

# PULSE

A publication for employees of Mercy Medical Center

## Mercy ECPC Tests Heart Attack Simulator

### Leading-Edge Research May Lead to Simulation Training in Health Care

**M**ercy Emergency Chest Pain Center (ECPC) teams - in collaboration with the American College of Cardiology and the Center of Excellence for Simulation Research at Western Michigan University (WMU) – recently conducted a one-day, “in-situ simulation” of rapid heart attack care. The medical center was one of just three facilities in Ohio and 15 nationwide selected for this important research.

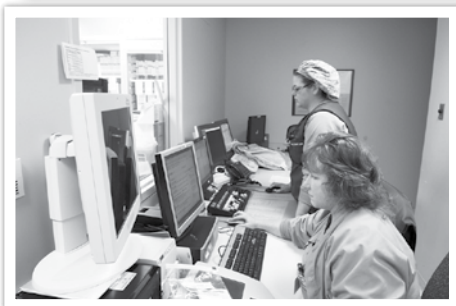
The door-to-balloon time for the simulation was just nine minutes and 15 seconds, a new ECPC record.

The objective of in-situ simulation research is to determine the effectiveness of simulation training (a well-developed technique in the aviation industry) in complex health-care scenarios, with a goal of enhancing reliability and safety for patients. The simulations are designed to optimize

teamwork and communication among diverse health-care providers.

Ahmed Sabe, M.D., medical director of Mercy Heart Center and co-director of Mercy ECPC, led an experienced team of physicians, nurses and technicians in a complete STEMI (ST elevation myocardial infarction, or heart attack) simulation with a patient actor and an endovascular simulator. Members of the WMU research team observed and videotaped the exercise and facilitated a review and discussion.

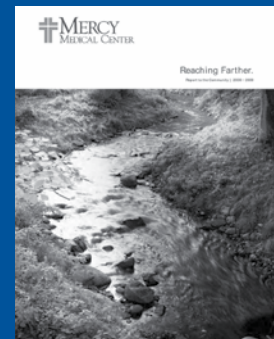
“As a national leader in emergency heart care for decades, this simulation was an opportunity for Mercy to further contribute to advanced STEMI research, as well as to examine and reinforce our own team dynamics in care delivery,” says Sabe. “I believe simulation technology has the potential to help ED cardiology teams improve the speed and precision of their heart attack care.”



August 2009

## Mercy Community Report Goes Green

View it on Mercy's Web Site



As part of Mercy's efforts to “go green” and conserve both financial and natural resources, the hospital recently published the *2008 Report to the Community* exclusively on its Web site.

Entitled *Reaching Farther*, the report demonstrates how Mercy has been reaching out through continued investments in the latest technology, expanded geographic reach and improved facilities since the Sisters of Charity of St. Augustine founded the hospital in 1908. The report includes a summary of centennial events, as well as information about Mercy's community benefit and innovative programs that advance health care in local communities.

Employees, medical staff, volunteers, donors and others are encouraged to read the full report online at [CantonMercy.com](http://CantonMercy.com).



A nonprofit corporation of  
The Sisters of Charity of St. Augustine Health System and UniversityHospitals HealthSystem

## A Message from the President and CEO



by Thomas E. Cecconi,  
FACHE, President & CEO

Please join me in congratulating Rick Antenuce, manager of plant engineering and facilities, and our team of expert technicians who helped Mercy earn the EPA's ENERGY STAR designation, the national mark of excellence in energy performance. Mercy is one of only two hospitals in Ohio and 87 nationwide to be awarded this distinction. To obtain ENERGY STAR, facilities must pass a rigorous application process and an on-site review. The EPA will present the award on site later this month.

I also want to share continued good news about robotic surgery at Mercy. Our cardiothoracic surgery team has now performed four cutting-edge, robotic-assisted revascularizations, a procedure used to relieve severe chest pain in patients who are not candidates for bypass surgery or angioplasty. We continue to lead the way in Stark and nearby counties with minimally invasive surgery, and I've been asked to share our success story at a national conference on robotic surgery this month in Chicago. I'm proud to be able to highlight the advanced care we offer at Mercy.

Finally, I hope you all had a chance to be part of this year's Pro Football Hall of Fame Festival activities. I am pleased Mercy was again able to sponsor the Balloon Classic Invitational and First Play, as these events mean so much to our community. The festival itself plays a key role in Stark County's identity and economy, which are important during the challenging times we are facing. We were happy to once more support this significant celebration.

As many parents and students think about the start of school at the end of August, I hope you will still find time to enjoy these final weeks of summer.

## Radiology Receives Accreditations

**M**ercy Radiology recently received several accreditations and reaccreditations with superior scores, demonstrating the department's continuing commitment to excellence.

The American College of Radiology accredited Mercy Ultrasound for all areas of obstetrics, gynecology and general exams, as well as Mercy MRI equipment, technologists and radiologists. Both were elective accreditations.

The FDA has found Mercy Mammography on the hospital's main campus and offsite locations to be in 100 percent compliance with the Mammography Quality Standards Act for the past nine years. In addition, Mercy's mammography equipment (including the stereotatic breast biopsy suite), technologists and radiologists are accredited by the American College of Radiology.

## MOB Elevator Modernization Underway

Modernization of the two Mercy Medical Office Building elevators started at the end of June. Upgrades include new elevator equipment and cab interiors. Only one elevator will be taken out of service at a time, and the project is on schedule to be completed by the end of the year.

## Mercy Helps Plain Celebrate 200<sup>th</sup> Birthday



*Mercy Health Center – Plain Community physician Dr. Cory Brown and his family rode in the recent Plain Township Bicentennial Parade in July. Mercy was a major sponsor of the event, which included live entertainment, food and a 30-minute fireworks display.*

## Hospital Dedicates New Pain Management, Central Scheduling Offices

As part of strategic plans to renovate facilities and take quality patient care to the next level, the hospital recently dedicated its new Mercy Pain Management suite and Mercy Central Scheduling offices. Pain management is now located on the second floor of the surgery center and central scheduling on the third floor of Mercy Hall.

Expanding pain management helps Mercy improve its ability to provide procedural pain management intervention. Because the office and procedural areas are combined, the medical center can offer patients better medical management and seamless transition of care, making the assessment and treatment of a patient's pain easier and more timely.

Central scheduling had been in a "temporary" location near Mercy's main lobby since 1994 and was moved to make room for upcoming ED renovations. The Mercy Hall location now holds offices for many related services that were previously spread out, including registration, inpatient and outpatient insurance verification, surgery registrars, precertification nurses and financial counselors.

## Lasting Impressions

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

## IMPACT’s Holistic Care is ‘Vital’

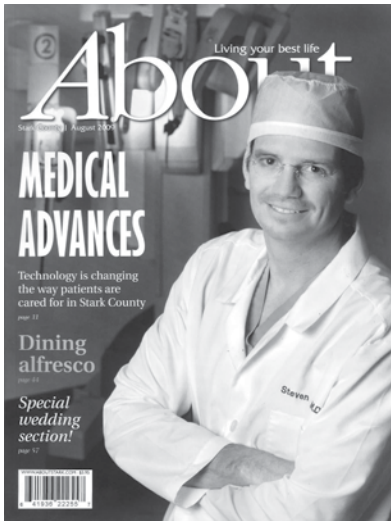
Kimberly Clark, manager of Mercy IMPACT, shares a letter from a patient’s family member to chemical dependency therapist Harriet Hardesty. The individual writes,

“Harriet, I want to thank you personally for all of the extra time you spent with me and other members of my family. Part of what I believe makes your program successful is the holistic approach you take to treatment.

“Involving the family in the intense manner that you do is extremely key and vital to making any kind of difference, not only in the life of the addict or alcoholic, but also with the entire family system that is so affected by the individual who is using. I wish for each of you the courage and endurance to continue the important work that you do.”

## About Features Mercy Robotic Surgery

The August edition of *About* magazine – a publication that focuses on life, culture, the arts and travel in Stark County and nearby areas – highlights Mercy Robotic Surgery in an article on the latest medical advancements at Stark County hospitals. The cover features Dr. Ochs, Mercy urologist, and a surgery robot.



In addition to subscribers, the magazine will be distributed to every guest (estimated at 4,000) during the upcoming Hall of Fame Festival Style Show and Luncheon.

## Lorentz, Wilson Are Winners With Idea Quest

Amy Lorentz, radiology, and Fran Wilson, pain management, are helping the hospital save more than \$60,000 annually. Their reward? More than \$6,000 in cash through Mercy Idea Quest’s award program.

Lorentz suggested Mercy order 10ml – rather than 20ml – of Isovue dye, saving \$10,500 annually. As a result, she received a one-time award of \$1,055. Wilson proposed that the pharmacy should draw up 1cc of Isovue for cases done in Pain Management, saving \$50,000 annually. Her one-time award was \$5,000.

Idea Quest forms are available on MercyNet or in the cafeteria, human resources and purchasing.

## Rehab Achieves Three-Year CARF Reaccreditation

**M**ercy Regional Rehabilitation Center recently achieved a three-year reaccreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). This designation – the highest level of accreditation that can be awarded to an organization – confirms the rehabilitation center’s continued commitment to therapeutic excellence.

To earn CARF reaccreditation, Mercy completed a rigorous peer review process and demonstrated to an on-site team of surveyors that its programs and services are of the highest quality, measurable and accountable. The rehabilitation center received three exemplary conformances, including

- Excellent dedication in seeking input from staff;
- Understanding with neighboring health care facilities regarding patient evacuation, if necessary; and
- Rehab medication self-management program, which teaches patients to be more independent in their own care.

Jane Erlitz, OTR/L, MBA, director of Mercy Rehabilitative Therapy Services, says Mercy was described as having an enthusiastic, dedicated team that is committed to meeting patient needs in a well-coordinated manner.

“We are pleased to receive the reaccreditation together with positive feedback on our care and services,” she adds. “Patients and their families can feel assured that they are receiving the very best rehabilitative care available.”

# Green Scene

*News from Mercy Green Team*

## Green Team Kicks Off Recycling Efforts

In addition to recently keeping 920 pounds of old phone books out of the landfill, Mercy Green Team started a recycling pilot program last month in the Timken Home for paper and recyclable containers. The effort includes 24 blue containers for paper of all types and four large totes for co-mingled recyclables, specifically aluminum cans, #1 PETE and #2 HDPE plastics and glass bottles.



Recycling is one of four areas the team will address. Other strategies include energy conservation, buying green and building green.

Team leaders Richard Regula and Elaine Campbell toured area refuse and recycling companies and selected locally owned J & J Refuse as Mercy's recycler. J & J created the area's first solid waste recycling facility dedicated to separation and recovery of clean, quality recyclables.

Regula says he was impressed with the efficiency of the operations. He adds, "Recycled materials can be collected co-mingled and separated at J & J's Canton facility, making it very simple for the hospital. During our tour, we observed all aspects of the process, from unloading and separating materials to baling them for market."

In the short time since starting Mercy's program, Campbell says she has received many positive comments. Kay Watson, director of risk management, notes that recycling has been easy to deal with. "The bin pick-up has been great. It's good to see recycling efforts in progress," says Watson.

During the pilot, J & J will also conduct a waste audit of the entire hospital by department to analyze the amount and type of waste generated. Any high-volume materials identified by the audit will be targeted for reduce, reuse and recycle efforts.

## Fishing Derby to be Held Aug. 22

To emphasize nature awareness, Mercy and Varian Orchards in East Canton will host a fishing derby for children ages four through 12 on Sat., Aug. 22, from 9 a.m. to 11 a.m. Children must be accompanied by an adult and may fish with cane poles only; Varian Orchards will provide poles and bait. Prizes for the biggest fish and the smallest fish will be awarded. RSVP by calling 330-488-1441.

## Mercy Donates Discontinued Furniture, Equipment to ReStore

Mercy Green Team has partnered with Habitat for Humanity's Canton ReStore to donate the hospital's discontinued equipment and furniture. ReStore, located at 4525 Cleveland Ave. N.W., is a retail outlet where used and surplus building materials, furniture and more are sold at a fraction of normal prices. Proceeds help the local Habitat affiliate fund construction of Habitat houses in Stark County.

## Diabetes Support Groups To Cover Eye Care, Service Dogs

Mercy's diabetes support groups for youth and adults will kick off again in September.

Mercy Adult Diabetes Support Group will meet Tues., Sept. 15, from 6 – 7:30 p.m. in the Mercy Medical Office Building auditorium. Guest speaker Dr. Paul Garfinkle from Ohio Eye Alliance Inc. will discuss diabetes and eye disease.

KIDS (Kids Involved with Diabetes Support) will meet Thurs., Sept. 17, from 6 – 7:30 p.m. in the Mercy Medical Office Building auditorium. Guest speaker Sandy Finlayson, her son Curtis and their yellow lab Taulb will present, "Understanding Diabetes Alert Service Dogs."

Both support groups are free, but reservations are required and can be made by calling Mercy Healthcare Connection at 330-489-1333 or 1-800-223-8662.

## IMPACT Holds Lunch & Learn on Aug. 12

Mercy IMPACT will offer a free Lunch & Learn on Wed., Aug. 12, from noon to 12:30 p.m. in the Mercy Hall amphitheater. Topics will include assessing for signs of chemical dependency with patients, helping a loved one with a drug or alcohol problem and referring to IMPACT.

Before the event, employees can pick up a free cold beverage and support IMPACT benefit treatment scholarships during a candy and bake sale that will be held from 11 a.m. to 3 p.m. in front of the main entrance to Mercy Hall. For more information, call Kimberly Clark at ext. 1524.

**Mercy Compliance Hotline: 1-888-511-4103**

# Employee Matters

A monthly column focusing on important issues that concern our employees.

## Go to MercyNet for Benefit Forms, Information

By Lorraine Washington, Vice President, Human Resources



As one of more than 2,600 employees working 24 hours a day, seven days a week at Mercy, there may be times when you need information or forms after the human resources or benefits offices are closed.

With that in mind, we've placed the most frequently requested forms and information on MercyNet. To view this information, visit MercyNet and click on the Human Resources, Employee Benefits tab to find dental, medical, flexible spending and vision claim forms. If you do not have access to a computer, many of these forms are available outside the benefit office at all times and in the HR office Monday through Friday, 7:30 a.m. until 4 p.m.

Other forms that are available on MercyNet include PAL donation, Idea Quest, name and address change, tax and many others.

MercyNet also has the most updated list of the employee perks list, including more than 40 companies that offer employees special savings on things like tires, batteries, computers, cell phones and more. You can even enjoy savings on family fun at locations like Pioneer Waterland and Great Wolf Lodge. Click on the Human Resources tab and perks are the first listing.

Many of you asked to have job postings listed. Well, we heard you. You can now view many of our job postings on MercyNet. And, we plan to add even more perks, forms and information, so visit often and see if what you need is available on MercyNet.

As a reminder, the HR office is open Monday through Friday, 7:30 a.m. until 4 p.m.; the benefits office is open Tuesday through Friday, 7 a.m. to noon and 1 – 4 p.m.

Be blessed.



Tracy Robinson – Cardiology Mgmt. Suppt.

## Operators Help Mercy Physician Answering Service Grow

Although callers can't see their faces, they can hear the friendly, professional voices of Mercy operators who field more than 80,000 calls each year. The staff of 18 assists not only hospital callers, but also those from Mercy Physician Answering Service, an operation that's been growing steadily since 2003.

Today the answering service supports 58 clients – representing more than 130 local physicians and health care providers – and several medical center departments. Qualified operators, who receive 120 hours of training, provide after-hours answering and paging and take daytime prescription refill requests and overflow calls. About 30 percent of the department's total call volume comes from the answering service.

Woody Adamson, director of telecommunications and clinical engineering, says the group's reputation for quality has grown by word of mouth.

"The operators are part of Mercy's service excellence program and use the hospital's mission statement as a guide with every caller," he says. "They are known for their friendly, professional manner and often go the extra mile to make sure people receive the attention they need."

For more information about Mercy Physician Answering Service, call 330-489-1411.

# The Word on Wellness

To learn more about employee wellness programs, check the [MercyNet Wellness Page](#), or contact Kathy Wise, employee health and wellness manager, at 330-489-1479.

## Mercy Makes Ongoing Investments In Employee Wellness

From regular screenings and seminars on hot health topics to exercise classes and motivational weight-loss challenges, the award-winning Mercy Wellness Program has helped hundreds of employees improve their overall health.

Some of the most popular programs have included:

- Biggest Loser and Start! Walking Challenges.
- Free monthly blood pressure checks and annual wellness fair.
- Regular exercise classes and weekly Lunch & Learns.
- Free and low-cost courses on weight management, stress management, cholesterol reduction and smoking cessation.

## Unique Approach to Wellness

Mercy's employee health and wellness manager Kathy Wise, R.D./L.D., licensed wellness coach and certified personal trainer, believes Mercy's approach to its employee wellness program is unique.

She says, "So often companies will ask human resources staff to handle wellness programs in addition to other responsibilities. They often don't have the time or access to resources to maintain programs that truly make a difference in employee health. In contrast, Mercy has made significant investments in a vigorous, sustainable approach, and we're already seeing the fruits of that investment."

Wise adds that Mercy's next major wellness venture is renovating space for an on-site fitness center that will be available for all employees.

## Employees Give Wellness Program a Thumb's Up

Many employees have commented on the importance of Mercy Wellness Program in achieving their personal fitness goals. Bonnie Olson, a certified professional coder in the hospital's ambulatory care clinic, notes the program renewed her desire to invest in her health.

"Mercy Wellness Program certainly has a better return than the stock market," says Olson. "The hospital offers classes that both fit into my work schedule and are reasonably priced. I see this as Mercy taking positive steps to support its employees on their personal health care journey, which is a rare win-win situation."

## Fall Biggest Loser Challenge Begins Sept. 14

Mercy will again hold its Biggest Loser Challenge this fall, beginning Mon., Sept. 14. Registration forms will be available on the MercyNet Wellness page by September 1. Watch the digital display, email and [mox](#) for more details.

## Upcoming Lunch & Learns

Lunch & Learns are held on Wednesdays from noon to 12:30 p.m. in conference room E across from the cafeteria.

Sept. 9

Stress and How It Affects the Body  
Sandy Smith, R.N., cardiac rehab

Sept. 16

Healing Thoughts for Calmness During Stress  
Judy Esway, manager of pastoral care

Sept. 23

Effective Relaxation Techniques  
Julie Goodrick, B.A., R.R.T., C.T.T.S.

Oct. 7

"In an Attempt to Kill a Fly, I Drove into a Tree": Avoiding Auto Crashes and Other Hazards  
Donna Guigas-Siegman, occupational therapy manager, driver rehab specialist



## Mystery Employee

Each month, an employee'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.



## Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fiber  
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