

Mount St. Mary's Hospital Connections

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

October 10, 2018



Trauma Informed Care

Over the past several issues, we have provided information on Trauma Informed Care and what Mount St. Mary's is doing to advance education on this important aspect of care.



Whitney Mendel

Now, Whitney Mendel with the Institute on Trauma and Trauma-Informed Care at SUNY Buffalo, will be joining the Mount St. Mary's Care Management team during some of the morning huddles to provide support, encouragement, and information to staff around Trauma-Informed Care.

Whitney hopes to become a resource for each unit, helping staff and administrators build on their strengths to engage a trauma-informed approach in their day-to-day work.

Benefits Fairs & Flu Shots

Benefits Fair – Oct 15
Flu Shots – Oct 15
Flu Shots – Oct 26

 Catholic Health
Mount St. Mary's Hospital

You Are A Star

For demonstrating the Mission and Vision

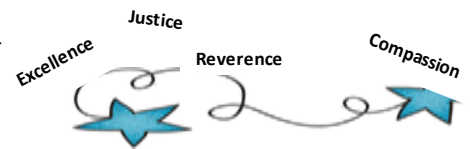
Maternity and ED

Congratulations to Labor & Delivery and ER teams for their "Excellent

Teamwork" in managing a "surprise" delivery.

As a result of excellent teamwork there was a positive outcome for both mom and baby.

Great work by L&D Nurses Melissa Spriggs Kristin Wheling and associates in the Emergency Department.



5th Floor Code

Congratulations to those on the 5th Floor who responded to an ACLS Code.

The code ran smoothly and the team worked together quickly and efficiently for positive patient outcome.

Team members included Ron Winkfield, RN, ICU; Taylor Horne, RN, 5th Floor; Sarah Ackerman, RN, 5th Floor; Abbi Stiles, RN, 5th Floor; Phebe Hayes, Nurse Attendant, 6th Floor; Deb Dallman, RN, Unit Clinical Coordinator; Renee Gueli, Respiratory Therapist; Lauren Taylor, RN Travel Nurse, 5th Floor; Monica Martin, MD, Hospitalist; and Marc Klementowski, MD, Emergency Room.

For the Community:
Free Mammography Day
Saturday, October 13

(See Inside)

Trauma Informed Care
What Does It Mean?
EMPOWERMENT

(See Inside)



Mount St. Mary's has the latest technology and offers both 2D "regular" mammogram tests and 3D mammograms, also known as tomosynthesis or "tomo."

October is Breast Cancer Awareness Month
FREE Digital Mammography Day
at Mount St. Mary's Hospital
Saturday, October 13, 2018
8 am - 1 pm

Appointments Required: Call 298-2370
You must obtain a prescription from your physician.

Tests are free of charge regardless of insurance status. Must be 40 years of age or older. Tests are courtesy of the "Play Fore Pink" golf event at the Niagara Falls Country Club and Radiologist Dr. Timothy Dyster.

Trauma Informed Care:

What Does It Mean...What Do We Do? No one is immune!

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.

SAFETY (PHYSICAL & EMOTIONAL) TRUSTWORTHINESS CHOICE COLLABORATION EMPOWERMENT



SAFETY (PHYSICAL & EMOTIONAL)

Includes considering the physical safety of the hospital (exam room/hallway appearance, doors locked or open, security personnel available, etc.) and the effect that each has on patients/associates; are all associates attentive to signs of patient/associate discomfort and do they recognize these signs in a trauma-informed way; all interactions are welcoming, respectful & engaging

- + **Reverence** - Show courtesy to everyone through warm, welcoming words and gestures
- + **Compassion** - Extend a welcoming hand to all patients, residents, families and associates
- + **Excellence** - Foster a high quality workplace



TRUSTWORTHINESS

Includes providing clear information about what will be done, by whom, when, why and under what circumstances (role clarity, patient/associate expectations, etc.); respectful and professional boundaries are maintained; confidentiality is taken seriously; interactions and rules are consistent; importance placed on follow-through

- + **Compassion** - Offer empathy, tenderness and respect to those in need
- + **Justice** - Be honest and ethical in all dealings



CHOICE

Includes how much choice patients/associates have throughout care/their job (care received, goals set, hospital appearance, vacation time, etc.); patients and associates are provided clear and appropriate messages about their rights and responsibilities

- + **Justice** - Honor the uniqueness of each individual and maintain an inclusive environment



COLLABORATION

Includes cultivating an atmosphere of doing "with" rather than doing "to" or "for;" giving patients a significant role in planning and evaluating care; eliciting feedback from associates to inform hospital-wide administration and changes; including associates in performance evaluations; conveying the message that patients/associates are the experts of their own lives

- + **Reverence** - Collaborate to foster our Mission and Values
- + **Justice** - Be accepting and understanding of people who need our help



EMPOWERMENT

Includes recognizing and acknowledging patient and associate strengths/skills; building a realistic sense of hope for the future; fostering an atmosphere that allows everyone to feel validated and affirmed during each and every contact in the hospital

- + **Justice** - Recognize and affirm each individual's contributions
- + **Excellence** - Envision a future filled with hope

What Mount St. Mary's Hospital is doing:

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



FLU Shot Calendar

October 2018

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MINISTRY KEY - SOCH-MSC: Sisters/Main St. Campus; SOCH-SJC: Sisters/St. Joseph Campus; KMH: Kenmore Mercy; MHOB: Mercy Hospital; MSMH: Mount St. Mary's; MACC: Mercy Ambulatory Care Center; OLV: OLV Senior Neighborhood; FBM: Father Baker Manor; TMR: The McAuley Residence; MCCC: Mercy Comprehensive Care Center; ARTC: Admin. & Regional Training Center; WHC: Wheatfield Home Care; CHIP: Catholic Health Infusion Pharmacy; WNYMP: WNY Medical Park; SHC-KTF: Sheridan Healthcare Center/Ken-Ton FamilyCare					9/29 MSMH 6 a.m. - noon Assoc. Health
1 KMH 7 a.m. - 4 p.m. Associate Health	2 MHOB Benefits Fair* 6 a.m. - 5 p.m. Conference Rooms A&B	3 WHC Conference Room 8 - 11 a.m. FBM Benefits Fair noon - 5 p.m. Parkview	4 SOCH - MSC Benefits Fair* 6 a.m. - 5 p.m. Marillac Room	5 TMR 7 - 11 a.m. Conference Rm. SOCH - SIC noon - 3:30 p.m. Associate Health	6 MHOB 6 a.m. - noon Associate Health
8 SOCH-MSC 6 a.m. - 4 p.m. Associate Health	9 SOCH-SJC Benefits Fair* 6 a.m. - 5 p.m. Community Room	10 ARTC Benefits Fair* 6 a.m. - 5 p.m. Conf. Room 1 B & C	11 OLV Bene Fair 7 a.m. - noon Community Rm. MACC 1:00 - 4 p.m. Cast Room	12 MHOB 6 a.m. - 4 p.m. Associate Health	13 KMH 6 a.m. - noon Associate Health
15 MSMH Benefits Fair* 6 a.m. - 5 p.m. Lobby	16 KMH Benefits Fair* 6 a.m. - 4 p.m. Community Room	17 MSMH Benefits Fair* 6 a.m. - 5 p.m. Lobby	18 MHOB 6:00 a.m. - noon Assoc. Health MSMH 1 - 4 p.m. Assoc. Health	19 SOCH - MSC 6 - 11:30 a.m. Assoc. Health SHC-KTF 1 - 3 p.m.	20 SOCH - SIC 6 a.m. - noon Assoc. Health
22 KMH 6 - 11:30 a.m. Assoc. Health MHOB 1 - 3:30 p.m. Assoc. Health	23 SOCH - MSC 6 - 11 a.m. Assoc. Health ARTC noon - 3 p.m. Conf. Room 5D	24 WNYMP 8 - 11 a.m. Lab Building C OLV noon - 4 p.m.	25 FBM 6 - 11:30 a.m. Conf. Room MCCC 1 - 3 p.m.	26 MSMH 7 a.m. - 3 p.m. Assoc. Health	27 SOCH-MSC 6 a.m. - noon Assoc. Health
29 TMR 7 - 11 a.m. Conference Rm. ARTC noon - 3 p.m. Conf. Room 5D	30 CHIP 8 - 11 a.m. Main Conf. Rm. MHOB noon - 3:30 p.m. Assoc. Health	31 SOCH - MSC 7 - 11:30 a.m. Assoc. Health SOCH - SIC noon - 3:30 p.m. Assoc. Health	11/1	11/2 MHOB 7 - 11:30 a.m. Assoc. Health SOCH-MSC 1 - 3:30 p.m. Assoc. Health	

GET YOUR FLU SHOT

To comply with state regulations, that require all healthcare personnel to receive a FLU vaccine or wear a protective mask in patient care areas during FLU season, Catholic Health is offering free FLU vaccines to all associates, physicians and volunteers from SEPT 29 - NOV 2. Bring your Catholic Health ID to any site to receive a FLU vaccine.

* Closed from 11:30 a.m. - 12:30 p.m.

HR APPROVED POSTING