

PULSE

A publication for associates of Mercy Medical Center

MAY 2007

Mercy Honors Associates During National Hospital Week

During National Hospital Week (May 6 –12), Mercy acknowledges the important contributions all associates make to the hospital and its mission during the Annual Associate Recognition Dinner, to be held May 15.

In addition, Mercy recognizes the significant role nurses play in delivering exceptional patient care through Clinical Excellence Awards. The 2007 recipients include:



Karen Baysinger, R.N.
Maternal Child Services

With more than 40 years of nursing experience, Karen brings a great deal of knowledge and experience to the bedside and frequently serves as a preceptor. Described by her peers as very compassionate and dedicated to her patients, Karen often coordinates community resources for those patients who require additional assistance.

In addition to achieving Clinical Ladder IV, Karen is an OB Practice Council member, a parish nurse and co-chair of the Stark County OBGYN Nurse Network.



Suzanne Kiefer, R.N.
Home Health Care

Suzanne's peers depict her as a patient advocate with an excellent grasp on what needs to be accomplished. She is known for displaying compassion toward her patients and their families and achieving great patient outcomes with a positive attitude at all times.

A graduate of the Mercy School of Nursing, Suzanne has attained Clinical Ladder II, is a Practice Council member and serves as a clinical preceptor. She also volunteers at health fairs and coordinates a parish health ministry.



Laura Lowery, R.N.
Coronary Care Unit (CCU)

Laura, a CCU charge nurse who has achieved Clinical Ladder II, is known for promoting a sense of teamwork and treating her patients with kindness and compassion.

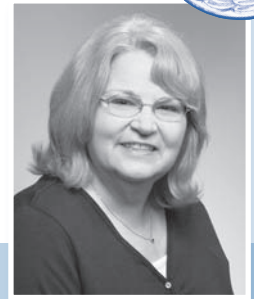
A Malone College graduate, Laura makes herself available to teach and mentor staff members and students. Laura's peers indicate that she demonstrates a high level of patience and willingness to share her knowledge and experience.



Carol Prazer, R.N.
Post Anesthesia Care Unit (PACU)

Carol Prazer has been selected not only for the Clinical Excellence Award, but also for the 2007 Cameo of Caring Award, which will be presented in October at the University of Akron. A graduate of the Mercy School of Nursing with more than 20 years of experience, Carol serves as a clinical preceptor and is described by peers as an effective leader and mentor.

In addition to reaching Clinical Ladder IV, Carol is St. Paul's parish nurse, the chair of SDU/PACU PI Committee and the treasurer of NEOPANA.



Susan Randles, R.N.
Intensive Care Unit (ICU)

With more than 30 years of experience as a registered nurse, Susan has spent the majority of her clinical time in critical care areas and serves as a resource for her peers. She enjoys the challenge of caring for the most critically ill patients and communicating with their family members.

A graduate of the Akron General School of Nursing and an ICU charge nurse, Susan participates on the ICU Practice Council, teaches certification classes and serves as a clinical preceptor.



A nonprofit corporation of

The Sisters of Charity of St. Augustine Health System and **UniversityHospitals HealthSystem**

COMPLIANCE HOTLINE
1-888-511-4103

A Message from the President and CEO



By
Thomas E. Cecconi
President & CEO

In May, I join the Sisters of Charity of St. Augustine, and the Administrative and Management teams in saluting all Mercy associates during National Hospital Week. This special week is set aside to acknowledge the hard work and dedication that each of you, as a healthcare provider, gives to our Mercy patients and their families throughout the year. I commend you for the caring spirit and exceptional service that is central to our mission at Mercy. I am looking forward to seeing those associates celebrating anniversary years at the upcoming Employee Recognition Dinner, "A Night of Mercy Stars," scheduled on Tuesday, May 15.

I would also like to extend my congratulations to those nurses who were recognized with the Clinical Excellence Awards. You can read about all of their accomplishments in the cover story of Pulse. A special congratulations to Carol Prazer, who is being honored with the Cameo of Caring Award. Congratulations Carol and to each of the other recipients.

It is my privilege to serve as the Chairperson for this year's Arts in Stark fund drive. I hope you will join me at the Arts Break being held here at Mercy this week. I am proud of the many positive contributions that Mercy associates make to better the greater Stark County community. This past weekend, we presented the annual Great Expectations Baby Fair, Cover the Uninsured Health Information Day and the Health Careers Awareness Day. The annual Health Run is scheduled in North Canton on May 19th. Thanks to all of our associates who represent Mercy Medical Center in such a positive way in our community.

Awards And Recognition

Radiation Therapy Receives RTOG Accreditation On First Attempt

Mercy Radiation Therapy recently received Radiation Therapy Oncology Group (RTOG) accreditation on its first attempt, passing with dosimetric precision within three percent of tolerances and spatial accuracy within one millimeter. These tight tolerances mean Radiation Therapy provides the most accurate targeting of tumors.

"This is a very prestigious accomplishment because fewer than 40 percent of applicants attain accreditation on their first attempt," said Judy Haddam, Director – Radiology Services. "Chuck Wissuchek, M.S., Certified Medical Physicist and Certified Radiation Expert, and Greg Lasko, R.T., (T), Certified Dosimetrist, worked very hard on this project. Thanks to them and all our other Radiation Therapy staff members, our patients are in good hands."

RTOG accreditation allows Mercy to obtain funding for advanced clinical trials for head/neck and prostate cancer treatments.



Jean Morgan Honored As Outstanding Grad

Jean Morgan, R.N., M.S.N., C.N.P., recently received the Sigma Theta Tau International Honor Society of Nursing Outstanding Graduate Award for her graduate work at the University of Akron. Only one student in each graduating class is selected for the honor, which is presented during the university's annual Sigma Theta Tau induction ceremony.

Additionally, Jean's paper on evidentiary findings during sexual assault exams has been accepted by the *Journal of Emergency Nursing* for publication in an upcoming edition.

Cindy Hickey Receives Shero Award

Cindy Hickey, Director of Public Relations, recently received a Shero Award from the Stark County Minority Health Coalition for her positive contributions to local minority health initiatives.

Cindy was given the award during the annual Minority Health Kickoff and Dinner on Apr. 5 at the Canton Marriott.

Cindy's most significant contribution to minority health has been her successful "300 Sisters in Red" program, in partnership with the American Heart Association's local chapter.

For this year's third annual Sisters event, themed "African American Women and Stroke," Cindy worked with nursing director Allison Goshay and stroke coordinator Claribel Brown. The event was filled to capacity with 350 African American women attending.

Mercy Receives Quality Award For Surgical Care Processes

Mercy was one of only ten Ohio hospitals recently honored with the Surgical Care Improvement Project (SCIP) 6 Commitment to Quality Award for successful efforts in a six-state collaborative to advance surgical care processes. Mercy was recognized by the Centers for Medicare & Medicaid Services (CMS) Quality Improvement Organizations, including the Ohio Keystone Peer Review Organization (KePRO).

More than 100 hospitals in Ohio, Illinois, Indiana, Kentucky, Michigan and Wisconsin participate in SCIP 6, a regional subset of the national SCIP quality partnership. The project focuses on peer-to-peer resource sharing, best practices, improving surgical care processes and reducing surgical failure rate.

“Our dedication to patient safety prompted our collaboration with Ohio KePRO and SCIP 6 hospitals,” said Tom Cecconi. “For every successful surgical care protocol we identify and implement, we take another step toward ensuring the right care for every patient, every time.”

Mercy Radiology School Takes Third In State Competition

The Mercy Radiology School recently placed third in a field of 15 teams during a statewide academic challenge-style radiology competition. In the program’s best showing in 10 years, Mercy placed higher than any other northeast Ohio team, defeating Kent State University and Akron Children’s Hospital in head-to-head contests.

Congratulations!

Mercy ‘Hit The Hoops’ During Minority Health Fair



Mercy men’s and women’s basketball teams enjoyed some friendly competition with Aultman as part of the Stark County Minority Health Coalition health fair at Malone College on Apr. 21. Mike Rieger, Mercy Vice President and CFO, coached the men’s team and Amy Lorentz, Radiology, the women’s team.

The men’s team included Bryan Beall, Matt Caiazza, Heath Cather, Luke Cunningham, Randy Eckles, Allen Guilliam, Jason Kantorik, Ryan List, Noah Timberlake, Ryan Umlauf and Kwame Wright.

The women’s team included Jackie Basford, Melissa Boron, Tammi Feesler, Amanda Frederick, Tanya Grimes, Sue Madden, Kim Middleton, Stacy Miller, Ramona Nissley, Elizabeth Palmer, Nicole Shaner and Kerry Stanzian.

Associate Matters

A monthly column focusing on important issues that concern our associates

Your FAQs

By Lorraine Washington - Vice President, Human Resources



Last month, I answered five of the questions we frequently get asked in Human Resources. This month, I'd like to cover five more.

How long can I keep my child on my medical insurance?

Normally dependents are covered up to the age of 19. If the dependent is a full-time student, coverage may be extended until the age of 25. Proof of student eligibility will be required every semester. Dependents will lose coverage if they are no longer full-time students (enrolled with a minimum of 12 credit hours). If a

student graduates, he or she is no longer considered a full-time student.

How do I get reimbursed for Critical Care Insurance?

Critical Care Insurance is a voluntary benefit and is provided by UNUM. If you are diagnosed with one of the covered illnesses, you need to call UNUM at 1-800-635-5597.

What are Benefits' hours of operation?

The Benefits Office is open Tues. – Fri., 1 a.m. – 12 p.m. and 1 p.m. – 4 p.m. Benefits is closed on Mondays and from noon to 1 p.m. on Tues. – Fri. for lunch.

Why is the benefits office closed on Monday?

Monday is the day the Benefits Office does data entry. This data entry is for employee benefits, 401(k) contributions, dependent changes, insurance eligibility, etc., and it must be accurate. In an effort to have this data be as accurate as possible, we close the office to minimize the number of interruptions that the benefits specialist gets. However, many benefit questions can be answered in Human Resources.

I called and nobody has called me back yet. Why is that?

Our goal is to get back to each of our benefit customers within 24 hours. With over 2,500 employees and one benefit specialist, we do a good job of returning phone calls; however, sometimes it takes longer than 24 hours. We are in the process of cross training existing employees and reallocating some HR hours, and we hope to be able to keep to our 24-hour customer service goal.

As a reminder, many employees call several times and fail to leave their first and last name and a phone number where they can be reached. You'd be surprised at how many messages we get that sound like, "This is Mary, call me back." As you can imagine, this type of message makes it impossible to get back with the employee.

Nicorette Available To Associates During July

Mercy to go smoke-free on July 1

When Mercy becomes a smoke-free campus on July 1, the professional and in-patient pharmacies will offer individual pieces of Nicorette Gum, an over-the-counter (OTC) nicotine replacement therapy, to associates having difficulty getting through the workday. This option will be available only during the month of July.

Therapeutic nicotine

The use of nicotine replacement medications like Nicorette, when combined with behavioral support and counseling, increases long-term smoking quit rates. These medications provide nicotine without the other harmful components of tobacco, easing physical withdrawal and allowing smokers to concentrate on the behavioral and social components of smoking.

In addition to Nicorette, four other nicotine replacement products are currently available:

- OTC nicotine patches and Commit Lozenges. (You should consult your physician before beginning OTC medication.)
- Prescription nicotine inhalers and nicotine nasal spray.

The FDA has also approved two non-nicotine prescription medications, including bupropion (Zyban) and varenicline (Chantix). Both work on areas of the brain that nicotine typically affects.

For more information on these medications, visit Chantix.com, Zyban.com, or consult your physician. Associates may also contact Julie Goodrick, Tobacco Addiction Specialist, at ext. 2759.

Lasting Impressions

“Lasting Impressions” highlights Mercy associates who have recently been recognized for quality, compassionate care by patients, family members, physicians, other associates or individuals in the community. These stories are representative of the many Mercy associates that leave positive, lasting impressions by living out the hospital’s mission everyday.

Compassion and support were ‘beyond fantastic’

More than eight months ago, Tim Toolan, Plant Engineering, was severely injured after an accident in his home and spent six weeks under the care of Mercy physicians and staff. Tim returned to work on March 12.

To Mercy physicians and staff,

I would like to take this opportunity to express my genuine appreciation and gratitude for the wonderful treatment provided at Mercy during my recovery.

I am extremely grateful for the skills and expertise of Dr. Kamel Muakkassa, Dr. Kirby Sweitzer, Dr. Alan Rudick, Dr. Alfred Martello, and Dr. Michael Tirmonia. I would also like to recognize the exceptional staff of ICU, 10 Main, 4 Rehab, Plant Engineering and Pastoral Care. Without your care and support I would not be where I am today.

My family told me the compassion and support they received was beyond fantastic. My children, Travis and Taylor, told me how nice everyone was to them, and I know being able to have them there made a huge impact in my recovery.

My coworkers also demonstrated their commitment and compassion with an overwhelming support through prayer, financial donations and PAL donations. Many of you also sacrificed personal time to assist my family and me. That help was greatly appreciated and will never be forgotten.

Sincerely,

Tim Toolan and Family

Hospice throws ‘groovy’ 70s party for patient

Mercy Hospice associates Debra Stires, R.N., Kim Bray, M.S.W., and Susan Workman, Volunteer Coordinator, recently celebrated peace, love and life while hosting a 70s party for a hospice patient who loves disco-era music.

Dressed in groovy outfits, party-goers enjoyed chocolate fondue and 70s hits. Susan said, “As much fun as this was, the most moving part of the party was witnessing the interaction between Deb, Kim and our patient. I could feel their warmth and compassion. It really gave me a new perspective on hospice and my position as volunteer coordinator.”

 Elizabeth Albery, Lab

Project Angels On Earth: A ‘Labor Of Love’ For Radiology



Radiology associates Yolanda Curtis (left) and Pat Aslanides put their sewing skills to work for Project Angels on Earth.

Radiology associates crochet tiny outfits for Mercy preemies and small full-term infants. Called Project Angels on Earth, the program provides a way to cover up the harshness of the NICU’s lifesaving tubes and wires that preemies need to survive.

In a short, six-week period of time, Radiology staff members and their families donated 68 little hats, one headband, five blankets and 16 hat and blanket sets to the NICU. Radiology plans to continue its “labor of love” and is seeking yarn donations.

To contribute yarn or to assist with the sewing, contact Radiology at ext. 1242.

Women's Night Out!

Botox-Skincare-Plastic Surgery-Cancer Prevention-Tours

Mercy Medical Center is offering a night out just for women. Enjoy hors d'oeuvres, pamper yourself, satisfy your health and beauty needs, and gain important information about cancer prevention and early detection.

This event is FREE and open to all women, but reservations are required. For more information or reservations, call 330-489-1333 or 1-800-223-8662.

Images, Gift Shop Offer May Sales

The Mercy Images Shop will hold a customer appreciation sale from Mon., May 7, through Fri., May 11. Uniforms, shoes and hosiery will be 20 percent off, and special promotions are scheduled throughout the week. Everyone that makes a purchase during the sale will be entered into a drawing for store merchandise.

The Mercy Gift Shop will hold a Mother's Day Sale on Fri., May 11. Specials will be offered on jewelry, purses and other Mother's Day gifts. Floral and plant arrangements will also be available, and a drawing for a large garden angel statue will be held at 2 p.m.

Relay For Life Teams Hold Fundraisers

To help in the fight against cancer, two Mercy Relay for Life teams will hold May fundraisers.

The Homecare and Hospice Team will have a spaghetti dinner on Sun., May 6, from 1 - 5 p.m. at Palombo's Restaurant, 4100 Portage St., N.W., in North Canton. Tickets, which are \$12.50 per person, can be purchased at the Homecare office, 7568 Whipple Ave., N.W., in North Canton, between 8 a.m. and 4:30 p.m. on weekdays; or by calling Jean Loughry, Homecare, at 330-492-8803.

Relay for Life Team 25 is coordinating a "Camp Out for a Cure" friends and family night at Handel's Homemade Ice Cream & Yogurt, 3107 Lincolnway East in Massillon. Handel's will donate 20 percent of all "flyer" sales made on Mon., May 14, from 3 - 9 p.m. to Team 25. All participants must present a "Camp Out for a Cure" flyer at the time of purchase. Call 330-430-2788 to get a flyer.

Health Observances

Month

American Stroke Month
Asthma and Allergy Awareness Month
Better Sleep Month
Clean Air Month
Hepatitis Awareness Month
Lyme Disease Awareness Month
Melanoma/Skin Cancer Detection and Prevention Month
Mental Health Month
Multiple Chemical Sensitivity Awareness Month
National Bike Month
National Celiac Disease Awareness Month
National High Blood Pressure Education Month
National Neurofibromatosis Month
National Osteoporosis Awareness and Prevention Month
National Physical Fitness and Sports Month
National Teen Pregnancy Prevention Month
Sturge-Weber Awareness Month
Tuberous Sclerosis Awareness Month
Ultraviolet Awareness Month



Week

National Physical Education and Sport Week (1 - 7)
National Mental Health Counseling Week (6 - 12)
North American Occupational Safety and Health Week (6 - 12)
Food Allergy Awareness Week (13 - 19)
National Alcohol- and Other Drug-Related Birth Defects Week (13 - 19)
National Women's Health Week (13 - 19)
National Stuttering Awareness Week (14 - 20)
Bike to Work Week (14 - 18)
National Neuropathy Week (14 - 18)
National Emergency Medical Services Week (20 - 26)
Schizophrenia Awareness Week (20 - 26)
Tinnitus Awareness Week (20 - 26)
Recreational Water Illness Prevention Week (21 - 27)

Day

National Anxiety Disorders Screening Day (2)
National Teen Pregnancy Prevention Day (2)
High Blood Pressure Sunday (6)
Melanoma Monday (7)
Comelia de Lange Syndrome Awareness Day (12)
Fibromyalgia Awareness Day (12)
National Women's Check-up Day (14)
National Employee Health and Fitness Day (16)
HIV Vaccine Awareness Day (18)
World No Tobacco Day (31)

Mercy Blood Drive Scheduled For June 21

Donating blood is a great way to kick off the summer. The next Mercy blood drive will be on June 21 from 6 a.m. to 6 p.m. in conference rooms C, D and E, across from the cafeteria.

“As we approach the warmer months, historically we see our donations drop off considerably,” said Bob Bowman, LifeShare Senior Donor Recruitment Representative. “Our high school blood drives are completed, and many of our regular donors take vacation, leading to low blood levels. LifeShare hopes to see a great turnout for this important blood drive. Every donation has the potential to save three lives.”

Want to Get Your Story in the *Pulse*?

If you've got a story to tell, we want to hear about it! The *Pulse* staffers are always looking for interesting stories about Mercy associates and their respective departments. The deadline for submitting articles is the 15th of each month. So, make sure to submit your information as early as possible! Late stories will be considered for future issues. To submit a story to the *Pulse*, email the information to pulse@cantonmercy.com. You can also submit stories on Mercy's website under Health Professionals.



Mystery Associate

Each month, an associate's name is hidden somewhere in this newsletter. If you see your name with this graphic next to it, you're the lucky winner of a \$25 gift certificate to Tri County Restaurant Association. Please call 330-489-1015 to claim your prize.

Health Run Volunteers Needed



Volunteers are needed for this year's Health Run, scheduled for May 19. If you are interested in helping, contact

Sue Madden at 330-966-8997.

'Arts Break' To Be Held May 3

Mercy associates are invited to celebrate the arts during Arts Break on Thurs., May 3, in the Mercy Surgery Center Atrium. A brief "Fund for the Arts" presentation and performance will be held from 10 a.m. to 10:30 a.m. The Living Fountain Dancers and other local artists will perform from 11:30 a.m. to 1 p.m. Arts in Stark information will be available, and refreshments will be served.

Mercy Completes Three Renovation Projects

Mercy continues to enhance its facilities and recently completed several renovation projects, including refurbishing the Surgery Center lobby, refinishing Behavioral Health and creating a new, 12-bed Cardiac Step-Down Unit.

The Cardiac Step-Down Unit (3A) with universal patient rooms contains new equipment and furniture, interior walls and finishes, and restroom facilities. Behavioral Health (5B) received new flooring, ceilings, vinyl wall coverings, paint, lighting and improved nursing stations. The Surgery Center lobby has new carpet and furniture, as well as hard-surface flooring in the vending area.

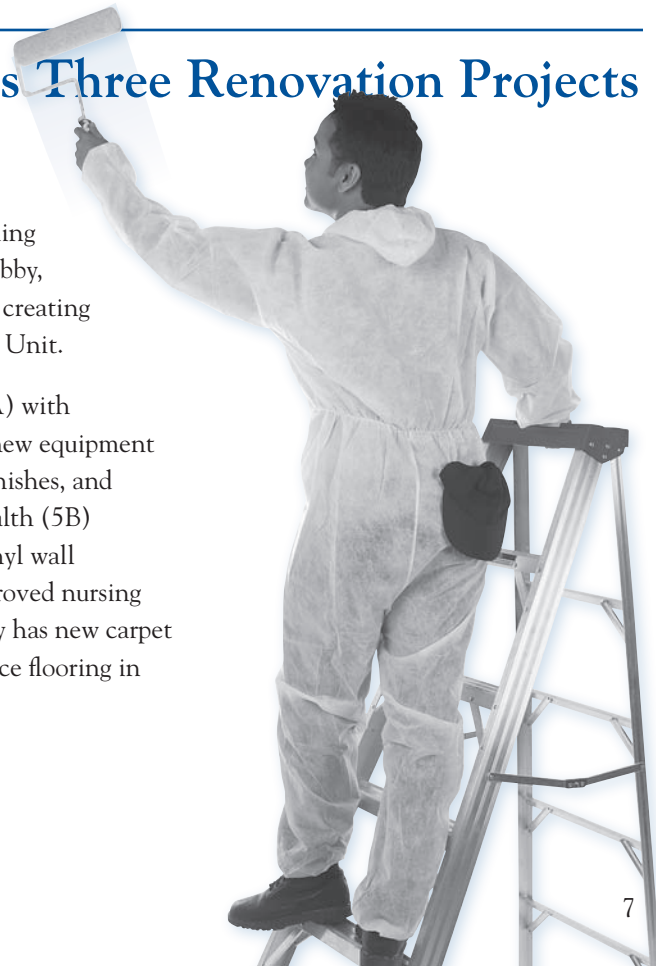
Wal-Mart Grant Supplies Scales For Heart Failure Program

Teree Rice, R.N., Coordinator of Mercy's Heart Failure Program, recently received a Wal-Mart grant to purchase 25 Health-O-Meter scales for heart failure patients that cannot afford them. A representative from Scios, Inc., maker of heart-failure treatment Natrecor, also donated four scales for this initiative.

Scale recipients will be selected based on need and permitted to keep the scales. Qualified patients who accept the scales will be required to contact Terry every morning with their weight and other information.

“The goal of this project is to educate patients about managing heart failure so they can lead a quality life,” said Teree. “Making them accountable for morning assessments will reinforce the importance of supervising their symptoms and behavioral choices.”

For more information about this heart failure monitoring program, contact Teree at 330-580-4764.



New Associates

- Tyler Bourquin Dietary
- Terrence Bowman Dietary
- Adrienne Brewer 4 Rehabilitation Unit
- R. Tod Brunie Pharmacy
- Charity Davis Human Resources
- Frank Davis CVSOR
- Megan Depouw Emergency Dept.
- Dana Gates Physician Support
- Sharon Heffner Pathology/Histology Lab
- Kandi Herron ICU
- Sanda Lafever ICU
- Brenda Lloyd Sleep Lab
- Candace Lusby Special Care Unit
- Wendy Manns ICU
- Christopher McCord Security
- Zachary Pariano Dietary
- Cynthia Ricker Occupational Therapy
- Heidi Schenker Special Care Unit
- Martha Taczak Medical Transcription
- Dayna Thompson Human Resources
- Steven Widener Security
- Brianna Wilson North Canton-W/H/S
- Kimberly Zink Physician Support

Boutique Offers Mother's Day Tea Card Party

The Mercy Boutique will host a Mother's Day Tea Card Party on Mon., May 7, from 11 a.m. to 1 p.m. Artist Jennifer Collins, creator of the Breast Cancer Birds paintings and cards, will be on site, and a Sterling Tea representative will offer tea steeping demonstrations, samples and information about the health benefits of tea. Special card and tea packages will be available for purchase.



Jennifer's note cards can be viewed at breastcancerbirds.com. To learn more about Sterling Tea, visit www.sterlingtea.com.



Mercy Supports Service Men, Women With Care Packages

The Mercy Mission & Values Committee sent 35 faith-based care packages in April to relatives of Mercy associates in active military service. This ministry, started in 2005, provides service men and women with a special devotional for military personnel, a note of appreciation and a sweet treat.

The committee would like to extend a special thank you to Same Day Surgery and P.E.A.T. staff members for sharing the Mercy mission by holding two candy drives to supply care-package treats.

If you would like to have your loved one included in future mailings, please contact Bobbie Richards-Uher, General Accounting, at ext. 1013.

Townsend Tours Mercy Rehab



Stroke coordinator Claribel Brown (left) gives Jacquelyn Mayer Townsend, Miss America 1963, a tour of the Mercy Rehabilitation Center. Jacquelyn shared her remarkable story of recovery following a near-fatal stroke in 1970 during the "Trauma to Triumph" program on Apr. 21 at Walsh University. After her presentation, Jacquelyn visited with Mercy rehab patients.

