

## Five Nurses Honored For Exceptional Care

MAY 2008

### Clinical Excellence, Cameo of Caring Awards Highlight National Nurses Week

Five Mercy nurses were recently selected for the hospital's annual Clinical Excellence Awards. One recipient, Laura Snode, R.N., also received the Cameo of Caring Award.

These awards highlight the commendable work that Mercy employees do every day, living out a mission that began in 1908. In honor of its employees, Mercy will hold its employee recognition dinner on Tues., May 13 in the Canton Memorial Civic Center's McKinley Room. This year's theme will focus on "Celebrating the Faces of Mercy."



**Laura Snode, R.N.**  
Same Day Surgery  
2008 Cameo of Caring

In addition to a Clinical Excellence Award, Laura received Mercy's 2008 Cameo of Caring Award. Described by peers as someone who promotes Mercy's mission daily, Laura is known for putting her patients first. She is respected for her critical thinking skills, her ability to teach and communicate with patients and their families, and anticipating patient and physician needs.

A graduate of St. Elizabeth's Hospital School of Nursing, Laura has attained Clinical Ladder III, chairs the Surgical Services Patient Satisfaction Committee and is a member of the SDU/PACU PI committee.

During her career, Laura has cared for patients of all ages – from newborn to elderly – and said patient care is the most satisfying part of her work. Laura also noted that she loves working with great nurses, doctors and assistants everyday.

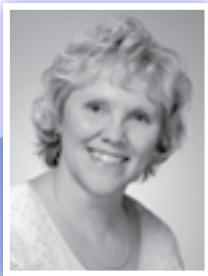


**Christina M. Ashcraft, R.N., B.S.N.**  
Intensive Care Unit (I.C.U.)

A registered nurse for 13 years, Chris said the best part of her career is helping others during difficult times.

Known for being a positive, pleasant person who strives to improve clinical I.C.U. practice, Chris has exhibited natural leadership and mentoring skills. As a charge nurse, unit educator and staff nurse, she's been commended as a role model who goes the extra mile, assisting others, working extra, teaching multiple classes and serving as a resource to the critical care staff.

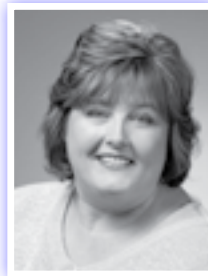
Chris, a Malone College graduate, has achieved Clinical Ladder IV and is an AACN member. She has also served as an I.C.U. unit educator, charge nurse and practice council member; a BLS instructor; a Stark State preceptor; and a member of several nursing practice and improvement committees.



**Debbie Davis, L.P.N.**  
7 Main Medical

A nurse for more than 30 years, Debbie does not recall ever wanting to do anything else. She said making patients comfortable and lifting their spirits remains the most satisfying part of her career. And, she added that she's proud of her profession because nurses are entrusted with a great deal of responsibility for patients and the community.

A graduate of the Timken Mercy School of Practical Nursing, Debbie is a Practice Council member. Her peers indicate that she is a team player who demonstrates kindness and compassion to her patients and their families. Her colleagues appreciate her experience, competent assessment and problem-solving skills, and communication abilities.



**Rose M. Fry, R.N., B.C.**  
Behavioral Science  
Unit (5B)

Rose is described as a strong patient advocate. Certified in psychiatric mental health nursing, she believes in the importance of supporting patients who are unable to speak for themselves. Actively involved with connecting and educating local community agencies about mental health issues, Rose strives to increase interaction among community services to improve mental health care.

A graduate of the Mercy School of Nursing, Rose has attained Clinical Ladder IV and serves as a unit educator and Practice Council member. She is highly respected by physicians for her thorough mental status examinations, timely interventions and swift recognition of medical complications and changes in condition.

Rose chose a nursing career after volunteering at Mercy as a teenager. She was impressed with how staff members demonstrated care and compassion toward patients.



**Misty A. Mitchell, R.N., B.S.N.**  
7 Main Medical

Colleagues describe Misty as a nurse who provides patients with excellent care and always remembers their spiritual needs. Exhibiting a great deal of self-confidence, expertise and professionalism, Misty uses effective mentoring and coaching techniques with new staff and nursing students. She is also known for suggesting new methods and solutions to potential unit problems.

A Malone College graduate, Misty has completed Clinical Ladder III and is a member of the Nursing Policy and Procedure Committee and the Practice Council.

Approaching her work as a ministry, Misty said she feels fulfilled as a nurse because she can make a difference in the lives of those she touches every day.

## A Message from the President and CEO



by  
Thomas E. Cecconi  
President & CEO

Each May it is my privilege to thank and honor our outstanding employees

during Mercy's annual employee recognition dinner. I enjoy meeting and mingling with everyone who attends and am especially pleased to pay tribute to those who have worked at Mercy for many years. The longevity of so many speaks volumes about the kind of work environment we strive to create.

May is also the month we salute nurses, thanking them for their dedication to the wellbeing of patients, families and colleagues. At Mercy, our nurses consistently demonstrate that nursing is more than a job: it's a calling. Our clinical excellence winners epitomize that calling, and I congratulate them on their well-deserved awards.

Finally, I want to express deep appreciation for the Society of St. Luke honorees, as well as past inductees, who were recognized during a special dinner on May 8. David L. Gormsen, D.O., James Kelling, M.D., Leon H. Rosenberg, M.D., and Richard Ziegler, M.D. were selected because of their outstanding service to patients, the hospital and the community. Their compassionate care and commitment to Mercy's mission will be remembered for years to come.

## Fight Cancer At June Relay For Life

As the Luminaria Sponsor for the American Cancer Society's 2008 Relay for Life in Canton, Mercy has currently registered 10 teams for this year's event. The annual relay will be held Fri., June 6 and Sat., June 7 at Central Catholic High School.

All employees and their families are invited to participate in the relay and especially to attend the inspiring luminaria ceremony at 9:45 p.m. on opening night.

Mercy departments and groups that will field relay teams include the cancer center, radiation therapy, the heart center, oncology, radiology film room, patient accounts, work health & safety, hospice/home care, the management team and Mercy ANGELS. Anyone

interested in joining a team can contact the cancer center at ext. 2788.

Employees can also help support the American Cancer Society through a variety of relay team fundraisers, including:

**Payday Friday Sales.** Stop by conference room C on payday Fridays during the lunch hour throughout May to purchase baked goods, candy bars, gently used scrub attire and a variety of raffle items

**Lunch or dinner at Papa Gyros** on Everhard Rd. in Belden Village anytime on Tues., May 20. Note: You must have a flyer when ordering. Flyers can be obtained by contacting the cancer center at ext. 2788.

## Boutique Helps Cancer Survivors In Need Shop Provides Image-Enhancing Products to Patients Who Cannot Afford Them

The Mercy Boutique offers gently used wigs, breast prostheses, mastectomy forms, turbans and hats to individuals with cancer who cannot afford them. This program is available to any cancer patient in need in the community.

From May 19 – 21, the Mercy Boutique will hold a Spring Fling sale. Everything in the shop will be 20 percent off.

Created as a sanctuary of hope and healing for cancer survivors and individuals with other medical conditions, the Mercy Boutique also offers bras, swim suits and swim forms, scar reduction sheets, lymphedema care, skin care products, jewelry, note cards and other gift items. To learn more, call (330) 456-9960.



## Golf Outing To Benefit MIMO

Mark your calendars now for the Mercy International Mission Outreach (MIMO) annual golf outing fundraiser on Sat., Aug. 23 at Tam O'Shanter Golf Course, 5055 Hills & Dales Rd. in Canton. All proceeds will benefit MIMO-supported mission trips.

This past February, MIMO participated in its 16th Dominican Republic trip with Midwest Medical Mission. A team of 31 physicians, nurses, medical technicians and others treated more than 675 clinic patients and performed more than 90 surgeries, including cleft lip and palate repairs, skin grafts for burn scar contractures and hysterectomies.

That same month, MIMO – including four Mercy-affiliated physicians and three nurses – teamed up with Central American Medical Outreach (CAMO) to help Santa Rosa de Copan public health hospital in Honduras. During their brief stay, the team performed 36 major reconstructive plastic surgeries.

In addition, Kirby Sweitzer, M.D., medical director of trauma services, and Jean Morgan, M.S.N., R.N., C.N.P., trained and certified 28 of the Honduran hospital's medical and nursing staff members in advanced cardiac life support (ACLS). Prior to the classes, the staff had never used defibrillation – or electric shock – techniques.

Jean said, "Before the ACLS training, they treated every case like a DNR (do not resuscitate) and hoped the patient didn't die. But now they know this crucial treatment greatly increases survival rate."

## Carroll County Health Center, Rotary Team Up For Health

The Mercy Health Center of Carroll County, in collaboration with the Carrollton Rotary Club, held its 16<sup>th</sup> annual Rotary Health Fair on April 5.

More than 400 individuals participated in the event and its broad range of health screenings, including blood pressure, cholesterol, diabetes, lipid profile, anemia, kidney and liver disease, prostate, thyroid and colo-rectal.



*GiGi Hill, M.L.T., draws a blood sample as part of the health fair's multiphasic blood analysis program.*

## Rehab Welcomes Graduates Back



*More than 75 graduates of the Mercy Regional Rehabilitation Unit returned for a recent open house. The guests enjoyed refreshments and a special reunion with staff and other former patients. Carol Boszor (above), admission coordinator, visits with graduate Ken Dietrich.*



*During the open house, (pictured left to right) Chris Dine, physical therapy assistant, Kathy Chastain, physical therapist, Melinda Nehlen, rehab graduate, and Sandi Gerstacker, occupational therapist, celebrated the progress and health of Mercy's former rehab patients.*



### 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.

## Patient Safety Goal 15A: Identify Suicide Risks

In the United States, one person commits suicide about every 16 minutes. The 11th most frequent cause of death among adults (third for youth age 15 to 24), suicide, according to the Joint Commission, has remained the most regularly reported type of sentinel event for patients in staffed, round-the-clock settings since 1996.

In compliance with the Joint Commission's 2008 Patient Safety Goals, Mercy strives to identify patients who are at risk for suicide while under hospital care or following discharge. This is an important first step in protecting and planning care for these at-risk individuals.

Mercy completes a risk assessment for all ED patients and those admitted to nursing units. The assessment is designed to pinpoint specific factors that may increase or decrease suicide risk, including a history of physical or emotional abuse, attempted suicide or feelings of depression.

In planning care, Mercy considers the patient's immediate safety needs and most appropriate treatment setting. A psychiatric consultation and/or a transfer to the behavioral health unit may be required. The hospital also helps patients and their families connect with community resources, such as the Crisis Intervention Center of Stark County and its 24/7 hotline at 330-452-6000.

For more information about Mercy Behavioral Services, contact Sherry Marzick, R.N., nursing director, at ext. 1701.

## Fashionable Fundraiser Supports Hospice



*Susan Workman, volunteer coordinator, helped plan and emceed the Mercy Hospice Style Show Luncheon on April 12 at First Christian Church in Canton. About 300 attended the elegant event, which raised more than \$10,000 for Mercy Hospice.*



*Ronald Crock, M.D., medical director of Mercy Hospice, donned his top hat and sold 50/50 raffle tickets for the event.*



*Two young members of the audience assist Joanna Yurjevich (right), a hospice volunteer who helped plan the style show, in drawing the winning raffle tickets.*



*Janet Champoux, clinical manager of Mercy Hospice, and Kaitlyn Cole, granddaughter of Carlene Miller, hospice case manager, model the latest in formal attire for women and girls.*



*Jim Williams, vice president and chief nursing officer, and Anne Poleon, manager of Mercy Hospice and Home-care, browse among the many baskets available in the raffle.*

# The Word On Wellness

## Look for FLABS, Fitness Happy Hour in May

Beginning in May, Mercy will offer FLABS, a fitness program that targets abdominal muscles, improves core strength and flexibility, and helps relieve back pain. The Fitness Happy Hour class – also new in May – will show participants how to play and have fun with their workout.

On the wellness horizon: look for the Climb Mt. Everest Challenge. This course will be intended for anyone who's ever dreamed of scaling the world's tallest peak and would like to train (or test themselves) for such a feat. Details will be available soon.

The hospital's weight management group continues to shrink – in weight, that is. Members have lost a collective 325 pounds. Although this program concludes the week of May 26, Mercy will offer a

free weight maintenance program during the summer and start another weight management session in September.

Twenty-five employees have also joined Mercy's zumba class. The group will continue to move and laugh to Latin tunes throughout May.

For more information about wellness programs at Mercy, contact Kathy Wise, wellness coordinator, at ext. 1479.

### 'Wellness & You' in Mercy's Cafeteria

In April, Mercy's cafeteria implemented its Wellness Wednesday campaign. While the eatery offers many healthy items on a daily basis, it highlights Wellness & You choices each Wednesday and offers educational brochures

and recipes at the cafeteria entrance. Look for Wellness & You symbols to be sure your selection meets the guidelines of leading health organizations, including Dietary Guidelines for Americans, the American Dietetic Association and the American Heart Association.

According to food services manager Brian Colosimo, the cafeteria will soon offer Tazo iced teas and iced coffee drinks. "We're looking to add some sugar-free and low-fat baked goods, too."

Holy Grounds also offers a variety of lighter foods that are tasty and wholesome, such as fruit parfaits, grape and cheese snacks, sliced vegetables, smoothies, hummus and pitas. In addition, the shop's coffee drinks can be made with sugar-free syrups and skim or low-fat milk upon request.

## Feller Receives Minority Health Awards



Karen Feller, manager of mission outreach, recently received a Shero Award from the Stark County Minority Health Coalition (SCMHC) during the group's annual Minority Health Month kick-off celebration and awards ceremony, held April 3 at the Metropolitan Centre in downtown Canton. The SCMHC selected Karen for her

work with Mercy's outreach programs at Skyline Terrace, a subsidized housing community in southeast Canton.

The SCMHC includes several area agencies that work together to close health-related gaps for minorities and non-minorities through awareness, education and referral services.

## Speakers To Discuss Mental Illness Symptoms, Resources

In honor of National Mental Health Month, Mercy Behavioral Health – in conjunction with the National Alliance on Mental Illness (NAMI) Stark County Chapter and Crisis Intervention Center of Stark County – will offer a free community program titled, "How Do I Know if My Loved One Needs Help?" on Tues., May 27 from 6 - 7:30 p.m. in Mercy Hall Auditorium.

Speakers Jane James, executive director of NAMI Stark County, and Carole Vesely, community education manager at the Crisis Intervention Center of Stark County, will discuss the signs and symptoms of mental illness and share information about local available resources.

For more information or reservations, call Mercy's Healthcare Connection at 330-489-1333.

Mental Health Month was created more than 50 years ago to raise awareness about mental health conditions and the importance of mental wellness for all.

# Employee Matters

A monthly column focusing on important issues that concern our employees

## Online Tools Help You Plan for Retirement

By Lorraine Washington, Vice President, Human Resources



As promised, this month I'd like to discuss the financial planning tools available on Fidelity's Web site.

There are many tasks that you can accomplish at [www.fidelity.com](http://www.fidelity.com). If you are not participating in our 401(k) Plan, you can enroll on line. If you want to increase or decrease your 401(k) contributions, apply for a loan, or get your statements electronically, you can accomplish this by visiting Fidelity's Web site.

Don't know much about investing? Fidelity also has a "Tools and Learning" link on its Web site. This month I'll discuss tools and next month I'll talk more about learning.

Lisa Ohm, R.N., 10 Main



Under "Tools" you'll find three items:

### Preparing for Retirement

Under "Preparing for Retirement," there is a planning tool that allows you to see if you will have enough money for retirement and does a quick retirement check up for you. After you establish your personal retirement goals, you can utilize the planning tool to see if you are on track to reach your goals. There is also a tool called "Retirement Income Planner" that will estimate how much you can spend in retirement and how long your money will last. The income planner allows you to put in expenses, additional income, etc.

### Investing for the Future

"Investing for the Future" will prepare a review of your current investment choices, allow you to decide how much risk you feel comfortable with, and give you suggested asset allocations or investment choices based on the amount of risk you select. Once you select a risk level, you can see what the historical returns have been for that asset allocation. Obviously, historical returns are no guarantee of future returns, but are a useful tool when deciding an investment strategy.

There is an investment style for everyone, and you can decide if you are comfortable with less risk, a little risk or a lot more risk. Your risk tolerance will help determine if you are a short-term, conservative, balanced, growth

or aggressive-growth investor. Once you select your risk tolerance, you can view Fidelity's suggestions for how your portfolio could be invested.

### Monitoring Your Total Finances

This section helps you determine your total net worth and has several different calculators that allow you to compare credit card offers, calculate mortgage payments, and estimate how large a mortgage you can afford or how much you can expect to pay for your child's college tuition.

As a reminder, even if you do not participate in the 401(k), if you've been with Mercy for more than one year and have worked at least 1,000 hours a year, Mercy has contributed monies into a pension fund for you. This means you still have money that you need to manage or invest.

If you have not made elections for your pension contributions, the money is placed into a default fund based on your anticipated retirement date. At a minimum, you should know what the return on your investment is. Hopefully you have already received your first quarter statement from Fidelity, so look at what your total return for the first quarter was. If you haven't received your statement, you can view it online at any time.

# 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.*

## Patient Writes of ‘Wonderful Experience’ at Mercy

One of Mercy’s recent same-day surgery patients wrote to Susan Passmore, nursing director, complimenting the Mercy staff members and physicians who handled her tonsillectomy. The patient said:

“I have always had a great experience with your hospital, and my latest visit was no exception. From the time the [surgery] date was set, your staff was amazing. [Those at Mercy who] make phone calls to patients, they treat each person they speak with as if they were in front of them, not just a voice on the phone.

“On the morning of my surgery, the nurse assistant (Barb) was very nice, and my nurse (I believe her name was Linda) was wonderful. She explained how the whole process would work and gave me the chance to ask questions if I needed to.

“The anesthesiologist, Dr. Galambos, offered to give me something to calm down before they wheeled me to the operating room. I was very pleased with the fact that everyone I encountered made sure I understood everything that was

going to go on, so there wouldn’t be any surprises.

“The nurses [in recovery] were very compassionate as well. They monitored my every move and ...made sure I was not suffering any more pain than I had to. Before departing, I was presented with a thank you card that had been signed by each person who had taken care of me. I thought that was a wonderful touch. It leaves a great impression.

“I, once again, had a wonderful experience at Mercy Medical Center. I can honestly say I would not feel comfortable going to any other facility.”

## Being a True PAL

Carol Geraci, R.N., manager of central scheduling and insurance verification/precert, shared how employees in her departments “live the mission by taking care of others as well as our own.”

When one staff member had to take a leave of absence because of her spouse’s surgery at a Columbus hospital, co-workers immediately came to her aid.

“While awaiting surgery, one roadblock after another seemed to postpone it, and the employee was without income,” Carol said. “So, staff from

both departments donated enough of their PAL to provide her with pay for two weeks. And, when the surgery was finally scheduled, several employees again donated PAL hours – enough for another two-week pay.”

Carol added that staff has, on several occasions, “donated PAL to hospital employees that did not even work in our department.”

## Food Service Goes Extra Mile

“I don’t think anyone will forget the snow storm of 2008,” said Dorothy Quade, manager of food services, “especially the group of eight dedicated food service employees who stayed the night of the March blizzard.”

According to Dorothy, the food service employees slept in conference room E. She said, “They covered the food needs of our patients, kept fellow employees from having to drive to work and provided food for the midnight and early morning shifts.”

She noted other examples of employees going the extra mile, including those who came in early or carpooled to ensure safe arrivals. “Because of everyone’s hard work and dedicated spirit, we were able to ‘weather the storm’ and have a few laughs along the way,” she said.

## Employees Eligible For Mercy Perks

More than 40 area businesses, restaurants and attractions offer discounts to Mercy employees. These perks cover a variety of goods and services, including banking, computers, fitness, food, entertainment and more.

To view a list of current Mercy perks, log onto MercyNet and click on the Human Resources link.

## Magazine Donations Needed

Mercy is again in need of magazine donations for the hospital's many waiting areas. Magazines that are no more than three months old are preferred. Ideal types include home and garden, sports, travel, science, fashion, entertainment, food, hobbies and health magazines.

Please send all magazine donations to the mail room. Volunteers will cover mailing labels with a Mercy label to protect donor privacy and maintain a professional appearance. For more information, contact Irene Lex at ext. 1130.

## Plant Exchange Planned On May 17

Gardening enthusiasts at Mercy will celebrate spring with a plant exchange on Sat., May 17 at 9 a.m. at the back of employee parking lot C. Green thumbs and new gardeners alike are encouraged to come and share their gardening tips.

Those interested in being part of the exchange should bring plants, cuttings and/or seedlings to give away in bags or containers that are clearly labeled. Participants can take home as many plants as they bring.

To learn more about the plant exchange, contact Chelsa Torres in human resources at ext. 1159.

## Welcome New Employees

Terri Bennett.....	Environmental Services
Jennifer Bond.....	CVSICU
Shelley Broadbent .....	Admitting
Rita Capone .....	Admitting
Dana Cottle .....	Quality Management
Carol Farnsworth .....	Surgeons Provider
Julia Finlayson.....	STATCARE Float
Jennifer Galanos .....	Dental Clinic
Jeff Gayhart .....	Central Transport
Jillian Gibson.....	9M – Telemetry
Joscelyn Greaves .....	Float
Elissa Havens.....	ICU
Kristine Kandle.....	Admitting
Judith McDevitt.....	Admitting
Angeldawn Merlo.....	5 Main – Child & Adolescent
Dawne Ronald .....	CVSICU
Julie Scudder .....	IMPACT
Richard Siber.....	Clinical Engineering
Dontia Streeter.....	10 Main – Medical, Pulmonary
Kristin Toy.....	Float
Janet Wells.....	Patient Accounts



## Send *Pulse* Story Ideas To Public Relations

If you have an interesting story idea for *Pulse* that involves Mercy associates, departments or programs, please send it directly to Public Relations. You can fax story ideas to 330-430-6981, call 330-489-1015 or email [cindy.hickey@csauh.com](mailto:cindy.hickey@csauh.com). The submission deadline is the 15th of each month, so be sure to provide information as early as possible.