 898-5723 or email Rosanne Wisniewski, Grant Coordinator, at rwisniewsk@ecmc.edu.

ECMCC and the ECMC Foundation gratefully acknowledge the generosity of the following organizations for grant awards:

ERIE COUNTY MEDICAL CENTER		
Organization	Purpose	Amount Awarded
Health Foundation of Western & Central NY	Palliative Medicine – The Conversation Project	\$60,000
Peter & Elizabeth Tower Foundation	First-Episode Psychosis Program	\$97,995
Research for Health in Erie County	Genomic Signs in Oral Potentially Malignant Disorders and Cancer	\$31,340
NYS Department of Health: PrEP Services in General & HIV Primary Care Settings	ECMCC Primary Care Clinic PrEP Services – coordination and education for PrEP Services through the ECMC Internal Medicine Clinic and the ECMC Family Health Centers	\$1,000,000 Over 5 years
NYS Psychiatric Institute – OnTrackNY	First-Episode Psychosis Program	\$150,000 Over 2 years
ECMC Foundation, Inc.	Smith Auditorium Technology Upgrades	Up to \$80,000
ECMC FOUNDATION		
NYS Department of Transportation – Enhanced 5310 Specialized Transportation Program	Install benches, shelters, and passenger amenities on ECMCC campus to improve transportation-related services for patients and families	\$20,000
Arnold P. Gold Foundation	Mercy Doula Experiential Learning for Medical Students	\$5,000
Kelly for Kids Foundation	Behavioral Health Adolescent Recreational Therapy Equipment	\$2,500
Sage Products, LLC	2016 Critical Care Nursing Conference	\$3,100
Susan G. Komen WNY Foundation	Community Grant Program: Breast Cancer Patient Navigation Program to support the ECMC Foundation Mobile Mammography Coach	\$71,598
M&T Charitable Foundation	2016 Farmer's Market	\$10,000

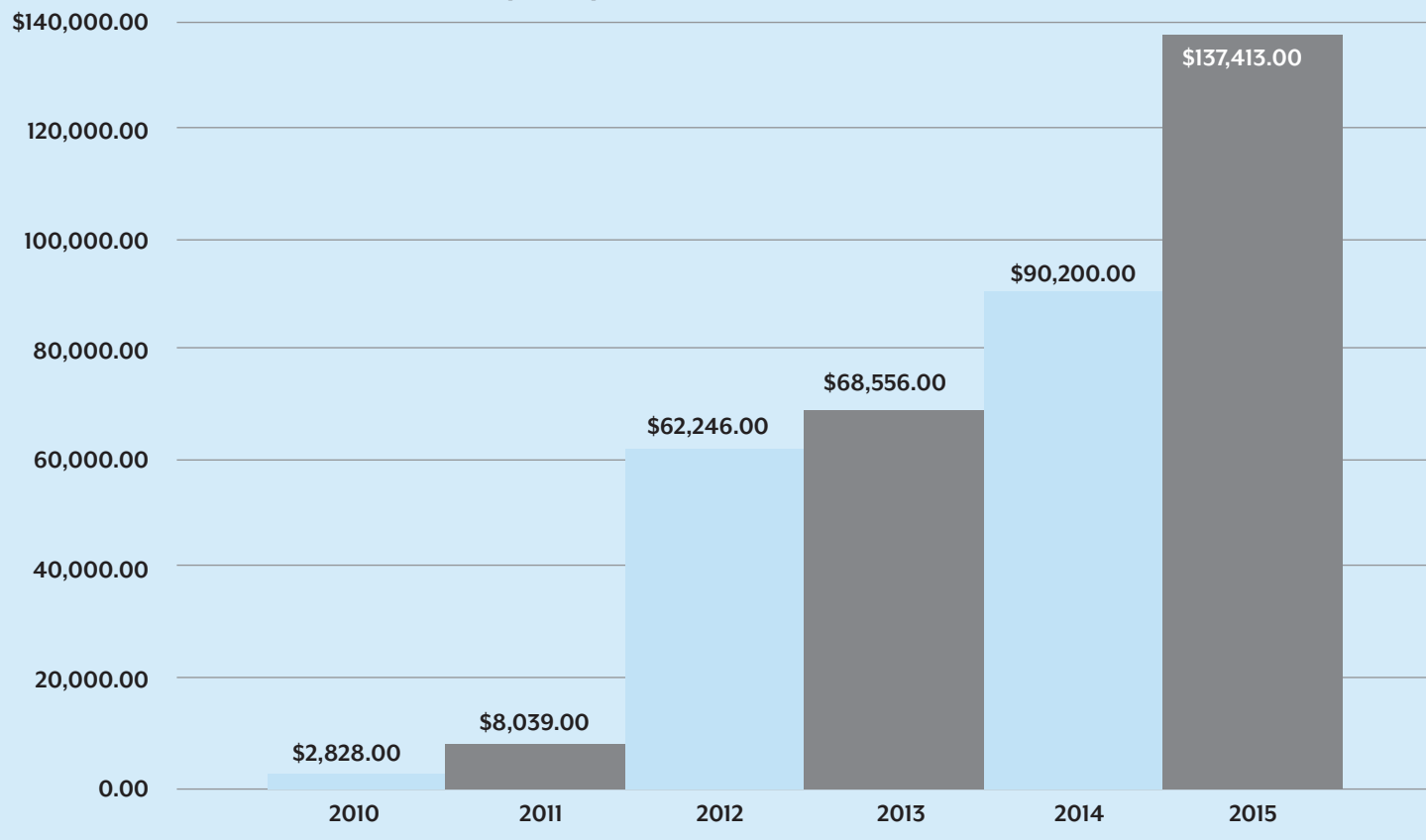
ECMC Family & Friends Answer the Call to Give Back to ECMC Patients and Community



The ECMC Foundation's request for support of the ECMC Annual Giving Campaign met with resounding success this year. ECMC teammates, board members and supporters pledged nearly \$140,000 to support the community in which they live and work. Every dollar donated through the annual fund is invested directly back into ECMC through hospital support, patient programs, staff development and departmental requests. Giving in

2015-2016 continues a five year trend of increases which allows the Foundation to assist ECMC in its mission to deliver the difference between healthcare and true care every day. We thank everyone who has contributed or made a pledge through payroll deduction. Giving forms are available in the Foundation Office in room G1.

ECMC Foundation-Annual Fund Yearly Comparison 2010-2015



Leadership Circle Donors Set the Pace for Giving

Over four dozen ECMC team members and friends from the community stepped forward to lead the way with giving back to the ECMC Community. The Leadership Circle Donors all contributed \$1000 or more to support hospital initiatives.

DOUGLAS BAKER
NANCE & CHUCK BASIL
DR. ANTHONY BILLITTIER
TODD BRASON
DONNA BROWN
KATHY BRUNO
DAVID BUXTON
DONNA CARR
DR. JOSEPH CARUANA
CHARLES CAVARETTA
NANCY CHINSKI
KEVIN CICHOCKI
DEBORAH CLARK
DR. SAMUEL CLOUD
ANTHONY COLUCCI, III
SHAWN CONNOLLY
JOSEPH D'AMORE
JONATHAN DANDES

JAMES DENTINGER
CARLA DICANIO-CLARKE
DARBY FISHKIN
DR. JOHN FUDYMA
STEVEN GARY
SUSAN GONZALEZ
DR. RICHARD HALL
ALFRED HAMMONDS
PENNY HUDDLESTON
JULIA JACOBIA
JARROD JOHNSON
CHRISTOPHER KOENIG
SUSAN KSIAZEK
SANDRA LAUER
DR. LEOROSA LEHMAN
CHARLENE LUDLOW
THOMAS MALECKI
PHYLLIS MURAWSKI

DR. BRIAN MURRAY
DR. KEVIN PRANIKOFF
THOMAS & JODI QUATROCHE
PAULA QUESINBERRY
RONALD RACCUA
STACY ROEDER
MICHAEL SAMMARCO
WILLIAM SCOTT
KATHLEEN SEIBEL
RICHARD SKOMRA
DR. HOWARD SPERRY
JAMES TURNER
ANGELA VACANTI
KIMBERLY VENTI
ANN VICTOR-LAZARUS
BARBARA WEBER
KAREN ZIEMIANSKI

True leaders in true care

ECMC

NURSE OF DISTINCTION

Maria A. Hyjek, RN, BSN

Nursing Care Coordinator,

Nursing Administration



ECMC

OUTSTANDING STAFF NURSE

Georgia L. McPartlan, RN, BSN, WCC

Team Leader Surgery/

Ostomy and Wound Care



At ECMC, outstanding care is made possible through the experience, hard work, and dedication of our nurses. From the compassion they bring to every bedside, to the leadership that helps their peers thrive in their own commitment to nursing excellence, we're proud to call some of nursing's best our own.

Congratulations to Maria, Georgia, and all of this year's Professional Nurses Association nominees and award winners.

News from the Association of Nurses in AIDS Care (ANAC)



Member Spotlight - ANAC is thrilled to feature **Mary Goodspeed, BS, RN**, as Local Hero. Recommended by the Western New York Chapter, Mary has dedicated her career to HIV nursing and education. Mary has been vitally important in the development and coordination of HIV/AIDS clinical

education-training programs throughout Western New York. Well known for her engaging educational style and ability to use humor to lighten the seriousness often associated with HIV, Mary leaves her audiences laughing and always wanting more.

ECMC

Nurse of the Month

October 2015 Denise Abbey



Denise Abbey, RN, is a Unit Manager who is helpful, kindhearted, and compassionate towards her staff, her unit and her service.

The Behavioral Health service is a close community that naturally helps each other in times of need. Denise Abbey's natural leadership skills and teamwork attitude ensure that Behavioral Health stays united and completely focused on the patient experience, patient outcomes and staff safety. Denise helps her staff on the floor when needed, stops to help out and talk with the patients when they need someone to talk to, and supports her staff both physically and emotionally when the need arises. Denise is always an effective leader, coach and motivator of her team.

November 2015 Jessica Park-Brooks



Every day at work **Jessica Park-Brooks, RN**, goes above and beyond to make sure her patients and families are comfortable and their needs are met over and

above their expectations. She always takes on new orientees and students without reservation and has received many compliments from patients and families. Jessica is extremely patient and her customer service is outstanding. Recently, Jessica skipped lunch to spend time with a patient's family to ensure they had a comfort level and a good understanding of the situation. She saw to it that the patient was comfortable and stayed with the family until the patient passed. This is just one example of the dedication Jessica brings to ECMC each day.

December 2015 Arletha McCloud



Arletha McCloud, RN, who works on the 8th Floor, Zone 1, is an excellent team player who goes out of her way to assist everyone even when she is having a difficult time herself. She is the nurse

you can go to for everything. She is very knowledgeable in all the policies and procedures at ECMC and is the person you want by your side when an emergency happens. In addition to

continued

her knowledge, she also possesses great nursing skills, whether it is starting an IV or communicating with a patient. She is not only respected by her peers, but all of Arletha's patients love her. She goes above and beyond for her patients even when it means she doesn't take a break. Arletha takes her Charge responsibilities very seriously, coming into work half an hour early to make sure her staff members get a fair patient assignment. Her leadership, knowledge, teamwork, and patient-centered care have shaped and impacted the unit as a whole.

January 2016 Cheryl Ordon



Cheryl Ordon, RN, is the Case Manager for the Trauma Intensive Care Unit (TICU). Cheryl has been at ECMC since October 2002 and came to the TICU as a staff nurse

from 7th Floor South with a great nursing foundation for surgical patients and strong organization and time management skills. She developed her skills quickly as a critical care nurse, demonstrating critical care knowledge and its clinical application for the ICU patient.

In her Case Manager role, Cheryl demonstrates a kind and professional demeanor, is a strong patient advocate, and easily adjusts to the frequent changes with the physician ICU staff. She is essential to the interdisciplinary team in the TICU and an instrumental driver for clinical and hospital initiatives.

Cheryl is a true leader and challenges the nursing staff and physician staff to provide better patient care on a daily basis by looking at the details and the entire patient experience while expediting the transition from acute injury to recovery.

Cheryl is consistently effective and the interdisciplinary team member on daily physician and interdisciplinary rounds who is always advocating for true ECMC patient care for the Trauma ICU patient. We are proud to have her and she deserves the acknowledgement and recognition!

February 2016 Scott Comstock



Scott Comstock, RN is always going above and beyond his nursing duties. He is a wonderful person and a dedicated nurse who runs out the door when a support call

is announced. Scott is a great team player and co-worker who is always helpful and knowledgeable in the field of mental health. He brings a passion to his work that is second to none and is very deserving of this recognition.

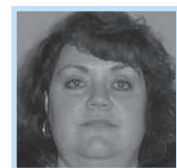
March 2016 Sharon Lezynski



Sharon Lezynski, RN, is well known as an excellent nurse and many of her co-workers also know why she is so respected. Her passion and personal responsibility has been obvious to many,

especially with her recent ability to share her knowledge of the inner workings of the Trauma/Medical Emergency Room. The impact she made sharing her experience, giving relevant examples, and her eye contact with everyone was outstanding. Sharon is a staunch patient advocate who doesn't back down for any reason, especially when a patient is involved. Her dedication and compassion for the patients and families we serve is obvious in her every action. She patiently guides her patients to their goals, no matter what their difficulties may be. After a few moments of discussion with the nursing staff of the ER, we recommend Sharon Lezynski, RN, for Nurse of the Month. Her nursing performance, dedication, and interaction with patients and staff speak for themselves and underscore the fact that with Sharon, nursing is an art.

April 2016 Lisa Hauss



Lisa Hauss, RN, has been at ECMC for 21 years, and is the Unit Manager on the 8th Floor, Zone 2. Lisa works tirelessly on a busy medical telemetry unit. She is an effective leader,

mentors all staff to be pro-active with problem resolution, connectivity with patient experiences and advocacy for staff. Lisa doesn't just focus on the task, she emulates and anticipates the future needs of our ECMC family and community. Lisa oversees our Hospital Aide float pool, promoting job engagement and professional development. She is behind the scenes encouraging, promoting, and helping to shape our cultural visions. Lisa is respectful, provides insight and offers mentorship for the betterment of our hospital.

continued

ECMC

Nurse of the Month continued

May 2016 Phillip Kinkade



Phillip Kinkade, RN, has worked at ECMC for over 15 years, many of them in the Operating Room. In addition to his years of experience, Phil consistently

demonstrates personal values that support ECMC's vision of providing the best care and experience for patients, families, and his coworkers. He is always pleasant and has a positive attitude. Phil addresses concerns constructively and is always willing to offer suggestions for improvements. He has excellent punctuality and attendance, is flexible with work hours, and frequently volunteers to stay past shift hours for cases. He is able to respond in a positive manner to changes in workload by making the necessary adjustments for smooth flow and outcome of the surgical schedule and patient care. Phillip is also competent to cover many roles in the department including circulating RN, preceptor, and surgical scrub. He is willing to go above and beyond in order to help others in need. These qualities make Phil a valuable member of the surgical team.

June 2016 Maria Nye



Maria Nye, RN, is currently the Charge Nurse on the 8th Floor, Zone 2 and has been employed at ECMC for over five years. Her leadership, dedication and clinical

expertise is invaluable to our entire organization. Maria has a wealth of experience from renal to medical surgical telemetry practice. She is a strong advocate for her peers and patients alike. Her mentorship has been demonstrated in the educational arena with nursing students, instructors and new orientees. She is helpful and pragmatic and engages our entire team to deliver high quality patient care. Exemplifying both our mission and our vision, Maria inspires her team to excel at clinical practice and more. She has great organizational skills and a thorough knowledge of the needs of the floor, especially those of the patients and their families. Maria is an outstanding example of ECMC standards, practices, and efforts that extend to the patient rooms and beyond.

ECMC

Employee of the Month

September 2015 Charles Brant *Photo not available*

October 2015 Sharon Moran



Sharon Moran is well known for her compassion, her energy, and her willingness to do whatever needs to be done at all times. She always goes above and beyond for her patients and their

families. She is a great asset to ECMC and the Social Work Department.

November 2015 Elizabeth Weiss



Elizabeth Weiss has been an ECMC employee since 2008 and is known for always being supportive and professional in every way. In addition to work, Elizabeth enjoys genealogy,

gardening and cooking. Thank you, Elizabeth, for all that you do!

December 2015 Evan Stein



Evan Stein came to ECMC in 2013 and always goes above and beyond in the areas of the hospital that he services. In addition to working in Environmental Services, Evan attends Erie

County Community College with a major in Information Technology. He also enjoys music, sports, electronics, and cars. Thank you, Evan, for all your hard work!

January 2016 Kimberly Rassman



Kimberly Rassman came to us in 2007 as an Occupational Therapist. She is a strong advocate of Occupational Therapy and actively participates in ECMC's Occupational

Therapy Council to promote professional development. Kimberly also attends Schwartz Rounds and actively contributes to the ECMC community. Outside of work, she enjoys time with her husband Jeffrey and daughters Kayla and Reese. Kimberly is a valued member of ECMC and the Acute Occupational Therapy Rehabilitation Services Department.

February 2016 Cassandra King



Cassandra King is an Administrative Control Clerk in the Comprehensive Psychiatric Emergency Program (CPEP). She is always pleasant and ready to

help out whenever and wherever she is needed. Thank you, Cassandra, for all of your hard work

More Good News on Pulse TV!

There are many positive things happening at ECMC. We keep you informed as best we can through many types of communication. But we think there are many positive comments left unsaid. This is where you come in...

If you have a positive comment about ECMC, staff members, the facilities, or any other good things that take place at/with ECMC, we'd like to know about it. These positive comments can come from staff members, patients, visitors, relatives and friends. We'll post the comment(s) on Pulse TV (the large video screens located in many areas at ECMC).

We'll state your name as the source of the comment, unless you ask to remain anonymous. If you are mentioning someone else in your comment, please be sure that they are willing to be identified publicly since including their name will be considered your prior approval from that person to be identified.

Just send your brief positive comment (50 words or less) in an e-mail asking that your comment be considered for posting on Pulse TV to: jcirillo@ecmc.edu If appropriate, well, that's Good News—and we'll be sure to post it on Pulse TV. Thank you.

Joe Cirillo
Director of Public Relations and Communications
ECMC Corporation

ECMC

Volunteer of the Month

October 2015 Constance Wright



Constance Wright became an ECMC volunteer in April of this year because she wanted to give back to the community by sharing her time and passion for people. Constance works two mornings per week in the surgical waiting area of the Pre/Post-Anesthesia Care Unit (PACU) assisting both staff and families. She makes and serves coffee to those who are waiting, checks on patients, and escorts family members to the pre-op and recovery areas. Constance genuinely enjoys working to help others and displays a real compassion for people, exhibiting patience and gentleness with everyone. Because of her interest in the well-being of others, Constance does all she can to make their journey at ECMC better. Thanks, Constance, for all you do for ECMC and our patients!

November 2015 Elder Wayne A. Lane



A Pastoral Care volunteer for several years, **Elder Wayne A. Lane** is committed to doing God's work. Wayne has a passion for people and seeing their lives transformed through the Word of God. He is an ordained Elder at Zion Dominion Global Ministries where he currently serves as chairman of the Elder's Council and in numerous other areas of ministry. Thank you, Elder Wayne, for all you do to help our patients and enrich our hospital!

December 2015 Barbara Kalinowski



Barb Kalinowski, RN, came to us at the end of 2014 after she "fully retired." She came with a motivation to "give back" to our hospital and expressed a desire to join our Volunteer Board. For years Barb had been an ECMC Behavioral Health registered nurse working in supervision. Her extensive experience and willing heart make her a valuable volunteer. Open to helping wherever she's needed, Barb has assisted the volunteer office, the Nursing Education Department, the Gift Corner, Behavioral Health, and in various Volunteer Board sales and events. We are happy to have her on our volunteer team. Thank you, Barb, for all you have done for ECMC and the Volunteer Board!

January 2016 Cathy Zawodzinski



Cathy Zawodzinski has been a dedicated volunteer for the Chemical Dependency Inpatient Rehab Unit for over a year. Twice a week, she has been providing introductory instruction on how yoga can be used to help heal the mind and body for those in recovery. Cathy is a 500-hour certified HITA (Himalayan Institute Teacher Association) yoga teacher who creates a positive, relaxing, therapeutic atmosphere, which is admired by all of our patients. Her dependability and compassion is greatly appreciated and we are very happy to welcome her as part of our team.

February 2016 Linda Morgan



Linda Morgan, RN, is a retired former employee of ECMC. In May 2015 she returned to the hospital to join the ECMC Volunteers, stating, "I want to be around people and bring a bit of sunshine to the patients in the hospital." She is assigned to the surgical waiting room/PACU where she greets and attends to the needs of patients and their families. She also assists the pre-admission department by collating paper work. Linda is dependable, professional, and has a positive impact on the customer experience. Thank you, Linda, for freely using your talents and experience to create a better world here at ECMC!

March 2016 Agueda Borrascas



Originally from Guatemala, **Agueda Borrascas** began working as an ECMC Volunteer last fall. She helped organize our clothing closet in the Volunteer Office and continues to come in regularly to keep the closet in order. Agueda also helped out the Volunteer Board by modeling in our last annual fashion show. As she became more involved, Agueda decided to become part of the Volunteer Board and at her first meeting she was elected Secretary. Agueda is very diligent with her minutes and has done a great job. She is also known and appreciated for bringing in her home-made cakes for everyone to sample and they are delicious! Agueda enjoys working with the customers in the Gift Shop and has added her creative touches there as well. She has worked diligently to help us out and we appreciate all that she does. Thank you, Agueda and keep up the good work!

April 2016 Tom Mazur



Tom Mazur has served as an ECMC Pastoral Care Volunteer for the last several years. He is currently helping out at the main hospital as well as at Terrace View. Tom has been a Eucharistic Minister with the Catholic Church since the 1980s and has served as a Hospital Minister with his church. Tom is also a member of the board of directors of Autism Services since 1992. Tom is a former Erie County Legislator and is married to Mary Grace (Keough) Mazur; they have four grown children. He is a graduate of the University at Buffalo and holds a master's degree in Humanities. In the late Sixties Tom was in the U.S. Army and served a year in Vietnam. Thank you, Tom, for your years of service to both ECMC and our community.

May 2016 Alan Bidwell



Alan Bidwell has been a weekly ECMC volunteer since May of 2013. He helps out on evenings and weekends on the 9th floor. Along with a few other volunteers, Al is instrumental in participating and conducting meetings that help our patients in their recovery. He is always willing to help out wherever he may be needed. Thank you, Al, for your faithful service to ECMC and to our patients. It's people like you that help make a difference.

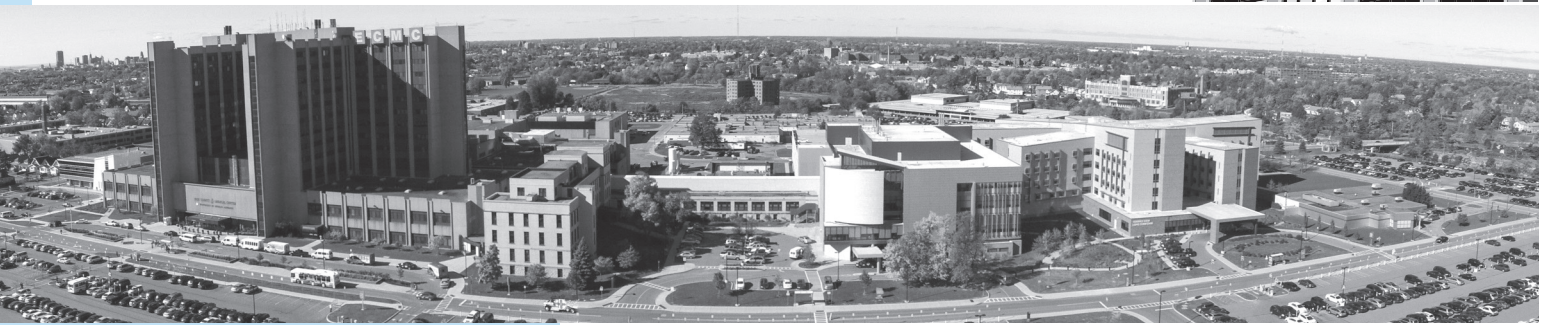
June 2016 James "Pete" Adams



James "Pete" Adams volunteers on the 9th floor every Friday morning and has helped out there since 1997. He goes about his routine with peace and friendliness. Pete Adams has devoted himself, with great generosity, to the patients in the Chemical Dependency Acute Care program. He has been reliable and offers hope, kindness, service, and inspiration in his quiet, gentle way and always speaks from the heart. When he shares his story with the patients, it is as though he is telling it for the first time. His faithfulness and consideration for others have no doubt influenced the lives of many patients over the years. Thank you Pete, for putting our patients first and for your devoted service to ECMC!

462 Grider Street
Buffalo, New York 14215

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TERRACE VIEW LONG-TERM CARE
BURN TREATMENT CENTER
SPECIALTY CARE
PRIMARY CARE



ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

The ECMC Corporation includes an advanced academic medical center (ECMC) with 602 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is a Level 1 Adult Trauma Center, a regional center for burn care, behavioral health services, transplantation, medical oncology and head & neck cancer care, rehabilitation and a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences—the difference between healthcare and true care™.

Interesting News and Information...

Life in the year 2100

Based on interviews with 300 of the world's top scientists, physicist Michio Kaku assembled some predictions for what that world will look like by the turn of the next century, as published in The New Yorker the week of April 8, 2011.

One of these predictions is described below.

Tourists will soar into outer space via space elevators.

We will push the “up” button and the elevator will climb a long carbon-fiber cable that will extend thousands of miles into space. This will open up the solar system to wealthy tourists and the outer-space-obsessed. The key is to use nanotechnology to create super-strong cables made of carbon. In addition, scientists will be preparing the first starship capable of leaving the solar system and visiting the nearest stars. New propulsion systems, perhaps involving antimatter or fusion engines, will take us there. By the end of the century, we may have a small outpost on Mars, but an overwhelming proportion of the human race will still be on Earth. For decades to centuries to come, space travel will be for astronauts, the wealthy, and maybe a handful of hardy space colonists.