



Mercy Medical Center
Catholic Health Services
At the heart of health

**PATHWAY
TO EXCELLENCE**



AMERICAN NURSES
CREDENTIALING CENTER

**DEDICATION
TO SUPERIOR
NURSING**

In recognition of the value it places on superior nursing care, Mercy has once again received the Pathway to Excellence® designation by the American Nurses Credentialing Center. Pathway to Excellence identifies the elements of work environments where nurses can flourish. It substantiates the professional satisfaction of nurses at Mercy and identifies the hospital as one of the best places for nurses to work.

For an organization to earn the Pathway to Excellence distinction, it must successfully undergo a thorough review process that documents foundational quality initiatives in creating a positive work environment—as defined by nurses and supported by research.

“This designation represents the true culture of shared governance, teamwork and the dedication to delivering top-quality and compassionate care to all we serve,” said Mercy’s Chief Nursing Officer Beth Vlahavas, RN, MSN.



Today's Mercy

MERCY AND ST. FRANCIS HOSPITAL PROVIDE TOWN OF HEMPSTEAD WITH 50 DEFIBRILLATORS

Mercy Medical Center and St. Francis Hospital have partnered to donate 50 life-saving automated external defibrillators (AEDs) to be located at parks, pools, beaches, and senior centers in the area. The AEDs—valued at \$1,500 per device—were secured through a state contract by Mercy and St. Francis, so there was no cost to the town. The town is placing defibrillators at locations where a life could be saved in the event of cardiac arrest.

“As an integral part of the community for more than a century, Mercy is highly committed to promoting the health and safety of local residents,” said Ron Steimel, Mercy’s executive vice president and CAO. “We are honored to help in providing this lifesaving equipment.”



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Join the Effort!

As Mercy's founding sisters a century ago imagined a better future for their patients, today's physicians and nurses foresee a better future for those who will seek care tomorrow. Mercy's humble roots began with two fundamental principles—caring and mercy. Mercy continues to provide excellence in patient care so that all who leave the facility can be healthier than when they came.

Mercy touches thousands of lives every day. The many dedicated doctors, nurses, technologists and administrators work hard to improve the health and well-being of the community—today and in the future.

From cardiovascular treatment to emergency medicine and in specialties such as cancer care, neurology and women's health, every face and patient at Mercy has benefited in some way from the gifts of donors who cared enough to make a difference in the lives of others.

The Mercy Cares Annual Fund offers the opportunity to say "thank you" to the hospital's exceptional physicians, nurses and other health care providers for all they do, while providing philanthropic support critical to the hospital. This effort helps ensure that the latest innovations and treatments are available at a moment's notice to all in need.

You are invited to join this distinguished family of donors. They are generous, compassionate friends who believe in Mercy and want to have a significant impact on people's lives. You can be assured that 100% of your gift exclusively supports Mercy's commitment to patient care.

To invest in the transformation of healthcare in your community, visit mercymedicalcenter.chsli.org/ways-give.

For more information about how you can make a contribution, please call **(516) 705-1399** or email development@chsli.org.



First Annual Ladies Night Out

Mercy's First Annual Ladies Night Out, themed "Give and Glam" to benefit breast cancer services at the hospital, was a huge success. All who attended enjoyed a night of dancing, shopping, cocktails, dinner and fabulous raffle prizes. The proceeds from this event will help purchase a 3D tomosynthesis machine, which will further augment the new digital technology to the hospital's comprehensive breast imaging services.

Save the date for the 2nd Annual Ladies Night Out: October 12, 2017.



Mercy's Garden

Mercy's employees worked together on expanding the Sisters of the Infant Jesus Garden this year. The produce grown is donated to local food pantries for those in need.

Bucky Dent Visits Mercy



NY Yankees legend Bucky Dent recently visited Mercy's Oncology Unit, bringing beautiful, warm blankets for patients. His wife, Marianne, lost her battle with brain cancer in October of last year. Her

legacy goes on through their foundation called Embraced with Love, which provides cancer patients with blankets to help them feel more comfortable during their chemotherapy and radiation treatments.

The Many Amenities at Mercy

CHAPEL:

The chapel is located on the first floor of the hospital. Holy Mass is offered at noon Monday through Friday and Sunday at 9:00 am and noon. All are welcome to pray in this sacred place of worship.

HOSPITALITY ROOMS:

For patients' families, Mercy offers two hospitality rooms*, each with a private bathroom. Located on the second floor of the main building, they can accommodate those who observe the Shabbos or Yom Tov, or serve for short-term, emergency situations for any patient's family. For information, call Pastoral Care at (516) 705-1414, Monday to Friday, 8:00 am to 4:00 pm.

** These rooms were sponsored by the Chabad of the Five Towns in memory of Joseph Veroba and Victor & Lillian Brill.*

JEWISH CHAPEL:

The Jewish chapel is located on the second floor, near the kosher kitchen.

KOSHER KITCHEN:

For patients' family members who keep kosher, a kosher kitchen** is located on 2 Main. There are two microwaves, a refrigerator and a pantry filled with only kosher items. Electric Sabbath candles, prayer books and weekly newspapers are also available.

***This kitchen is maintained and stocked by Achiezer.*

MASJID:

Mercy has a prayer room on the second floor for staff and visitors of the Muslim faith. It is accessible by the main elevators.

MEDITATION ROOM:

In the lobby, there is a meditation room for anyone seeking peace and quiet.

PET THERAPY:

Nine specially trained, therapy-certified dogs visit patients in Mercy's Rehabilitation, Cancer Care and Geriatric/Medical Units in the afternoon, two or three times a week.



Please call **(516) 62-MERCY** for more information.

A Message From the Executive Vice President & Chief Administrative Officer:



Ron Steimel
*Executive Vice President &
Chief Administrative Officer*

As we enter the holiday season, our thoughts often turn to gratitude for the things that matter most, such as the health and wellbeing of those closest to us. We consider Mercy Medical Center's commitment to providing the highest quality health care to those in our surrounding communities to be an integral part of that wellbeing.

In this newsletter, you will read about many exciting things happening at Mercy. We have once again received the Pathway to Excellence® designation from the American Nurses Credentialing Center which exemplifies our commitment to patient safety. We are pleased to see that our dedication to quality has resulted in this critical designation.

We are continuously working to enhance our services to better serve our community. The new Center for Sleep Medicine at Mercy has hotel-like testing rooms, with the latest technology to diagnose sleep disorders in a spa-like, comfortable environment. Mercy's Hyperbaric Medicine and Wound Care Center has expanded with a third hyperbaric chamber. This program continues to grow and help those with non-healing wounds as well as those suffering with symptoms of the delayed effects of radiation.

We expanded the Sisters of the Infant Jesus Vegetable Garden this year and donate all of the produce to local parishes for their food pantries. The Ryan Medical Pharmacy located on Mercy's campus offers bedside prescription delivery services to patients prior to discharge home, or a patient can have their prescriptions quickly filled and conveniently picked up after an ER or outpatient visit. These new initiatives add to Mercy's existing areas of expertise to serve all your health care needs.

We continue Mercy's 100-year-plus tradition of providing outstanding health care in a faith-based and caring environment. Thank you for choosing Mercy for your healthcare needs.

From the Mercy family to you and your family, we want to wish you a merry Christmas and a happy and healthy new year!

mercymedicalcenter.chsli.org

Center for Hyperbaric Medicine & Wound Healing



Mercy's Center for Hyperbaric Medicine & Wound Healing offers a comprehensive approach for patients with chronic wound issues. The facility provides a wide range of services for the treatment of chronic, non-healing and/or poorly healing wounds. These services are delivered by physicians and staff specializing in wound care and hyperbaric medicine.

The comprehensive, multidisciplinary treatment offered by this new facility is proven to increase positive healing outcomes.

The center has expanded with a third hyperbaric chamber. Thank you to our community and our health care providers for your support as our program continues to grow and help those in need. For information, call **(844) 95-WOUND**.

State-of-the-Art Diagnostic Imaging

Mercy's Department of Radiology and Imaging provides high-quality diagnostic imaging, and therapeutic and consultative services to patients and doctors. It features advanced facilities and equipment for the diagnosis and treatment of cancer and other serious illnesses.

Mercy's two, low-radiation dose, 64-slice CT scanners rapidly perform sophisticated exams and, with the brand new MRI with breast imaging and biopsy capabilities, represents the state-of-the-art technology available to patients. Convenient appointment times during the day, expanded evening hours and weekends are available.

Mercy is a leader in providing comprehensive breast health care, with screening, diagnosis, treatment and follow-up, all at the on-campus Women's Imaging Center. Mercy is designated a Breast Imaging Center of Excellence by the American College of Radiology. Highly skilled radiologists and breast surgeons offer a complete range of treatment options, as well as the latest in full reconstructive procedures. In addition, Mercy has a patient navigator to assist the newly diagnosed, living with, or survivors of cancer. For information, call **(516) 62-MERCY**.



Inpatient and Outpatient Rehabilitation

Among Mercy's premier programs is its comprehensive Physical Medicine and Rehabilitation Department. The expert team is dedicated to getting patients up and functioning at their maximum abilities as quickly as possible.

Mercy's Physical Medicine and Rehabilitation Unit, a highly specialized 37-bed facility, is dedicated to the rehabilitative care of inpatients who have suffered catastrophic illnesses and injuries such as stroke, spinal cord injury, amputation, major orthopedic surgery, severe disabling arthritis and acquired brain injury.

Also, Mercy's outpatient services include physiatry, physical therapy, and occupational and speech therapy. Using advanced equipment and techniques to help patients reach their highest possible level of function and independence, the staff includes the area's top physical, occupational and speech therapists, who provide compassionate, superior therapy to patients recovering from an injury.

Hours: Monday through Thursday 8:30 am to 8:00 pm, Friday, 8:30 am to 4:30 pm; and Saturday, 8:00 am to 1:30 pm.

For information about Mercy's expert physical medicine and rehabilitation services, call **(516) 62-MERCY**.

Ryan Medical Pharmacy at Mercy: Bedside Prescription Delivery

Ryan Medical Pharmacy at Mercy works closely with each patient prior to discharge, offering many hospital medications other retail pharmacies do not have. Its bedside delivery service prevents disruptions in therapy that could occur if a patient left the hospital and went to a chain pharmacy, perhaps only to find his or her medication was either unavailable, not covered or too expensive.

The pharmacy provides a 72-hour follow-up call to address any side effects, review the patient's medications and talk about next steps toward healing. **Also, free home delivery service is available for the local community:** Baldwin, East Meadow, East Rockaway, Elmont, Franklin Square, Garden City, Hempstead, Long Beach, Lynbrook, Malverne, Oceanside, Rockville Centre, Uniondale, Roosevelt and West Hempstead.

The Ryan Medical Pharmacy is conveniently located on Mercy's campus, inside the Ryan Medical Arts Building. Hours of operation: Monday to Friday, 8:30 am to 7:30 pm; and Saturdays, 8:30 am to 1:30 pm.

For more information, call **(516) 362-2422**.

Laboratory Services

Patients can come to Mercy's Ryan Draw Station on the hospital campus for all the major commercial laboratories in the New York City and Long Island area.

At this full-service laboratory, the staff draw and process prescribed tests in a clinical setting. Mercy's lab services are here to provide patients with quality care and results!

Hours of Operation: Monday – Friday: 7:00 am – 5:15 pm
Saturday: 8:00 am – 1:45 pm

For more information, call **(516) 62-MERCY**.

Diagnosing Sleep Disorders

Mercy's Center for Sleep Medicine offers the latest technology in a comfortable, contemporary setting. Expert, board certified sleep physicians will diagnose and treat sleep disorders, with certified technologists monitoring patients' sleep cycle during overnight sleep study tests in a hotel-like environment.

Sleep disorders can include conditions such as snoring and insomnia and potentially serious disorders such as sleep apnea and even restless leg syndrome. Men and women who have a sleep disorder often wake up not feeling refreshed and may experience daytime drowsiness or suffer from "brain fog," or confusion. Sleep disorders that go undiagnosed can cause problems with an individual's daily routine and affect overall health. People with obstructive sleep apnea actually stop breathing for short periods of time and are likely to experience a wide range of health issues.

For more information about Mercy's expert sleep medicine services, call **(516) 62-MERCY**.



Rapid, Expert Emergency Care

Mercy provides 24-hour emergency care to children and adults, with a staff of board certified emergency physicians trained at some of the nation's finest medical schools, residency programs and trauma centers.

Express Care and the newly renovated and expanded Pediatric Express Care are available for rapid, thorough assessment and treatment of minor illnesses and injuries, providing a convenient alternative to the Emergency Department, particularly during evening hours, when private physician offices are closed. A pediatrician is available around the clock to attend to the needs of young patients, and the physicians are supported by a nursing team who are specially trained in providing rapid, expert, compassionate care. Mercy is a New York State-designated Stroke Center and the recipient of consecutive Stroke Gold Plus Quality Achievement Awards from the American Heart Association/American Stroke Association.

For more information and physician referrals, call **(516) 62-MERCY** or visit mercymedicalcenter.chsli.org.





Maternity Services at Mercy

The full range of women's health services available at Mercy includes maternity care and educational services before, during and after your precious arrival.

For more than 100 years, the Mother Baby Unit has had a special role at Mercy. Since its founding in 1913 Mercy has been among the leading maternity hospitals in the country in the number of births. This tradition continues today in the maternity wing and labor, delivery and recovery rooms, with comfortable home-like private rooms. New moms enjoy the convenience of free Wi-Fi Internet and a continental breakfast each morning on the unit. Also, Mercy has the only Level III Neonatal Intensive Care Unit on the south shore of Nassau County.

For information, please call **(516) 62-MERCY**.

Mercy Provides Cardiac Screenings to College Athletes

Mercy is now providing free cardiac screenings to student athletes. Beginning with a group of Molloy College students, the program officially kicked off in mid-September. The screenings are conducted under the guidance of Mercy's Medical Staff President and Chief of Cardiology Thierry Duchatellier, MD, in conjunction with Bellmore Family Practice's Michael Moskowitz, DO, associate team physician for Molloy.

"We use EKGs to test for problems with the heart's electrical activity," Dr. Duchatellier explained. "We're also offering these young athletes echocardiograms, which use ultrasound to produce a two-dimensional image of the heart in order to detect certain abnormalities."

"This program is an important contribution to the health of our community, helping to ensure that college-level athletes get the special attention they need," said Dr. Moskowitz.

A wide range of cardiovascular services are provided at Mercy including: echocardiography, transesophageal echocardiography, carotid Doppler studies, pulse volume recording, venous and arterial duplex scanning, these services are provided to both inpatients and outpatients.

For information, please call **(516) 62-MERCY**.

Friends of Mercy Medical Center's 35th Annual Golf Classic Raises \$125,000

Bright sunshine matched the spirit and generosity of golf enthusiasts and sponsors, enabling the Friends of Mercy to raise \$125,000 at their 35th Annual Golf Classic.

The September 15th event included a morning and afternoon shotgun, with 250 golfers coming together at the Garden City Country Club and Hempstead Golf and Country Club to support the Rockville Centre hospital. Due to the initial successful response, the first course was completely reserved within just nine days, and so the second course was added. Many thanks to all who participated!

The post-outing dinner honored William Armstrong, CPA, senior vice president of finance for Catholic Health Services, and the presenting sponsors were Sentosa Care LLC and Medtronic. Golfers and dinner guests had great raffle prizes to choose from: drivers, putters, sports tickets, luggage and more.

The monies raised will go towards the planned expansion and renovation of Mercy's Patio Grill. Located on the hospital's main floor, renovation plans include the doubling of dining space, new furnishings and décor for a true café environment. This project will enhance visitor experience and serve as a retreat for all who come to Mercy.





5,500th Blood Donor at Mercy

Barbara Simms, nurse manager on the Oncology Unit became the 5,500 blood donor during one of Mercy's many blood drives throughout the year. Barbara demonstrates her dedication to Mercy each day through her compassionate care for our patients.

New OnTrackNY Program at Mercy

If left untreated, Schizophrenia may lead to impaired social functioning, disability and other issues. The OnTrackNY Program at Mercy is for individuals aged 16–30 who have experienced psychotic symptoms for more than a week, but less than 2 years. Research suggests that the sooner treatment is initiated after a first episode of psychosis, the more likely the person will experience significant recovery. The goal of the OnTrackNY Program is to promote engagement and participation in treatment, foster recovery, and reduce or prevent disability.

OnTrackNY program participants will receive comprehensive care by a clinical team specializing in the evidence-based treatment of early psychosis. Services offered include: psychiatric treatment, medication management, help with finding a job or returning to school, substance abuse treatment, family education and support, and other support services as needed. Participants who are uninsured will receive services without charge. The program is located at the Mercy Medical Center Outpatient Services facility in Garden City.

To learn more, please call **(516) 705-3400**, ext. 3230.

Diabetes Self-Management Training Program

A new, eight-hour diabetes self-management program (four sessions, two hours each) is being offered monthly for all persons with diabetes. This program is conducted by a certified diabetes educator who is also a registered dietitian. Day-time and evening hours are available.

The program provides the skills needed for day-to-day management of diabetes. Simple strategies for meal planning, maximizing wellness and preventing complications are discussed. Those who can benefit include individuals recently diagnosed with diabetes and those who have been living with it for some time, along with those who are confused about what to eat, have difficulty with optimal blood sugar control, have experienced the consequences of poorly controlled diabetes or want to maximize energy and improve emotional well-being. The program is covered by Medicare and private insurance.

Call **(516) 705-2532** to register for the training program and have insurance verified. For upcoming lecture details, call **(516) 62-MERCY**.

Free Community Health Lectures

Mercy is pleased to share the expertise of its medical and professional staff at free lectures for the community throughout the year. For information, please call **(516) 62-MERCY**.

Strong Results at Marcum Challenge

At this year's Marcum Workplace Challenge, employees from Catholic Health Services (CHS) once again rose to the occasion, with winning results. Team CHS took 1st place among coed teams for the Healthcare Challenge and earned 2nd place out of all 46 coed teams, with a time of 1:40:31. In addition, Mercy's Stephanie Bazan placed within the top 5 overall women runners, at 22 minutes and 48 seconds.

Cathy Magone, also from Mercy, earned the 4th spot in the Women's Top Dog category, coming in at 43:10. Collectively, with a time of 2:25:59, CHS's female competitors secured a place in the top 20 women's teams participating in the event, while CHS's male runners clocked 2:13:32, placing them 52nd among the men's teams.

The annual Marcum Workplace Challenge is a 3.5-mile run/walk for charity, combined with camaraderie and the competitive spirit. For more than a decade, thousands of Long Islanders have come together to participate in the high-profile event held at Jones Beach. Beneficiaries include the Long Island Children's Museum, Children's Medical Fund of New York and Long Island Cares, Inc.—the Harry Chapin Food Bank.



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The MIRACLE Pavilion at Mercy Celebrates 10 Year Anniversary

In 2016, the Miracle Foundation Pavilion located on Mercy Medical Center's campus celebrated its 10th Anniversary. This state-of-the-art, modern facility, which is dedicated to Michael J. Tenaglia, is staffed by medical professionals from Mercy Medical Center and Memorial Sloan-Kettering Cancer Center.



L-R - Alyssa Nightingale, Kerrie D'Aguilar, MSK clinical practice manager, Kenneth Ng, MD, Patricia M. Tenaglia, MIRACLE Foundation co-founder, Most Reverend William Murphy, Bishop of the Diocese of Rockville Centre, James Costello, Tiffany Troso-Sandoval, MD, Cheryl Haughie- MSK Long Island Sites Administrator, Ron Steimel, Mercy's executive vice president and CAO.

Save the Date!

**Friends of Mercy
80th Annual Mercy Ball**

December 3, 2016

Crest Hollow Country Club, Woodbury, NY

Black Tie

Honoring:

Thierry Duchatellier, MD

*Theodore Roosevelt Award for
Outstanding Service*

Sr. Mary Alice Aschenbach, CIJ
Sister Mary Nadine Casey, CIJ Award

William Forman, MD
*Bishop John R. McGann Lifetime
Achievement Award*

For more information, call (516) 705-2618.

Breast Cancer Support Group

Mercy Medical Center's group meets every 2nd Thursday of each month, 7:00pm to 8:30pm, and offers support, guidance and education on the emotional, physical and psychological aspects of coping with breast cancer and other breast health issues, as well as its impact on the individual as well as the family. Get information on topics such as: understanding your diagnosis, treatment options, chemotherapy, radiation, pain management, exercise, nutrition, stress management and more.

For more information, or to join the group, please call **(516) 662- 2160** or **(516) 521 -0300**



Subscribe to CHS's Blog

To read and subscribe to CHS's blog for health tips and information, visit www.chsli.org and click through the Blogger icon.

Mercy provides a variety of ongoing support groups free to the community. Call (516) 62-MERCY for more information.