

A publication for employees of Mercy Medical Center

Mercy Returns To Tuscarawas County

New Location to Offer STATCARE, Diagnostic Services

Mercy will open a new health center in Tuscarawas County at the Lewis Center Regional Medical Park in New Philadelphia. Mercy's new health center will offer a STATCARE immediate care center and lab and radiology services.

A groundbreaking ceremony for the medical park was held on Feb. 19. The facility, which is slated to open this fall, will be located on High Avenue in New Philadelphia.

Tom Cecconi, Mercy president and CEO, is pleased that Mercy will again have a presence in Tuscarawas County.

He said, "For a century, Mercy has been committed to providing quality, compassionate care to all who come to our doors. And, for more than two decades, we've been carrying that mission beyond the hospital walls into local communities through health centers that serve individuals close to home. As we begin our second century of caring, the Mercy Health Center of Tuscarawas County demonstrates our dedication to the people of Tuscarawas County and to continuing the medical center's mission."



Dana Lewis (left), Investment Realty Properties Ltd., State Senator Jason Wilson, and Thomas E. Cecconi, Mercy President and CEO, complete the groundbreaking ceremony for the New Philadelphia medical park with a handshake.



Initial work on the facility's structure is underway. Mercy plans to open its health center later this fall.

MERCY
MEDICAL CENTER

A nonprofit corporation of

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

MARCH 2008

Mercy ECPC: One Of Nation's Fastest Angioplasty Responders

"Mercy Medical Center's Emergency Chest Pain Center (ECPC) has achieved the world record for the shortest door to balloon time," said Ahmed A. El Ghamry Sabe, M.D., FACC, FSCAI, medical director of the Mercy Heart Center and co-director of the ECPC.

Mercy is home to the world's first fully accredited chest pain center, the only area facility certified to perform angioplasty 24/7. In multiple cases during 2007, the Mercy ECPC was able to reopen an occluded coronary artery within 15 minutes of a patient's arrival.

"The American College of Cardiology has set a goal of getting 75 percent of major heart attack victims to catheterization within 90 minutes of arrival at the hospital," said Dr. Sabe. "At Mercy's ECPC, the time between heart attack and life-saving angioplasty is considerably less."

MERCY
HEART CENTER

A Message from the President and CEO



by
Thomas E. Cecconi
President & CEO

Our centennial open house on March 2 was a very successful event. Hundreds of Mercy employees, physicians, volunteers and their guests observed the hospital's advanced technology and services while enjoying a festive atmosphere befitting our centennial celebration. I want to thank the open house planning committee for organizing this unique event. I also appreciate all the employees who spent time preparing displays, sharing information, demonstrating equipment and handing out balloons, food and other give-aways. I had a great time and hope you did, too.

I was also excited to attend the recent groundbreaking ceremony for our new health center in New Philadelphia. We have been carefully planning our re-entry into Tuscarawas County, and I was gratified to see it become a reality. I look forward to opening the health center doors this fall to people in New Philadelphia and surrounding communities who will soon be able to take advantage of Mercy's quality health care services so close to home.

Finally, I would like to remind you that Sun., March 30 is Doctor's Day, a time to express appreciation for the exceptional effort that physicians make every day on behalf of their patients. Mercy is privileged to partner with conscientious, considerate, highly trained medical staff members who invest so much time, expertise and compassion in the people they care for and work with. I know many of you have been touched by a physician's kindness or good judgment. If you get the opportunity, I hope you will speak to him or her personally or send a note of thanks. I am sure they would appreciate your kind thoughts.

Join Team Mercy, Support 'Hoops for Health'

The Minority Health Coalition will sponsor its annual Hoops for Health on Sat., April 19 at Timken High School in Canton. The games will include competition between men's and women's teams from Mercy and Aultman Hospital.

Mercy is looking for employees who would like to participate in the games. Plenty of practice, as well as recognition for efforts, will be offered. For more information, contact Amy Lorentz at ext. 1070, Mike Rieger at ext. 2127 or Brian Conklin at ext. 1134.

A 'Latte' Valentines

Employees and patrons of Starbucks on The Strip in North Canton recently created more than 50 handmade Valentine cards specifically for Mercy patients and visitors. The cards were distributed throughout the hospital on Feb. 14, just in time for Valentine's Day.

Mercy Volunteer Services is attempting to cultivate more offsite volunteer opportunities, making it easier for the community to connect with Mercy and its patients. For more information – or to suggest an offsite service project – contact Beth Koniecko at 330-489-1182.

Elementary Students Picture Mercy Yesterday, Tomorrow

As part of its centennial celebration, Mercy recently sponsored an art contest for students at Compton and Allen Elementary Schools in Canton. More than 100 students participated in the competition, and eight winners received \$50 gift cards and a certificate.

Students in grades one through three were asked to draw a Mercy memory. Grades four through six created pictures of what they believed Mercy might look like in the coming century. The winners from Allen were Ebon Cruse and Ladaisha Walker, and winners from Compton included Whitney Johnson, Alisha Hastings, Gabriela Mendez, Kenny Banks, Donte Mattox and Desiree May.



A panel of Mercy judges selected the winning entries based on relevance to theme, creativity, originality, clarity of image, use of color and use of space. Mercy's panel of judges included Tami Arney, central scheduling; Cheri Bruno, health information management; Mary Canale, NICU; Donna Guigas-Siegman, occupational therapy; Gina Yoder, Mercy Health Center of Jackson/Massillon; and Christine Ridgway, Mercy Service League.

Tami Arney, central scheduling, takes notes while reviewing drawings submitted by more than 100 area elementary students for Mercy's centennial art contest.

Employee Matters

A monthly column focusing on important issues that concern our employees

HR Going 'Green'



St. Patrick's Day is just around the corner, along with the hope of spring and all things green. If you've been listening to

the news, I'm sure you're hearing more and more about going "green" to save the earth. The human resources (HR) and benefits department is also working hard to be greener. In the near future, more employee services will be online, thus saving tons of paper.

The Mercy Employee Handbook, Associate Perks and the most frequently requested HR and benefit forms are already on MercyNet, along with links to our health care providers (Caremark, Benefit Services, etc.). Later this year, employees will be able to complete benefit enrollment, review payroll information and complete address changes online. If you don't have a computer, there are computers available in the Mercy Medical Library and in the benefits office. Eventually, we hope to add additional employee computer stations in HR and benefits.

Things you can do now on MercyNet

Brush up your computer skills on Microsoft Office. Have some time on your

lunch hour? Microsoft Office training is available to all employees on MercyNet. Go to MercyNet, click on the Information Technology page and select Microsoft Office training. From there you can choose training on Word, Excel, Outlook, PowerPoint or Access.

Get healthy. On the left-hand side of MercyNet, under internet applications, click on the HealthCare Wellness page for nutrition and BMI (body mass index) calculators. Under the department Web site listings, look at the Wellness Program site for updates on the walking program. As the Mercy Wellness Program develops, you will find more information, including an events calendar of on-site wellness and exercise programs, wellness tips, our weight loss program and FAQs.

Monitor your benefits. Under the Human Resources tab, click on the Benefit Forms link to print claims forms, spending account reimbursement forms, etc. That page also contains links to various Web sites. Monitor or make changes to your 401(k) plan through Fidelity. Access the Ohio Health Choice and DenteMax networks. Use the Caremark site to order prescriptions, check your current order status, and get information and prices for prescription drugs. The BSI link will allow you to request additional medical cards and check claim status and the balance in your BENNY card account. An FAQ section will soon be

added to keep you current with updated benefit information.

All of these changes are designed to provide you with better, faster service and to save paper, ink and unnecessary trips to HR. If you think of other ways to help human resources "go green," let us know.

Mercy Creates Diversity Council

Mercy is establishing a diversity council and looking for physicians, employees and volunteers with direct experience in successfully managing ethnic, religious, generational and other cultural differences.

According to Stacie Novosel, P.H.R., human resources, this council is intended to increase employees' cross-cultural effectiveness.

She said, "Shifts in demographics, the rapid advancement in technology, the growing global marketplace and changes in society require certain communications skills. To better interact with diverse patients, physicians, employees and visitors, we want to draw on the expertise of our Mercy family in creating cultural education programs."

Those interested in being part of the diversity council should contact Stacie at ext. 1264.

Book Donations Needed

In celebration of National Library Week, the Mercy Medical Library will hold its annual book sale from April 14 – 17. All proceeds will benefit the American Cancer Society's Relay for Life.

The library is looking for donations of new or used hardbacks, paperbacks, cookbooks and children's books. Magazines will not be accepted.

Donations can be dropped off Mon. – Fri., 7 a.m. to 3:30 p.m. The library is located in the Timken home next to the chapel. For more information, call the library at ext. 1462.



ADHD Seminar, Workshop Slated For April

Mercy will hold an attention-deficit/hyperactivity disorder (ADHD) seminar for the community on Tues., April 15 at 7 p.m. in the Mercy Hall auditorium. Part of Mercy's centennial celebration, the event will feature guest speaker Russell Barkley, Ph.D., one of the world's foremost authorities on ADHD.

In addition, the ADHD Clinic at Child & Adolescent Service Center will offer a one-day professional workshop on Wed., April 16 at Walsh University's Barrett Business & Community Center. This program is being sponsored by Mercy Medical Center and The Sisters of Charity Foundation of Canton. Barkley will discuss the nature, diagnosis and management of ADHD.

To reserve a seat at the community seminar, call Mercy's Healthcare Connection at 330-489-1333 or 800-223-8662. For more information about the workshop, contact the Child & Adolescent Service Center at 330-454-7917.

Mercy Implements New State Standard For ID Band Colors

Beginning April 1, Mercy will begin using patient identification band colors that are being adopted by all Ohio health care facilities.

The following band colors will represent specific patient identifiers:

- White – patient identification
- Yellow – fall precaution
- Blue – difficult airway
- Green – surgical/procedure site identification
- Red – allergy

All Mercy employees, regardless of department, are responsible for assisting with patient safety. If you walk by a patient's room or a patient in a hallway and notice that something does not seem right, stay with the patient and call for additional help.

Also, nursing staff members have identified patients that may need extra assistance, especially those at risk for falling. Beginning April 1, patients at risk for falling can be identified by a yellow wrist band and a yellow caution cone magnet on the doorframe of their room.

Mercy, NAMI Team Up For Behavioral Health

Mercy Is Area's First Hospital to Offer On-Site NAMI Support Groups

Mercy continues its behavioral health care leadership, becoming Stark County's first hospital to collaborate with the National Alliance on Mental Illness (NAMI).

Beginning Wed., March 12, Mercy and NAMI will offer a new support group for individuals with mental illness and their loved ones. Jane James, NAMI Stark County coordinator, will facilitate the open-format meetings, which will be held on the second and fourth Wednesdays of each month from 7 p.m. to 8 p.m. in conference room C across from the cafeteria.

Throughout its 100-year history, Mercy has demonstrated compassionate care for individuals who cope with mental illness and their families. In 1929, Mercy instituted Ohio's first – and the nation's second – psychiatric unit.

For more information about NAMI or its new support group at Mercy, contact Jane at 330-455-6264, or visit Nami-stark.com.

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.



Mary Dotson models a dress she recently designed.

Mary Dotson’s Sewing Is ‘Talk of the Town’

When Mary Dotson started sewing clothes in 1967 for her three children, she did not intend to become a locally celebrated clothing designer and seamstress. Yet, more than three decades later, Mary – a support service aide with 26 years of service at Mercy – is known for her classic creations throughout Canton and Akron and has sewn for clients in New York and Chicago.

Since 1990, she has displayed and modeled her clothing at Chris Smith’s Talk of the Town Style Show, an annual December gala that highlights the latest fashions. During what was to be the popular event’s 30th and final year in 2007, Mary received an award for outstanding ticket sales.

In addition to dresses, Mary, who does all of her sewing at home, makes wedding apparel, choir robes and flags. She has also stitched numerous patient surgery gowns, eye surgery sheets and drapery alterations, benefitting Mercy and its patients.

Mary will again exhibit her designs at the 2008 Talk of the Town pageant, which is back by popular demand. The event will be held Sun., Dec. 14 at the Canton Negro Oldtimers Activity Center in Canton.

Hospice Nurse Adopts Patient’s Dachshund

Mercy Hospice nurse Donna Pindel, pictured with Rocky – a deaf, 17-year-old dachshund – recently adopted the dog following the death of its owner, one of Donna’s hospice patients.

When she met Rocky during a hospice visit, Donna said, “It was love at first sight. Rocky even tried to leave with me.” After the patient died, family members asked Donna if she would take care of the dog. And, Rocky is now a happy member of the Pindel household.



Donna Pindel and Rocky

Thanks to Patient Parking ‘Gentlemen’

The Rev. and Mrs. Charles L. Boston recently expressed their appreciation of Mercy’s valet parking service during their experience with stroke therapy at Mercy. They wrote,

“It is a pleasure to express our sincere appreciation to the staff and those who are in charge of patient parking. It was a blessing and so helpful to have those on duty to accommodate a stroke patient from July to November. During those weeks of therapy, gentlemen greeted us and carefully parked our car. Following each time of therapy, there was always someone on duty for returning our car. We both deeply appreciated their kind and caring service. God bless each of you.”

Trauma Receives High Evaluation

The Mercy Emergency Department (ED) recently completed the American College of Surgeons' trauma reevaluation evaluation. The hospital, which must undergo this review process every three years, received no deficiencies.

Jim Williams, vice president and chief nursing officer, said this impressive success was "due to the exceptional work of trauma and ED leadership, including Kirby Sweitzer, M.D., medical director of trauma; Carolyn Schooley, trauma coordinator; Debbie Lichtenwalter, trauma registrar; and the hospital's clinical staff."

Wellness Opportunities Abound

Congratulations to all the walkers in Mercy's Start! program, including those who are part of the 100-Mile Club. Participants are encouraged to check MercyNet's wellness page or the banner outside the cafeteria for weekly tips and reports. In addition, employees can send photos of walkers in action to Kathy Wise, wellness coordinator.

Weight Management Starts March 6

Mercy will also hold a weight management program on Thursdays from March 6 through May 29. Classes will be offered from 11:30 a.m. to noon and from 12:30 p.m. to 1 p.m. with a weekly weigh-in from noon to 12:30 p.m.

The program costs \$120, which can be paid through payroll deduction. Participants who achieve their health and wellness goals will be reimbursed 75 percent of the cost. For more information or to register for class, contact Kathy at ext. 1479.

Peer Visitation Available For Stroke Survivors

Mercy now offers peer visitation for stroke survivors. Through this program, trained volunteers who have recovered from a stroke – or cared for a loved one following a stroke – can encourage and assist new stroke survivors.

Debbie Adams-Shumaker, M.A., C.C.C., S.L.P., manager of Mercy Speech and Language Therapy Services, and Julie Dominik, O.T.R./L., C.O.R.S., an occupational therapist, have facilitated a stroke support group at Mercy for many years and recognized the benefits of peer support during stroke recovery.

Adams-Shumaker said, "Stroke can be a very devastating event. Many members of our support group have long been interested in helping new stroke survivors. They want to give back and assist these individuals by sharing some of their experiences and showing them there is life after stroke."

To volunteer for the peer visitation program, a person must be either a stroke survivor or a care giver of a stroke survivor. Volunteers also must complete training that lasts approximately eight hours.

For more information about joining peer visitation or requesting a visit, contact Debbie or Julie at 330-489-1135, or Claribel Brown, coordinator of Mercy stroke programs, at 330-489-1111, ext. 3065.



Mercy's 300 Sisters Event Attracts Nearly 350

On Feb. 9, nearly 350 women from the community attended Mercy's fourth annual 300 Sisters in Red event, an educational program that promotes cardiovascular health awareness among African American women.

Albert Domingo, M.S., M.D., (above right) an internist and specialist in obstetrics and gynecology at Mercy, was the keynote speaker. He discussed the connection between diabetes, hypertension and stroke.

Mercy Awarded Bronze Stroke Award

In 2007, Mercy was recognized in the *U.S. News & World Report* for its achievement of the American Heart Association's (AHA) Bronze Stroke Award.

Part of the AHA's Get with the Guidelines (GWTG) program, this initial performance achievement award recognizes Mercy for 90 consecutive days with at least 85 percent compliance in seven core GWTG stroke measures.

Representatives from AHA recently presented Mercy with a framed copy of the magazine ad and a congratulatory letter from Cass Wheeler, AHA president and CEO. Those present during the event included (left to right) Jim Williams, vice president and chief nursing officer; Janet Warner, R.N., clinical manager; Claribel Brown, R.N., stroke coordinator; Amy De Soto, quality improvement director for AHA GWTG; Tom Cecconi, president and CEO; and Linda Voit, executive director of the AHA Stark County Division.



Stroke Survival Event to Feature CBS Anchor Mark McEwen

The Mercy Stroke Center will sponsor a free community education program featuring special guest Mark McEwen on Thurs., March 27 at 7 p.m. in the Mercy Hall Auditorium.

Well-known journalist and news anchor, McEwen was a fixture on CBS, including anchor of "CBS This Morning," weather and entertainment reporter for "The Early Show" and correspondent for "48 Hours."

In 2005, McEwen faced an unexpected challenge when, on his way home from a vacation, he suffered a stroke. After relearning how to walk, talk and regain use of his right hand, McEwen says, "You can come back." Come hear more about his inspirational journey.

For more information or to make reservations, call Mercy's Healthcare Connection at 330-489-1333 or 800-223-8662.



Karen Doyle, Insurance Verification

Rosenberg Honored At 2008 Heart Gala

Leon H. Rosenberg, M.D., neurologist, was recently honored for his work with stroke patients at the 2008 American Heart Association (AHA) Gala, held Feb. 23 at the Kent State University Conference Center.

Dr. Rosenberg has served as medical director of the Mercy Regional Rehabilitation Center for more than 20 years and, together with a multi-disciplinary stroke team, helped Mercy achieve its Primary Stroke Center designation. He has also co-chaired the AHA's Operation Stroke, an initiative to increase awareness and improve treatment of stroke.

About 450 guests attended the annual gala, themed "Treasures of the Heart." The sold-out event included live and silent auctions. Proceeds will be used for stroke education and research.



Boutique To Hold Anniversary Open House

In honor of its third year of service to Stark County residents and members of nearby communities, the Mercy Boutique will celebrate with an open house event on Tues., March 11 from 10 a.m. to 5 p.m.

Experts from American Breast Care (ABC) and Amoena will offer free breast prosthetic and mastectomy bra fittings. Mercy Complimentary Medicine will also provide free services. Guests can enjoy massages, refreshments and a 20-percent-off storewide sale (not including insurance-billable items).

To schedule a personal fitting or massage, call 330-456-9960 for an appointment.



Doll Helps Kids Learn About Cancer Treatment

Mary Jo Varn, coordinator of the Mercy Boutique, and Sheryl White, a certified mastectomy fitter, display the new Kimmie Cares dolls, which are now available for purchase at the Boutique. The dolls help parents and grandparents communicate with children about their cancer and its treatment.

Kimmie Cares dolls, available in several styles, come with removable yarn hair, a headscarf, "new hair" and a Kimmie Cares book. Proceeds support women with cancer through Partners for a Cure Foundation, Inc. For more information, visit Kimmiecares.com.

Welcome New Employees

Anjanette Barrett	Mammography Unit, Radiology
Tiffany Harris	2A/2C Maternity
Matthew Heinle	Administration
Frederick Johnson	8 Main – Oncology
Aaron King	Dietary
Sarah Mangun	7 Main – Teaching
Barbara McGuire	Surgery (OR)
Breanna Millsap	IMPACT
Nicole Pollock	Dietary
Katherine Pridgen	Dental Clinic
Christine Scrimsher	ICU
Danie Smith	Courier Services
Joanne Smith	4 Rehabilitation Unit

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.

Mercy Names Matthew Heinle Vice President, General Counsel



Mercy recently appointed Matthew A. Heinle as vice president and general counsel.

Heinle replaces Ronald Bennington, senior vice president and general counsel, who retired on Feb. 1 following a distinguished history of involvement and service as an employee and a former member and chairman of the board of directors.

Previously a co-managing partner in corporate and health law at Brennan, Manna & Diamond in Akron, Heinle has advised and represented a wide range of health care providers.

Heinle earned his Juris Doctor from The Ohio State University College of Law in 1995 and holds a bachelor's degree in finance from Miami University in Oxford, Ohio. He is affiliated with the Ohio State Bar, Akron Bar and American Health Lawyers Associations.