

PULSE

A publication for associates of Mercy Medical Center

FEBRUARY 2007

Mercy Plans For Centennial Celebration

Associate Meetings Focus on Hospital's Vision



Join Thomas E. Cecconi, President & CEO, Jeff Smith, Senior Vice President and COO, and members of the Executive Team, at an upcoming associate meeting to learn more about Mercy's vision for the future.

For your convenience, several meeting times are being offered in the ACC.

Wednesday, February 14

- 7:45 - 8:45 a.m.
- 9:45 - 10:45 a.m.
- 1:45 - 2:45 p.m.
- 3:45 - 4:45 p.m.
- 7:45 - 8:45 p.m.
- 9:45 - 10:45 p.m.
- 11:30 p.m. - 12:30 a.m.

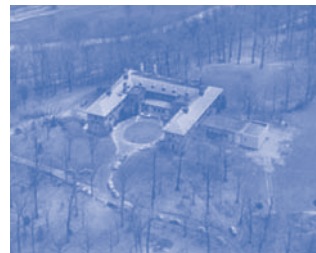
(Meetings will also be held at Mercy Health Centers. Information to come.)



Members of the Centennial Celebration Committee include Mercy associates Kevin Arnold, Barb Bollinger, Sister Carolyn Capuano, H.M., Thomas Cecconi, Pete Christ, Karen Coughlin, Lynne Dragomier, Marcia Ferguson, Allison Goshay, Cindy Hickey, Allyson Kelly, Louise Michaels, Sr. Mary Lois, CSA, Jeff Smith, Chelsa Torres, Thomas Turner, Fran Vojir, Lorraine Washington and Barb Yingling. Other members also on the committee include Bill Allen, Board of Directors; Sr. Mary Patricia Barrett, CSA; Dr. Bernhard Berger; Karen Bostrom, Mercy Service League; Rita Brumbaugh, retired Mercy Vice President; Madeline Burkes, retired Mercy associate; Vicki Conley, Sisters of Charity Foundation of Canton; Linda Gill, Mercy Service League; Dr. James King; Gloria Kline, Mercy School of Nursing Alumni Association; Dr. Joseph Kolp; Sr. Mary Denis Maher, CSA; and Todd Locke, WRL Advertising.



Mercy Hospital 1908



Timken Mercy Hospital 1952



Mercy Medical Center today

On September. 24, 1908, the Sisters of Charity of St. Augustine opened an 18-bed hospital in the former home of President William McKinley. Named Mercy Hospital in honor of the founding Sisters who left France in 1851, the facility was "open to everyone, rich and poor alike, regardless of religious faith or nationality."

In 2008 Mercy will celebrate 100 years of healthcare and healing in area communities. A committee comprised of Sisters, associates, retirees, volunteers, physicians and the board of directors has started planning a year-long series of events that will highlight the hospital's history and achievements.



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

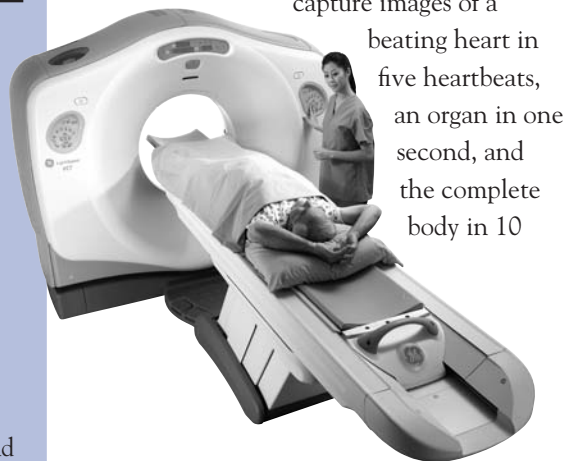
Our vision at Mercy Medical Center is to become the provider of choice for Stark and the surrounding counties, by providing excellent, accessible and affordable care to those we serve. On February 14, we will begin Associate Meetings to share with you Mercy's Vision for the Future and the strategies we will use to move us forward. I hope you will make every effort to join Jeff Smith and me, and other members of the Executive Team, as we discuss these exciting plans. You can find a list of meeting times in this issue of PULSE, as well as on flyers posted within your department. Please make every effort to attend one of these meetings.

Mercy proudly repeats as the American Heart Association's Heart Ball Diamond Sponsor. Congratulations to Mercy associates Allyson Kelly, RN, BSN, Administrative Director, Mercy Heart Center, and (posthumously) Sandra Moore, RN, MBA, who will be honored at the event later this month. Their outstanding efforts, leadership and dedication helped Mercy establish the nation's first accredited Emergency Chest Pain Center.

Other news in this issue includes information about our newly acquired 64-slice CT scanner in our Radiology Department. This state-of-the-art equipment can capture images of a beating heart in five heartbeats, and will offer enhanced care to our patients, including those in the Emergency Chest Pain Center. We are also proud to serve area residents with the opening of the new Mercy Dental Clinic, which provides dental care to the uninsured and underinsured residents of this community.

Mercy Acquires 64-Slice CT Scanner

Mercy Radiology Services recently acquired two new CT units, including a state-of-the-art, 64-slice CT Scanner featuring the LightSpeed® Volume Computed Tomography (VCT) Imaging System. This new tool can



capture images of a beating heart in five heartbeats, an organ in one second, and the complete body in 10

seconds. – more than twice as fast as conventional multi-slice CT Scanners.

In addition to rapid images of the whole heart and coronary arteries, VCT technology can help physicians assess aortic dissection, pulmonary embolism and coronary artery disease in one quick scan. The scanner also offers the speed and resolution required for fast imaging of blood vessels in the brain, ensuring quick diagnosis for stroke. Patient-friendly VCT shortens breath holds for older patients, patients on ventilators and pediatric patients, too, reducing stress and anxiety.

An open house, blessing and tours of the new CT Scanners was held Friday, February 2.

Mercy Moves Ahead With Construction, Renovations

Improving existing hospital buildings and developing new structures allows Mercy to deliver excellent patient care in a contemporary, comfortable and innovative environment. From simple remodeling tasks – such as fresh paint and new carpeting – to construction of state-of-the-art medical facilities, Mercy is currently working on over a dozen projects, including:

The 3A Heart Center – To create a 12-bed cardiac step-down unit, workers are making major infrastructure improvements and completely remodeling the space based on a universal bed concept with all private rooms. This project is slated for completion by March 31.

Mercy Behavioral Sciences – In addition to deep cleaning and painting patient rooms, all common areas will receive new interior finishes. Mercy anticipates completion of this project sometime in March.

Modernization of "B" Elevators – This project, to be finished by June 2007, involves controls and equipment

modernization, improvements to satisfy current codes, and cab interior refurbishing.

Jackson STATCARE Registration – Two STATCARE registration stations will be added, and minor remodeling will allow access to a public restroom from the main lobby.

A number of construction projects are in planning stages, including Mercy's new 24-bed Intensive Care Unit (ICU). This 20,000-square-foot structure, which will be built directly behind the surgery parking deck, will include 24 private rooms and large nursing and ancillary support work areas.



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.

The Right Ring

At Mercy, our associates strive to preserve life and to honor its memory. Pete Christ, Director of Security Services, described how quick action from staff members recently led to the recovery of a special memento for a grieving family.

“An older gentleman was hospitalized at Mercy a short time ago, and his wedding ring was loose on his finger, a fact he and his family acknowledged,” said Pete. “When he died, no one could find the ring, and the family made a report with Security Services. They really wanted him to be buried with his ring.”

The family called about the ring on Saturday. The dispatcher on duty realized there was a ring in the safe, but she could not access it. A supervisor came in,

unlocked the safe, and showed the ring to the family. Unfortunately, it was not the right ring.

The following Tuesday, a member of the Environmental Services staff called Security about another ring that turned up in the laundry. Cindy Darr, Secretary, took the call. “I had been told someone was looking for a ring over the weekend, and I called that family right away,” said Cindy. “I learned the family was on its way to the funeral and sent Mike DeOrio, Senior Officer, to the funeral home with the ring. It turned out to be the right ring, and they were able to put it on the man’s finger before the service began. I believe it was meant to be.”

India Mission Trip Provided Physical, Spiritual Care

Seven Mercy associates, together with eight men and women from the High Mill Church of the Resurrection, participated in a recent mission trip to a village near Madras, India. The Mercy team members – including Dr. Chitrabanu, Dr. Ramaiah, Debbie Lumley, Karen McLaughlin, Judy Melnyk, Cheryl Ramsey and Beth Schuring – departed on Dec. 30 and returned Jan. 13.

Focusing on women’s health, the team set up a free, three-day OB/gyn clinic in a local orphanage. Of the 742 female patients registered at the clinic, very few had been previously examined or treated. Team members also provided education about breast self-examinations, nutrition and infertility.

“The pens, pencils, gum and balloons collected by Mercy associates made a huge impact on the women and children,” said Judy Melnyk, Surgery/OR Instructor and mission trip coordinator. Mercy also sent clinic supplies with the team.

Throughout the trip, the team concentrated on care for the whole person, offering not only physical treatment but also spiritual comfort. “We became acutely aware of the spiritual aspect of our work and had many opportunities to pray with our patients,” said Judy. “I was humbled by the experience and am amazed at how it continues to impact me. It was a remarkable blessing.”

Patients Remember Good Care

Every week, Mercy compiles “Hot Comments” from patient satisfaction surveys. Here’s what patients are saying about Mercy:

4 Main – “All the nursing staff was very good to me. They all were very helpful with my needs.”

7 Main – “I’ve not been treated better! [Staff was] always prompt and responsive to my needs, no matter how trivial.”

9 Main – “I have already passed the good recommendation on to many.”

CCU – “My procedures were explained. I was treated with courtesy and respect, and [the staff] made sure I was comfortable.”

Food Services – “The menu was excellent. The food was...always warm. Food personnel were...always friendly and accommodating.”

Maternity Services – “Labor and Delivery nurses were exceptional, as were Post Partum nurses. My experience was wonderful because my nurses were phenomenal!”



Annual Heart Gala Honors Mercy Associates

Two Mercy Nurses To Be Honored



Allyson Kelly

Sandra Moore

The American Heart Association's 2007 Heart Gala, "Wild at Heart," will be held Feb. 24 at the Kent State Stark Professional Education and Conference Center. The program will honor five women who are making strides against heart disease and stroke, including Mercy associates Allyson Kelly, Administrative Director of Cardiovascular Services, and Sandra Moore, (posthumously). Mercy nominated Allyson and Sandra for their work with the

Mercy Emergency Chest Pain Center (ECPC).

Sandra Moore began her 35-year nursing career at Mercy in 1970 and was appointed Head Nurse of Nursing Services in 1987, Nurse Manager of the Emergency Room (ER) in 1992, and Director of the ER in 1999. She later served as Coordinator of Administrations Project, Director of the Ambulatory Care Clinic, Patient Privacy Officer, and Nursing Special Projects Coordinator. In addition to her work on the ECPC team, Sandra also was instrumental in instituting the "Secret Safe Place for Newborns." She died in 2005 following her battle with cancer.

Allyson joined Mercy in 1981 as a CCU staff nurse and was named CCU Manager in 1992. In 2001 she was appointed Administrative Director of Cardiovascular

Services. One of four staff members responsible for planning and implementing the ECPC, Allyson is also a member of the American Heart Association's Councils on Cardiopulmonary Perioperative and Critical Care and Cardiovascular Nursing; the American Academy of Medical Administrators; the American College of Cardiovascular Administrators; and the Society of Chest Pain Centers. In addition, she currently serves as Chair of the Mercy Standards Committee.

Tickets for the gala are \$150, and proceeds will help support American Heart Association research institutions in Northeast Ohio and community education programs.

For ticket information, contact the American Heart Association at (330) 478-8383.

Dental Clinic To Be Dedicated Feb. 9 Associates invited to attend open house



The Mercy Medical Center Dental Clinic will be dedicated during a special ceremony planned for Friday, February 9, at 3 p.m. Associates are invited to tour the clinic, located on the second floor of the Surgery Center/Cancer Center, during one of the following open houses:

6:00 a.m. - 8:00 a.m.

9:00 a.m. - 12:00 p.m.

5:00 p.m. - 6:30 p.m.

Donna Packer, administrator of the Bethlehem Project for the Sisters of Charity Foundation of Canton, has been appointed Dental Clinic Manager. The Bethlehem Project, a multi-year initiative launched in 2003, researched the oral health and dental care needs of the poor and underserved in Stark County and found that many are at risk due to inadequate dental care.

Mercy created its hospital-based dental program and general practice residency in response to the Bethlehem Project's findings, as well as the concerns of dental and healthcare professionals throughout the community. The clinic offers preventive, diagnostic, restorative and emergency dental care. Residents will receive specialized training in the relationship between dental treatment and other aspects of total health care.

Awards and Recognition



Eunice Stearns To Serve As Nominating Chair

Eunice Stearns, BSN, RN, CIC, was recently elected to the board of the Northeastern Ohio Association for Professionals in Infection Control & Epidemiology (APIC). She will serve as the Nominating Committee Chair for 2007.

Jean Morgan Recognized As Top Presenter

Congratulations to Jean Morgan, BSN, RN, SANE-A, on the impact her lecture made during an Oct. 13 pediatric nursing conference at Akron Children's Hospital. Out of 10 conference speakers, attendees gave Jean the highest score for her poster presentation on evidentiary findings during sexual assault exams.

Janice David Appointed To Nursing Advisory Group

Janice David, RN, Nurse Educator, Nursing Staff Development, was appointed to a two-year term on the Ohio Board of Nursing Advisory Group on Continuing Education and also invited to join Malone College's Pi Chi Chapter of the Honor Society of Nursing Sigma Theta Tau International as a nurse leader. Janice recently completed a pre-hospital emergency care course at Stark State College and passed her EMT-B certification exam.

Mercy Makes Strides Toward Stroke Center Designation



Mercy's multidisciplinary stroke committee makes strides in helping Mercy become a Primary Stroke Center.

For several years Mercy has been striving to become a Primary Stroke Center. In December, the multidisciplinary stroke committee – under the direction of Dr. Leon Rosenberg, Neurologist, and Allison Goshay, Director of 2M, 4M and Rehab – took another step forward in this quest by submitting part one of a two-part JCAHO application. Upon completion of part two, Mercy will undergo a final onsite review.

The committee also recently completed stroke guidelines to help Mercy's Rapid Response Team better handle stroke emergencies in the hospital and rehab center. "At Mercy, we give very good care to our stroke patients," said Claribel Brown, RN, MSN, who joined the team as Mercy Stroke Coordinator in 2006. "We are looking forward to being recognized as a center for excellence in stroke management and recovery."

In addition to achieving Primary Stroke Center status, the committee strives to

increase stroke awareness in patients, the hospital staff and the community. "Education is important because stroke incidence is on the rise, even among young people," said Claribel.

Mercy currently offers several stroke education and support group options. Stroke classes, taught by trained nurses and therapists, are available for stroke survivors and their care givers during the first week of every month. "Lucky Strokes," a stroke-survivor support group, meets the third Tuesday of each month at 6:30 p.m. at the Mercy Health Center of North Canton associate lounge.

On February 24, in recognition of American Heart Month, Mercy will host Dr. Gwendolyn Lynch, a neurologist at University Hospitals, for a 300 Sisters in Red luncheon at The Canton Negro Old Timers Club. Dr. Lynch's presentation will focus on strokes.

Mercy Commits As Relay's Luminaria Sponsor

Mercy has again agreed to be the Luminaria Sponsor for the American Cancer Society's 2007 Relay for Life. Preparations are already underway for this year's event, which will be held June 1 – 2 at the Central Catholic High School stadium in Canton. Last year Mercy sent 13 teams to the relay.

"Because of the efforts of Mercy associates,

our organization was able to shine in the eyes of the community," said Karen Coughlin, Administrative Director of the Mercy Cancer Center. "But more importantly, we made a difference in the fight against cancer. We hope associates will join us again for the camaraderie and fun." Relay for Life teams are forming now. For more information, call (330) 430-2788.

Mercy associates are invited to take the Get Fit Challenge -

A 12-week program held from February to May 25 to better your health

Improve your health and have the opportunity to win prizes along the way. Enrollment will take place in Employee Health Services or Mercy Health & Fitness Center the week of Feb. 19-23. During enrollment, height, weight and blood pressure will be measured. Body Mass Index (a measure of health and fitness) will also be calculated before associates enter the program.

The Get Fit Challenge will conclude May 25. All participants wishing to be eligible for prizes must check in with Employee Health for a final re-check of their height, weight, blood pressure and Body Mass Index.

Challenge participants may continue or start exercise and diet practices at a variety of community facilities or may choose from one of the following:

Glucose and Cholesterol Checks

Mercy Medical Center's Lab will check glucose levels at a cost of \$2.00 and Lipid levels, including triglycerides and HDLs for \$8.00. This service is currently offered at off-site Mercy Health Centers one Friday per month from 7 - 11 a.m. Mercy Lab will also offer this

service at the hospital during limited time periods. Watch for more information to come.

Mercy Health & Fitness Center

Are you currently a member of an area fitness facility? If not, join Mercy Health & Fitness Center in North Canton. Sign-up for a three-month membership for \$90 and you can work out on the latest cardiovascular and weight-resistant equipment under the supervision of fitness experts.

Create Your Weight

This tested and proven program has helped others reach their desired weight. Led by Mercy's registered dietitians, Create Your Weight is a 10-week program which includes reference materials, ten weekly presentations and encouragement toward reaching your weight goal. The fee for this program is \$120. A minimum of 10 participants is required to offer the program.

In addition to the programs above, Mercy Health & Fitness Center and Nutrition Services will provide fitness and nutrition tips in Pulse and on the wellness website.

Prizes

Prizes will be awarded for both participation and improved fitness. The associate who achieves the greatest percentage of body weight loss will win a two-month health insurance premium rebate. This will be based on changes in weight as measured by Employee Health Services at the beginning and conclusion of the challenge.

A grand prize for program participation will also be awarded. Here's your chance to win an i-POD or MP3 player with fitness programming. Increased participation increases your opportunity to win. Participation tickets will be given to associates for:

- each work-out at Mercy Health & Fitness Center
- each Create Your Weight class attended
- participating in glucose/cholesterol check
- participating in Mercy Health Run/walk (Saturday, May 19)

Smaller participation prizes will also be awarded including \$25 gift certificates to area stores.

Blood Donations Needed LifeShare hopes for better turnout at March 1 drive

Blood normally gets "thin" in the winter – the blood supply, that is. Each year at this time, when blood reserves decrease, donations become critically important.

"We have been somewhat disappointed by lower-than-normal turnouts at recent Mercy blood drives," said Bob Bowman, LifeShare Senior Donor Recruitment Specialist. "We hope to see that trend reverse." LifeShare appreciates its loyal Mercy donors and encourages first-time donors to come and experience what it's like to be a "real life hero."

Mercy will hold its next blood drive on Thurs., March 1, from 6 a.m. to 6 p.m. in conference rooms C, D and E across from the cafeteria. Erin Eisenbrei, ICU, won the MP3 player at the Jan. 4 drive.

March Blood Drive

Date: Thurs., March 1

Time: 6 a.m. – 6 p.m.

Location: Conference rooms C, D and E across from the cafeteria



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.

Just a reminder...

Mercy Medical Center will become a smoke-free campus beginning July 1, 2007.

Smoking-related diseases claim an estimated 438,000 American lives each year, according to the American Lung Association. Reports also show 8.6 million people in the U.S. have at least one serious illness caused by smoking.

Mercy recognizes that smoking can be an extremely difficult habit to break.

To help associates who'd like to quit, Mercy is offering associate smoking cessation classes. The cost is \$50, which will be reimbursed upon program completion and quitting smoking during that time. For more information, contact Julie Goodrick at ext. 1270.



Five Tips for Quitting

1. Get ready.
2. Get support.
3. Learn new skills and behaviors.
4. Get medication and use it correctly.
5. Be prepared for relapse or difficult situations.

Health Career Scholarship Applications Available



The Health Careers Foundation is again offering its scholarship/loan program for anyone (not just Mercy associates) interested in a healthcare career. Eligible areas of study include dietetics; medical record keeping; medical technology; nursing; pharmacy; radiological sciences; and occupational, physical, respiratory or speech therapy.

A limited supply of applications is available in Human Resources. Applications may also be requested from the Health Careers Foundation by calling (314) 770-1626 or by e-mailing info@hcfinfo.org. All applications and transcripts must be postmarked no later than April 1, 2007 (no exceptions). Photocopied applications will not be accepted.

Award recipients will be announced on July 1, 2007. For complete details about the scholarship/loan program, including restrictions, contact human resources or visit www.hcfinfo.org.



February Health Observances

- AMD/Low Vision Awareness Month
- American Heart Month
- National Children's Dental Health Month
- National Wise Health Consumer Month
- Prenatal Infection Prevention Month

Weekly Observances

- National Burn Awareness Week (4 – 10)
- Congenital Heart Awareness Week (7 – 14)
- Children of Alcoholics Week (11 – 17)
- National Eating Disorders Awareness Week (25 – March 3)

Daily Observances

- Give Kids A Smile Day (2)
- National Wear Red Day (2)
- National Donor Day (14)
- National Women's Heart Day (16)



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.

Welcome New Associates

Joann Baker.....Microbiology Lab
 Julia BassoDietary
 Lisa Biss.....Dietary
 Michael Bowman.....Environmental Services
 Christine BrothersRespiratory Care Services
 Sandra Fagley.....Dental Clinic
 Jennifer HersheyDental Clinic
 Lisa Leidel.....7 Main – Teaching
 Brandis Lewis.....8 Main – Oncology
 John Seney.....Environmental Services
 Jasmin Waller.....Dr. Camp
 Nakita White.....Security
 Michelle Wilhelm.....Gasser ICU
 Douglas Wolfe.....Dental Clinic
 Jill Zernechel.....CVSOR

Donations Needed For Annual Book Sale

In celebration of National Library Week (April 16 – 20, 2007), the Mercy Medical Library is accepting donations for its annual book sale. The library will only accept used paperbacks and hardbacks (no magazines) in good condition in the following categories:



- Fiction
- Non-fiction
- Children's books
- Cookbooks

All proceeds will benefit the American Cancer Society's Relay for Life. Book donations can be dropped off at the medical library (near the Mercy Chapel) Monday through Friday from 7 a.m. to 3:30 p.m. For further information, contact the medical library at ext. 1462.

Cafeteria Keeps Expansive Menu Despite Price Increase



For the first time in two years, the Mercy Cafeteria will increase its prices, effective Monday, Feb. 19. The increase will be less than five percent, with the cost of many items staying the same. Associates will still get a five percent discount with payroll deduction.

“We strive to keep cafeteria pricing as low as possible while still providing a broad array of appetizing options - many more than a typical hospital cafeteria,” said Jeff Smith, Senior Vice President & COO.



Saturday, Feb. 24, 2007

11 a.m. - 1 p.m. at the Canton Negro Oldtimers Activity Center, 1844 Ira Turpin Way NE, Canton, OH.

SPEAKER: Gwendolyn Lynch, MD, Neurologist, University Hospitals Case Medical Center, Cleveland

It's a fact that approximately **100,000 African Americans** will have a stroke this year. Join Dr. Lynch as she discusses ways that you can make the right choices for yourself, your family and your community to prevent and overcome stroke in African Americans. This **FREE** educational program and brunch is offered in conjunction with the American Heart Association's Women's Heart Awareness Events.



Seating is limited and reservations are required. Please call 330-489-1333 or 1-800-223-8662 for reservations and information.



Nancy Gresko, Administrative Assistant, Administration