

# Mount St. Mary's Hospital Connections

News and announcements for associates, patients, and their families.

August 30, 2018



## Great Catches



Congratulations to Colleen Mann, RN, 5th Floor Manager; Taylor Horne, RN, 5th Floor; Sonya Youngman, RN, PACU; Cathy Mahar, RNFA, Surgery; and Lynnette Flegal, CST, Surgery, for their "Great Catch" recognitions.

Colleen and Taylor followed the Safe Behaviors of Speaking Up and Listening to their patient and escalating their concerns. By doing so they prevented potential serious harm to their patient.

Sonya is recognized for a great catch for following the Safe Behaviors of Checking/Verifying and having a Questioning Attitude, by doing so she identified a discrepancy and prevented potential harm to her patient.

Cathy Mahar and Lynnette are recognized for following the Safe Behavior of Speaking Up For Safety and Checking/Verifying. They immediately raised a concern during the time-out process when there was a discrepancy. The time out was stopped and they checked and verified that the correct patient was being treated. By raising the concern and stopping the process, they prevented potential patient harm.

## Picnic Fun

Although just a little bit windy, the annual associate and volunteer picnic was another great success.

Thanks to all who helped to setup, serve and cleanup after the all-day event.

Thanks to Nutrition Services for coordinating the entire day.

See additional photos inside.



## Associates Donate Items for Mission to Nicaragua

Area resident Ann Marie Zon continues her work to help provide items for the Mission to Nicaragua.

Ann Marie has collected clothing and other items at Mount St. Mary's for several years.



## Trauma Informed Care

What Does It Mean?

What Are We Doing to Address It?

See Inside

# Associate and Volunteer Picnic Fun 2018





## 19th Annual Mount St. Mary's Hospital Foundation Gala

Looking for a way to support our Gala? Gift cards may be the answer!

For the Foundation's signature event, which raises nearly \$200,000 to support various program at Mount St. Mary's, we ask you to consider donating a gift card to our auction. Any and all amounts are appreciated. Gift baskets and other items are welcomed too!

This year's honorees are:

- Michael Vitch, Compu-Mail
- Rev. Msgr. David LiPuma, St. Peter RC Church, Lewiston
- In Memory of Catherine DiMino

Need more info? Please call the Foundation at X2143

On behalf of our Chair Couple Dr. Thomas & Kate Cumbo, we thank you for your consideration.

# Trauma Informed Care: What Does It Mean...What Do We Do?

No one is immune to the impact of trauma.

Trauma affects the individual, families, and communities by disrupting healthy development, adversely affecting relationships, and contributing to mental health issues including substance abuse, domestic violence, and child abuse.

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both consumers and providers

What Mount St. Mary's Hospital is doing:

- Increasing staff awareness of trauma/adversity and how to provide Trauma-Informed Care

Trauma-Informed Care is:

- A framework that is patient-centered and acknowledges the broad impact trauma and adversity can have on both patients and associates
- A universal precaution framework applied to all patients and associates in order to prevent the possibility of re-traumatization
- Has five values/principles that align with, support and further promote Catholic Health's mission and own values

An Announcement from

Mark A. Sullivan,  
President & CEO



August, 2018

## What's in a Name?

Last month, we announced an exciting new initiative that will help set the stage for the future of Catholic Health and ultimately, the future of healthcare across Western New York.

Work has already begun with our partners from EOG Management Consultants and under the direction of our senior leadership team. Our four executive sponsors, Maria Foti, Senior Vice President & Chief Strategy Officer; Lisa Cilano, Senior Vice President, RMC and Business Advisory Services; Dr. Mike Galang, Senior Vice President & COO; and Jim Danlop, Executive Vice President & CFO have begun work in earnest, and have assembled several work groups to help gather and analyze data, as well as develop a process and structure for the effort. To date, dozens of interviews have taken place with associates, medical staff, and others across the system.

Every step of this initiative will be purposeful and deliberate, including the naming of this critical body of work. True to the collaborative spirit in which we are working, and with careful discernment, three important words emerged along the way - **Value, Vision, Voice**... **V3**.

Rooted in our core values, Catholic Health is creating a vision for a healthier Western New York by giving voice to people, opportunities, partnerships and innovation.

As an organization with a sacred purpose, our core **Values** provide a compass to keep us headed in a direction that is in alignment with our Mission. Value, in it's empirical sense, is also an important reminder that everything we do must create value for those we serve - our patients,

and residents, our associates and medical staff, and our community as a whole.

**Vision** is not only about seeing what's there, but also what can be, and more importantly, what must be. Our vision for the future of healthcare in WNY will be a shared vision. That's why long and short term opportunities will be determined by their alignment with our mission, supporting data, and by interactive communication with a wide

range of associates, medical staff, senior management, the Board of Directors/Corporate Members, and community representatives.

Giving Voice to those who will carry out this important work, and those who will benefit from it, is critical. This is a collaborative and inclusive process that requires input and insight from across our system and even across our community. But giving voice to this work is also about clearly articulating the opportunities, the framework for partnerships, and the role of new technology in order to promote a better *understanding* of how today's efforts can shape the future of Catholic Health and the future of healthcare in WNY for decades to come.

The impact of our V3 work will be substantial and far-reaching. The decisions that will unfold in front of us will be complex and challenging and they will require not only commitment, but genuine courage as well.

*Look for continued, and more frequent, communication about V3 and the wide range of work associated with this initiative.*

**V3** Value & Vision & Voice  
*Strategy inspired through understanding*

# ***Referrals are Rewarding!***

**Earn money when we  
hire your referral!**

**Spread the word and  
reward yourself with  
a referral bonus of  
up to \$1,000!**

**[chsbuffalo.org/careers](https://chsbuffalo.org/careers)**

## ***Available Positions:***

***Med/Surg, Telemetry, Labor &  
Delivery, ER, Surgery, ICU, GNs,  
Clearview Chemical  
Dependency, Addictions  
Counselors, Cooks,  
Environmental Services  
and Clinical Laboratory  
Technologists***

***Please visit Compliance 360 for  
eligibility and policy.***

 **Catholic Health**