

A publication for employees of Mercy Medical Center

## Mercy Unveils World's First On-Demand Diabetes Blood Testing System

The Mercy Department of Pathology and Laboratory Medicine recently implemented the world's first integrated hematology and diabetes testing system.



Called Lavender Top Management™, this Sysmex system provides on-demand diabetes A1c blood testing and results 24/7, reducing turnaround by more than 50 percent. A1c tests evaluate the average amount of glucose in the blood over the last two to three months.

Lavender Top Management enhances Mercy's new Sysmex HST-N automated blood sample and data management equipment – the first hands-free system of its type available in northeast Ohio. HST-N is designed to perform six routine lab tests, such as a complete blood count (CBC) and a red blood count (RBC).

Mary Ann Burich-Boccia, administrative director of the clinical lab, Barbara Carter,

core lab coordinator, and other staff members have been testing the HST-N with Lavender Top Management since last October. The system went live March 3.

Mary Ann said, "This advanced technology improves safety through multiple positive patient identifications, enhances consistency and quality, and provides quick, accurate reports. And, more importantly, it frees staff members to focus on abnormal results."

Once tests are complete, most results are available in real time through Meditech.

Barbara believes the new system will improve overall lab efficiency. "This system does not take a break, and it does not get interrupted by phone calls," she said. "And, Lavender Top Management's fast response will give diabetics and their physicians a critical advantage in managing a disease known to fluctuate rapidly."



Lab staff and administrators (left to right) Barb Carter, Diane Deem, Kathy Andrews, Jeff Smith, senior vice president and COO, Betty Buch, Debbie Kohut and Mary Ann Burich-Boccia display Mercy's certificate of recognition as the first hospital to implement Lavender Top Management.

Lab technicians (left to right) Kay Layman, Bobbie Kennedy, Terri Wilbert, Nicole Haren, Greg Sivy and Debbie Gascon will help the new system achieve peak performance during the afternoon shift.



APRIL 2008

## Mercy Receives Ohio Minority Health Leadership Award

The Ohio Commission on Minority Health recently awarded Mercy Medical Center an Ohio Minority Health Leadership Award during the 2008 Community Health Awards Ceremony and Health Expo, held March 27 in Columbus.

Tom Cecconi, president and CEO, Sr. Carolyn Capuano, H.M., vice president of mission and ministry services, and Karen Coughlin, administrative director of the Mercy Cancer Center, attended the ceremony on behalf of the hospital. The event kicked off annual Minority Health Month activities around the state in April.

Mercy was honored for its many minority health outreach programs, including the ANGEL Network, 300 Sisters in Red, the Southeast Canton Community Partnership, immigrant health fairs and screenings, Facing Facts breast health events, on-call interpreters and others.

In looking at the strength of Mercy's minority outreach ministries, Sister Carolyn points to the hospital's century-old mission. She said, "In the tradition of the Sisters of Charity of St. Augustine, Mercy is always poised to meet the needs of the times. In 2008, we move into our second century of reaching out to area racial and ethnic communities with creativity and compassion, bridging gaps and removing barriers to good health care."

**MERCY**  
MEDICAL CENTER

A nonprofit corporation of

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

## A Message from the President and CEO



by  
Thomas E. Cecconi  
President & CEO

I would again like to commend Mercy staff members for their extraordinary efforts during the recent time of high census and snow. It's a privilege to be part of an organization where so many are willing to go above and beyond for others. Don't miss the details of several wonderful examples highlighted in the "Lasting Impressions" feature.

April is Minority Health Care Month, and I was very proud to personally receive the Ohio Minority Health Leadership Award described on the cover of this month's *Pulse*. So many Mercy programs and employees continue to positively impact lives among the diverse populations of our community by providing health and wellness education and access to care.

I want to applaud the work of Karen Feller, our mission outreach manager, on her recent Shero Award from the Stark County Minority Health Coalition for Skyline Terrace initiatives. In addition, The Sisters of Charity Foundation of Canton was also recognized for their positive impact on the minority community during the recent Stark County Minority Health Awareness annual award ceremony and dinner. Mercy was represented at this event by members of our Cultural Diversity committee.

Finally, I want to thank our many dedicated hospital volunteers whom we recognize annually in April. Mercy could not accomplish its mission without the generous gifts of your time and talent. Your service makes a difference every day at Mercy and is always deeply appreciated.

## Mercy Volunteers 'Worth A Million'

At Mercy, volunteers play a vital role in many hospital operations, serving patients and their families, visitors and hospital staff members on a daily basis.

In 2007, Mercy volunteers contributed more than 76,000 hours of their time and talent to help Mercy further its mission. This service, equivalent to 36 full-time employees, provided a cost savings of nearly \$1,250,000.

### Many Responsibilities

Adult volunteers make important contributions in a number of hospital areas.

- Pastoral care
- Gift shop
- Wheelchair assistant
- Foreign language interpreters
- Deliveries
- Pet Patrol
- Lobbies
- Mailings

For youth age 15 and older, the Mercy Ambassador Program gives teens ex-

posure to several different areas of the medical center. Students who complete 100 hours of service in three different assignment tracks receive a portfolio that includes a description of assignments and letter of reference based on accomplishments.

### Join the Team

Beth Koniecko, a volunteer relations specialist at Mercy, would like to spread the word about volunteer opportunities at Mercy for individuals of all ages.

She said, "Whatever skill a person has, Mercy can use it. From clerical skills to maintenance expertise, there's something for everyone. In addition, volunteers receive perks, such as personal and professional development training, inservices and workshops. Free meals, flexible hours and camaraderie are a plus."

To learn more about volunteering for Mercy, call Beth in Mercy Volunteer Services at 330-489-1182.

## Employees Help Mercy Achieve 2007 Goals Awards, Construction News Also Highlighted During CEO Meetings

During recent semi-annual employee meetings, Tom Cecconi, president and CEO, thanked employees for their contributions in attaining and even exceeding most of the hospital's goals for 2007. These goals are related to Mercy's pillars of excellence in service, people, quality, cost and growth.

In addition, he provided construction updates on the I.C.U. and offsite projects in Tuscarawas County and Jackson Township, and he reviewed plans to renovate and expand the emergency department and main lobby. He also discussed Mercy's most recent achievements, such as the stroke center designation, Emergency Chest Pain Center performance and notable awards.

Other topics included a review of Mercy's wellness program and changes in the compensation plan.

The presentation is available on DVD for managers to use with employees who were unable to attend a meeting. Contact Human Resources for the DVD.

## Father ‘Visits’ Newborn Daughter From Iraq

Despite a military assignment in Iraq, Army Spc. Shaun Oberlin was able to visit with his newborn daughter thanks to the technical expertise of Mike Schott, media services, and the Freedom Calls Foundation, a non-profit organization that helps soldiers stay in touch with their loved ones at no cost via video conferencing, telephone and internet services.

Jagada S. Jagadeesan, M.D., a Mercy obstetrician, helped Lauren Oberlin give birth to Natalie Michelle on March 28 at Mercy while Shaun coached and encouraged her via satellite connection. Afterwards, Shaun, Lauren, their three-year-old son Cameron and baby Natalie continued to visit.

This marks the third time Mercy and Freedom Calls have collaborated. According to Kathryn Hudacek of Freedom Calls, Mercy is “one of the most cooperative hospitals we’ve ever worked with.”



*Dr. Jagadeesan (left), labor and delivery nurse Kathy Bennett (right) and other staff members tried to make this Louisville family’s experience as joyful as possible.*

## Fair Promoted Diabetes Health Care, Education

About 300 individuals attended the seventh annual Mercy Diabetes Health and Equipment Fair in March. Seventeen representatives from various companies provided the latest information on diabetic equipment and technology. Many guests took advantage of free A1c tests and spinal, glucose, neuropathy and blood pressures screenings.

This fair is one of the many ways Mercy promotes health care and education about diabetes, a disease that affects approximately 21 million Americans. To find out more about outpatient diabetes education at Mercy, call Debbie Shaw at (330) 489-1484.

## The Word On Wellness

### Employee Wellness Fair Scheduled for April

Employees are encouraged to cruise to the “Wellness Island” Employee Wellness Fair on Wed., April 23 and Thurs., April 24. Employees can learn what it takes to get ship shape with information and education booths on a variety of wellness topics. The trip begins in conference room C across from the cafeteria.

The fair will also give employees an opportunity to “know their numbers” – not just height and weight, but also cholesterol, blood glucose and blood pressure. These important health screenings will be offered at the fair from 6 a.m. to 5 p.m.

Stop by for a chance to win one of several great door prizes.

### One Hundred Pounds Lost in First Week

Nearly 80 employees joined Mercy’s new weight management group on March 6. And, in the first week of the 12-week course, the group dropped 111.7 pounds, and the employees are well on their way to a healthier lifestyle.

### Start! Update

Congratulations to the 262 Mercy Start! Walking Challenge participants who have logged 13,330 steps from Jan. 21 to Feb. 29. Many walkers have reported increased energy level and improved mood. One team shed 40 pounds!

The second six-week campaign started on March 10 and will finish on April 17. Participants are encouraged to keep walking to better health.

# Employee Matters

A monthly column focusing on important issues that concern our employees

## Don't Miss Out on 'Free Money'



If you participate in Mercy's 401(k) program or are eligible for a pension contribution, April is the month you will receive your first quarter financial statement from Fidelity Investments.

401(k) participants will see the amount they contributed during the first quarter of 2008 and the matching contribution made by Mercy. In addition, your statement will include the contribution that Mercy made to your pension account. As a reminder, pension contributions are separate from 401(k) contributions and are 100 percent funded by Mercy.

**NOTE:** If you do not participate in Mercy's 401(k), eligible employees still receive a pension contribution.

You could see up to three items on your Fidelity Statement:

Employee 401(k) contribution  
Employer 401(k) match  
ER retirement account

If you don't participate in our 401(k) program, you missed out on FREE MONEY in the form of matching dollars, and the opportunity to have more money available for retirement. So, you might want to rethink your decision and start participating.

If you get a statement and are not sure where you should be investing or what your investment allocation should be, make an investment in your financial future by scheduling a meeting with a Fidelity representative. They visit Mercy monthly. In April and May, the Fidelity rep will be here on:

- April 15 from 8 a.m. to 4 p.m. in conference room E.
- May 20 from 8 a.m. to 4 p.m. in conference room D.

If you want to make an appointment, have questions about your account or would like individualized assistance, please call Fidelity at 1-800-642-7131. This is the Fidelity Central Scheduling Registration Line, and our facility is listed as "University Hospitals/Mercy, Canton." This line is available from 8 a.m. to 8 p.m. Employees may experience a slight delay in speaking with a scheduling representative between the

hours of 2 p.m. to 4 p.m. due to high call volume.

A reminder to those who don't participate in our 401(k) plan: if you get a pension contribution, you can decide where those monies are invested. It's your retirement money, so pay attention to it.

Next month, I will discuss how to better utilize Fidelity's investment Web site. They have some wonderful planning and training tools, so stay tuned!

### Benefit Statements

Once again, employees will receive a personalized benefit statement mailed to your home. This statement will give you a summary of your total compensation package. Please take a look at your total compensation, not just your hourly rate.

### Employee Wellness Fair

As a reminder, the employee wellness fair will be held April 23 and April 24 from 6 a.m. to 5 p.m. While the fair is NOT mandatory, we hope you will stop by and utilize some of the free screenings and services available. This is a great opportunity to "Know Your Numbers" by getting your blood pressure, cholesterol and glucose readings.

# 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.*

## Challenging Conditions Produce Exceptional Efforts

In the midst of turbulent winter weather and soaring patient volumes, Mercy employees and staff members have demonstrated a remarkable level of commitment to their patients and co-workers.

In a recent note of thanks, president and CEO Tom Cecconi expressed appreciation for the exceptional dedication of Mercy employees. He said, “Over the last few weeks, we have been experiencing very high inpatient and outpatient volumes. And, I also know that staffing has been hit with call-offs because of the flu, respiratory ailments and many snow days. Everyone has been doing a great job of providing care to our patients, and I want you all to know that your efforts are truly appreciated.”

### A Blessing in the Blizzard

A nine-day-old baby girl received life-saving surgery, thanks to the dedication of staff members at the Mercy Health Center of Carroll County.

Despite record snowfall on March 8, the health center’s doors were open when a young mother ran into the STATCARE with her infant daughter. Her husband and their one-year-old son were right behind her. Not one of them had taken time to even put on a coat.

According to Rosemary Brace, health center manager, the woman thought her baby had choked while eating and wanted the infant to be checked.

She said, “Registrar Abby Hinton immediately called for Janice Bremen, D.O., and Kathy Peterson, L.P.N. Dr. Bremen took one look at the baby and called 911. The squad came quickly and the baby ended up at Akron Children’s Hospital, where they discovered two holes in her heart that required emergency surgery. The parents went with the squad, and Abby took care of the little boy until a relative was able to pick him up.

“I truly believe God had a hand in us being there. In spite of the bad weather, Kathy came from Louisville and Delma Wallace, R.T., from Bolivar. Dr. Bremen came from Youngstown on Friday and stayed overnight at a hotel to be at work on Saturday morning. Had the health center not been open, I wonder if the parents would have sought further care.”

Later, the family sent a letter to the health center, thanking the staff for their care. They wrote, “Your knowledge and quick thinking saved our daughter’s life! You may not enjoy working weekends (or in blizzards), but we thank God you all were there. Our daughter is recovering well from heart surgery, and we will bring her by to say thanks in person. Again, we cannot thank you enough!”

### Employees Bring PJs

With the impending blizzard, several employees came to work prepared to stay.

Barbara Williams, nursing director for 7M and 8M, commended Tresa Page, a 7M unit assistant who lives in New Philadelphia and was scheduled for a 12-hour shift on Sat., March 8.

“Tresa arrived at work on time Saturday morning, leaving her house at 5 a.m. to make sure she was not late,” Barbara said. “But, before leaving her house, she packed an overnight bag including PJs. She knew there was more snow on the way and thought she could stay overnight if 7M needed her. She ended up working 16 hours on Saturday, stayed overnight on 5B, and returned to 7M on Sunday morning for another 12 hours. She really went above and beyond.”

Patti Joliat, a CT technologist, also brought an extra set of clothes to work that day. According to Judy Hadam, administrative director of radiology services, Patti “spent Friday night sleeping on a gurney so that we would be sure to have enough staff on Saturday morning during the storm.”

Vascular lab employee Annmarie Scratish left her home in Medina at 5:30 a.m. on Saturday morning and arrived at Mercy at 8:45 a.m., just in time for the start of her shift. Despite permission to leave early, Annmarie chose to stay overnight and worked again on Sunday.

Patrice Meyer, a unit assistant in Mercy Same-Day Surgery, worked the evening of Friday, March 7, and volunteered to venture out into the snow to work Saturday morning, too.

Susan Passmore, nursing director, said she does not know what same-day surgery would have done without Patrice. “There were five cases scheduled Saturday, and the unit assistant was the only other person scheduled with the nurse,” she said. “Patrice is a dedicated, hard-working employee who always thinks of patients first.”

Thanks to everyone who went above and beyond on behalf of Mercy’s patients!



## Leah Weir Receives \$2,500 Scholarship

During the J. R. Coleman Outreach Services' 12<sup>th</sup> annual "Celebrating Women in History" event on March 13, Leah Weir, a billing cashier in patient accounts, received the Carolyn R. Mahoney, Ph.D., Scholarship. This annual award recognizes dedication to motherhood and the pursuit of higher education.

Leah was presented with a certificate of appreciation along with a scholarship for \$2,500. The gift will be applied to daycare expenses for her two children who attend the Coleman Daycare Center while Leah works and attends school.

## Pet Patrol Dog Gets Kudos from Heloise



Cindy Carr, a volunteer in Mercy's Pet Patrol, sent syndicated columnist Heloise a photo of her dog, Micah, giving "therapy" to a hospital patient. Micah was selected as Heloise's March 15 "pet of the week." To view the photo online, visit [Heloise.com/pet\\_of\\_the\\_week](http://Heloise.com/pet_of_the_week).

## Learn About Heart Attack Care, Symptoms At Free Seminar

Mercy will present a free community education event – "If It's a Heart Attack, It's Time to Act" – on Wed., May 7 at 7 p.m. at Rivertree Christian Church, 7373 Portage Rd., N.W., in Massillon.

Ahmed A. El Ghamry Sabe, M.D., director of the Mercy Heart Center and co-director of the Mercy Emergency Chest Pain Center (ECPC), will discuss acute coronary syndrome and its diagnosis and treatment. Frank Kaerberlein, M.D., director of Mercy Emergency Services and co-director of the Mercy ECPC, will talk about early heart attack care, acute coronary syndrome and typical and atypical symptoms.

A question and answer period will follow the physician presentations. Light refreshments will be served. To make reservations, call the Mercy Healthcare Connection at 330-489-1333 or 800-223-8662.

## Prem, Rosenberg To Present At Upcoming Program

Mercy Vascular Services will sponsor a free community education event on Thurs., April 10 at 6:30 p.m. in the Mercy Hall auditorium.

Jeffrey T. Prem, M.D., F.A.C.S., medical director of the Mercy Vascular Laboratory, will discuss carotid artery disease, including its diagnosis, screening, medical management and surgical options. Leon H. Rosenberg, M.D., medical director of the Mercy Stroke and Mercy Regional Rehabilitation Centers, will talk about early signs and prevention of stroke and the hospital's stroke program.

The event, free and open to the public, will also feature a question and answer session, refreshments, informational displays and an opportunity to register for discounted vascular screenings. Make reservations by calling the Healthcare Connection at 330-489-1333 or 800-223-8662.

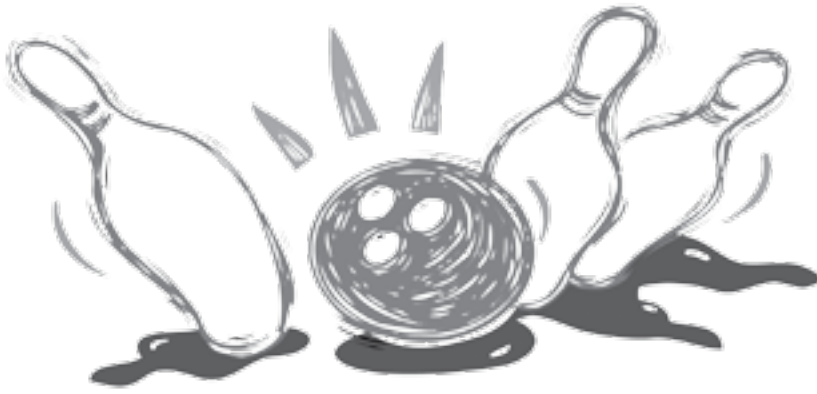
## CBS Anchor Shares Stroke Recovery Story



Tom Cecconi, president and CEO, Claribel Brown (center), stroke coordinator, and Allison Goshay (right), nursing director of the Mercy Stroke Center, pose with guest speaker Mark McEwen, a well-known journalist and news anchor who suffered a stroke in 2005.

McEwen shared his remarkable and encouraging stroke recovery journey with nearly 200 guests during the Mercy Stroke Center's free community education program on March 27. A fixture on "CBS This Morning," "The Early Show" and "48 Hours," McEwen had to relearn how to walk, talk and regain use of his right hand following his stroke.

Show Your Love...



## Strike Up A Cure

### Strike Up A Cure Event Slated For May 10

The Mercy Service League will hold its annual “Show Your Love...Strike Up A Cure” bowling and social event on Sat., May 10 from 6 – 11 p.m. at Colonial Lanes, 5445 Whipple Ave., N.W., in Canton.

Teams, individual bowlers and non-bowlers are welcome. The fun evening will include food, prizes and a cash bar. All proceeds will benefit the Mercy Cancer Center.

For more information regarding the event or sponsorships, contact Karen L. Bostrom at 330-497-0700.

### Mercy Physicians: A Legacy Of Leadership

This past Doctor’s Day – held annually on March 30 – Mercy recognized physicians for the exceptional efforts they make every day on behalf of the hospital’s patients. Since Mercy’s founding in 1908, our physicians have pioneered lifesaving and life-changing procedures and steadfastly upheld the mission established by the Sisters of Charity of St. Augustine.

In 1995, Mercy established the Society of St. Luke to honor senior members of the hospital’s medical

staff for distinguished service to their patients, the hospital and Stark County. During our centennial year, Mercy will induct four physicians into the society, including David L. Gormsen, D.O., James Kelling, M.D., Leon H. Rosenberg, M.D., and Richard Ziegler, M.D.

The 2008 induction ceremony and dinner will be held Thurs., May 8 at the Kent State University Professional Education and Conference Center. Tickets can be purchased for \$60 each by calling 330-489-1008.

### ANGEL Network, Project CARE Receive Recognition

Mercy’s chapter of the African American Women Nurturing and Giving Each Other Life (ANGEL) Network was featured in the March 15 issue of the Catholic Health Association’s (CHA) national publication *Catholic Health World*. Karen Coughlin, administrative director of the cancer center, Diane Wofsey, coordinator of the breast care center, and Judy Hadam, administrative director of radiology, were interviewed by the magazine in February.

To read the *Catholic Health World* article, visit CHA’s Web site at [Chausa.org](http://Chausa.org) and click on the publications tab.

### Presentations at National, State Conferences

Karen, Diane and Judy will also present ANGEL Network information during an Innovation Forum at the 2008 Catholic Health Assembly, to be held this June in San Diego, Calif. In addition, Karen, Diane and Karen Feller, director of mission outreach, will present at the Ohio Health Association’s annual conference in June. Themed as “partnering with target populations to achieve healthier communities,” their OHA session will feature Project CARE and the ANGEL Network.



#### 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.

## Midnight Gift Shop Sale To Honor Nurses

In honor of National Nurses Day, the Mercy Gift Shop will hold a special late-night sale on Mon., May 5 from 9 p.m. to 2 a.m. Nurses will receive a 20 percent discount on jewelry and handbag purchases.

## Eat At Mercy And Save

Mercy employees receive discounts at the hospital eateries, the Mercy Café and the Holy Grounds Coffee Shoppe.

Employees enjoy 10 percent off the general public's cost of food at the cafeteria. This is already reflected in the posted menu prices. And, those who participate in the payroll deduction program receive an additional five percent – for a total 15 percent savings.

Holy Grounds Coffee Shoppe also accepts payroll deduction and credit cards. Those enrolled in payroll deduction will receive a five percent discount there, too.

## Hospice Bracelet Fundraiser Promotes Awareness

Mercy Hospice is selling bracelets with Swarovski crystals as an ongoing fundraiser to support hospice patients, their families and expansion of services.

Bracelets, available for \$30 each, come packaged with a copy of the “Crossings” exhibit poem and Mercy hospice information. The department hopes the bracelets will also help educate the community about hospice.

For more information, or to purchase a bracelet, call 330-649-4380. Cash, credit cards, checks and payroll deduction are accepted.



## Welcome New Employees

Robert Allen . . . . .	Dietary
Christine Benson . . . . .	Emergency Dept.
Constance Blanton . . . . .	2 Main – Surgical
Wendy Bodenschatz . . . . .	Pharmacy
Shelley Broadbent . . . . .	Admitting
Luann Butler . . . . .	Phlebotomy Lab
Joseph Campbell . . . . .	Dietary
Sarah Cassidy . . . . .	CVSICU
Stephanie Gilbert . . . . .	10 Main – Medical – Pulmonary
Laura Jo Hawk . . . . .	Fund Development
Inglish Kaput . . . . .	NICU
Jessica Knight . . . . .	4 Rehabilitation Unit
Stacy Lambert . . . . .	Admitting
Amy Limbach . . . . .	Phlebotomy Lab
Jennifer Lute . . . . .	CCU
Michelle McCaulley . . . . .	Hospice
Patricia McGeorge . . . . .	North Canton Work Health & Safety
Kate Medina . . . . .	Quality Management
Robin Miller . . . . .	Quality Management
Sarah Monroe . . . . .	2 Main – Surgical
Erin Myers . . . . .	2 Main – Surgical
Muriel Myton . . . . .	Medical Transcription
Brandon Neidert . . . . .	Emergency Dept
Benjamin Pate . . . . .	Emergency Dept
Barbara Pyles . . . . .	Volunteer Services
Judy Russo . . . . .	Admitting
Kevin Schoenfeld . . . . .	4 Main – Orthopedic
Natalie Taylor . . . . .	Jackson STATCARE
Roberta Vongunten . . . . .	Sleep Lab
Andrew Wojkowski . . . . .	Dental Clinic
Sheila Yoder . . . . .	10 Main – Medical – Pulmonary

Tiffany Myers, Dietary



## ‘Spring Treasures’ Can Be Found In May

The Mercy Service League will hold its Spring Treasures sale on Thurs., May 8 and Fri., May 9 from 7 a.m. to 5 p.m. in the Mercy Cancer Center Atrium. All proceeds will support Mercy.

This event will feature some favorite Harvest and Winter Treasures vendors, including Something Sassy, Simply Silver Costume Jewelry, Monograms of Distinction, DC Jewelry Designs, MC Collection and Absolute Attitude.