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A Publication of ECMC Corporation

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NYS approval announced for Long Term Care facility on ECMC campus



Architectural rendering of the planned Long Term Care facility at ECMC

"This expansion brings real economic development to the City of Buffalo, and, most importantly, state of the art nursing care for our community's elderly and their families."

JODY L. LOMEO
ECMC CORP, CEO

Keep updated each issue with news and information on ECMC expansion and growth in our new feature section....

Progress and Plans for a World-Class, Integrated Health System!

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A Message from ECMC CEO

Jody L. Lomeo

Jody L. Lomeo
ECMC Corp. CEO



These are exciting times for ECMC and our community. Recently, we received approval from the Department of State to move forward on a brand new nursing home in the City of Buffalo. This announcement follows the approval for the new Regional Center of Excellence for Transplantation & Kidney Care to be built in 2011 on the ECMC campus. This project is the beginning of a renaissance of the ECMC "health campus" which will also include a women's bone health center and the expansion of ECMC's orthopaedic capabilities.

While there are other projects in Western New York leading to the revival of our City, the approval of a new long-term care facility on ECMC's downtown campus will bring good paying healthcare jobs to the City of Buffalo. This is real economic development for our City and it will mean almost \$200 million dollars of projects creating construction and healthcare jobs that will help our local economy grow. Most importantly, it will create better healthcare for our community as a whole.

This brand new long-term care facility will be state of the art, bring many residents closer to their families, and will provide better care and comfort for our residents as they have access to the full compliment of services of ECMC.

This facility will also be more efficient and will help ECMC adjust to the challenges of reimbursement from the State of New York for long-term care.

Ultimately, this is all about our quest to achieve the very best experience for our patients. In the last few months, we have been working to evaluate patient processes and improve them. We have received many compliments about how patients are treated by our employees and we need to match that with better systems to make our patients' care delivery as seamless as possible. We are also getting better feedback from our patients during, and immediately after, their stays. In the coming months, you will hear even more about these patient-centered initiatives and the overall development of a "health campus" on Grider.

These are historic times for ECMC and the healthcare of our community. ECMC is energized about its future, its commitment to the patient, its commitment to Buffalo, and its commitment to the greater Western New York community.

A handwritten signature in black ink, appearing to read "Jody L. Lomeo". The signature is fluid and cursive, with a large initial "J" and "L".

Jody L. Lomeo
Chief Executive Officer
ECMC Corporation

NYS approval announced for Long Term Care facility on ECMC campus



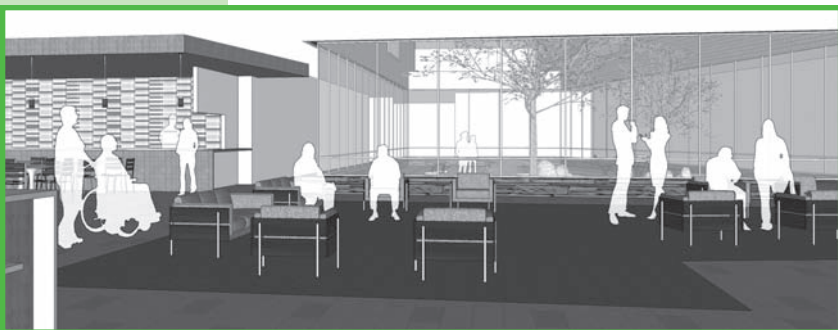
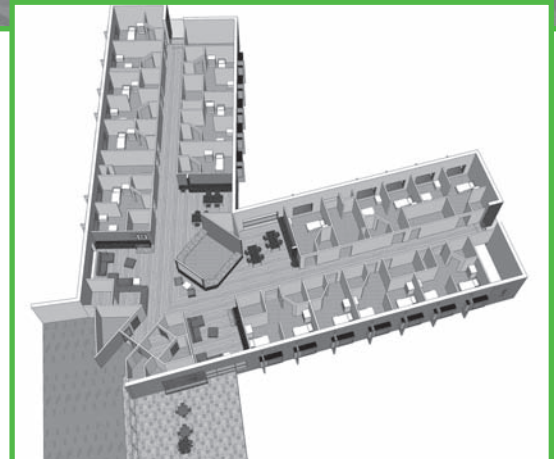
The new five-story structure will be connected to the Medical Center which will provide more convenient and timely medical care for residents. A unique feature of the Home will be a “neighborhood” design for person-centered care and efficiency. The new facility will include a 66-bed short-term rehabilitation unit, a 20-bed ventilation unit, a 16-bed behavioral intervention unit, and dedicated beds for Alzheimer's, dementia, multiple sclerosis, and traumatic brain injury residents.

The decision to build the new skilled nursing facility resulted from a vision to create a state-of-the-art facility in the City of Buffalo to bring care to where many families live. A 2009 study concluded that the existing Home in Alden would have been too expensive and inefficient to operate moving forward. Following completion of the 2009 study, the decision to build the new facility was approved by the ECMC Corporation Board of Directors and the Board of Trustees of the Great Lakes Health System of Western New York.

Erie County Medical Center (ECMC) Corporation officials recently announced that it received New York State approval of its Certificate Of Need (CON) to construct an all-new 390-bed skilled nursing facility and adjacent 333-vehicle parking ramp on the ECMC Grider Street Campus in Buffalo's urban core.

“This expansion brings real economic development to the City of Buffalo, and, most importantly, state of the art nursing care for our community’s elderly and their families.” said Jody L. Lomeo, the hospital’s CEO.”

Construction work is anticipated to commence in the spring of 2011 on the new long-term care facility, which will include a new parking ramp for the convenience of patient’s and their families. The new facility will replace the Home in Alden, New York, as well as the skilled nursing facility occupying two floors of the Erie County Medical Center. The new long-term care facility on the ECMC campus will accommodate 390 residents.



Farmers' Market at Grider Grand Opening

New permanent location is attraction for residents and promotes healthy eating



The grand opening ceremony for the *Farmers' Market at Grider* held August 6th officially opened "The Market" at its permanent location on a paved and landscaped lot across from Erie County Medical Center on the east side of Grider Street. It's between Kensington and East Delavan avenues, adjacent to the Ephesus Ministries and former Catholic Charities buildings.

"The *Farmers' Market at Grider* is a marketplace that offers a variety of approaches to healthy living," said ECMC CEO Jody Lomeo, who first proposed the market. "The purpose is to increase access to healthy food; promote healthy lifestyles; create an engaging, interactive community gathering place; and inform/educate the community on health/wellness and green initiatives."

Sharon Hanson, Chairwoman of the ECMC Corporation board, was present for the dedication.

"As part of the continual ECMC commitment to the community, the implementation of this outdoor market is expected to encourage the development, promotion, and expansion of critically needed fresh food to our neighbors in the community," she said. "The project also supports 'growing farmers' and serves to promote business growth, community building, and healthy, nutritious diets."

Participating community representatives included: Pastor Jeff Carter, Ephesus Ministries; Alfonso Barnes, Delavan Grider Community Center; Daryl Rasuli, P2 Collaborative of Western New York, Inc.



The Rev. Dr. James A. Lewis, III, Director of Pastoral Care at ECMC, conducted a market blessing.

Grand opening day *Farmers' Market at Grider* celebration highlights included: the grand opening and ribbon cutting; music; tai-chi demonstrations; and a bicycle giveaway for pre-selected community recipients through Green Options Buffalo. Vegetables/fruits, plants and flowers and many other farm products are made available by local farmers/vendors.

The *Farmers' Market at Grider* is open every Friday, from 10:00 A.M. to 4:00 P.M. through October 29, 2010. From May 21, through July 30, 2010, the *Farmers' Market at Grider* was temporarily situated in an ECMC visitor parking lot.

Headed by the Erie County Medical Center Corporation, Buffalo area community partners, including area businesses, organizations, churches, and residents of the Delavan-Grider Community, joined together to establish the *Farmers' Market*.

The Delavan-Grider neighborhood and its residents now have access to fresh, wholesome, locally grown produce.



ECMC Appoints Donna Brown to New Post

Former Buffalo deputy mayor to drive patient service at hospital to new heights



Donna M. Brown, Director of Patient Satisfaction and Cultural Awareness, ECMC Corp.

On June 28, 2010, ECMC Corporation CEO Jody L. Lomeo announced the hiring of **Donna M. Brown**, deputy mayor for the City of Buffalo since 2008, as the hospital's first director of patient satisfaction and cultural awareness.

The position, for which the hospital recruited Donna Brown, is specifically designed for someone with strong community relations experience who does not have a health-care background. "That way she can be a patient advocate with

a patient's perspective, and help guide the hospital and its staff to raise patient services to the highest level," said Jody Lomeo.

"We created this job because we needed a proven leader who can drive a patient-centered culture to unsurpassed heights at ECMC," explained Jody Lomeo. "Donna is a perfect fit for this significant executive position because she'll have the clout to reach into all corners of our operation and collaborate with doctors, nurses and staff to create an atmosphere of patient appreciation and diversity that becomes a national standard."

Donna Brown served as Mayor Byron W. Brown's deputy since 2008, during which time she helped develop the *City of Buffalo Poverty Reduction Blueprint*. She was honorary chairwoman of the 2009 National Association of Negro Business and Professional Women's Clubs convention held in Buffalo, and has been involved with city efforts to reduce the amount of time city employees spend on injury leave.

A 1983 graduate of D'Youville College with a B.S. in business management, Brown held previous positions with L.P. Ciminelli [2002-07]; Kensington Bailey Neighborhood Housing Services [2000-02]; HSBC Bank [1989-96] and the United Auto Workers-General Motors Human Resource Center [1984-89].

Jody Lomeo said he approached Mayor Brown earlier this year about hiring Deputy Mayor Brown because Lomeo thought she'd be ideal for

the position. The mayor was not thrilled at the prospect of losing her, but said he would not stand in her way, Lomeo added.

"Donna Brown served the residents of the City of Buffalo with great dedication and a commitment to making the city a better place for all," Mayor Brown said. "While she'll be missed, I know she will continue to provide the same level of professionalism and hard work that made her such an asset to my administration. I wish her great success in her new career at ECMC."

Deputy Mayor Brown said the ECMC job is a perfect fit for her.

"I want to thank Mayor Brown for two great years of public service and policy opportunities," Donna Brown said. "When Jody described this position, I saw the next phase of my career unfolding before my eyes. I feel like everything I've done until now was building toward this work, where I can channel the superb motivation and productivity of ECMC's staff into positive improvements on behalf of all the hospital's patients."

"Our goal is clear: We want people who have benefitted from ECMC's care to rave about their entire hospital experience to everyone they meet. And if they're not doing that already, they will."

The position reports directly to the CEO and the official description says the job is to recommend "processes for training internal staff development pertaining to customer service, organizational development, patient satisfaction services and diversity programs within Erie County Medical Center Corp. ... coordinates the Medical Center's transformation to a patient-centered organization through customer service and cultural awareness."

"At ECMC, if people don't already know this they will: We're all about the patient. We want you to want to come here for elective care, but even if you come in through the ER, we want your experience to be memorable in a good way and something you'll recommend enthusiastically to friends and family," said Jody Lomeo. "That's why, with the help of our board, we created this position and I'm very happy Donna accepted the challenge."

John Eichner appointed Controller



John P. Eichner, Certified Public Accountant (CPA), was recently appointed Controller for ECMC Corporation.

John's prior experience includes five years at Olean General Hospital (OGH). He was hired at OGH as Controller and was promoted to Chief Financial Officer. While at OGH, he worked on a team that helped form Upper Allegheny Health System, an integration of Olean General Hospital and Bradford Regional Medical Center. John also served 15 years at Lumsden & McCormick, LLP, a CPA firm located in Buffalo.

When asked about his new position, John said, "I'm thrilled and humbled to be a member of the ECMC Corporation team. I look forward to working with the many talented individuals on our staff."

John lives in the Village of Hamburg with his wife Sandy, a speech pathologist, and their two daughters, Claire and Tess. John and Sandy both graduated from SUNY Fredonia, where they met. John enjoys walking, reading and says he attempts to play golf.

Please join me in welcoming John Eichner to ECMC Corporation.

*Michael J. Sammarco
Chief Financial Officer
ECMC Corporation*

Deborah Cudzilo returns to ECMC as Revenue Cycle Vice President



Deborah Cudzilo recently returned to ECMC Corporation and was re-appointed Vice President, Revenue Cycle.

Revenue Cycle includes the departments of: Patient Financial Services, Health Information Management (HIM), Patient Registration, Financial Counseling, and Charge Master. The main goal of the Revenue Cycle Team, is to be certain that, from start to finish, all pertinent patient

information is obtained at registration for medical records and billing purposes. Doing so ensures that the revenue due to ECMC Corporation is received. This includes optimizing the opportunities available for ECMC patients who qualify for government programs, discounted rates or charity care, to obtain applicable financial coverage.

Debbie has worked in revenue cycle management for more than 30 years. She has applied

her skills at several facilities through out Western New York. Before moving to the southern United States, she previously worked for ECMC Corporation. Prior to this, she worked for such hospitals as: DeGraff, Millard Fillmore, Niagara Falls and Mt. St. Mary's.

When asked about her decision to return to ECMC, Debbie said, "It is a pleasure to be back at ECMC."

Debbie is a member of the Health Care Finance Management Association (HFMA). She has served on several revenue cycle committees as well as Past President of the WNY Chapter.

Debbie Cudzilo resides in North Tonawanda with her spouse, Steve and two adult children, Kimberly, a school teacher in Buffalo, and Steven, who works in credit/collection management.

Please join me in welcoming Deborah Cudzilo back to ECMC Corporation.

*Michael J. Sammarco
Chief Financial Officer
ECMC Corporation*

ECMC responds to market demand with addition of three Surgeons to Medical Staff



Raphael Blochle, MD

Vascular surgeon **Raphael Blochle, MD**, has been appointed Clinical Assistant Professor of Surgery at the State University of New York at Buffalo. Dr. Blochle was born in Germany and grew up primarily in Europe and Latin America. After earning his medical degree in Guadalajara, Mexico, he worked as a general practitioner in Mexico before

moving to Buffalo to begin his General Surgery residency at the University at Buffalo.

He recently completed his vascular fellowship with the University at Buffalo. Research interests include endovascular solutions to vascular trauma. He has been the recipient of local teaching awards granted by the UB medical student body, residency program, and the Medical Society of Erie County. His office is located at Erie County Medical Center and he can be contacted at: rblochle@ecmc.edu.

Please join me in welcoming Dr. Blochle to the ECMC Medical Staff. Thank you.

*William J. Flynn Jr., MD
Chief of Service
Department of Surgery, ECMC*



Jeffrey Brewer, MD

Jeffrey Brewer, MD, has been appointed Clinical Assistant Professor of Surgery at the State University of New York at Buffalo. Dr. Brewer earned his Bachelor of Science in Biochemistry and Chemical Sciences at Florida State University and his medical degree at the University at Buffalo. Prior to his appointment, he recently completed

his residency in General Surgery at Wake Forest

University Baptist Medical Center in Winston Salem, North Carolina. A native of Buffalo, Dr. Brewer resides in Clarence with his wife, Elizabeth, and their two young children, Emma and Ethan. His office is located at Erie County Medical Center and he can be contacted at: jbrewer@ecmc.edu.

Please join me in welcoming Dr. Brewer to the ECMC Medical Staff. Thank you.

*William J. Flynn Jr., MD
Chief of Service
Department of Surgery, ECMC*



Michael Chopko, MD

Michael Chopko, MD, has been appointed Clinical Assistant Professor of Surgery at the State University of New York at Buffalo. Dr. Chopko earned his Bachelor of Science in Biology at the State University of New York at Geneseo and his medical degree at the University at Buffalo. He completed his Internship in General

Surgery at Saint Louis University before moving back to Buffalo to complete his residency. Prior to his appointment, he recently completed a fellowship in Surgical Critical Care and Trauma Surgery at the University of Rochester. His office is located at Erie County Medical Center and he can be contacted at mchopko@ecmc.edu.

Please join me in welcoming Dr. Chopko to the ECMC Medical Staff. Thank you.

*William J. Flynn Jr., MD
Chief of Service
Department of Surgery, ECMC*

HEALTHeLINK unveils \$16.1 million Beacon Community Initiative to fight Diabetes



ECMC Corp. CEO Jody Lomeo (second from right) participates in August 24, 2010, HEALTHeLINK Beacon event with other WNY hospital system and health plan leaders and government officials during visit/address by David Blumenthal, M.D., M.P.P., National Coordinator for Health Information Technology under the auspices of the U.S. Department of Health and Human Services.

In June 2010, HEALTHeLINK received the largest Beacon Community Award in the United States from the U.S. Department of Health and Human Services (HHS). The Beacon Project was created to help communities use health information technology to forge cooperation and use resources effectively toward local priority health goals.

HEALTHeLINK was joined by Dr. David Blumenthal, the point person for the national health information technology initiative, as well as other dignitaries, including Congressman Brian Higgins and New York State Health Commissioner Dr. Richard F. Daines, to unveil details about HEALTHeLINK's \$16.1 million plan to fight the high incidences of diabetes in the Western New York community through health information technology.

"I would like to congratulate Buffalo and the Western New York community for collaborating to strengthen a clinical information exchange and related care coordination program that exemplifies our aspirations for creating a national health information technology infrastructure aimed at realizing specific health care quality and efficiency goals," said David Blumenthal,

M.D., M.P.P., National Coordinator for Health Information Technology under the auspices of HHS.

"This project is one of several local initiatives that demonstrate how Western New York is leading the way in health innovation," said Congressman Brian Higgins. "We thank Dr. Blumenthal for his interest in this region's efforts to become an early adaptor and we credit local health care leaders who are collaborating through HEALTHeLINK to advance affordable, quality health care delivery in our community and beyond."

"The HEALTHeLINK program is the wave of the future for treating chronic diseases like type 2 diabetes, promising enhanced coordinated care for patients in Western New York through the use of health information technology," said New York State Health Commissioner Richard F. Daines, M.D. "I applaud the dedication and collaboration of HEALTHeLINK's community partners to launch this important initiative that will help achieve better health outcomes for patients and serve as a national model for advancing health IT."



HEALTHeLINK must fulfill various outcomes as required in the Beacon award, including demonstrating cost savings as measured by a 5 percent reduction in visits to the emergency room, a 5 percent reduction in hospitalizations for ambulatory care and a 5 percent reduction in 30 day readmission rates for diabetic patients. Another outcome is to increase pneumococcal vaccinations and annual seasonal influenza vaccination rates by 10 percent using electronic health record alerts and prompts for individuals with diabetes.

“The growing incidence of diabetes in Western New York and across the country is staggering and the Beacon Community Award will help in battling this debilitating disease with improved care coordination and new resources available through the HEALTHeLINK network,” said Michael W. Cropp, M.D., president and CEO, Independent Health and HEALTHeLINK chairman. “Our unprecedented level of collaboration between physicians, health plans and hospitals to improve the quality of health care in our community was a critical factor in receiving this grant. Sustainable solutions to fixing health care locally and nationally require a collective responsibility. We’re proud to be recognized by the Obama administration for our efforts and encourage all area physicians to join the HEALTHeLINK network to help continue improving the quality of health care for all Western New Yorkers.”

“The Beacon Community Program award to HEALTHeLINK is recognition of the promise of technology to enhance health care for those living with diabetes.” said Peter Knappen, director, American Diabetes Association, Western New York. “We are extremely excited to be part of this initiative for our community.”

About the Beacon Community Program: The \$235 million Beacon Community Program was created last year under the Health Information Technology Economic and Clinical Health (HITECH) Act, enacted last year by Congress and President Obama, as part of a battery of new activities to support the nation’s transition from paper-based medical records to electronic health records (EHR). A total of 17 selected Beacon communities will pioneer to use of health information technology tools to focus community-wide efforts on specific health targets that are most important for each community. Beacon communities will also provide learning and lessons for other communities as they adopt and employ health information technology. For more information please visit <http://healthit.hhs.gov>.

About HEALTHeLINK: HEALTHeLINK, the Western New York Clinical Information Exchange, is a collaborative effort among various organizations to share clinical information in efficient and meaningful ways to improve the delivery of care, enhance clinical outcomes, and help control healthcare costs throughout the region. **The not-for-profit organization was established through funding from** The Catholic Health System, **Erie County Medical Center Corporation**, HealthNow New York (BlueCross BlueShield of Western New York), Independent Health Association, Kaleida Health, Roswell Park Cancer Institute, Univera Healthcare and the Health Care Efficiency and Affordability Law for New Yorkers Capital Grant Program (HEAL NY) from New York State. HEALTHeLINK also received the country’s largest grant as part of the United States Department of Health and Human Services’ Beacon Community Cooperative Agreement Program. HEALTHeLINK stakeholders include a broad representation of health-care professionals and organizations throughout the eight-county Western New York region such as the Buffalo Academy of Medicine (BAM), Erie County Department of Health (ECDOH), State University of New York at Buffalo and the WNY R-AHEC (Rural Area Health Education Center.) For more information about HEALTHeLINK please visit www.wnyhealthelink.com.

ECMC Offers Advanced Treatment for Blood Clots

ECMC is among the leading edge institutions now using isolated pharmacomechanical thrombolysis with the Trellis® Peripheral Infusion System for rapid, safe and effective removal of deep vein thrombosis (DVT).

Deep Vein Thrombosis occurs when a clot forms in the deep veins of the leg or arm. It happens to over 600,000 people each year. Left untreated, it can lead to a potentially life-threatening condition called Pulmonary Embolism (PE) or a long-term life limiting condition called Post-thrombotic Syndrome (PTS).

Historically, DVT has been treated with blood thinners, a treatment called anticoagulation therapy. Anticoagulation alone will help prevent the clot from propagating and can protect against PE. However, anticoagulation alone does not remove the clot; rather it relies on the body's own internal mechanisms which may take as long as several months.

PTS can occur in as little as one month and is a direct result of injury to the vein due to the long-term presence of the clot.

In 2008, three major organizations tasked with providing clinical practices for the care of patients released guidance supporting a more aggressive approach to early removal of DVT. The National Quality Forum/Joint Commission released consensus standards regarding the prevention and treatment of DVT which require hospitals to have a plan in place to manage this

patient population. The American College of Chest Physicians published evidence-based clinical practice guidelines for DVT calling for pharmacomechanical thrombolysis in certain types of DVT. The Office of the Surgeon General issued only its 7th Urgent Call to Action in eleven years focusing on the need to take a proactive approach in the prevention, diagnosis and treatment of DVT.

The Trellis is an FDA-cleared device designed to remove DVT quickly and without long hospital stays in the intensive care unit. Its advanced technology isolates the clot between two balloons and then mixes in clot-busting drugs with a spinning wire. Instead of potentially waiting months to clear up, a DVT can be removed within two hours in most cases.

Risk Factors for DVT

Risks for developing DVT include prolonged sitting (such as on long plane or car trips) or bed rest. It also may be caused by recent surgery (especially hip, knee, or female reproductive surgery), fractures, childbirth within the last six months, and the use of medications such as estrogen and birth control pills. Risks also include overproduction of red blood cells in bone marrow (polycythemia vera), a cancerous (malignant) tumor, and a condition in which the blood is more likely to clot (hypercoagulability). Deep venous thrombosis is most common in adults over age 60 but it can occur in any age group.

ECMC selects Allscripts Electronic Health Record

Academic medical center will provide EHR to 100 employed physicians, connect it with hospital system, and use it in RHIO

ECMC Corporation has selected the Allscripts Electronic Health Record (EHR) and Practice Management solution for 100 of its physicians to enhance the quality of patient care, improve physician and patient communications, and better manage the cost of care delivery in its 30 outpatient clinics.

A major teaching facility for the University at Buffalo, ECMC also is a key participant in a regional health information organization (RHIO) that recently received a \$16 million federal grant to increase the use of health IT in the Buffalo area for clinical quality improvement. ECMC

selected Allscripts in part for the company's relationship with the RHIO as well as the adoption of its Electronic Health Record by UBMD, the University at Buffalo faculty practice. Equally important to ECMC was the value of the Allscripts solution in helping the practice to satisfy the "meaningful use" requirements of the American Recovery and Reinvestment Act (ARRA), which provides physicians between \$44,000 and \$64,000 for adopting an Electronic Health Record.

"The ability of Allscripts to make our healthcare system more efficient and to meet the needs of our clinicians is very important to us," said Leslie Feidt, Chief Information Officer of ECMC.

"The Allscripts EHR will also help us satisfy the government's 'meaningful use' requirements, in part by enabling us to collect and report quality data. This will be very important in improving the quality of care and patient outcomes."

Katrina Karas, Director of Ambulatory and Renal Services for ECMC, commented, "The Allscripts EHR meets the needs of our primary-care clinics as well as our many specialties, ranging from surgery and orthopaedics to gastroenterology and anti-coagulation therapy."

ECMC will link the Allscripts solution to the hospital's inpatient Meditech Electronic Health Record and billing system, ensuring that their physicians inside and outside the hospital have access to the same patient information. ECMC also will implement the Allscripts Analytics solution to run quality reports and display them on an easy-to-use dashboard. According to Leslie Feidt, ECMC will use the analytics application, not only for external reporting of quality data, but also internally to help physician leaders identify and remedy gaps in care.

Additionally, ECMC will deploy the Allscripts Universal Application Integrator (UAI), which enables customers to interface the Allscripts EHR with medical devices and third-party software without writing special interfaces. UAI allows Allscripts to add best-of-breed functionality quickly, often 12 to 18 months faster than other vendors can achieve the result using traditional development methods.

"At a time when information silos, whether paper or digital, hamper the ability of providers to care for patients, building interoperability among health IT systems is more important than ever," said Glen Tullman, Chief Executive Officer of Allscripts. "The Erie County Medical Center and its physicians are ahead of the curve in their

focus on interoperability, not only connecting our solution with their own inpatient system, but also helping to create a community platform that will improve the coordination of care and care outcomes for all patients in the Buffalo area."

With the help of the Allscripts READY program, which accelerates EHR implementation, ECMC expects to go live on the Electronic Health Record by year-end 2010.

Additional Information on ARRA and Meaningful Use

Allscripts has recently deployed a number of resources to help physician practices demonstrate "meaningful use" and take advantage of ARRA:

- The Allscripts Stimulus Program provides physicians with a guarantee that the Allscripts Electronic Health Record they select will meet the EHR certification criteria provided by the US Department of Health and Human Services (HHS). Physicians can also benefit from a new Allscripts financing program requiring no payments for software for six months, as well as new programs focused on faster implementation to ensure physicians can access the Federal Stimulus incentives.
- The Allscripts Stimulus Center provides the latest information on ARRA, including frequently asked questions on Meaningful Use and Certification.
- The Allscripts Legislative & Regulatory Action Center is a place to learn about and take action on issues that are critical to the provider community, providing a simple, 'one touch' connection to elected officials.
- 'Go' is a website designed for physicians and other providers who are considering deploying Electronic Health Records and other healthcare information technologies. Available at www.allscripts.com/go, the site provides easy access to best practices and success stories from the Allscripts client community of more than 160,000 physicians, 800 hospitals, and 8,000 post-acute care facilities.

About Allscripts: Allscripts uses innovation technology to bring health to healthcare. More than 160,000 physicians, 800 hospitals and more than 8,000 post-acute and homecare organizations utilize Allscripts to improve the health of their patients and their bottom line. The company's award-winning solutions include Electronic Health Record, Electronic Prescribing, Revenue Cycle Solutions, Practice Management, Document Management, Care Management, Emergency Department Information Systems and Homecare automation. Allscripts is the brand name of AllscriptsMisys Healthcare Solutions, Inc. To learn more, visit www.allscripts.com.

Dr. Pranikoff in Africa on HIV Pilot Mission ECMC Urology Head a Member of the Male Circumcision Task Force



Shown seated (left to right) are: Edward J. Collins, MD, FACS, Golden Gate Urology, Assistant Clinical Professor of Urology, U.C.S.F., San Francisco, California, a member of the Steering Committee of the AUA MCTF and representing the National Medical Association—an organization of black physicians who do a great deal of medical missionary work in the Caribbean and Africa; Jeffrey D. Klausner, MD, MPH, Chief, Care and Treatment Branch, US CDC, Global AIDS Program/South Africa; Ira Sharlip, MD, Professor of Urology, University of California San Francisco, Chairman, AUA, MCTF, (a prominent urologist and expert in male reproductive medicine with a lifelong interest in international public health); and Kevin Pranikoff, MD, Clinical Director of Urology, ECMC.

First the good news... Thanks to many factors including the greater availability of care and new antiretroviral treatment, the mortality rate from AIDS is decreasing worldwide. The bad news is that, according to a 2009 United Nations AIDS epidemic report, 33.4 million people, or 0.5% of world's population, are infected with the HIV virus. And more than two-thirds of them live in sub-Saharan Africa. Of all the countries in this part of the continent, Swaziland, surrounded on three sides by the Union of South Africa and on the east by Mozambique, has the highest prevalence of HIV. In this small independent kingdom, one in every four adults aged 15 to 49 was infected in 2007. In February 2010, the American Urology Association (AUA) was invited by the government of Swaziland to conduct a pilot mission and organize a male circumcision program. On April 21, a group

of four physicians from the AUA's Male Circumcision Task Force (MCTF) arrived in Swaziland. One of the volunteers was Dr. Kevin Pranikoff, Clinical Director of Urology at ECMC.

"On a map of sub-Saharan Africa, those countries with the highest prevalence of HIV also have the highest percentage of uncircumcised males," says Dr. Pranikoff.

The importance of this correlation was first appreciated in the mid-1980s. Subsequent randomized controlled clinical trials conducted between 2002 and 2006 in Uganda, Kenya, and the Union of South Africa confirmed that circumcision of the uninfected male population decreased the risk of HIV transmission by 50-60% in heterosexual men. This led the World Health Organization to recognize male circumcision (MC) as an important additional strategy for use within an HIV prevention program.

However, the epidemiologic projections describe a need for 50 million procedures to be performed in sub-Saharan Africa in the next ten years. The task of providing that many circumcisions, especially under relatively adverse conditions, creates not only a medical challenge but a huge industrial engineering problem incorporating travel, labor, legal, financial, supply, and logistical issues.

A surgical procedure to battle an epidemic.

The ministries of health in the African countries have turned to the countries of North America and Europe for help in setting up programs to combat HIV. A surgical procedure has never before been used to battle an infectious epidemic. Working with non-governmental organizations (NGOs) such as Jhpiego (an international non profit health organization affiliated with Johns Hopkins University), philanthropists like the Bill & Melinda Gates Foundation, policy makers like the World Health Organization (WHO), and funding organizations like PEPFAR (President's Emergency Plan for Aids Relief) and USAIDS, Swaziland and other southern African nations hope to create an infrastructure for male circumcision that will help to combat the spread of HIV.





Posing in front of Mbabane Government Hospital the third world hospital, made of cinder block buildings with corrugated metal roofs, located in the capital, Mbabane, are (left to right): Edward J. Collins, MD, member of the Steering Committee of the AUA MCTF and representative of the National Medical Association; Winnie Adams, MD, a Urology Resident from Stanford University; Adam E. Groeneveld, MD, Clinical Coordinator, MCTF Swaziland (the only urologist in Swaziland); and Kevin Pranicoff, MD, Clinical Director of Urology, ECOM, and member of the AUA MCTF.

In April of 2009, Dr. Pranicoff became a member of the AUA board of directors and was asked to serve on the AUA's MCTF steering committee. As part of the initial Task Force mission, he joined three other physicians and worked with local surgeons, performing about 400 MCs in eight days. The purpose of the mission, however, was to create relationships, test procedures, and try different methods and systems. For example, the team learned that the capacity of the system to perform MCs is considerably greater than what was achieved in the pilot mission. Through task sharing techniques, it's actually possible for a single surgeon to perform 40 to 50 MCs in eight hours. Thus, the team projected that if 20 sites have two surgeons each doing 40 MCs daily, each site could do 400 MCs per week and 20 sites could do 8,000 per week. It would thus take 25 weeks to perform the 200,000 MCs needed in Swaziland under ideal conditions.

"The Task Force's primary mission is organizational—to organize international volunteers and develop the materials to train them," Dr. Pranicoff explains. "We exist to interface with NGOs like Jhpiego and to lend them our professional expertise. During our first trip, we also wanted to make sure that this would be a safe environment for volunteers to go to and do this work. The AUA is an educational and scientific organization and this is a new role for us. However, when we were approached by other organizations to lend our assistance, from an ethical perspective, we felt that we could not decline."

The cost and impact of expanding male circumcision in Africa.

In 2009, the USAID studied the potential cost and impact of expanding male circumcision to reach 80% of adult and newborn males in 14 African countries by 2015. The study concluded that such a program would require 21 million MCs in its first four years and then 3-5 million per year for another 11 years. The benefit?—More than four million adult HIV infections would be averted between now and 2025. The cost?—One billion dollars.

"This program makes good economic sense because it will save money in the long run," says Dr. Pranicoff. "A billion dollars spent up front is going to save twenty billion down the road. It's more than philanthropic. It makes economic sense to us because the US taxpayer—through PEPFAR and USAID—is footing a large part of the bill. If we don't pay for the prevention program right now, we'll be paying for the treatment program."

In Swaziland, a country roughly the size of New Jersey, 49% of pregnant women aged 25 to 29, and 26% of all adults are infected with HIV. The average life expectancy, which was 61 years in 2000, has plummeted to 31, and more than ten percent of the nation's population is comprised of its 120,000 AIDS orphans. Yet Dr. Pranicoff was struck by the kindness and gentle manner of the health professionals he worked with. He also met many physicians and nurses who had fled Zimbabwe because of the Mugabe regime and were now working in Swaziland.

"Swaziland is an interesting mosaic of African and Western cultures and the attitude of the African people was wonderful," reports Dr. Pranicoff. "The males we circumcised the first day were mostly adults and then the school holiday started and we worked with the boys. There is currently a big push in the schools for circumcision and kids as young as 13 and 14 are being circumcised. The kids were polite and gentle and arrived by themselves, without their parents. They seemed more mature than American kids of the same age. Yet it's a very different culture, one where privacy in the clinic was almost non-existent and conditions were relatively primitive. We live in a bubble in the West compared to the rest of the world."



AAA teams-up with ECMC to provide Driving Evaluations and Rehabilitation

Partnership serves growing need for Western New Yorkers with serious injuries or special needs



Erie County Medical Center (ECMC) Corporation and AAA Western and Central New York announced the establishment of a public-private partnership to provide comprehensive driver rehabilitation services for special needs clients and at-risk older drivers. Services include driving evaluation, training, and vehicle modification recommendations.

AAA and ECMC provide a variety of services for individuals whose driving skills have been affected by injury, illness, or natural age related changes. ECMC's Driver Evaluation Program assesses an individual's ability to begin or resume driving, taking into consideration their physical, cognitive, or visual status. Upon completion of an in-clinic and behind-the-wheel assessment, a recommendation is made regarding a client's driving safety and the vehicle modifications, training, or restrictions required to improve driving performance. AAA's involvement completes ECMC's "Circle of Care" by providing the necessary behind-the-wheel driving instruction, with and without vehicle modification, as well as providing relevant safe driving tips. At the completion of driver training, AAA will also provide the client with all necessary support to comply with the NY State Department of Motor Vehicle standards.

"AAA is pleased to be partnering with ECMC to provide this much needed service for Western New Yorkers," said Tom Chestnut, President/CEO of AAA Western and Central New York. "AAA understands the importance of both personal mobility and traffic safety. Our expertise in these areas will contribute to the ongoing success of ECMC's Driver Evaluation Program."

AAA and ECMC Corporation's partnership has successfully served approximately 40 patients within the last 18 months of operation. Close to 250 patients in the Buffalo area are in need of this type of service each year.

"The result of this alliance is that the community now has access to a comprehensive driver evaluation program through the partnership of two well respected organizations," said Jody L. Lomeo, Chief Executive Officer, ECMC Corporation. "We are pleased to augment this service for our patients and others in the community, with ECMC providing the medical, clinical and therapeutic components, and AAA offering the driver training and instruction piece. We look forward to a long and productive relationship with AAA."

ECMC driver evaluations are conducted by Occupational Therapists specifically certified and trained as Driver Rehabilitation Specialists. Knowledge of medical diagnoses combined with nationally recognized functional and standardized testing is utilized to complete an accurate assessment.

AAA's driver training specialists are skillfully trained in driver rehabilitation and certified by the New York State Department of Motor Vehicles (DMV). The in-car training provided combines safe driving skills, DMV road test requirements, and the use of adaptive devices, such as hand controls and steering wheel spinner knobs, installed on specially equipped vehicles.

For more information on this AAA/ECMC partnership for driver rehabilitation services or to inquire about accessing this program, please visit www.ecmc.edu, email driveinfo@ecmc.edu, or call (716) 898-3225.

About AAA: As Upstate New York's largest member services organization, AAA provides nearly 880,000 members with travel, insurance, financial and automotive related services. Since its founding in 1900, AAA has been a leading advocate for the safety and security of all travelers. Visit AAA at www.AAA.com.

August 18, 2010

Dear Jody Lomeo:

I would like to welcome you to the *Aligning Forces for Quality* Hospital Quality Network. Your participation is a clear sign of your organization's commitment to increasing the quality, efficiency, and equity of care within your hospital as well as the community. Your work in the Hospital Quality Network over the next 18 months will yield tremendous benefits, including better outcomes and value for all your patients. Erie County Medical Center will also gain national visibility as a participant in the Robert Wood Johnson Foundation's signature effort to improve quality of health care – *Aligning Forces for Quality*.

To facilitate the performance improvement process, George Washington University will provide various customized resources, and will work closely with Bonnie Glica and your project team to improve language services, reduce heart failure readmissions, and increase emergency department throughput. Your success will be directly related to the engagement of your quality improvement team as well as your leadership's sponsorship and advocacy. I commend you for your commitment to making quality a priority within your hospital.

Finally, I would like to acknowledge the Robert Wood Johnson Foundation, which has had the vision to move us towards high quality, patient-centered and equitable care for all.

Cordially,



Bruce Siegel, M.D., M.P.H.
Director

CC: Bonnie Glica
Arvela Heider
Sandra Lauer
Peggy Cramer
Karen Ziemianski



ECMC receives American Stroke Association's *Get With The Guidelines* Bronze Performance Achievement Award

Erie County Medical Center (ECMC) Corporation officials announced that ECMC received notification that it was awarded the American Stroke Association's *Get With The Guidelines*SM–Stroke Bronze Performance Achievement Award. The award recognizes ECMC's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

With a stroke, time lost is brain lost, and the *Get With The Guidelines*–Stroke Bronze Performance Achievement Award addresses the important element of time. ECMC has developed a comprehensive system for rapid diagnosis and treatment of stroke patients

admitted to the emergency department. This includes always being equipped to provide brain imaging scans, having neurologists available to conduct patient evaluations and using clot-busting medications when appropriate.

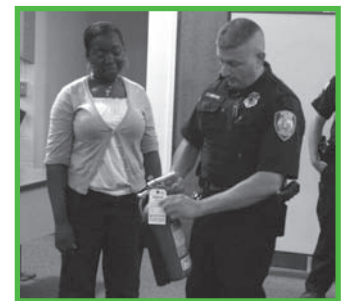
To receive the *Get With The Guidelines*–Stroke Bronze Performance Achievement Award, ECMC consistently followed the treatment guidelines in the *Get With The Guidelines*–Stroke program for 90 days. These include aggressive use of medications like tPA, antithrombotics, anticoagulation therapy, DVT prophylaxis, cholesterol reducing drugs, and smoking cessation. The 90-day evaluation period is the first in an ongoing self-evaluation by the hospital to continually reach the 85 percent compliance level needed to sustain this award.

Award-winning *Summer Youth Self-development Program* hosted by ECMC for third consecutive year

The *Summer Youth Self-development Program*, in partnership with the Mayor's Summer Youth Program, took place at ECMC over a four week period from July 19th through August 12. The program provided 76 student interns (10th, 11th, and 12th graders in fall 2010) from 36 area high schools, with opportunities for self-development through exposure to a variety of hospital-based health careers.

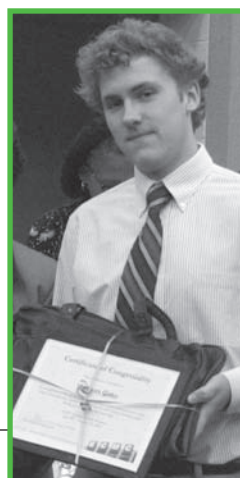
Participating high schools for this year included: Alden Senior, Amherst, Bennett, Buffalo Academy of Science Charter, Buffalo-Visual and Performing Arts, Buffalo Seminary, Cardinal O'Hara, City Honors, Clarence, Depew, East High, Fredrick Law Olmsted, Frontier Central, Holy Angels, Hutchinson Technical, International Prep at Grover Cleveland, Iroquois, Kenmore West, Leonardo Da Vinci, Lewiston Porter, McKinley, Mount Mercy, Mount Saint Mary, Nardin, Nichols, Oracle Charter, Park, Sacred Heart, St. Joseph's Collegiate, Tapestry Charter, Tonawanda, Williamsville East, Williamsville North, Williamsville South, WNY Maritime Charter.

On Tuesday, July 13th, ECMC kicked-off the Summer Youth Self-Development Program for 2010 with an orientation event for the students. Participants in the orientation event included: Buffalo-area high school students; Rita Hubbard-Robinson, Corporate Training and Community Outreach Director, ECMC; Kim Willer, EAP Coordinator, Prism Quality EAP; and ECMC internship site supervisors and coordinators.



"We have learned a lot from this wonderful experience."

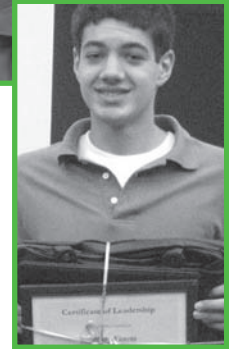
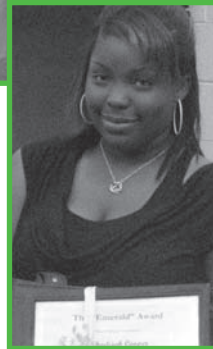
"I love the experience of working at such a busy hospital and getting involved in the field of medicine at a young age."



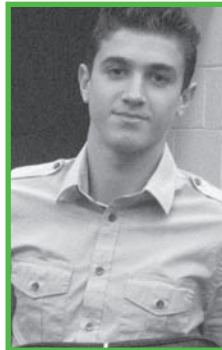
"I think the best part about working here is that you are exposed to so many patients and get to work with them."



To complete the program and celebrate achievements made over the summer, ECMC hosted a Culmination Luncheon on August 17th, where awards and certificates were presented. Culmination ceremony participants included: Buffalo-area high school students; Buffalo-area high school administrators and teachers; Sharon L. Hanson, Chair, Board of Directors, ECMCC; Jody L. Lomeo, Chief Executive Officer, ECMCC; Anthony J. Colucci, III, Managing Attorney, Colucci & Gallaher, P.C., the sponsoring organization contributing toward Dell netbooks donated to interns to “journal” their daily experiences; Rita Hubbard-Robinson, Corporate Training and Community Outreach Director, ECMC; and ECMC internship site supervisors and coordinators. Guest speaker Khalid Malik, MD, Director, Clinical Chief, UB Department of Family Medicine, shared his career story and encouraged the students to apply themselves and work hard to set and achieve their goals.



“I love the experience of working at such a busy hospital and getting involved in the field of medicine at a young age.”



“This program is helping me pursue my dream of becoming a doctor.”



ECMC “Camp 9-1-1” back by popular demand

Safety Training and Injury Prevention for Children

On August 24, 2010, ECMC held the first of two *Camp 9-1-1* events scheduled for 2010. The popular “Camp 9-1-1” is designed to provide children, ages 10 through 13, with an introduction to emergency medical services. The camp emphasizes safety, injury prevention, bystander care, learning and fun through an enjoyable interactive program.

Child learning opportunities for this year included: gaining knowledge about performing adult and infant CPR; practicing basic first aid skills and bystander care; receiving Internet safety through an FBI instructor; touring the ECMC Emergency Department to see EMS profession-

als in action; touring the ECMC rooftop helipad and Mercyflight helicopter; receiving animal safety care and instruction from Lancaster Small Animal Hospital staff; observing police dogs in training; watching a vehicle rollover demonstration; seeing a Rural Metro Ambulance demonstration on patient care and safety; gaining valuable healthcare career information.

Camp 9-1-1 is funded by the Emergency Department Physician Group (University Emergency Medical Services) and the Erie County Medical Center. Interest in the “Camps” has been growing each year for the past ten years. A second 2010 Camp was scheduled for August 25th. The day camp is 6.75 hours in duration, from 9:00 A.M. to 3:45 P.M, including on-site registration. The Camps are offered free of charge for those children who have been pre-registered. For more information about 2011 camps, those interested should contact camp coordinator Cara Burton at 716-898-3525.



Children attending Camp 9-1-1 on August 24th, learned about Mercyflight on ECMC's rooftop heliport.



During the August 24th Camp 9-1-1, children learn about emergency care.

ECMC Laboratory Certified for HIV Rapid Testing by US HHS-CDC

The U.S. Department of Health and Human Services (HHS) Centers for Disease Control (CDC) and Prevention National Center for Emerging and Zoonotic Infectious Diseases

recently certified the ECMC Diagnostic Immunology Laboratory through the Model Performance Evaluation Program for HIV Rapid Testing (MPEP).

ECMC Cleve-Hill Family Health Center Open House and Health Screening



Area residents from the City of Buffalo and nearby suburbs (Cheektowaga and Eggertsville) attended the ECMC Cleve-Hill Family Health Center Open House and Health Screening event held August 25th. The event was held to help to improve the health and wellness of area residents by promoting healthy lifestyles and informing/educating the community on health/wellness.

Cleve-Hill Family Health Center Medical Director Dr. Khalid Malik, who has recently returned and is accepting new patients, guided physicians, nurses, and other clinical staff members conducted free blood pressure and pulse rate screenings, as well as height and weight measurements.

ECMC Stroke Coordinator Paula Quesinberry, RN, provided stroke health education. Exercise demonstrations were conducted and physical fitness information was distributed. Music helped to make the event more enjoyable.

About the Cleve-Hill Family Health Center: Cleve-Hill is a community-based health center offering a full range of health care services for patients of all ages, from care for expectant mothers to pediatrics to geriatric services and the treatment of acute and chronic illnesses. With lab facilities on site, a professional staff of physicians, and access to the full resources of ECMC, Cleve-Hill Family Health Center is well equipped to care for the entire family. Appointment scheduling is flexible, allowing patients with urgent needs to be seen on the same day or within 24 hours.

Cleve-Hill Family Health Center is located at 1461 Kensington Avenue (at corner of Kensington Ave. and Eggert Road) Buffalo, New York 14215. For more information about Cleve-Hill Family Health Center and/or to schedule an appointment, interested individuals should call 716-831-8612.

Progress and Plans for a World-Class, Integrated Health System!

Growing Strong...



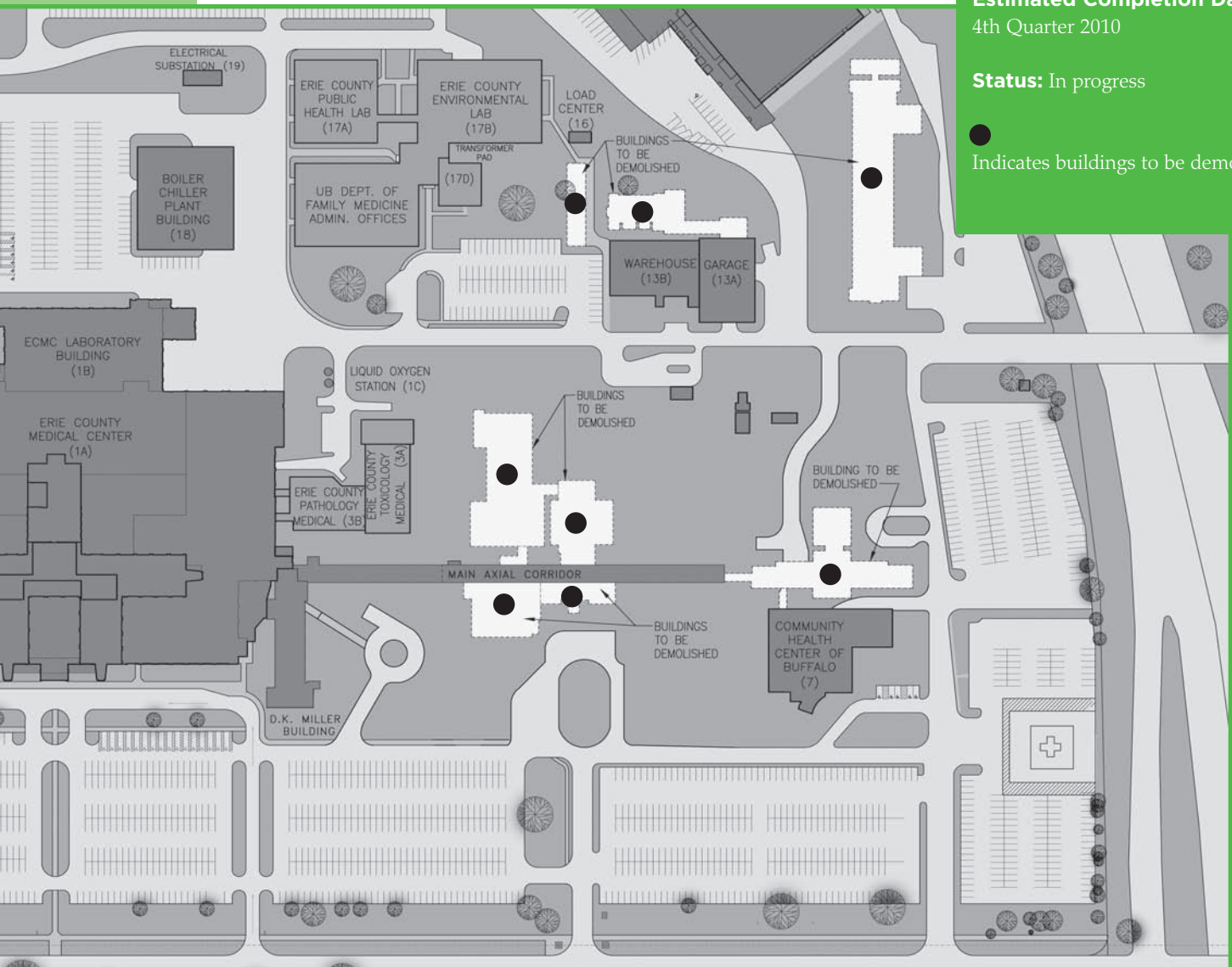
Campus Building Demolition Land and Building Swap

Description: As a part of the Erie County / ECMC agreement, eight outdated and mostly vacant buildings will be demolished, thereby allowing for the future expansion of the ECMC campus including the future Bone Center, Hemodialysis building and skilled nursing facility.

Estimated Completion Date:
4th Quarter 2010

Status: In progress

● Indicates buildings to be demolished.



Plan



Adolescent Psychiatry Unit Renovations

Description: This 6,925 square-foot space will provide eight private rooms and four semi-private rooms with new toilet rooms. Two of the private rooms are completely handicapped accessible, and will also function as observation rooms. A new centralized nurse station will allow for better visual control of the floor and all common spaces. A new lounge, quiet lounge, dining room, and associated support spaces have been constructed to facilitate easy access for families, staff and patients. All spaces will receive new finishes.

Estimated Completion Date:
3rd Quarter 2010

Status: Under construction



Plan



(4th Floor) Zone 4



Adolescent Psychiatry Nurse Station

Progress and Plans for a World-Class, Integrated Health System!

Growing Strong...



Orthopaedic/Rehab Area Expansion/Renovation

Orthopaedic Rehab Renovations (Phase One)

Description: This phase includes several components, including: renovating a series of office spaces into exam rooms, redesigning the rehabilitation entrance and streamlining the registration and waiting areas. The Orthopaedic Department has its own registration area at the Spine Center and two additional registration areas for ECMC and its private practice physicians. The renovations also include a new conference room and library. This phase begins with replacement of the existing x-ray equipment with the installation of a new digital x-ray unit.

Status: Complete



Plan



Orthopaedic Waiting Room



Orthopaedic Conference Room

Progress and Plans for a World-Class, Integrated Health System!

Growing Strong...



Orthopaedic/Rehab Area Expansion/Renovation

Spine Center Expansion (Phase Two)

Description: This phase will double the size of the existing Spine Center by adding three additional physician offices, three exam rooms, a cast room, and support spaces. The existing waiting and registration areas will also be expanded to accommodate an increased number of patients and offer privacy for registration. The upgrade of x-ray equipment continues in this phase, with work planned to allow for the installation of a second digital x-ray unit, as existing rooms are taken off-line.

Status: Under construction

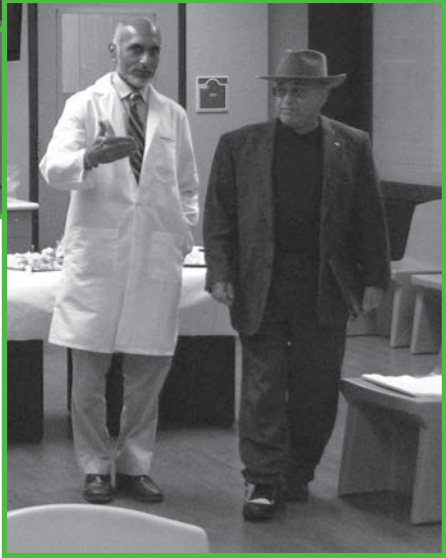


Spine Center Waiting Room



Spine Center X-Ray Waiting Room

All-new Adolescent Psychiatry Unit Opening of October 5th



A Little Time, Big Rewards-

*Submitted by Alicia Bartsch of
Big Brothers Big Sisters of Erie County*

For almost forty years, Big Brothers Big Sisters of Erie County (BBBSEC) has been helping children reach their potential by providing professionally supported volunteer mentors. Currently, many of the children in the program waiting for a Big Brother or Big Sister reside in the neighborhoods surrounding ECMC. In an effort to recruit volunteer mentors needed for these youth, Big Brothers Big Sisters has partnered with ECMC to provide information and host volunteer recruitment tables within the hospital throughout the year. This effort will make learning about the program's volunteer opportunities convenient for ECMC staff members.

Big Brothers Big Sisters of Erie County offers two unique volunteer opportunities to fit the varying interests and needs of every volunteer. In the traditional community-based mentoring model, a volunteer creates their own schedule to meet evenings or weekends with a child at least two to three times a month. Matches in this program can explore the community together. Whether it's walking in the park, attending a local festival or making dinner, the focus is to enjoy sharing common interests and introducing the child to things that may help to develop new interests. A professional agency staff member will assist in the growth of each friendship by providing support, activity ideas, event tickets, and training.

For individuals interested in a more structured volunteer setting, BBBSEC also offers site-based mentoring at several schools and community centers, within a convenient distance to ECMC. Mentors in this program meet with their Little Brother or Sister once a week from 3:30 P.M. to 5:00 P.M. to enjoy on-site educational, recreational, and cultural activities planned by a BBBSEC staff member.

For those ECMC employees already volunteering as Big Brothers Big Sisters mentors, the program has many rewards. "I became a Big Brother to provide a child a mentor, friend and advisor that could impact their growth and development," shared Ken Richmond, ECMC



Recruiting Big Brothers and Big Sisters at ECMC are BBBSEC Community Relations Department members (left to right, seated at table): Nicole Labby, Community Relations Associate; and Alicia Bartsch, Director of Community Relations. ECMC Sr. VP of Operations and BBBSEC Board Member Ken Richmond (far right) chats with BBBSEC and ECMC staff members as they obtain/share information about becoming a Big Brother or Big Sister.

Corporation Senior Vice President of Operations and BBBSEC Big Brother and Board Member. "However, I get so much out of it. It is without a doubt the most rewarding and fulfilling experience one can have. If all of us had the privilege of helping one child this would be a far better world."

Independent research and Big Brothers Big Sisters of Erie County's outcome-based evaluations demonstrate that children involved in the program are less likely to experiment with drugs and alcohol, skip a day of school, or become involved in a gang. Clearly, these positive results can have a direct impact on making our community a better place for all.

"It's rewarding to know you are making a significant difference by offering a child a friend they can count on and yet, it's fun to enjoy activities that allow you to be a kid again," ECMC Discharge Planner and Big Brother John Costello shared. "From this experience, I've gained a lot, too. As the youngest, and having no other family in the area, having a Little Brother gives me a sense of family here in Buffalo."

Big Brothers Big Sisters recruits volunteers year round and currently has a significant need for Big Brothers. "Being a Big Brother fits into my busy schedule and is time I look forward to each week," shared Richmond. "I'm really enjoying it and having so much fun!"

If you are interested in learning more about the organization and how you can make a difference, visit www.beafriend.org or contact their Community Relations Department at (716) 873-5833.

Employee of the Year 2010

*Debra Marie Young
Certified Nursing Assistant
Skilled Nursing Facility*

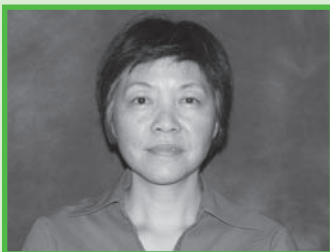


Debra Marie Young, CNA, (second from left) genuinely cares for her patients. She does everything in her power to help them even though she works in a demanding area. The person who nominated her stated that Debra realizes that the patients are in a difficult situation; she shows compassion and respect and truly listens to them when they talk to her. Debra Young truly understands the patient. Thank you, Debra, for your dedication to ECMC patients, and congratulations on this well deserved recognition!

1st Honorable Mention

Loli Cheng

*Administrative Control Clerk
10th Floor, Zone 2*



Loli Cheng, ACC, manages to stay in tune with all that happens around her; from the doctors to the patients on a very busy medical unit. Not only is Loli efficient but she anticipates what is needed on the unit. She is a great resource person and you can always count on her assistance. Loli Cheng is very much appreciated by the staff on her unit and through it all maintains a calm demeanor. Well done, thank you Loli!

2nd Honorable Mention

Esther Andino

*Hospital Aide
Behavioral Health (4th Floor, Zone 4)*



Esther Andino, HA, (second from left) is assigned to the Adolescent Unit. She remains helpful, well organized, ready to provide assistance, and does so whenever necessary. Esther is a compassionate, caring person to the patients as well as her co-workers. These traits are well appreciated. Good work Esther!

Nurses of the Year

Stacey Forgensi, RN, BSN, CCRN, CCDS, Clinical Nurse Specialist Health Information Management (left); and Jennifer Maloney, RN, BSN, Registered Nurse, Medical/Surgical Unit



Nurse of Distinction

Stacey Forgensi, RN, BSN, CCRN, CCDS, Clinical Nurse Specialist Health Information Management



Stacey Forgensi, RN, BSN, CCDS, CCRN, can be seen on the floors reviewing records, and working in conjunction with providers and coders to ensure complete and accurate documentation and charges.

In 2009, Stacey passed the Association of Clinical Documentation Improvement Specialists accreditation examination, and now has the credential of Certified Clinical Documentation Specialist (CCDS). Clinical documentation specialists possess knowledge of a wide range of specialized disciplines, including: education in anatomy and physiology, pathophysiology, and pharmacology; knowledge of official medical coding guidelines, Center for Medicare Services (CMS) and private payer regulations related to the Inpatient Prospective Payment System; an ability to analyze and interpret medical record documentation; and an ability to benchmark and analyze clinical documentation program performance.

Stacey Forgensi also earned the credential of Critical Care Registered Nurse (CCRN) from the American Academy of Critical Care, and in May 2010, earned a Bachelor of Science in Nursing at Robert Wesleyan College. In September 2010, Stacey will embark on a new journey. She will be attending the University of Buffalo in the Nurse Anesthetist program.

Congratulations, Stacey, on your many achievements and the important work you accomplish for ECMC!

Outstanding Staff Nurse

Jennifer Maloney, RN, BSN Registered Nurse Medical/Surgical Unit



Jennifer Maloney, RN, BSN, representative of a true *Outstanding Staff Nurse*. Jennifer is currently the Charge Nurse on the day shift of a 40-bed medical-surgical unit. She continually offers assistance to staff members and supervisors. She per-

forms her work with the right attitude that contributes toward a positive work experience for all, even during stressful times. Co-workers respect Jennifer and realize that she asks no more from them than she expects of herself. Unit staff members describe Jennifer as patient, kind, understanding, helpful, resourceful, creative, hard-working, fair, organized, caring, dedicated and most of all fun. Even when Jennifer "floats" to other *med-surg* units, she is readily available and supportive, enabling the units to run smoothly under her guidance. Jennifer Maloney works very hard and is most deserving of this recognition for all of the reasons mentioned above. Thank you, Jennifer, for all you do to guide and assist co-workers and server patients.

Volunteer of the Year

Nursing retiree Terry Campagna, RN, has served on the Volunteer Board since 1989. Her volunteer work includes being a hostess and chairperson for the Valentine's Day Sale, helping with book and scrubs sales, the SNF Workshop, Gift Shop, as well as other activities. Noted for taking charge and being a "go-getter," Terry has volunteered for over 25,000 hours since joining 21 years ago. She spends much of



Terry Campagna displaying one of the famous afghans she makes especially for patients

her time from home organizing and making calls for different events. Terry Campagna pays close attention to details which can be seen in her handmade afghans, each is unique and made with love, especially for ECMC patients. Thank you, Terry, for your many contributions over the years to ECMC and our patients!



ECMC Lifeline Foundation 2010 Tournament of Life Golf Classic raises \$100,000



The 2010 Tournament of Life Golf Classic held August 16 at the beautiful Park County Club was once again a SOLD OUT success! This year's tournament raised \$100,000 net of expenses.

This success was possible with the generosity of our sponsors and underwriters. With gratitude, we salute our returning Presenting Sponsor, Buffalo Hospital Supply. We applaud Diamond Sponsor Rural Metro for their leadership, support, and belief in our mission.

We extend our appreciation to Tournament Chair Michael Seaman, the event planning committee members, and to our event day volunteers for all of their efforts which contributed to a successful tournament and a terrific day.







A very special thank you to our sponsors who made our 2010 Tournament of Life Golf Classic a Success!

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NCCC Surgical Tech Program Training now conducted at ECMC

Last year, a combined Niagara County Community College (NCCC)—Surgical Technician Training Program was no longer able to operate out of its previous location. Through a mutually agreed upon arrangement with a five-year duration, ECMC now provides training facilities for this program.

With a simulated laboratory and private classroom, NCCC holds not only the core curriculum courses at ECMC, but also required courses such as medical terminology. The simulated lab gives the students an opportunity to learn the basic skills prior to their clinical Operating Room (OR) experience. During the second year of this two-year associate's degree program, the students perform their "clinical" in ECMC's OR.

"Conducting this program at ECMC is a win-win for the college and ECMC. Our students are able to train in a facility that offers exposure to advanced technology and expertise in their chosen field of study," said Gema Fornier, Surgical Technician Training Program Professor, NCCC.

"This course is an excellent 'feeder' program that enables ECMC to hire techs that are very well-trained in the classroom setting and through direct interaction with our operating



A newly constructed Surgical Tech Training Program classroom was recently established at ECMC to accommodate NCCC students studying this curriculum. Three individuals were instrumental in establishing this program/classroom at ECMC, including VP of Surgical Services and NCCC Surgical Tech Program Advisory Board Member Jim Turner, RN (left); ECMC Director of Plant Operations Dave Winkler (right); and NCCC Surgical Technician Training Program Professor Gema Fornier (not available for photograph).

room technical/clinical staff members right here in our facility," explained Jim Turner, RN, Vice President of Surgical Services for ECMC and NCCC Surgical Program Advisory Board Member, who also graduated from this program.

The new classroom is located on ECMC's ground floor near the mail room.

Erie County Prescription Discount Card Program a Money-saving Success



Immediately after a 9/15/10 news conference, ECMC patients, staff and visitors had an opportunity to meet former New York Yankees Hall of Fame pitcher Richard "Goose" Gossage. From ECMC Corp., posing with Goose (second from right) and Erie County Executive Chris Collins (third from right) are: CEO Jody Lomeo (third from left); CFO Mike Sammarco (second from left), Board Member and Associate Medical Director Dietrich Jehle, MD (right); PR/Communications Director Joe Cirillo (left).

On September 15th, outside ECMC's main entrance, Erie County Executive Chris Collins and former New York Yankees Hall of Fame pitcher Richard "Goose" Gossage held a press conference to highlight the success of the County's prescription discount card program. In less than five months, the cards have saved taxpayers nearly half a million dollars.

Any resident of Erie County is eligible to participate in this program. For any residents who did not receive a prescription discount card in the mail but wishes to do so, they should contact ProAct at 1-877-776-2285 or visit www.nyrxdiscountcard.com. Cards are also available at most participating pharmacies.

Courtney Parazymieso – October

Courtney Parazymieso, RN, sets a high standard of care for her patients at ECMC. She works enthusiastically among surgical residents and nurses. She is an advocate for each of her patients, keeping their best interests in mind. Courtney is an invaluable resource to all who come in contact with her. Her positive attitude makes her an asset to the Trauma Intensive Care Unit (TICU) team. Thanks, Courtney, for your good work and your proper focus on our patients.

Photo not available

Thameena Hunter - September



Thameena Hunter, RN, BSN, Unit Manager of the 7th Floor, Zone 4, began her nursing career as a new graduate nurse on the 9th Floor, Zone 2. Her strong work ethic, nursing knowledge and can-do attitude were soon apparent. As a result, Thameena was promoted to Charge Nurse and her current position as Unit Manager. She is proactive, hard working and the ultimate team player. She demonstrates wisdom beyond her years and possesses the ability to learn on the job and immediately communicate her knowledge to others. Her calm demeanor helps all around her to adapt to even the most stressful situations. Thameena Hunter gives her all, all day, everyday. She is a true asset to ECMC. Thanks, Thameena, for all you do!

Vickie Anne Fox - August



Vickie Anne Fox, LPN, is an efficient, hard working Licensed Practical Nurse (LPN). Her exceptional organizational skills are demonstrated in a daily, smooth operating dialysis schedule. Vickie is compassionate and

courteous to patients and quick to report any new findings to the Registered Nurse (RN). Her work ethic is second to none and she is well respected, valued and appreciated by her peers. Vicki Anne Fox is a tremendous asset to the Hemodialysis unit. Thank you, Vickie, for your dedication and good work!

Kathleen Nowak – July



Kathleen Nowak, LPN, has been instrumental in recognizing needs and problems and addressing them on her own. She plays an extensive role in motivating staff to

complete online education. In addition, Kathleen is an exceptional preceptor to the new Licensed Practical Nurses (LPNs) and serves as an approachable resource to the many RN's and students that pass through the floor. If it weren't for Kathy, an already overworked staff of registered nurses would find their days even more stressful. Kathy can be thought of as one who provides a very personal level of care to the patient. Her responsibilities increase as she becomes more proficient while helping patients and providing a friendly face and caring heart as each patient journeys toward recovery. Kathy is always helping patients on a day-to-day basis, providing the personal care a registered nurse might be too busy to provide. Kathy has worked at ECMC for 18 years, spending all of her hardworking years on the 7th Floor, Zone 4. In Kathy's spare time she likes to exercise at the gym, enjoy summers at her cottage in Canada, visit family and friends, and spoil her new puppies. Kathleen Nowak's positive attitude and willingness to better the team are just some of the reasons she has been chosen as nurse of the month. Congratulations Kathleen!

Tom Summerton – October

Cardiac Cath Lab Radiology Technician **Tom Summerton, RT**, is an exemplary employee and a wonderful asset to the hospital. He goes above and beyond his duties and provides excellent care to his patients. He is always willing to help his co-workers and is the type of person who will go out of his way to assist others. Tom Summerton is someone you would be pleased to have take care of one of your family members as well as be your friend. Thanks, Tom, for your efforts and dedication.

Photo not available

Ruth Kowalski – September



Ruth Kowalski, a Senior Medical Secretary in the Renal Department is a knowledgeable, dedicated and resourceful person. She consistently goes beyond her outlined responsibilities. She types dictation for eight renal physicians and her organizational skills enable her work to be done correctly and on a timely basis. Ruth is readily available to be of assistance to the support staff, doctors and other personnel in the clinic. She is compassionate and understanding when addressing patient problems. Her pleasant attitude and willingness to create a good working environment make Ruth Kowalski a highly regarded member of the renal staff. Congratulations Ruth!

Bill Petronsky - August



Bill Petronsky, RT, has been a valued employee in the Radiology Department since graduating from Trocaire College (2004). His gentleness, compassion and excellent communication skills have made him a

favorite among patients. Bill takes time to explain procedures to his patients, which always puts them at ease. Bill takes a proactive approach to problem solving. He is always looking for the best practice, striving for the most efficient way of doing things but always remembering to put quality and patient care first and foremost. The Radiology Orthopaedic suite (RO) is Bill's home the majority of the time. A couple of years ago, Bill agreed to take a lead role. He continues to work closely with the orthopaedic secretaries and physicians to care for patients. The Orthopaedic Department relies on the Radiologic Technologist (RT) to perform quality imaging in a timely manner. This has been a challenge with the number of patients seen in this area on a daily basis. Since ECMC acquired new digital equipment, Bill has spent much of his time training Radiologic Technologists. He works with the applications experts to assure that the equipment is working to its highest potential. Bill Petronsky is very much appreciated for everything he does for his patients and for ECMC. Thank you Bill!

Carlton Robinson – July



Housekeeper **Carlton Robinson** is known to be very responsible and reliable. He takes great pride in his work and keeps his areas in top shape. He even stops at his former work area to check if there is anything that his co-workers need. Carlton Robinson always has a smile and a kind word for the staff and patients alike. His efforts are well known by those who depend on him. Very good work Carlton!

Linda Carpenter – October



Linda Carpenter has worked in the Skilled Nursing Facility (SNF) as a Recreational Assistant since 2006. Last year, she began to volunteer on her days off. She brings in her dog, Rylee, to visit with the residents on the SNF. Linda found Rylee online on Craig's List. At first, Rylee was timid and unsure of herself. But it didn't take long for Rylee to become the highlight of the residents' week since she loves to be with people and gets very excited when she knows they are coming to ECMC. Often the residents miss their own pets and it means a lot to them to have Linda bring Rylee in. Linda and Rylee take their time visiting SNF residents, going room-to-room. Both Linda and Rylee are very sensitive and keen to the needs of people. Many thanks to Linda and Rylee!

On a weekly basis, Volunteer Linda Carpenter brings in her St. Bernard-Sheppard mix, Rylee, to visit Skilled Nursing Facility residents who look forward to the visits.



Joe Taibbi – August



Joseph M. Taibbi has been a volunteer with the Pastoral Care Department since 2003. He is always willing to help out a patient in need. He even helped by playing Santa Claus at the Volunteer Department Christmas concert series last year. Prior to becoming a volunteer, Joe worked as an English teacher for 33 years at Hutch Tech, Riverside, South Park and Southside schools. While volunteering at ECMC, he sees many of his former students who are now Nurses, Administrative Control Clerks and in the Information Technology Department. Joe Taibbi retired in 1999 and then attended Christ the King Seminary (2002-2005) where he received a Master of Divinity degree. He also enjoys golfing and reading. Congratulations to you, Joe, and thanks for all of your great work!

Dianne Perry-Brown – July



Dianne Perry-Brown became an ECMC Volunteer in 1996. She previously worked for ECMC as a Senior Clerk Typist for 15 years. After retiring, she joined the Volunteer Board and currently operates the Courtesy Cart on Thursdays. Dianne also volunteers monthly singing and playing piano for patients in the Skilled Nursing Facility. She has formerly volunteered in the Rehab Department where she was once an employee. Noted for her gifting in art and music, Dianne enjoys serving the patients and bringing cheer their way. Dianne Perry-Brown brings much brightness to the patients and volunteers alike. Thanks, Dianne, for volunteer work well done!

Lea McSherry – September



Lea McSherry has been a volunteer at ECMC since 1990. She is currently serving as the Volunteer Board President. Lea has formerly acted as the Volunteer Board Vice President and the Secretary. She has also been involved with make-up and plant sales. She has worked on the Hostess and Membership Committees, the SNF Workshop and in the Gift Shop. Lea is very caring and fair-minded. She has a calm manner that helps in facilitating and delegating. The Board is very fortunate to have Lea McSherry as an officer, member and volunteer. Thanks, Lea, for a job well done!

Important Days to Know

November

MONTH-LONG OBSERVANCES

- 1-30 Diabetes Month (American)
- 1-30 Family Caregivers Month (National)
- 1-30 Sexual Health Month (National)

WEEK-LONG OBSERVANCES

- 10/31–11/6 Medical Staff Services Awareness Week (National)
- 1-7 Diabetes Education Week (National)
- 1-7 Medical-Surgical Nurses Week
- 1-7 Urology Nurses and Associates Week
- 7-13 Allied Health Professionals Week (National)
- 7-13 Aspiring Nurse Leader Week
- 7-13 Health Information and Technology Week
- 7-13 Mental Health Wellness Week
- 7-13 Patient Transport Week (National)
- 7-13 Radiological Technology Week (National)
- 8-14 Perioperative Nurse Week
- 14-21 Bladder Health Week

RECOGNITION DAYS/EVENTS

- 18 Great American Smokeout
- 20 Family Volunteer Day

October

MONTH-LONG OBSERVANCES

- 1–31 Dental Hygiene Month (National)
- 1–31 Healthy Lung Month
- 1–31 Medical Librarians Month (National)
- 1–31 Medical Ultrasound Awareness Month
- 1–31 Patient Centered Awareness Month
- 1–31 Pharmacists Month (American)
- 1–31 Physical Therapy Month (National)

WEEK-LONG OBSERVANCES

- 1–8 Gerontological Nurses Week
- 3–9 Healthcare Resource & Materials Management Week (National)
- 3–9 Mental Illness Awareness Week
- 3–9 Nuclear Medicine Week

- 4–8 Customer Service Week
- 4–10 Healthcare Food Service Workers Week
- 6–12 Physician Assistants Week
- 9–15 Pediatric Nurses Week
- 10–16 Case Management Week (National)
- 10–16 Emergency Nurses Week
- 10–16 Healthcare Central Service & Sterile Processing Week (International)
- 10–16 Healthcare Security & Safety Week and Officer's Day
- 11–16 Dialysis Technician Recognition Week (National)
- 17–23 Healthcare Quality Week
- 17–23 Hospital & Health-System Pharmacy Week (National)
- 17–23 Infection Prevention Week
- 18–23 Medical Assistant's Week (National)
- 24–30 Healthcare Facilities & Engineering Week (National)
- 24–30 Pastoral Care Week (National)
- 24–30 Respiratory Care Week (National)

RECOGNITION DAYS/EVENTS

- 7 Bipolar Disorder Awareness Day
- 7 Depression Screening Day® (National)
- 13 Stop America's Violence Everywhere (SAVE) Today
- 15 Mammography Day (National)
- 27 Lock Your Meds Day
- 27 Lung Health Day

September

MONTH-LONG OBSERVANCES

- 1-30 Cholesterol Education Month (National)
- 1-30 Healthy Aging Month
- 1-30 Pain Awareness Month

WEEK-LONG OBSERVANCES

- 12-18 Healthcare Environmental Services and Housekeeping Week (National)
- 12-18 Nephrology Nurses Week
- 19-25 Rehabilitation Awareness Celebration Week (National)
- 19-25 Surgical Technology Week (National)
- 9/26-10/2 Adult Immunization Awareness Week (National)

Patient-Centered Care Awareness Month – October

Submitted by Donna M. Brown, Director of Patient Satisfaction and Cultural Awareness, ECMC Corporation



Patient-Centered Care Awareness Month is an international awareness-building campaign that occurs every October to commemorate the progress that has been made toward making patient-centered care a reality and to build momentum for further progress through education and collaboration. Hospitals and healthcare organizations around the world are encouraged to celebrate by empowering patients, strengthening their patient-centered practices, and publicly proclaiming to their patients and communities their commitment to patient-centered care.

For the past several years, health care organizations around the United States, Canada and the Netherlands have celebrated Patient-Centered Care Awareness Month. In addition, several state governors commemorated the month signing proclamations officially recognizing the importance of patient-centered care to their states' citizens.

What is Patient-Centered Care?: Although the phrase "patient-centered care" is defined and used in a variety of ways, the essential theme is the importance of delivering healthcare in a manner that works best for patients. In a

patient-centered approach to health care, providers partner with patients and their family members to identify and satisfy the full range of patient needs and preferences.

Organizations practicing patient-centered care recognize that:

- A patient is an individual to be cared for, not a medical condition to be treated.
- Each patient is a unique person, with diverse needs.
- Patients are partners and have knowledge and expertise that is essential to their care.
- Patients' family and friends are also partners.
- Access to understandable health information is essential to empower patients to participate in their care and patient-centered organizations take responsibility for providing access to that information.
- The opportunity to make decisions is essential to the well-being of patients and patient-centered organizations take responsibility for maximizing patients' opportunities for choices and for respecting those choices.
- Each staff member is a caregiver, whose role is to meet the needs of each patient, and staff members can meet those needs more effectively if the organization supports staff members in achieving their highest professional aspirations, as well as their personal goals.
- Patient-centered care is the core of a high quality healthcare system and a necessary foundation for safe, effective, efficient, timely, and equitable care.

E.J. Meyer Memorial Hospital School of Nursing Alumni Class of 1959, 50-Year Anniversary Tour of ECMC

Members of the E. J. Meyer Memorial Hospital School of Nursing Alumni Association Class of 1959 visited and toured ECMC on October 1st. The tour included visits with some old friends and new acquaintances in some of the newly renovated areas including the: Emergency

Department, Trauma Intensive Care Unit, Pre-operative/Post-operative Anesthesia Care Unit, 7th Floor, and inpatient Rehabilitation Medicine Unit.

The E.J. Meyer Memorial Hospital and School of Nursing played significant roles in the provision of healthcare in Western New York, pioneering standards of nursing care practiced throughout the world, including the invention of the first crash cart. The Nursing School Alumni members who visited are among those nursing care pioneers.



July 29, 2010

Mr. Jason E. Mertz
Ms. Kathryn S. Warner
Tonawanda, NY 14150

Dear Jason and Kate:

On behalf of the physicians, nurses and staff at ECMC, we are grateful to receive your gift in lieu of wedding favors in memory of Dorothy Warner, Kate's mother. We are terribly sorry for your loss, and we are humbled by your appreciation of the ECMC medical professionals' efforts in our Trauma Unit.

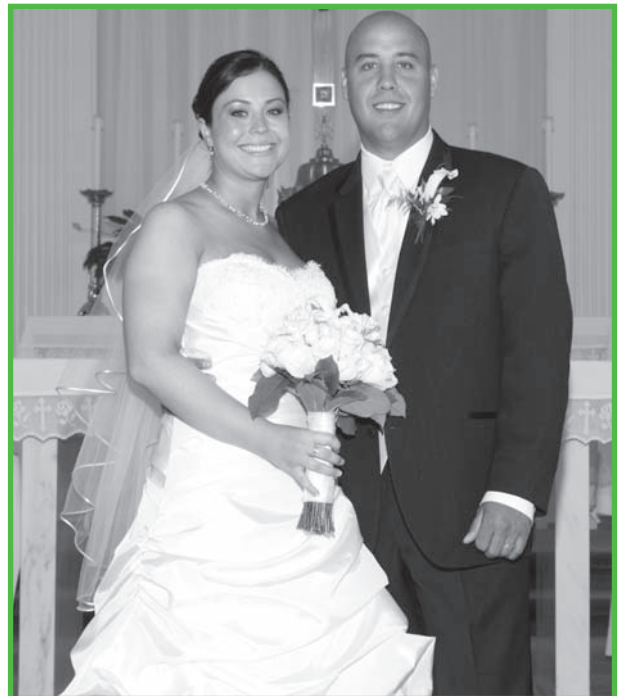
It means the world to us when patients and their families take time to remember the caregivers who dedicate their lives to helping patients. It was extremely special for us when we learned you and your guests were making ECMC part of your wedding celebration. We know your gesture came from the love that Kate's mother instilled in her family and those she touched. It is true testament to the extraordinary character that she has passed on to her family.

Your kindness and thoughtfulness is inspirational to all of us and helps us remember how important the mission of ECMC is to every person and family we touch. We feel blessed to be part of your special day and wish both of you much happiness in the years to come.

Sincerely,



Jody L. Lomeo
Chief Executive Officer
ECMC Corporation



Newlyweds (August 2010) Kathryn S. Warner and Jason E. Mertz donated funds to ECMC's Trauma Intensive Care Unit in memory of Kate's mother Dorothy Warner, rather than buy wedding favors. Kate and Jason framed and displayed at their wedding this thank you letter from ECMC CEO Jody Lomeo.

Thank You ECMC

3 August 2010

Rocco Venuto, MD
Renal Transplant
ECMC
462 Grider Street
Buffalo, New York 14215

Dear Dr. Venuto,

Please allow me to express my sincere thanks for the excellent care I have received from you, the transplant team, and everyone at ECMC. I literally owe you my life.

From the consideration shown in scheduling all my screening exams in one day, to the most lucid explanation of kidney disease I received from you on Family Day, to the kindness and concern shown by every staff member at every procedure during my 889 days on the list, to the exceptional care I received during transplant itself, to the equally lucid explanation of my medications and follow-up care from Kristine Reed, I am in your debt (though not as much as Independent Health is, but that's another letter).

If I can ever be of assistance to you in getting the word out about kidney disease or organ donation, please let me know. It would be my honor to assist you. Thank you and thank all your staff on my behalf.

Sincerely,

Alan C. Baumgardner
Buffalo, New York

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MED-CENTER

Pulse

Med-Center Pulse is a monthly publication of the Public Relations/Communications Department of ECMC Corporation

Editor: Joseph B. Cirillo

Contributing Editor: Brianna Baugh

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

Joseph B. Cirillo

E-Mail: jcirillo@ecmc.edu

Special Notice of Change in ECMC Med-Center Pulse Publication Schedule

Published by the ECMC Corporation Public Relations/Communications Department, Med-Center Pulse is now published every other month (bimonthly as a two-month issue) available at the end of the second month of each bimonthly issue. Therefore, the article/photo submission schedule is revised accordingly. All submissions must be received by the end of the first month of the issue as follows:

ISSUES	SUBMISSION DUE DATES
January-February	End of January
March-April	End of March
May-June	End of May
July-August	End of July
September-October	End of September
November-December	Mid-November

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 CD, DVD, or USB devices.

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Keep updated each issue with news and information on ECMC expansion and growth in our new feature section....

Progress and Plans for a World-Class, Integrated Health System!

