INSIDE:
A message from the Great Lakes Health System of WNY Leadership 2-3
The Professional Steering Committee 4-5
Cardiac Care 6-7
Orthopaedic and Bone Health Center 8-9
Renal Disease and Transplant Center 10-11
Emergency Medicine and Trauma Care 12-13
Pediatric Care at Women & Children’s Hospital 14
Primary Care 15
Long-Term Care 16
Visiting Nursing Association of WNY 17
Community Health 18-19
Achievements, Initiatives, Awards, and Recognition 20-21
Market Share of the Great Lakes Health System of Western New York 22
A message from the Foundation Leadership 23
ECMC Lifeline Foundation 24-29
Kaleida Health Foundation 30-41
The Women & Children’s Hospital of Buffalo Foundation 42-55
The Boards of Kaleida Health and ECMC 56

Great Lakes Health Board of Directors 2009
Robert D. Gioia
Chair
Judy L. Lomeo
Vice Chair
James A. W. McLeod
Vice Chair
David L. Dunn, MD, PhD
Secretary/Treasurer
James R. Kaskie
President and CEO
Yogesh D. Bakhai, MD
James L. Budny, MD, FACS
Michael E. Cain, MD
Kevin E. Cichocki, DC
Kevin J. Gibbons, MD
Mary Graham, PhD
Sharon L. Hanson
Brenda W. McDuffie
Sandra Rice
Irene S. Snow, MD
Edward F. Walsh Jr.
Robert M. Zak
David Zebro

PUBLICATION CREDITS:
Great Lakes Health of Western New York
Executive Editors:
Michael P. Hughes
Thomas J. Quatroche Jr., PhD
Joseph B. Cirillo
Gia Alessandra Coone
Graphic Design:
Joseph Sciandra/EBERLE+SCIANDRA
Photography:
Robert Wagoner/WAGONER STUDIOS
Contributors:
Philip Nyhuis/Copywriting
Contributions/Staff:
Barbara Browning
Phyllis Gromov
Kristen Kight
Erin Klaus
Brian Mende
John Mozcar
Kris Ann Piazza
Michele Vaughters

The Foundations of Kaleida Health
Elsie Dawe
Executive Director
Foundations of Kaleida Health
Writer/Editor: Susan Spanitz
Graphic Design: Dorothy Campling
Audra Peter, Intern
Photography:
Douglas Hanes
Lisa Latrovato
Julie Stefaniak
Brian Smistek
Susan Spanitz
Contributions/Staff:
Louise Ballard
Paul Flach
Theresa Kennedy
Joanne Koessler-Lana
Lisa Latrovato
Amy Maciejewski
Cindy Reinhart
Donna Walentynowicz
A mandate for change and a mission of renewal.

The Great Lakes Health System of Western New York is the entity integrating Kaleida Health and ECMC. We’re honored to be the largest healthcare network in Western New York, and are committed to providing the area with highly skilled physicians and nurses, state-of-the-art equipment, cutting-edge research and superior facilities. To deliver the very best care for all our patients, we focus on a collaborative and efficient approach. By bringing together the various hospitals, healthcare service providers, and specialty service providers, Great Lakes Health is the destination for exemplary healthcare delivery and innovation.

The Great Lakes Health System of Western New York is a not-for-profit, community-based corporation that oversees unified partners who provide the highest quality of healthcare. Patients will now benefit from the combined resources of five Kaleida Health hospitals, the University at Buffalo’s renowned research capabilities, ECMC’s superb trauma expertise, as well as the at-home care and compassion of VNA nurses. In addition, thousands more will be treated in the organization’s long-term care facilities, ambulatory and community clinics.

Making healthcare delivery the best it can be requires the passion, skill, and dedication of everyone who has a stake in our community. On behalf of the entire leadership team—and as members of the Western New York community—we’re honored to advance the vision and mission of the Great Lakes Health System of Western New York.
A message from the leadership of the Great Lakes Health System of Western New York

A transformation in healthcare has begun.

In July 2009, a group of prominent local physicians delivered a clinical vision and recommendations for healthcare services in Western New York to the respective boards of ECMC and Kaleida Health. This group—called the Professional Steering Committee (PSC) of the Great Lakes Health System—has been focused on four key areas: change, renewal, growth and transformation of the healthcare delivery system in the Western New York region.

By bringing together the various physicians, hospitals, and specialty service providers, Great Lakes Health is the destination for exemplary healthcare delivery and innovation. As you will see in the following pages, through this physician-led, but patient-focused process, we are building a brighter future for our patients of today and tomorrow.

Together, we are a distinguished trauma center, pioneers in cardiac care, specialists in pediatrics and obstetrics, leaders in long-term care, visionaries in medical research and teachers for the next generation.

We share one common goal: the highest quality for all of those we serve.

We are the Great Lakes Health System of Western New York.

Robert Gioia, Chair, Great Lakes Health System
Yogesh D. Bakhai, MD, President, ECMC Medical/Dental Staff
James Budny, MD, FACS, President, Kaleida Health Medical/Dental Staff

Counterclockwise from upper right:

James R. Kaskie
President and CEO, Great Lakes Health System and Kaleida Health
Jody L. Lomeo
Vice Chair, Great Lakes Health System; CEO, ECMC Corporation
Edward F. Walsh Jr.
Chair, Kaleida Health Board of Directors
Sharon L. Hanson
Chair, ECMC Corporation Board of Directors

World Class Healthcare for Western New York

The Great Lakes Health System of Western New York is the governing board overseeing the integration of ECMC and Kaleida Health. Combined, the entity accounts for over 13,000 employees and over 40% of the local healthcare market.

In addition, thousands more patients are treated in the organization’s long-term care facilities, ambulatory and community clinics. Making healthcare delivery the best it can be requires the passion, skill, and dedication of everyone who has a stake in our community. On behalf of the entire leadership team—and as members of the Western New York community—we’re honored to advance the vision and mission of the Great Lakes Health System.

Kaleida Health is the largest healthcare provider in Western New York. More than one million patient visits are recorded annually at the Buffalo General Hospital, DeGraff Memorial Hospital, Millard Fillmore Gates Circle Hospital, Millard Fillmore Suburban Hospital, Women & Children’s Hospital of Buffalo, plus the health system’s 96 clinics and community healthcare centers. It also includes the Deaconess Center and Waterfront long-term care facilities, plus the nation’s oldest – and original - Visiting Nursing Association. Kaleida Health’s economic impact on Western New York exceeds $2.2 billion annually.

The ECMC Corporation includes an advanced academic medical center (ECMC) with 550 inpatient beds and 136 skilled-nursing-home beds, on- and off-campus health centers, more than 40 outpatient specialty care clinics, and the Erie County Home, a skilled nursing facility. ECMC is the regional center for trauma, burn care, rehabilitation, and is a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university.
Formed as part of the agreement between Kaleida Health and ECMC, the Professional Steering Committee (PSC) was established in 2008 to make recommendations to the Great Lakes Health System of Western New York board of directors in developing selected clinical services within the new health system. Five subcommittees examined: orthopaedics, cardiac care, pulmonary/critical care, transplant and related services, and psychiatry. Seventy private practice and academic physicians from both Kaleida and ECMC developed a vision for improved and streamlined clinical services and a strengthened alignment between the two organizations.

In July 2009, the PSC approved the following:

- **Cardiac Services** – Transition all appropriate cardiac care from ECMC to the heart and vascular institute, now under construction at Buffalo General, while maintaining sufficient services and programs to support the Regional Adult Trauma and Burn Treatment Centers and the high volume of emergency room visits at ECMC.

- **Orthopaedics** – 1) Create a new Bone Health Center at ECMC that will bring new subspecialists in orthopaedics to Buffalo in areas that are underserved, such as rheumatology and geriatrics. 2) Create a new, separate surgical area for orthopaedics at ECMC. 3) Create and consolidate elective spine surgery at Buffalo General. 4) Maintain the existing orthopaedic programs within the Kaleida Health system.

- **Solid Organ Transplantation Services at Buffalo General Hospital and ECMC** – Consolidate the transplant programs (kidney and pancreas), creating a center of excellence that will allow for future expansion.

- **Critical Care** – Create a Great Lakes Health System transfer center that will allow for the seamless transfers of critical patients from outlying community hospitals.

These recommendations were approved by the Great Lakes Health System board at its August 2009 meeting.
A vision to improve the quality and delivery of healthcare services in WNY.

Through its recommendations, the PSC is proposing programs that improve the quality and delivery of selected healthcare services in Western New York. This includes:

- Defining, planning, integration, deployment, and coordination of clinical services
- Aligning patient, physician, institutional, and community needs, while developing new and existing programs
- Identifying gaps in current clinical expertise, recruiting new physicians, and identifying infrastructure needs
- Considering the educational and research needs of the University at Buffalo, as well as the inclusion and utilization of community physicians within the Great Lakes Health System

How the Committee reached its recommendations.

The PSC developed a detailed process to evaluate services, assigned subcommittees to study specific service lines, and considered the following criteria:

- **Quality** – enhancing the ability to provide measurable improvements in patient outcomes
- **Patient Volumes and Access** – providing improved access for all patients, especially vulnerable populations
- **Financial Feasibility and Viability** – assuring the vision can be implemented and supported operationally
- **Teaching and Research** – including support of enhanced academic medicine
- **Market Attractiveness** – slowing out-migration and attracting referrals from a broader service area

Who’s Who on the PSC.

The physician members of the Professional Steering Committee in 2009 were:

Lawrence B. Bone, MD, Chair
Kevin J. Gibbons, MD, Chair-Elect
Yogesh D. Bakhai, MD
Gregory J. Bennett, MD
James G. Corasanti, MD
Merril T. Dayton, MD
David G. Ellis, MD
Kathleen T. Grimm, MD
George E. Matthews, MD
James J. Reidy, MD
The effort to transform Buffalo into a world-class healthcare destination took a major step forward in August 2009 as Kaleida Health and the University at Buffalo with Great Lakes Health broke ground for a new 10-story heart and vascular institute and research building. The $291-million combined facility, now under construction next to Buffalo General Hospital, will bring together Kaleida Health physicians and UB researchers in a collaborative effort to deliver state-of-the-art clinical care, produce major breakthroughs on the causes and treatment of vascular disease, and spin off new biotechnology businesses and jobs.

With the continued growth and demand of Millard Fillmore Gates Circle Hospital’s neurovascular and cardiac programs in an ever-aging building, Kaleida Health has decided to shift the hospital’s premier services such as stroke care and cardiac surgery to a new facility next to Buffalo General Hospital on the emerging Buffalo Niagara Medical Campus. (See map next page)

As a full service cardiac hospital and trauma center, ECMC will be a significant partner with Kaleida Health, integrating ECMC’s wide-ranging medical expertise to support this new facility. In a show of commitment to this process, the ECMC Board of Directors invested $20 million in bonds to finance the project. The interest earnings generated from this investment will be directly used to recruit physicians at ECMC.

The $173-million merger of Kaleida Health’s cardiac, stroke and vascular operations will be housed on five floors of the new building, in addition to a new and expanded emergency department. The institute will also contain research and development facilities, including five floors for UB’s $118 million Clinical and Translational Research Center (CTRC) and a UB Biosciences Incubator.

When complete, the Kaleida Health-UB facility, plus the Buffalo General tower, will contain nearly 600 patient beds, 30 operating rooms, 17 interventional labs for cardiac, vascular and neurosurgical procedures, as well as four CT scanners and four MRIs. The new emergency department will accommodate more than 60,000 annual visits, while the hospital will discharge nearly 27,000 patients. Construction is expected to take approximately two years to complete, with doors opening in late 2011.
The heart and vascular institute and other emerging projects near Buffalo General Hospital

The Buffalo Niagara Medical Campus map and neighborhoods
An important mission of the Great Lakes Health System is to find specific ways to improve healthcare in the region through better collaboration and coordination of care. A subcommittee of the Professional Steering Committee of Great Lakes Health has recommended the addition of a new building at ECMC dedicated to orthopaedics and fracture care. The Professional Steering Committee of the Great Lakes Health System recommend the creation of a new, separate surgical area for orthopaedics with a full continuum of services at ECMC that allows for growth and is both physician-friendly and patient-centered. This building would also include a new Orthopaedic and Bone Health Center that will bring new sub-specialists in orthopaedics to Buffalo in areas that are underserved, such as metabolic bone disease, as well as specialists in rheumatology and geriatric medicine.

The Committee also recommended creating a spine center at Buffalo General in coordination with consolidated neurological services at the heart and vascular institute. Overall, orthopaedics will grow at Buffalo General, ECMC, and Millard Fillmore Suburban in such areas as total joints and arthroscopic surgery. The orthopaedic programs at Women & Children’s Hospital of Buffalo, DeGraff Memorial Hospital, and Klein Road Ambulatory Surgery Center will also continue to grow and serve their respective populations.

A regional center dedicated to orthopaedic health.

According to Lawrence Bone, MD, ECMC Orthopaedic Surgeon, Chairman of the Department of Orthopaedics at the University at Buffalo, and 2008-2009 Chair of the Professional Steering Committee for the Great Lakes Health System, the goal is a center where women and men who are susceptible to osteoporosis will come to learn more about bone density disease and to be screened and treated.

This center of excellence in orthopaedic care will:
• Provide state-of-the-art treatment and equipment
• Develop and support orthopaedic research
• Integrate technology, education, and health through interdisciplinary collaboration
• Enhance the quality of life for those with osteoporosis through the benefit of early diagnosis and treatment, co-managed care, and rehabilitation

The acute need for improved bone health in Western New York

At the Orthopaedic and Bone Health Center, patient medical histories will be carefully examined and evaluated for risk from smoking or medications that can lead to an acceleration of bone loss. Patients will be screened to determine their risk for bone density loss and fragility fractures and their primary care physician will be informed of the results with recommendations for future treatment. Since there is currently no comparable facility in the region, the center will fill an important need in healthcare where patients can be evaluated and treated. Dexe Scans are the most commonly used test to measure bone density and detect osteopenia, a precursor of osteoporosis.
With its aging and overweight population, Western New York is an excellent candidate for the Orthopaedic and Bone Health Center. While some of the projected services are currently being delivered, the care is fragmented and not always easy to access. The new center will provide a one-stop approach to total patient care. Surgical patients will have the benefit of a coordinated team working together for the best possible outcome from pre-admission testing through surgery, post-op recovery, and rehabilitation.

The concept of the center was given the go-ahead last year by the Great Lakes Health System and Senators Kirsten Gillibrand and Charles Schumer have already approved $300,000 in federal funds for ECMC to initiate the project. Plans call for a building and a staffed center for screening, treatment, education, and a wellness center accessible to the entire community.

Orthopaedic Surgery at Buffalo General, Millard Fillmore Suburban and DeGraff Memorial Hospitals

The orthopaedic program at Buffalo General Hospital is led by nationally renowned orthopaedic surgeon Kenneth Krackow, MD. BGH has 11 full-time orthopaedic surgeons specializing in surgery of the hand and upper extremity, spine, joint replacement, arthroscopic, orthopaedic oncology (in collaboration with the Roswell Park Cancer Institute), sports medicine, general orthopaedics, and other reconstructive procedures.

More than $350,000 has been invested in upgrades to the orthopaedic unit including new furniture, softer lighting, new floors with a hardwood look, 28 private rooms, 7 semi-private rooms, nurse documentation stations, a teaching suite for orthopaedic patient education, and more.

Both Millard Fillmore Suburban and DeGraff Memorial offer access to the best orthopaedic physicians and surgeons in Western New York, with medical specialty services focused on the prevention or correction of bone and joint injury or disease. Millard Fillmore Suburban boasts ten brand new, state-of-the-art operating suites. The orthopaedic floor has 13 private and 14 semi-private rooms featuring floor to ceiling windows, flat screen TVs, hotel-like furnishings and carpeted hallways for a quieter, more relaxing stay. All operating rooms feature moveable equipment booms suspended from the ceiling to eliminate the clutter of equipment, power cords and wires on the operating room floor, thereby making the environment much safer for the staff and more efficient during patient procedures.

New technology at both hospitals includes computerized navigational equipment for the most precise fitting of artificial knee joints, specialized lighting, audio/video integration, and a touch screen paging system. Orthopaedic procedures at Millard Fillmore Suburban and DeGraff Memorial include total knee replacement, total hip replacement, shoulder replacement, rotator cuff repair, arthroscopic knee surgery, arthroscopic wrist and ankle surgery, foot surgeries, and simple fractures.
In September 2009, the New York State Department of Health awarded a $7.5 million HEAL grant as part of a $13.6 million consolidation of ECMC’s and Kaleida Health’s kidney and pancreatic transplant programs through the Great Lakes Health System. With the aid and guidance of the Professional Steering Committee, the new facility at ECMC will establish a center of transplant excellence that will provide state-of-the-art transplant services to about 125 patients annually. ECMC Corporation will provide the balance of the funding from a $25 million hospital endowment fund its board created in 2009 to help combine medical practices.

According to Jody Lomeo, ECMC CEO and Vice Chair of the Great Lakes Health System, this represents one of the first tangible examples of Kaleida and ECMC reallocating medical programs to meet the needs of the community and patients, with a grant that builds upon the momentum created to bring better healthcare to Western New York. James R. Kaskie, CEO of Kaleida Health and Great Lakes Health, believes that aligning the two programs will assist in the retention and recruitment of physicians and enhance Great Lakes Health’s ability to serve more renal and transplant patients in the future.

To better serve at-risk populations, the Renal Management and Transplant Consolidation Project will enable greater coordination of efforts to promote preventative care. ECMC staff will work with primary care providers to better manage diabetes and heart disease, establishing a sorely needed outpatient care program designed to promote early intervention and education. These initiatives elsewhere have proven to delay the onset of total kidney failure and to significantly reduce patient costs.

“This physician-led project is about taking what we have today, which is very good, and making it even better for the patients we serve,” said James R. Kaskie, CEO of the Great Lakes Health System and Kaleida Health.
The approved grant gives the Great Lakes Health System the ability to continue to leverage the limited amount of money available to advance other consolidation efforts and make this project a success. The grant was made through the Healthcare Efficiency and Affordability Law (HEAL NY) Phase 11 and is part of $436 million allocated through the New York Health Department and the Dormitory Authority. These funds will make possible dozens of projects throughout Buffalo-Niagara, including hospital consolidations, information technology integration, and transitions of nursing homes.

The renal and pancreatic transplant program currently at Buffalo General Hospital will combine with the existing kidney and pancreas transplant program at ECMC to unite at the Grider Street campus.

**ECMC adds chronic renal dialysis stations.**

In January 2009, the New York State Department of Health approved the conversion of four acute renal dialysis stations to chronic renal dialysis stations. There are currently fourteen dialysis stations within the medical center. Ten stations are approved to operate as chronic renal dialysis stations and four are designated as acute renal dialysis stations. To respond to the increased demand to serve chronic renal dialysis patients, ECMC applied to the Department of Health for authorization to certify four additional chronic renal dialysis stations to provide services for emergency referrals of patients requiring dialysis.
Victims of accidents and acute illness in Western New York are fortunate to have access to several important centers of emergency and trauma care throughout the Great Lakes Health System. ECMC is the region’s only Adult Regional Trauma Center and the Burn Treatment Center for WNY. In fact, the medical center has posted the best survival rates for trauma centers in all of New York State. ECMC cares for over 50,000 emergency patients in each year and is also the designated emergency preparedness site for Erie County.

During the most critical phase of an illness or injury, trauma and surgical patients are treated in ECMC’s John R. Border MD Trauma Intensive Care Unit (TICU). Dedicated to Dr. Border, a former ECMC surgeon and pioneer in American trauma care, this 18-bed state-of-the-art critical care unit is dedicated to specialized care.

Women & Children’s Hospital of Buffalo is designated by New York State as a Regional Pediatric Trauma Center. The Emergency Department receives more than 47,000 patients annually, nearly 30 percent of which are due to traumatic injury or illness.

The Great Lakes Health System hospitals offer specialized emergency capabilities.

A $7 million expansion of the ECMC Emergency Department continued throughout 2009 with the addition of new examination and operating rooms as well as new support areas for emergency and surgical services. This project received the support of the Western New York federal delegation led by Congresswoman Louise Slaughter, who provided a $300,000 grant for the construction. Over 50,000 Western New Yorkers receive care each year.
and benefit from the emergency/trauma expertise and advanced technologies in the department.

Emergency services have also expanded at Millard Fillmore Suburban. As a result of the hospital’s recent $64 million expansion, the Emergency Department has almost tripled in size and features all private patient rooms with phones and flat screen TVs, additional trauma rooms, a more spacious and comfortable waiting room, and new, state-of-the-art technology. Between the hours of 1:00 PM and 1:00 AM, emergency staff in a fast track area within the ER treat patients with less severe injuries and illnesses. Fast track has helped to reduce the congestion within the ER at peak times.

At the Stroke Care Center at Millard Fillmore Gates Circle Hospital, a specially trained Emergency Department staff is available 24 hours a day, 7 days a week to diagnose and treat victims of stroke. The hospital has been awarded the Gold Seal of Approval and certification for Acute Stroke Care by the Joint Commission on Accreditation of Healthcare Organizations. The Emergency Department at Buffalo General Hospital offers medical care 24 hours every day, including weekends and holidays. Physicians are board certified in emergency medicine and treat everything from simple cuts and broken bones to serious, life-threatening injuries. Nurses, physician assistants, paramedics and support staffs trained in emergency medicine provide expert, compassionate care annually to over 40,000 patients.

At DeGraff Memorial Hospital, the busiest point of entry for patients is through the Emergency Department. An average of 1,400 patients seek immediate care each month for a wide array of critical needs. The department was recently enhanced with a $300,000 renovation project that included a new ER entrance for walk-in patients, a new triage room, an expanded physician/nursing station, a new waiting room and private room for family members, and an upgraded heating and cooling system. Data supports that 98% of patients are seen within 10 minutes of arrival at the Emergency Room.
As part of Kaleida Health, Women & Children’s Hospital of Buffalo is the regional center for specialized pediatric, perinatal and obstetrical services in Western New York and beyond. Women & Children’s Hospital is the only hospital in the region to provide immediate access to a complete range of pediatric medical specialists, a broad range of pediatric surgical specialists, and board certified pediatric anesthesiologists.

Designated by New York State as the Regional Perinatal Center, Women & Children’s Hospital delivers the highest level of medical care available for critically ill infants and expectant mothers. Approximately 14,000 patients are admitted annually, 47,000 patients are treated in the Emergency Department, and 110,000 patient visits occur in Women & Children’s Hospital’s nearly 40 specialty clinics each year.

Women & Children’s Hospital continues to make advances in quality of care, patient satisfaction, in gaining market share, and strengthening its finances through a team effort accomplished by focusing on key clinical service lines and aided by recruitment and retention of specialized nursing and medical staff members.

For example, the American Society of Health System Pharmacists Research and Education Foundation awarded Women & Children’s Hospital with the 2009 Award for Excellence in Medication-Use Safety. The award is the only national honor that recognizes a pharmacist-led multidisciplinary team for implementing significant institution-wide improvements in medication safety.

Along with these and many other developments, the Women & Children’s Hospital Advisory Council underwent a physician-led process to formulate a solution for a new ambulatory building as it relates to optimal location and size, with the goal of making the facility a reality by 2011 or 2012. Previous planning had proposed location of an ambulatory building on the Bryant Street campus. Recognition of the momentum of development on the Buffalo Niagara Medical Campus (BNMC) and simultaneous lack of progress for the construction of an ambulatory building on Hodge Street prompted an in-depth analysis of present and future sites for location of healthcare services for women and children of Western New York.
Early in 2010, the Primary Care Subcommittee of the Professional Steering Committee met to discuss the importance of primary care in the community and to create a foundation for a stable primary care practice network associated with the Great Lakes Health System.

According to the Institute of Medicine (the health arm of the National Academy of Sciences), primary care means integrated, accessible healthcare services by clinicians who are accountable for addressing a large majority of personal healthcare needs, developing a sustained partnership with patients, and practicing in the context of family and community.

Other goals of the subcommittee, approved by the Steering Committee in 2009, include the recruitment of primary care providers to Western New York, the growth and implementation of advanced primary care principles, and a service that communities can access for development of primary care services.

The business model.

In June of 2009, Kaleida Health funded a new corporation that has studied the primary care environment in Western New York. The company hopes to develop a new hospital/physician alignment that can assist in recruitment, improve patient services strategies, communication, physician leadership development, and employment strategies. In order to be successful, the company plans to accommodate a solution that includes employed physicians, contracted physicians who remain in private practice, and UBMD.

Subcommittee focuses on opportunities for a primary care system.

Building a primary care system will create an opportunity to engage the University at Buffalo and Great Lakes Health hospitals in a single-focus planning process and build a governance that can focus on quality and needs of the community.

This is an opportunity to define primary care as a valuable service to the community as well as institutional providers. The Great Lakes Health System will need to focus on increasing primary care incomes so that it is viewed as a competitive career selection by medical students.
Aging is an inevitable process, a continuous period that can be spiritual, joyous and fulfilling. Kaleida Health and the ECMC Corporation provide comfortable settings complete with required amenities and services for those who need extra care. Between the two organizations, six skilled nursing facilities accommodate short or long-term care across the Western New York area.

The facilities—Deaconess, Waterfront, DeGraff, and the Erie County Home plus the two hospital-based skilled nursing units at ECMC and Millard Fillmore Gates Circle Hospital—provide excellent care but their buildings are aging past their prime. Through the Great Lakes Health planning process, the two organizations have now teamed up to create a new strategy for urban long-term care.

Kaleida Health’s proposed $64 million facility on Michigan Street near the Buffalo Niagara Medical Campus will be a four-story, 300-bed senior living and care complex between North and High streets. It will replace the Deaconess, Millard, and potentially the Waterfront facilities. ECMC’s plans outline a $105 million, 390-bed facility on the Grider Street campus. It will replace a 156-bed program on two floors within ECMC and the Erie County Home. Combining the two facilities will also result in a net decrease of over 300 beds, while 16 beds will be converted to behavioral intervention beds.

Modernizing the facilities will result in better operations, stronger efficiencies, and most importantly, improved quality of care. The plan is to leverage the similarities and commonalities between the two urban long-term care sites with similar patient populations to allow for streamlined operations.
The legacy of the visiting nurses in Western New York.

The experienced nurses of the Visiting Nursing Association of WNY, Inc. (VNA) and VNA Home Care Services provide at-home services on a day-to-day basis. A Kaleida Health subsidiary, the VNA is united in its mission to provide compassionate, high-quality and cost-effective home healthcare to the Western New York community.

The VNA offers products and homecare services for everyone from newborns to elderly patients. It offers a full range of services including pediatric and adult skilled nursing and therapies, chronic disease management, home infusion therapy, mental healthcare, obstetrical services, respiratory equipment and care as well as personal response systems. With visiting nurse services to residents in all eight Western New York counties, the VNA has:

- Over 900 employees
- 98% patient satisfaction
- An average daily census of 6,500 patients
- 330,000 annual certified home visits
- An unduplicated patient count of 21,000
- A community immunization program providing 50,000 shots per season
- 95% referral source satisfaction

From its origin in Western New York, the VNA movement migrated across the country. Today, there are over 500 Visiting Nursing Associations, employing more than 90,000 clinicians, and providing healthcare to more than four million people each year. They provide a critical safety net in communities, enabling patients to continue to live independently at home. The VNA of WNY has evolved to be one of the largest in the country, and an integral part of the healthcare landscape of our communities.
Life-changing events occur every day at ECMC and the Kaleida Health hospitals: babies are born, someone receives life-saving surgery, someone is resuscitated. These Great Lakes Health facilities also create life changing events in other places too: in our neighborhoods, school and communities outside hospital walls. We bring healthcare to where it is needed, assisting people of all ages, with diverse needs and at every stage of health. Together, Kaleida Health and ECMC hospitals provided millions of dollars in community benefit programs and services during 2009.

Community health and outreach touch thousands of lives. For persons with unmet health needs they include the cost of charity care; underpayments for Medicaid patients; the cost of subsidized health services (such as outpatient clinics) that bring a financial loss; the cost of training future doctors, nurses and other allied health professionals; subsidies to other not-for-profit organizations; and other free programs that address community health needs for Western New York residents.

Centers of excellence for victims of sexual assault.

In May, ECMC announced the further enhancement of its Sexual Assault Forensic Examiner (SAFE) Center of Excellence at ECMC. The New York State Crime Victims Board received $500,000 through a legislative initiative from the New York State Assembly to provide grants to hospitals, sexual assault and rape crisis centers, and victims’ services programs to enhance sexual assault services and increase awareness of those services. Last fall, ECMC was one of 19 entities to receive funding after a competitive application process. The grant award to ECMC totaled $33,259 and funded new equipment and clinician training that enabled the medical center to enhance services to sexual assault victims. ECMC was the first hospital in the region to establish a sexual assault nurse examiner (SANE) program for sexual assault victims. Sexual assault nurse examiners are also on staff in the emergency departments at Buffalo General, Women & Children’s of Buffalo, and Millard Fillmore Suburban. A SANE is a registered nurse with additional specialized training in the care of victims of sexual assault. The nurse examiner provides initial physical and behavioral assessment, clinical specimen and evidence collection, and interventions for victims of sexual assault.

Great Lakes Health Community Outreach

Black Cardiologists – ABC Spirit of the Heart Community Leaders Forum:
In June, 80 leaders attended this informative Great Lakes Health sponsored event including doctors, faith community leaders, healthcare administrators, educators, and law enforcement representatives to discuss health issues facing the community. A health fair drew 1,800 participants and 12 local churches received presentations regarding heart health from local doctors.

Third Annual P² (Pursuing Perfection) Collaborative of WNY Conference

At the Buffalo Niagara Convention Center in September, Great Lakes Health was a Silver Sponsor and presented information to approximately 300 participants about the partnership between ECMC and Kaleida Health. During the two day conference, nationally renowned experts presented workshops offering innovative ideas on improving healthcare quality in Western New York.

“Tune Up 4 Life” Conference

This Great Lakes Health-sponsored conference was held in October at the Adams Mark Hotel where 475 participants attended to hear keynote speaker Rani Whitfield, MD, at a morning breakfast. Interactive men’s workshops included information on diabetes, hypertension, nutrition, AIDS awareness, prostate awareness and sexuality, men’s financial health, and the legal side of health.

Operation Vigilant Guard 2009

The largest military/civilian disaster response exercise ever held in New York State brought more than 1,500 troops from six states and the Virgin Islands to the region the first week of November. ECMC was selected as one of the receiving hospitals for injuries coming from drill sites in Erie and Niagara Counties. Perhaps the most visible participation in the drill was the landing of a UH-60 Blackhawk helicopter in ECMC’s K-lot heliport.

Great Lakes Health System Community Expo

The Great Lakes Health System was the premier sponsor for the 2009 Expo and Health/Job Fair held in November at the Buffalo Convention Center. Healthcare exhibits were on display and ECMC and Kaleida Health presented their services to the community. Staff members engaged with over 780 patrons, answering many questions pertaining to personal health, and discussing how the Great Lakes Health System will impact the quality of their healthcare in the future.
Summer Youth Program Offers “Pathways to Healthcare”

Last summer ECMC held its second annual Summer Youth Program for area high school students. The program provided 100 students from 25 area high schools with opportunities for self-development by exposing them to a variety of hospital-based health careers. The program is designed to stimulate interest in working in health services and to help meet the future need for qualified personnel in the field. In addition to internship experiences at ECMC, youth participants took part in seminars focused on health careers.

Camp 911 Offers Safety Training and Injury Prevention for Children

Last summer, ECMC held three Camp 911 events for children aged 10 through 13 as an introduction to emergency medical services. The camp emphasizes safety, injury prevention, bystander care, learning, and fun through an enjoyable interactive program. Learning opportunities included vehicle rollover demonstrations that emphasized the importance of wearing seatbelts, trained police dog demonstrations, instructions on how to care for pets, a rooftop helipad tour with a Mercy Flight helicopter, observation of emergency care and a tour of the ECMC Emergency Department, a tour of a Rural Metro ambulance, an Internet safety lecture, and a safety obstacle course competition.

Great Lakes Health at Hispanic Music Festival (below)

The Great Lakes Health System was a proud sponsor of the Hispanic Music Festival held in LaSalle Park in September. The event was the largest Hispanic festival ever held in Erie County, with over 15,000 enthusiastic participants. Many local, regional, and nationally renowned bands were featured at the 20th year celebration.

ECMC Youth Career Day at Science Museum (above)

In March, ECMC teamed up with the Buffalo Public Schools and the Buffalo Museum of Science to introduce more than 200 seventh graders to careers in healthcare. The symposium involved physicians, nursing, cardiovascular services, surgical technology, radiology, rehabilitation medicine, adolescent medicine, internal medicine, and hospital administration.
Both Kaleida Health and ECMC participated in several vital health initiatives and gained important new designations throughout the past year. Here are a few highlights of the recognition received and new programs undertaken at the facilities of the Great Lakes Health System partners.

Kaleida Health

- Winner, Buffalo Business First “Best Places to Work in Western New York”
- “Brick By Brick Award for Architectural Design” – Best Medical Campus awarded to Millard Suburban
- Deaconess Center and DeGraff Skilled Nursing Facility received five out of a possible five stars from the Centers for Medicare and Medicaid Services.
- Hermes Creative Award for design and implementation of “Charity Begins At Home,” an employee fundraising campaign to benefit the Kaleida Health Foundations
- The American Heart Association/American Stroke Association issued Millard Gates their Get With The GuidelinesSM Sustained Gold Award for its Stroke Program.
- The Society of Chest Pain Centers issued the Chest Pain Center at Millard Fillmore Suburban Cycle II Accreditation status for a period of three years.
- Women & Children’s Hospital was given the Arts Council of Buffalo and Erie County 2009 Trailblazer Award.
- Independent Health has named Kaleida Health the first “Program of Excellence” in Western New York for its cardiovascular interventional procedures.
- The American Society of Health-System Pharmacists (ASHP) Research and Education Foundation announced that Women & Children’s Hospital of Buffalo is the recipient of the 2009 Award for Excellence in Medication-Use Safety. The award is the only national honor that recognizes a pharmacist-led multidisciplinary team for implementing significant institution-wide improvements in medication safety.
- The Cystic Fibrosis Center at Women & Children’s Hospital is the first site to begin recruiting patients for a 48-week international clinical trial of a promising investigational treatment for cystic fibrosis.
- Millard Suburban was designated Buffalo Spree Best of WNY 2009 Hospital Waiting Room.
ECMC

- ECMC was selected by Robert Wood Johnson Foundation for two quality programs: 1) to improve the quality of healthcare for racial and ethnic minority patients in communities across the country; and 2) to participate in a new nurse-led program to improve the overall quality of care in hospitals.

- Trocaire and ECMC established a Dedicated Nursing Education Unit (DEU), an inpatient clinical unit that is developed into an optimal teaching and learning environment. This model allows ECMC nurses to share their clinical experience and knowledge with Trocaire student nurses, providing personalized attention and instruction.

- ECMC earned the Gold Performance Achievement Award through the American Heart Association/American Stroke Association’s Get With The Guidelines™ program for achievement in coronary artery disease, stroke and/or heart failure treatment. ECMC is the only hospital in WNY to earn this award for high compliance in coronary artery disease care for 24 consecutive months.

- In April, New York State approved ECMC as the region’s fifth Designated Stroke Center. With the recent installation and utilization of a second 64-slice digital imaging scanner, ECMC has the ability to evaluate and treat stroke patients in an optimal setting. ECMC’s stroke program will continue to work closely with the Stroke Center at Millard Fillmore Gates for patients that require alternative stroke care.

- ECMC and Millard Fillmore Gates Circle Hospital received the Silver Medal of Honor from the U.S. Health Resources and Services Administration for their success in increasing the number of organs available for transplantation in 2009.

- Transform Care at the Bedside (TCAB) is a program to improve clinical outcomes. Through the TCAB initiative at ECMC, nurses addressed and found new solutions for the increased incidence of pressure ulcers, improving communication between the nurse and patient, and improving overall staff morale.

- In March, ECMC received national accreditation as a Chest Pain Center with a percutaneous cardiac intervention (PCI) designation, just the fifth such hospital in New York State to gain national designation. ECMC joins its Great Lakes Health System partner, Buffalo General Hospital, and three hospitals in the New York City-Long Island region with the PCI designation.

- In February, ECMC’s echocardiography laboratory received accreditation from the Intersocietal Commission for the Accreditation of Echocardiography Laboratories. The information provided by this noninvasive test is useful in the detection and management of many types of heart disease. An estimated 10 million echocardiograms are performed annually in the United States.
This chart illustrates the importance of Great Lakes Health System (GLHS) hospitals in the eight-county region of Western New York based on discharge and market share figures for the first two quarters of 2009, the most recent data available. Many of the services comprised 50% market share or more of patients served. Total number of patients discharged for the service lines included was 39,088 for an average total market share of 40.26%.

### First Quarter Through Second Quarter 2009

<table>
<thead>
<tr>
<th>Service Line</th>
<th>KH</th>
<th>ECMC</th>
<th>GLHS</th>
<th>KH</th>
<th>ECMC</th>
<th>GLHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol &amp; Drug Abuse</td>
<td>86</td>
<td>934</td>
<td>1,020</td>
<td>3.14%</td>
<td>34.08%</td>
<td>37.21%</td>
</tr>
<tr>
<td>Cardio\Vasc\Thor Surgery</td>
<td>2,372</td>
<td>278</td>
<td>2,650</td>
<td>47.68%</td>
<td>5.59%</td>
<td>53.27%</td>
</tr>
<tr>
<td>Cardiovascular Diseases</td>
<td>3,286</td>
<td>856</td>
<td>4,142</td>
<td>28.77%</td>
<td>7.50%</td>
<td>36.27%</td>
</tr>
<tr>
<td>ENT</td>
<td>443</td>
<td>59</td>
<td>502</td>
<td>48.42%</td>
<td>6.45%</td>
<td>54.86%</td>
</tr>
<tr>
<td>General Medicine</td>
<td>5,855</td>
<td>1,450</td>
<td>7,305</td>
<td>32.54%</td>
<td>8.06%</td>
<td>40.60%</td>
</tr>
<tr>
<td>General Surgery</td>
<td>1,977</td>
<td>687</td>
<td>2,664</td>
<td>28.94%</td>
<td>10.06%</td>
<td>38.99%</td>
</tr>
<tr>
<td>Gynecology</td>
<td>702</td>
<td>14</td>
<td>716</td>
<td>35.40%</td>
<td>0.71%</td>
<td>36.11%</td>
</tr>
<tr>
<td>HIV</td>
<td>40</td>
<td>76</td>
<td>116</td>
<td>24.84%</td>
<td>47.20%</td>
<td>72.05%</td>
</tr>
<tr>
<td>Neonatology</td>
<td>684</td>
<td>0</td>
<td>684</td>
<td>48.14%</td>
<td>0.00%</td>
<td>48.14%</td>
</tr>
<tr>
<td>Nephrology/Urology</td>
<td>1,182</td>
<td>269</td>
<td>1,451</td>
<td>30.80%</td>
<td>7.01%</td>
<td>37.81%</td>
</tr>
<tr>
<td>Neuro Sciences</td>
<td>2,320</td>
<td>448</td>
<td>2,768</td>
<td>41.81%</td>
<td>8.07%</td>
<td>49.88%</td>
</tr>
<tr>
<td>Normal Newborns</td>
<td>2,350</td>
<td>0</td>
<td>2,350</td>
<td>33.80%</td>
<td>0.00%</td>
<td>33.80%</td>
</tr>
<tr>
<td>Obstetrics Del</td>
<td>2,781</td>
<td>0</td>
<td>2,781</td>
<td>34.85%</td>
<td>0.00%</td>
<td>34.85%</td>
</tr>
<tr>
<td>Obstetrics ND</td>
<td>479</td>
<td>26</td>
<td>505</td>
<td>45.06%</td>
<td>2.45%</td>
<td>47.51%</td>
</tr>
<tr>
<td>Oncology</td>
<td>416</td>
<td>60</td>
<td>476</td>
<td>22.37%</td>
<td>3.23%</td>
<td>25.59%</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>50</td>
<td>13</td>
<td>63</td>
<td>49.02%</td>
<td>12.75%</td>
<td>61.76%</td>
</tr>
<tr>
<td>Orthopaedics</td>
<td>2,686</td>
<td>789</td>
<td>3,475</td>
<td>32.76%</td>
<td>9.62%</td>
<td>42.38%</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>1,215</td>
<td>1,147</td>
<td>2,362</td>
<td>26.16%</td>
<td>24.70%</td>
<td>50.86%</td>
</tr>
<tr>
<td>Pulmonary Medical</td>
<td>2,653</td>
<td>405</td>
<td>3,058</td>
<td>31.37%</td>
<td>4.79%</td>
<td>36.16%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>31,577</td>
<td>7,511</td>
<td>39,088</td>
<td>32.53%</td>
<td>7.74%</td>
<td>40.26%</td>
</tr>
</tbody>
</table>

Source: Medstat Market Expert (SPARCS)
A message from the leaders of Great Lakes Health philanthropic efforts.

Designing a world-class health delivery system requires a physician-led focus, strong executive leadership, and great collaboration among partners.

Making the Great Lakes Health System of Western New York the best it can be also requires the passion, skill and dedication of everyone who has a stake in our community—including thousands of employees, donors, and volunteers who have made an impact through philanthropy—giving of their time, talents and treasures.

The Women & Children’s Hospital of Buffalo Foundation, the Kaleida Health Foundation, and ECMC’s Lifeline Foundation are here to help the Western New York community direct its philanthropic support toward healthcare programs and services that make a difference in people’s lives.

As you will see in the following pages, it is through this generosity that we are able to expand or develop key services and purchase the necessary equipment to improve patient care throughout the Great Lakes Health facilities.

We salute our partners in philanthropy and say thank you for your ongoing commitment to build this bold, new model of healthcare delivery for Western New York.

Patrick Casilio Jr.
Chair, Board of Directors
ECMC Lifeline Foundation

Catherine Flickinger-Schweitzer
Chair, Women & Children’s Hospital of Buffalo Foundation

William H. Pearce Jr.
Chair, Kaleida Health Foundation
Springfest attracts record crowd

The ECMC Lifeline Foundation’s 2009 Springfest Gala attracted a sellout crowd of 650 enthusiastic supporters from the medical and corporate communities to support the foundation and honor three individuals for their contributions to ECMC. Kevin E. Cichocki, DC, Vice Chair of the ECMC Corporation Board of Directors and Chief Clinical Officer of Palladian Health, received the Chairman’s Distinguished Service Award. William J. Flynn Jr., MD, Clinical Director of Surgery at ECMC and Associate Professor of Surgery, UB School of Medicine and Biomedical Sciences, was the recipient of the Distinguished Physician Award, and William R. Arnold Jr., RN, was honored with the Distinguished Nursing Award. The evening kicked off with a silent auction and cocktail reception followed by dinner and a live auction while the musical group JoyRyde provided the evening’s entertainment. One of the premiere fundraising events conducted by the ECMC Lifeline Foundation, the Springfest Gala and Auction 2009 raised more than $200,000 to benefit ECMC.
A very special thank you to our sponsors who made our Springfest 2009 a record success!

Held Saturday, May 16, 2009 at the Hyatt Regency Downtown

Lifesaver
Anonymous
KeyBank
Healthcare Intervention Specialists

Media
Business First
Buffalo Spree

Golden
Buffalo Hospital Supply
Buffalo Pharmacies, Inc.
Colucci & Gallaher, P.C.
Exigence Hospitalist
Full Circle Studios
Hebeler Corporation
Morrison Management Specialists
Palladian Health
Rural/Metro Medical Services
WILLCARE

Hero
AT&T
Casilio Companies
Department of Anesthesiology - ECMCC
Kaleida Health
Kideney Architects
Legacy Healthcare, LLC
Mr. & Mrs. Jody L. Lomeo
McCullagh Coffee
Niagara Frontier Heart Associates, P.C.
Phillips Lyde LLP
R&P Oak Hill Development
Siegel, Kelleher & Kahn
Time Warner Cable
UB Academic Health Center
University at Buffalo Surgeons, Inc.
University Psychiatric Practice, Inc.
Watson, Bennett, Colligan, Johnson & Schechter, LLP

Table
Academic Medicine Services, Inc.
Mark & Kim Barabas
Buffalo Professional Firefighters – Local 282
Dr. & Mrs. Kevin E. Cichocki
Mr. Richard Cleland
Mr. Shawn P. Connolly, CFP
D’Youville College
East Coast Orthotics & Prosthetic Corp.
Lancaster Depew Chiropractic
Ken & Lyne Richmond
Ricotta & Visco
Mr. & Mrs. Michael Sammarco
UB Family Medicine, Inc.
University at Buffalo – Department of Surgery
University Emergency Medical Services, Inc.
University Orthopaedic Services, Inc.
University Urology, Inc.
Senator Dale Volker

Friends of Springfest
Allergan, Inc.
Mr. & Mrs. Stuart Angert
Brock, Schechter & Polakoff, LLP
ECMC Department of Nursing
ECMC Volunteer Board
Eric Mower & Associates
Ms. Sharon L. Hanson
John W. Danforth Company
LP Ciminelli, Inc.
Ms. Penny Morgante
M&T Charitable Foundation
Dr. Brian Murray
Dr. & Mrs. Alan Posner
Dr. Kevin Pranikoff
R.L. Sonnenberger Land Surveyor
Ms. Sherry Sutton/Sassy Design Group
Ms. Ann Swan
The Notable Corporation
Ticor Title Insurance Company
Dr. & Mrs. Robert Whitney
Willis North America
Dr. John Yeh, & Ms. Barbara Watson

Thanks to our generous local businesses, friends, and underwriters
Buffalo Ultrasound
Eberle+Sciandra
Freed Maxick & Battaglia, CPA’s, P.C.
John R. Fudyma, MD & Ms. Sarah Fallon
Grosso Door & Hardware, Inc.
Hyatt Regency Downtown
Drs. Brian Murray & Dietrich Jehle
New York State Chiropractic Association
Mr. & Mrs. Thomas J. Quatroche, Jr.
Stand Advertising
Summer Street Capital
The Floristry
United Graphics
Wagoner Photography
The 2009 Tournament of Life Golf Classic held in August at Park Country Club raised a record $103,000 for ECMC and was once again a sold out success. The outstanding efforts of the planning committee members led by Tournament Chair Michael Seaman, the hard work of the event day volunteers, and the overwhelming generosity of sponsors contributed to a successful tournament and a terrific day for all participants.
A very special thank you to our sponsors who made our 2009 Tournament of Life Golf Classic a success!

Held Monday, August 17, 2009 at the Park Country Club

Presenting
Buffalo Hospital Supply

Diamond
Colucci & Gallaher, P.C.
KeyBank

Gold
Exigence Hospitalist
Kidney Architects
M/E Engineering, P.C.
Morrison Management Specialists
Rural/Metro Medical Services
University Emergency Medical Services
Willcare

Silver
AT&T
Freed Maxick & Battaglia, CPA's, PC
Kaleida Health
McGuire Development Co.
Roach, Brown, McCarthy & Gruber, P.C.
University Orthopaedic Services, Inc.
Wilson Elser

Bronze
American Continental Group LLC
GHI, Inc.
Scott Danahy Naylon, Inc.
Yanni Partners, a Division of GBS Consulting, LLC

Cart
Mark & Kim Barabas
Buffalo Office Interiors
Buffalo Professional Firefighters
Local 282
Buffalo Sabres
Buffalo Ultrasound
Casilio Companies
Chef’s Restaurant
ECMC Medical Directors – Brian Murray, MD and Dietrich Jehle, MD
John R. Fudyma, MD – Associate Medical Director
Lakeland Supply
LPCiminelli
Niagara Frontier Heart Associates, P.C.
Prentice Office Environments
Ricotta & Visco
Summer Street Capital Partners
Superior Lubricants

Hole
Adams Mark – Buffalo
Archer Medical/Great Lakes
Intraoperative Monitoring
Baxter Healthcare
Clifton Bergfeld, Esq. & Dr. Deborah Bergfeld - Buffalo Spine & Sports Institute
Brock, Schechter & Polakoff, CPAs
Buffalo Healthcare
Shawn Connolly, Certified Financial Planner
Covidien
Dayferts Truck & Auto Repair, Inc.
DeLacy Ford
Dermarite Wound & Skin Care
DeRoyal Industries, Inc.
ECMC Volunteer Board
Emerling Ford Mercury
Entercom Buffalo, LLC
Eric Mower and Associates
Erie Metro Federal Credit Union
Evans Bank
First Niagara Bank
Gabe’s Collision
Bonnie Ann Glica, RN – ECMC
GOJO Industries, Inc.
Golf Headquarters of WNY
Grider Dental Services, PLLC
Hawkins Delafield & Wood LLP
Elle and Reid Heffner
Imaging Sales
Mr. George Karalus
LaNova Pizzeria, Inc.
Joan P. Lillis/Edwin L. Meyer – ECMC
LifeLine Board Members
LoVullo Associates
Molnycke Health Care
Hamid Norani
Philip Nyhus/CopyDoc
Kathleen O’Hara, ECMC
Department of Human Resources
Jerry & Patti Olzewski
Ginny Parsons, ECMC LifeLine
Board Secretary
Rich Baseball Operations
Kenneth Richmond
Rossitto & Salvo, LLP
Sage Products
Saturn Radiology PLLC
Scott Danahy Naylon, Inc.
Michael & Cindi Seaman
Self Funding, Inc.
Silvestri Architects PC
Smiths Medical – Critical Care
Stievater+Associates: Architects
Surgical Associates of WNY
TB&A Hospital TV
The Bonadio Group
James Turner, ECMC Surgical Services

University Gynecologists & Obstetricians, Inc.
University Urology Inc.
Ann Victor-Lazarus
We Care Transportation
Wehrle Golf Dome
Workflow One
Youth Character Development Foundation
Zimmer Spine – Dick Crawford
Frank & Liz Zivis

Thanks to our generous local businesses, friends, and underwriters
Adin J. Bradley
Barbara & Doug Baker
Lou Billittier
Anthony J. Colucci, III
Buffalo Chophouse
Dick’s Sporting Goods
Eberle+Sciandra
Gateway Printing & Graphics, Inc.
Golf Headquarters of WNY
Hyatt Regency Buffalo
Jody L. Lomeo
KABA Healthcare
Kevin E. Cichocki, DC
Medline Industries, Inc.
Mercy Flight of WNY
Michael A. Seaman
Park Country Club
Robert Glaser
Russell’s Steaks Chops & More
Salvatore’s Grand Hotel
Tantalo Photography
TB&A Hospital TV
The Wehrle Golf Dome
Thomas J. Quatroche, Jr., PhD
UB Athletics Department
Valic
Wagoner Photography, Inc.
Zimmer Upstate New York
The ECMC Lifeline Foundation held its thirteenth annual “5K Run & Healthwalk” fundraiser on Saturday, October 3, 2009. The event, “Western New York Runs for Heroes” was held in Delaware Park, and began and ended at the Marcy Casino on Lincoln Parkway at Hoyt Lake. Since its inception, area police officers injured in the line of duty and treated at ECMC have been honored during this event. In 2007, a firefighter injured in the line of duty and treated at ECMC was honored. In 2008, the event was further expanded to honor not only Western New York firefighters and police officers injured in the line of duty, but to also recognize physicians, nurses, and other emergency lifesavers.

At the 2009 event, ECMC Corporation Associate Medical Director Dr. Dietrich Jehle was recognized as a “WNY Runs for Heroes” honoree for his on-site lifesaving work in the care and rescue of multiple victims of a September 2009 motor vehicle crash. Police and firefighter honorees were: Buffalo Firefighter Mark Reed; Buffalo Police Officer Patricia Parete; Buffalo Police Officer Carl Andolina; Lockport Police Officer Steven D. Ritchie; Lockport Police Chief Lawrence M. Eggert; and Jamestown Police Detective David Mitchell.

The 5K competitions included the competitive run as well as a healthwalk over a USA Track & Field-certified course. Prizes for the run went to overall female and male winners as well as the first three male and female winners in each of eight age groups. There was a special prize available for anyone breaking the Western New York 5K record time. Corporate teams, including ECMC departments, were eligible for team prizes.
A very special thank you to our sponsors who made our WNY Runs for Heroes 5K Race and Healthwalk a success!

Held October 3, 2009 at Delaware Park Marcy Casino

Presenting
Saturn Radiology, PLLC

Event Day Sponsors
AT&T
Exigence Group

Race Sponsors
Western New York Police Association
Buffalo Professional Firefighters – Local 282

Heroes Team
Rural/Metro Medical Services

Mile Markers
Amherst Police Club, Inc.
Buffalo Hospital Supply Co., Inc.
Casilio Companies
ComDoc
Dr. John Fudyma
Dr. Dietrich Jehle
Dr. Brian Murray
University Emergency Medical Services, Inc.
WILLCARE

Hero Signs
Mr. Michael Abrams
ECMC Volunteer Board
Mr. & Mrs. Jody L. Lomeo
Mrs. Ann Victor-Lazarus

Friends
Mark and Kim Barabas
Buffalo Professional Firefighters – Local 282
Mr. Richard Hamister
Ms. Sharon Klug
Lockport Hickory Club PBS, Inc.
Mr. Ben Marcello
Niagara Frontier Heart Associates
Mr. & Mrs. Mark Reed
West Seneca Police Benevolent Association

Thanks to our generous local businesses, friends, and underwriters
Dr. Timothy DeZastro
Eric County Sheriff – Air One
Labatt USA
Rich Baseball Operations
Rural Metro Medical Services
Tops Friendly Markets
WNY Finish Line Services

Media
Entercom Buffalo

ECMC LIFELINE FOUNDATION
BOARD OF DIRECTORS
2009

Officers
Chair
Patrick Casilio, Jr.

Vice Chairs
Clifton M. Bergfeld, Esq.
Todd W. Brason
Penny J. Morgante

Treasurer
David R. DiMatteo, CPA

Secretary
S. Virginia Parsons

Executive Director
Gia A. Coone

Members
Stephen W. Bell
Ryan M. Burke
Michael E. Cain, MD
Shawn P. Connolly, MBA CFP
James F. Dentinger
John R. Fudyma, MD
H. McCarthy Gipson
Kathy Greinert
Sharon L. Hansan
Elenora M. Heffner
Robert P. Holliday
Joan F. Lillis, RN
Jody L. Lomeo
Edwin L. Meyer
Brian M. Murray, MD
James J. O’Neill
Michael C. Straeck, Jr.
Todd Voelkl
Joseph A. Zizzi Sr., MD
The executive leadership of the Kaleida Health Medical Staff announced it would make a three-year, $255,000 commitment to the Kaleida Health Foundation. Michael Ferrick, MD, Medical Staff Treasurer, presented the first of three contributions to Kaleida Health leaders at a special reception on February 10th.

The contribution will provide funding for Kaleida’s Medical Libraries, the Nursing Education Scholarship Fund and capital improvement projects throughout the system. Dr. Ferrick, speaking on behalf of the medical staff noted that “we, as a medical staff, can think of no better way to make a difference in our community than by investing in our own workforce through the sharing of knowledge and resources. We are confident that this support will enable our team to stay focused on our mission of advancing the health of more than one million people in our community through education, research and exceptional care.”
Signature events

Kaleida Ball 2009

“Joie de Vivre,” – Enjoyment of Life was the theme for Kaleida Ball 2009, a celebration of the food, wine and scenery of Paris and the French countryside presented by the Maple-Gate Anesthesiologists, PC. Recipients of the Spirit Award—Kevin J. Gibbons, MD and Michael G. Caty, MD—were recognized for their significant and spirited support of Kaleida Health and for their dedication to improve the health of the Western New York community.

Dr. Gibbons is the Director of Neurocritical Care for Millard Fillmore Gates Circle Hospital and Kaleida Health. He serves as the Vice Chairman, Associate Professor of Neurosurgery and the Residency Program Director for the University at Buffalo School of Medicine. He made international headlines in 2007 with his former patient, Buffalo Bills tight end Kevin Everett.

Dr. Caty is the Surgeon in Chief at Women & Children’s Hospital of Buffalo. He is also professor of surgery and pediatrics at the State University of New York at Buffalo. In 2008, he was named the “endowed John E. Fisher Chair of Pediatric Surgery” for “his distinguished clinical, teaching and research efforts.”

FORE the health of our community

The annual Kaleida Classic Golf Tournament in its 9th year, teed-off for the first time at Park Country Club in Williamsville. Two flights and more than 200 completed the field of golfers that helped generate nearly $150,000 in net proceeds to support the facility improvement program ongoing at Millard Fillmore Suburban Hospital. As one of the most technologically advanced centers for medical care anywhere, the Hospital continues to experience record-breaking volumes, improved patient satisfaction, and outstanding quality outcomes.
Karen Wilson Clark, the youngest daughter of Donald & Dolores Wilson lost her battle with leukemia, but her family coped with their grief and will never forget the support of the staff at Buffalo General Hospital. For many years the Wilsons have made an annual contribution to the Hospice Unit in their daughter’s memory. These gifts culminated recently with the dedication of the Karen Wilson Clark Hospice Family Room – a home-like setting where family can be included in end of life care. Shown Above – Donald & Dolores Wilson.
Providing exemplary care

“On behalf of the entire Wilson Family, thank you so much for helping us to remember Karen in such a special tribute. Karen was a real people person so the idea of this room would have been close to her heart. Needless to say, the entire family, most especially our parents Donald & Dolores Wilson, has a great sense of comfort in knowing that Karen's spirit will not be diminished or forgotten.

Perhaps from a donation standpoint, what can be learned here is that it is not always about the annual dollar amount that individuals make but the commitment and consistency with which those donations are made. One does not need to be a millionaire to affect change or to do good work. What has prompted my parents was an unconditional love of their youngest child and their desire that she be remembered. In what you have done you have cemented in their minds that Karen is here through their generosity and love for her. No family, having lived through this kind of loss, could ask for more.

Please convey to the Buffalo General Hospital executive team how flattered we all were that they took the time to spend with us at the family room. And it continues to be apparent that your Hospice staff is providing exemplary care to their patients. Our community is very lucky to have your team at work for us.”

Kathleen M. Wilson-Ward
As the largest healthcare system in Western New York, Kaleida Health is committed to providing you and your family with comprehensive care. Our family of healthcare providers—10,000 strong—is passionate, caring and committed, and we are recognized nationally for our medical achievements and unprecedented programs. No other health system in the area offers as many specialty services and advanced treatments including stroke, cardiac care and uniquely specialized care for children and women.

In 2009, we kicked off our annual Charity Begins at Home campaign, looking inward to our employees and then to our community for support. We understand that today’s economic times are difficult and want you to know that your gifts are appreciated and will ultimately help fund exciting new medical programs and services, replace equipment and improve facilities.

Be assured that when someone you know and love needs medical care, you can count on expert, compassionate care from any one of the Kaleida Health facilities and home care professionals, no matter where you are in Western New York. You helped make Kaleida Health what it is today and you will help make the difference in our future.

As the largest healthcare system in Western New York, Kaleida Health is committed to providing you and your family with comprehensive care. Our family of healthcare providers—10,000 strong—is passionate, caring and committed, and we are recognized nationally for our medical achievements and unprecedented programs. No other health system in the area offers as many specialty services and advanced treatments including stroke, cardiac care and uniquely specialized care for children and women.

In 2009, we kicked off our annual Charity Begins at Home campaign, looking inward to our employees and then to our community for support. We understand that today’s economic times are difficult and want you to know that your gifts are appreciated and will ultimately help fund exciting new medical programs and services, replace equipment and improve facilities.

Be assured that when someone you know and love needs medical care, you can count on expert, compassionate care from any one of the Kaleida Health facilities and home care professionals, no matter where you are in Western New York. You helped make Kaleida Health what it is today and you will help make the difference in our future.
White Coat Society

James R. Kaskie, President & Chief Executive Officer of Kaleida Health and William H. Pearce, Chairman of the Kaleida Health Foundation, honored the 2009 Kaleida Health Foundation White Coat Society at a Reception & Induction Ceremony at the Buffalo & Erie County Historical Society.
My family and I are glad you’re there

Excerpts from a letter

“Unusual chest pains convinced my wife it was time to go to the emergency room at DeGraff Hospital. It wasn’t my first DeGraff visit—I was born there. Within seconds of announcing “chest pains” to emergency room staff, I was in a bed and being attended to. Checked, prodded, tested and questioned. It was determined I likely had an issue with my heart. Nurses, aides, technicians and doctors were all very professional and genuinely concerned with my well-being.

But, further tests were necessary. So it was off to the 10th floor at Buffalo General Hospital. Again, very professional staff—nurses, technicians, aides and more doctors. Yes, more tests, an angiogram, MRIs, EKGs, X-rays, blood tests and on and on. I was informed heart surgery was necessary. The next 24 hours are a blank. I woke up on the opposite end of the 10th floor, but again, with another very professional crew.

Then it was time to get out of bed and move around. I wanted to go home. Hospital staff said they would decide when it was time for me to leave—with a lengthy list of do’s and don’ts.

Then came the Visiting Nurses Association (VNA). Again, more very professional and caring nurses would stop at my home and check on my well being.

“My trip down the medical highway was an amazing journey thanks to all the extremely professional, caring people who looked after me, especially my nurse wife. There were so many people and places who contributed to my care, it is impossible to remember all their names, titles and jobs.”

– Peter G.

The do’s list included cardiac rehab back where it all began—DeGraff Hospital. Again, more professional nurses, technicians, aides—all concerned with my well being.

I don’t know if other areas of the country have medical professionals and facilities like Western New York, but it would be difficult to beat what we have here. To all those who work at DeGraff Memorial Hospital, Buffalo General Hospital & The Visiting Nurses Association, my family and I are glad you’re there. From the bottom of our hearts, we thank you.”

Sincerely,

Peter G.
At the forefront of technology

Buffalo General Hospital and Millard Fillmore Gates Circle Hospital have been named the first “Program of Excellence” in Western New York by Independent Health for its cardiovascular interventional procedures. This designation of excellence is based on clinical data that met or exceeded state benchmark standards for quality measures.

The Kaleida Health cardiac program has been rated in the top ten percent for heart surgery and among the top five percent in the nation for coronary angioplasty. It has also been rated number one in Western New York by the New York State Health’s annual report, Adult Cardiac Surgery in New York State.

This program will be further reinforced with the integration of Millard Gates and Buffalo General Hospitals and the completion of a world-class global heart and vascular institute (GHVI) anchoring a vibrant medical campus.

“There is absolutely no reason to travel elsewhere for stroke, vascular or heart care when the best experts are right here in our own community”

– James R. Kaskie, President and CEO of Kaleida Health
September 9th was a special day for Pasquale A. Greco, MD and his family as the Urology Department at Millard Fillmore Suburban Hospital was officially dedicated in his honor. Dr. Greco, a board-certified physician, began practicing in 1949 when he opened Amherst Urology, known today as Western New York Urology Associates. A gift was made in support of a $1.63 million renovation project to bring the original Hospital up-to-date with the “new” hospital.

Kaleida Health is proud to work with leaders in medicine and innovative organizations like Western New York Urology Associates when it comes to your health. In 2010, we will be proud to introduce the team of experts that will be leading the way in offering the future in surgical procedures—the da Vinci® Si™ Surgical System. Imagine the possibilities for young and old alike when formerly life-altering surgeries one day become less complex with shortened hospital stays, reduced pain and a rapid return to everyday life. That is what you can expect with the sophisticated da Vinci Si System when we bring together the technological ingenuity of robotics and our highly skilled surgeons to treat illness and disease in gynecology, kidney, prostate and heart. Thousands of procedures are being performed worldwide already, and Kaleida Health will be proud to offer this innovative technology right here in our facilities.

A component of the da Vinci Si System unique in Western New York will be the dual console, a feature that will allow hands-on training opportunities for future medical professionals through our residency-training programs with University at Buffalo School of Medicine and Biomedical Sciences.
Dynamic teamwork puts patients at ease

People from all over the world choose the expertise of the Orthopaedic specialists at Buffalo General Hospital for their knee or hip replacement surgeries. Under the leadership of Kenneth Krackow, MD, Chief of Orthopaedics, the team developed an internationally-renowned arthroplasty service for total joint surgery. Dr. Krackow developed the software and performed the very first computer-assisted orthopaedic surgery at Buffalo General in 1997, and today surgeons around the world recognize the value of this innovative invention.

Integral and dynamic components to this world-renowned team are highly-skilled nursing professionals who are committed to excellence in care with a focus on our patients and families. This is the same team that is recognized by a former patient, Dorothy S., who was overwhelmed with feelings of doubt and fear about her impending knee replacement surgery. Below is an excerpt from the letter we received following that surgery.

“I was recently hospitalized at your facility for a total knee replacement by Dr. Matthew J. Phillips. I cannot emphasize enough the wonderful 24-hour care I received during my stay on the 16th floor. Everybody was so attentive (doctors, nurses, aides, therapists) to making me feel like I was the only patient on the floor. I was scared but once at your facility, this staff put me at ease.

Two nurses in particular waited on me “hand and foot”—Donna Kochersberger and Donna McCourt—it seems they were at my bedside even without being called. Their attentiveness went above and beyond! If at all possible, I would like to see them recognized for their incredible bedside care.”

Sincerely,

Dorothy S.
We are grateful for the hundreds of volunteers who give of their time, talent and treasure each year in support of the family of Kaleida Health Hospitals.

The Women’s Boards—The Junior Board of Buffalo General Hospital * Deaconess Women’s Board * DeGraff Women’s Board * Millard Fillmore Suburban Women’s Board—manage and staff the Hospital gift shops turning profits into donations that fund important programs and services. In addition, these women continue their service to our community by sponsoring and hosting events throughout the year. Some events include the Tee Off for Tots Golf Tournament sponsored by the Women’s Board at Deaconess Center. The annual Women’s Summer Golf Spectacular or Fall Fashion Show presented by the Women’s Board of Millard Fillmore Suburban. The DeGraff Hospital Auxiliary series luncheons featuring keynote speakers, Spaghetti Dinners and the Night of a Thousand Divas.

The Junior Board of Buffalo General Hospital has spent many hours creating and providing tray favors and hosting vendor sales. Each have provided comfort and hope for thousands of patients annually through their unting commitment.

Countless more volunteers have made it their life’s work to create events that honor a loved one or friend who has benefited from the expertise and compassion of our medical staff. Events like The Chamber of the Tonawanda’s Clambake support DeGraff Memorial Hospital, the Rick Shanor Memorial Golf Tournament in support of the Transplant Program or the Cathie Rice Scott Memorial Walk and Fun Run make program improvements, equipment and facility upgrades or patient comfort possible.

It is a privilege to recognize this incredible Circle of Friends.
Cathie Rice Scott Memorial Walk and Fun Run Participants.

Oleh Pankewycz, MD with the Shanor Family.

Tee-off for Tots foursome Connie Vari, Teresa Quattrin, MD, James R. Kaskie, and Alison Derrick.

Women’s Summer Spectacular event sponsor, LP Ciminelli—from left—front row: Patti Sidebottom, Carol Laux, Ann Louise Ciminelli, Sherri Ciminelli
Back row: Gail Ettaro, Sue Evans, Tyra Johnson, Jennifer Dowdell.
At four years old, our daughter, Margaret broke her arm. During her two week check-up, the Orthopedic Surgeon, Dr. Galpin noticed something in the x-ray that concerned him. We were sent to Women & Children’s Hospital of Buffalo (WCHOB) where Margaret underwent a bone scan, MRI, blood work, chest x-ray and CT Scan. Little did we know we would not be going home at the end of that day. We were shocked to learn that Margaret had Leukemia. She was so excited to be spending the night in the hospital that she didn’t even see all the tears and family surrounding her. After 14 days, many blood transfusions, antibiotics, surgery for a mediport, and the start of chemotherapy (she has 8 months more), we finally left the hospital and went home as a family.

Through all of this, we have met incredible children and made such amazing friends at that Hospital. I don’t know where we would be without them. The Oncology Team of doctors and residents are just amazing, Stone’s Buddies and most of all, ALL the nurses on V8 and V4—they have been our strength each and every time we enter that Hospital. It is because of Women & Children’s Hospital of Buffalo that we were able to stay local and not seek out treatment elsewhere.

Margaret is with us today and enjoying life because of that Hospital and what it has—we are so thankful to this community and everyone at Women & Children’s Hospital.”

Rebecca Scherrer
The story of hope & compassion continues...

TWIGs is the story of women’s love and compassion for little children—their dedication to a cause and untiring efforts to work for and contribute to the growth of The Women & Children’s Hospital of Buffalo. In Buffalo, TWIGs, which stands for Together with Individual Goals, was founded in 1978. Unlike traditional auxiliaries, each TWIG branch which is named after a tree, works independently in their own neighborhoods and communities to support the Hospital through special events, fund raisers and service projects.

Their annual gifts help to purchase needed medical equipment and upgrade technology for health care programs. TWIGs funded the Child Life Play & Preparation Program for over 20 years, in addition to the Poison Control Center and Pastoral Care. In recent years, TWIGs have grown dramatically both in membership and dollars raised, reaching a milestone $1 million in giving in 2009—an incredible achievement for an organization with a focus on service.

A very selfless and talented group of honorees join TWIGs in receiving the esteemed Burt P. Flickinger, Jr. recognition, each very special in their own way. So many families like the Scherrers are helped because of the untiring efforts of volunteers and organizations like these who keep a special place in their hearts for the patients, families and staff at Women & Children’s Hospital.

The Board of Directors and everyone at Women & Children’s Hospital salute the honorees for their remarkable dedication and service to our children, mothers and families.

Burt P. Flickinger, Jr. Award Honorees

| Trustee Award | Wilson Farms |
| Children's Miracle Network Champions | Buffalo Sabre Steve Montador |
| Champion for Children | Margaret Scherrer |
| Child Champion | |
| Miracle Maker | Children’s Hospital Credit Union |

Donor List

| $500,000 - $999,999 |
| $100,000 - $499,999 |
| The Women & Children’s Hospital of Buffalo Foundation |
| $5,000 - $9,999 |
| The Lewis J. and Clelia M. Foundation, Inc. |
| Children’s Miracle Network Variety Club Tent #7 |
| Children’s Hospital Credit Union |
| Buffalo Athletic Club |
| $50,000 - $99,999 |
| $10,000 - $24,999 |
| America’s Children’s Fund |
| Children’s Miracle Network Variety Club Tent #7 |
| Children’s Hospital Credit Union |
| The Montague Family Foundation |
| The Women’s Board of Directors |

The story of hope & compassion continues…

TWIGs celebrate at an annual meeting.
Alumnae make final gift

“The Nurses Alumnae Association of the Children’s Hospital of Buffalo, New York was formed on June 12, 1912 and revised on March 4, 1977.

Its purpose was improvement of professional work, promotion of good fellowship and charitable causes. All graduates complied with the New York State Law for licensing of Registered Professional Nurses.

From 1893 until 1951, six hundred and twenty-eight Nurses graduated. Many served at Children’s, while others returned to their respective cities to begin their families or pursue further education. As the number of graduates at functions diminished yearly, it was agreed upon to “close the Alumnae door,” but with a light heart.

On July 16, 2009 at 10:45 a.m., thirteen alumnae members presented a check for $10,505 to Ms. Elsie Dawe, Executive Director of the Foundation, our final gift. A Mahogany Chapel door was purchased for the Women & Children’s Hospital of Buffalo. This “open door” will welcome patients, parents and visitors for a quiet moment of reflection in the newly created Libby’s Chapel. Sister Brenda Whelan will officially dedicate the doors and Chapel.

Our officers and members are happy to close one door and open another.”

Respectfully submitted,
Frances T. Collins
Member

A Hospital Chapel is an important sanctuary for families, loved ones and friends offering a place of comfort, healing and reflection for people of all faiths. The Women and Children’s Hospital of Buffalo is proud to present “Libby’s Chapel”—a gift of Dr. and Mrs. Edwin J. Lenahan and Family featuring Mahogany Doors, a gift of The Nurses Alumnae Association.
Coming soon: A brand new lobby

The Lobby is undergoing a major renovation made possible by funding and design work from Fisher-Price and financial support from the Women’s Board.

The creative team at Fisher-Price has designed a modern lobby that complements the new Board Room, Libby’s Chapel and cafeteria and will feature entryways, reception and dining areas that are patient and family oriented.

A natural wood wave flows through corridors as well as new ceiling tiles and lighting designed by the team at Fisher-Price following their research which included input from patients and families. New information and security desks will provide better traffic flow and safety.

A Video Wall, also designed by Fisher Price, will create soothing sounds and visuals, regional images of interest and helpful information.

The Women’s Board funded the new state-of-the art Board Room, with special phone, video conference and presentation capability. Their gift also provides for a new floor, ceilings and lighting throughout the Lobby.

“Libby’s Chapel” is now easily accessible on the first floor just inside the main entrance, and the cafeteria will have an updated capability. Their gift also provides for a more comfortable and informal seating. Our hats are off to these amazing and talented teams.
Finding Moments of Hope & Healing

Family Matters

Being the parent of a child with a chronic condition is not easy. There is so much pressure and constant worry, medications to understand, treatments to remember and many, many sleepless nights. For the children, there is a network of support from doctors, nurses, extended family, friends and Stone’s Buddies.

For the parents and caregivers, Stone’s Buddies is there too—opening doors to a wealth of resources and network of support. Who better to understand what a parent goes through than another parent in a similar situation.

Dr. Robert J. Perelli, founder of The Center for Family Systems Theory, continues to share his special gift with Stone’s Buddies families, by introducing a new educational support group entitled Family Matters. This group is working to develop coping strategies that will help strengthen marital bonds, encourage positive sibling relationships, improve interaction among extended family members and provide parents with the tools to manage situations they may otherwise feel they have very little control. Women & Children’s Hospital is proud to continue funding for Stone’s Buddies—a growing part of our family centered care initiative.

From a Stone’s Buddies parent

“Frank and I joined family group therapy with the hope of finding a better way to communicate with each other. We both were aware that, as parents of a chronically sick child, our feelings and needs were often put on the back burner. As days turned into months and months turned into years, there was a tangible wedge we had created between us. We learned that we were caught in a cycle that we could break, and we were surprised and relieved to find it was easy to recognize and to change.

Since completing the sessions, we continue to practice what we learned and it has made us stronger as a couple and as parents. What was even more surprising is that it has helped our daughter become independent too. It really is the single most important thing we have done for our family.”

Jody

Long-time friend, advocate and former Buffalo Sabres superstar, Pat LaFontaine, continues to keep the Hospital close to his heart. On tour with the NHL’s coveted Lord Stanley Cup, a special stop by Women and Children’s Hospital—the site that helped inspire creation of the Companions in Courage Foundation—is always at the top of his list.

Zebras Care, the National Hockey League Officials Association Foundation visit Stone’s Buddies members. In partnership with Hockey Fights Cancer, the Officials have come into the lives and hearts of our patients for the past three years. Pictured with Officials and hospital patients is Celtic ballad singer John McDermott.

Find out more about Stone’s Buddies by visiting www.stonesbuddies.com.
Stone’s Buddies member leaves legacy

The life of young Owen Pieber was an inspiration. An outpouring of contributions from the community inspired his parents to create “Owen’s Toybox.” The toy box is filled with game boys, computer games, books and other items which are provided to children in the Center for Pediatric Hematology & Oncology. “We wanted to encourage the idea that patients are able to continue to have fun and be comforted, even during prolonged hospital stays. This is what Owen was able to do throughout his illness.”

The response from the community has been overwhelming and has encouraged young and old alike to get involved. Owen’s Toy Box is overflowing with love, support and “get well” wishes from thousands of Western New Yorkers and it continues to grow. Gifts have provided a computer for the playroom, laptops for patient and family use and, very soon, a Scrapbook of Memories will be presented to all Hospital patients courtesy of hundreds of friends, family and donors.

For more information on Owen’s Toy Box and how you can help, visit our website at www.stonesbuddies.com/members/featured.asp.
Children’s Miracle Network

Making a difference together

If you have ever met our legion of volunteers and companies that make up the Children’s Miracle Network, you understand what motivates them and inspires their enthusiasm—the parents whose lives have been turned upside down, the four year olds with irresistible grins who daily reach amazing milestones in healing, and the incredible caregivers, armed with the latest technology and first rate equipment. It can be overwhelming and life altering, but our Children’s Miracle Network volunteers are right there to help.

This organization is a prime example of how a community makes a difference. From the cashier at the local neighborhood market, or the hostess at a restaurant, or even a radio personality—each one makes a difference in their community—together. In Western New York, employees and customers of Tops Friendly Markets each year exceed their goals through the Miracle Balloon Campaign, Golf Tournament and Celebrity Putting Contest. The Kiss Cares for Kids Radiothon brings together the community one listener at a time, and the local Walmarts and Sam’s Clubs constantly seek new and innovative ways to expand their outreach and energize the customers and associates. And, who doesn’t like pancakes? Guests of the local IHOPs (International House of Pancakes) enjoyed free pancakes and smiles during National Pancake Day—IHOPS collected more donations than ever before.

CMN sponsors continue to make a difference so Women & Children’s Hospital can make a difference in the life of a child—maybe even someone you know.
Tops Friendly Markets, led by Frank Curci, held their Celebrity Putting Contest, an annual event that precedes the “Our Kids” Golf Tournament. The contest between local celebrities, paired up with patients at Women & Children’s Hospital, was held at the Transit Valley Country Club.

In February, Orchard Park’s International House of Pancakes (IHOP) led the way raising funds for Children’s Miracle Network’s International Day of Pancakes.

A check for over $300,000 was presented to James R. Kaskie, President & CEO of Kaleida Health, Cheryl Klass, Women & Children’s Hospital of Buffalo President, and Jerry Mazurkiewicz, Board Vice Chair at the 6th Annual Radiothon. Tremendous effort was put forth by the entire team led by Larry Robb who rallied the group with his positive reinforcement slogan of “Good Action!”
Meet Hannah
Women & Children's Hospital made a profound imprint on my family’s life

“It is very difficult to put into words the depth of our gratitude towards the staff and our life-changing experience at Women & Children's Hospital.

I was 26 weeks pregnant and knew there was something terribly wrong. A trip to the emergency room revealed I had HELLP Syndrome and my baby had to be delivered soon or I would die. The doctors informed us we needed to go to the closest facility that could care for both me and my baby - Buffalo's Women & Children's Hospital—a shock as we live in Guelph, Ontario. Not only were we about to deal with the most stressful event in our lives, but it was going to be in another country—we were devastated.

We were amazed by the doctors and the time they took to answer questions and prepare us for what was about to happen. Our little Hannah was born by cesarean section—just 1 pound, 5 ounces—that’s 593 grams. Her skin was translucent and her limbs like pencils. Daddy's wedding band fit over her leg up to her thigh.

Hannah was whisked away to the Neonatal Intensive Care Unit (NICU) and an incubator. Her first few days of life were touch and go, and it seemed every day there was a new obstacle she had to overcome. Her odds of survival were slim. Her lungs were severely under developed and she was put on an oscillator, a machine that I developed a love/hate relationship with but knowing full well that piece of machinery played a major part in keeping her alive.

Hannah received an extra does of surfactant—a life-saving therapy developed by WCHOB researchers—and we believe this was pivotal to her survival.

Each day our appreciation and respect for the health care professionals grew, especially for Anne Marie Reynolds, MD, her attending physician. Along with her medical expertise, she is a beautiful person with an incredible passion for caring. It was more than knowing my child was receiving extraordinary medical care but also the comfort that she provided to us as parents.

Sometimes my mind would run wild and I would be bombarded with anxiety about what life would hold for Hannah. It was at these times I appreciated the nurses the most. They went above and beyond, providing extraordinary care and doing it with such empathy and compassion. Sometimes they would sit quietly and hold my hand while I cried. Their kind words and encouragement will never be forgotten.

It’s hard to imagine that during such a traumatic event—not knowing if our child was going to live or die—we found such a sense of support and encouragement at Women & Children's Hospital. Not just the medical staff, but the custodians, the cashiers in the cafeteria, security personnel, NICU staff—everyone greeted us with a smile and often asked how we were doing. I heard about organizations making contributions so the Hospital could purchase Giraffe Beds for the NICU. As a parent whose child spent a month in that bed, I thank you from the bottom of my heart.

Hannah is almost four and at 27 pounds, she is packed with personality. I can't help but have a heart full of gratitude towards God first and secondly the Women & Children's Hospital for extraordinary medical care. We are so deeply thankful and blessed that you came into our lives.”

Thank you,

Andrea

Hannah’s story is one that is repeated almost daily at Women & Children's Hospital. It is a representation of hundreds of patients who rely on the revolutionary care available, helped in part by proceeds from annual fund-raising events. Because of these events and the volunteers who drive them, hundreds more mothers like Andrea have hope that their children will have a chance to lead the happy, healthy lives they dream about. Thanks to everyone in Western New York for doing what you.
In 2009 The Women & Children’s Hospital of Buffalo Foundation invested more than $1.5 million for equipment upgrades and replacement made possible through philanthropic support from our employees, medical staff and community. Examples include:

- $19,000 Surgical Microscope System for Robert Warner, MD Center for Children with Special Needs
- $180,600 Brainlab Navigation System
- $50,000 Fetal Heart Monitors
- $28,645 Portable Zeiss Microscope
- $21,250 Newborn Hearing Screener
- $8,562 Vital Signs Monitor for Surgery
- $15,000 Bladder Scanner or Women’s Services
- $7,075 Camera & Viewer for Pathology
- $400,000 Digital Radiography
- $14,400 Dialysis Unit Monitor
- $28,000 Doptones for Mother/Baby Unit
- $15,000 Monitor for Pediatric Transport

Signature Events

Community support

Signature events like the Women & Children’s Hospital Pro/Am Golf Tournament and Festival of Trees holiday event, encourage community support and participation. Through this strong and steadfast support, capital improvement projects and equipment purchases are possible. In 2009, proceeds from these events completed multi-year pledges in support of new CT Scan technology.

2009 Pro/Am Tournament Champions—Dave Talladay, Jim Toellner, Dan Trent, Jr. and David Smith—with Event Chairs Peter Augustine (c) and Rick Lengemors (r).

Joining the Kids to kick off the 2009 Festival of Trees (from left) WCHOB President, Cheryl Klass; Event Co-Chairs, Dr. Colin & Annette McMahon; Hyatt Regency General Manager, Michael Marsch; Festival Chair, Debbie Feldman; Kaleida Health Executive Vice President & COO, Connie Varti; and Festival Chair, Doron Feldman, MD
Buffalo News hosts one of nation’s longest running events in support of the Variety Kids Telethon

That could be the headline in any edition of The Buffalo News, where philanthropy is a big part of the daily mission. One of their longest-running and most successful endeavors is Kids Day. Each year, legions of volunteers take to the streets to sell a special edition newspaper featuring stories of the miracles that unfold daily at Women & Children’s Hospital. The Kids Day edition is sold for $1 and features the Variety Kids Telethon, and support programs at Women & Children’s Hospital like the Robert Warner MD Center for Children with Special Needs, Variety Club Neonatal Intensive Care Unit and the Variety Kids Telethon Inpatient Pharmacy. In 2009, The Buffalo News helped the Telethon raise $1,156,877.

Kids Day has created an important partnership with this community, young and old alike, withstanding the test of time.

Variety Kids Telethon

$3.7 million. Funds are presented on the Variety Kids Telethon, and support programs at Women & Children’s Hospital like the Robert Warner MD Center for Children with Special Needs, Variety Club Neonatal Intensive Care Unit and the Variety Kids Telethon Inpatient Pharmacy. In 2009, The Buffalo News helped the Telethon raise $1,156,877.

Kids Day has created an important partnership with this community, young and old alike, withstanding the test of time.

Mr. & Mrs. Gary M. Schober
Mr. Jake Schultz
Ms. Catherine Schweiner
Seneca Niagara Gaming Corporation
Seneca One Realty LLC
Serendipity
Mr. & Mrs. Rajat Shah
Sheridan Park Volunteer Fire Co., Inc.
Mr. & Mrs. Paul L. Snyder, III
Mr. Phil Sodl
Mr. & Mrs. Donald P. Stamer
Standout Bowl of Addison
Mr. & Mrs. Scott J. Strubruder
The Stella B. Foundation
Mr. & Mrs. Larry Strauss
Tanning Bed, Inc.
Tonawanda Medical Practice
The Trevor Smith Foundation
Tischetter’s Construction Corp.
Twicell & Lukasik
United Rentals
United Way of Central Minnesota
Mr. James Urbanczyk
Mr. James A. Vazquez
Mr. Matt Walter
Mr. & Mrs. Wayne Wawzeniek
Ms. Amanda Weber
Ms. Virginia S. Wendel
Mr. Robert P. Wicks
WNY School Bus Mechanics Association
Dr. & Mrs. Ralph J. Wynn
Xerox Corporation

$250 - $499

A Friend
Ms. Isabelle Abbott
Mr. Ted Ashley
Dr. & Mrs. Elana Alhadeff
Mr. Anthony Aiello
Mr. Bruce C. Albano
Dr. Shirley A. Aunain
Mr. & Mrs. Charles A. Argento
Arrow Enterprises of WNY, Inc.
Arrowhawk Gas Mart
Ms. Jessica Baker
Dr. Faridal Balaya
Bank Of America
Mr. & Mrs. Mark A. Bangnise
Mr. & Mrs. Raymond L. Barry, Jr.
Mrs. Kathleen Batt
Mr. & Mrs. Dante Battaglia
BCS Building Controls & Services, Inc.
Ms. Vesna Benbenek
Benchmark Management Corp.
Ms. Susan E. Bennett
Mr. David Benningfield
Mr. Michael Berghaus
Mr. Michael Berger
Ms. Amy Bessel
Bestway of New York, Inc.
Mr. & Mrs. William V. Bianchini
Mr. John S. Black
Black Rock Roofing
Ms. Jennifer Bliznak
Ms. Lorene Bordonaro-Elling
Mr. Paul A. Borkowski
Ms. Sharon Borticelli
Boutique to You, LLC
Ms. Ann Boyd
Ms. Marcie Brancato
Mr. & Mrs. Russell H. Brandon
Mr. & Mrs. Richard A. Brauer
Mr. & Mrs. Martin Brecher
Ms. & Mrs. Andrew Boscia, Jr.
Ms. Joan Brooks
Ms. Margaret Browne
Ms. Carol A. Bruno
Bubbel Boy Car Wash, Inc.
Buffalo ENT Specialists LLP
Built-Right Home Improvements
Mr. & Mrs. C. Bujnicki
Mr. Bill Burg
Dr. Irene Burns
Ms. Lisa A. Burrano
Ms. Robin A. Bunynski
C & A Associates LLC
Ms. Nancy Callari
Ms. Karen Camiolo
Mrs. Maureen Cartana
Mr. & Mrs. Michael A. Cartana
Ms. Karen S. Castle
Ms. Jean Cauley
Mr. & Mrs. Jonathan Cervoni
Ms. Marietta Cimato
Dr. Esat O. Cirpil
Clinton Street Elementary School
Club Italiano 74
Dell’immacolata
Mrs. Shawn Colgrove
Mr. Donald R. Collins
Mr. & Mrs. Gregory M. Colombo
Mr. & Mrs. Paul Colucci
Columbus McKinnon Corp.
Committee to Elect Anthony P. Cellini
Dr. Dalinda A. Condino
Mr. & Mrs. Adam Conners
Conners’ Hot Dog Stand
Constructive-Solutions
Cornell Cooperative Extension Chautauqua County
Dr. & Mrs. Thomas F. Cozza
Mr. & Mrs. Kevin E. Creavle
Ms. Colleen Croce
Mr. Shirley Corpegi
Mr. & Mrs. Richard A. Caudle
Mr. & Mrs. David Czeckowski
Mrs. Judette Dahlleiden
Ms. Adeline Danday
Mr. & Mrs. Steven DeLucia
Mr. & Mrs. George Derosa
Mr. & Mrs. Joe Dimartino
Discovery Golf Performance Center
Dr. Maryanne Dodle-Hallifich
Mr. Joseph M. Dommer
Mr. & Mrs. Chester M. Dalak
Ms. Lauren Dunford
Dr. Mary Beth Dunn
E3 Communications
East Aurora High School
Eclipse Siding Inc.
Ms. Sue Eisenberg
Ms. Cindy A. Eller
Mr. & Mrs. James S. Ennis
Ms. Phyllis A. Faleri
Mr. Celeste Farley
Mr. Darren Ferer
Mr. & Mrs. Michael A. Fernet
Ms. Alexis Ferraraccio
Miss Lori Ferraraccio
Financial Forum, LLC
Fiorella & Schwind, LLP
Mr. George B. Fisher
Dr. Lorna Fitzpatrick
Mrs. Lois J. Fleck
Dr. Lorna Fitzpatrick
Mr. George B. Fisher
Dr. Lorna Fitzpatrick
Mrs. Lois J. Fleck
Mr. Brian Follendorf
Dr. & Mrs. Anthony M. Foti
Special Thanks

The Advantage Company/Stereo Advantage
AirTran Airways
Andrew's Jewelers
Anheuser-Busch, Inc.
Aramark
Homer & Elena Balea
Battenfeld Grease & Oil Corp. of NY
Kristin Bauer
Robert & Rose Berkun, MD
Buffalo Athletic Club
Buffalo Bills, Inc.
Buffalo Bisons, Inc.
The Buffalo News
Buffalo Niagara Convention Center
Buffalo Sabres
Build-A-Bear Workshop
Casa Di Pizza
Cash Cunningham
Cash Realty & Auctions
CJ Sound
Cook Moving Systems, Inc.
D&D Printing, Inc.
Delaware North Companies, Inc.
Dimensions of Medicine & Pediatrics, Inc.
DiVal Safety Equipment, Inc.
Entercom Buffalo, LLC
Debbie & Doron Feldman, MD
Fisher-Price, Inc.
Gary & Barbara Geitter
Guercio & Sons, Inc.
Hale Northeastern Expo Services
The Home Depot
Lisa Hunter Jewelry
Hyatt Regency Hotel
Illo DiPaolo’s Ringside Lounge & Restaurant
Initially Yours Boutique
Jaros Family Foundation
Kiss 98.5
Lamar Outdoor Advertising
LaNova Pizza & Wings
Northtown Lexus
Toni Lydman
Mattel, Inc.
Jerry & Barbara Mazurkiewicz, Family
Annette & Colin McMahon, MD
Miller Brewing Company
MOD-PAC Corp.
National Fuel Gas
New Era Cap
Northtown Automotive Companies
Oliver’s
Practice Management Corporation
Premier Group
Rob Ray
James S. Rosenberg
Joe & Paula Salvatore
Salvatore’s Italian Gardens
John & Renata Sciuto
Seneca Niagara Casino & Hotel
Ann Scherrer
Siena Restaurant
Sorrento Lactalis
SportService, Inc.
Tim Hortons
Joe & Cookie Todaro
Tops Friendly Markets
Steve & Chris Toth
Try-it Distributing, Inc.
Tuxedo Junction, Inc.
Upstate Farms
Thomas Vanek
VM Marketing Group
Walmart/Sam’s Clubs
F. Wardynski & Sons, Inc.
WGRZ-TV-Channel 2
Wilson Farms

Founding the Mikey’s Way Foundation was 15-year old Michael Friedman’s wish – to make life a little bit easier for kids like him who were undergoing treatment for cancer. Thanks to the Make-A-Wish Foundation, Michael’s wish came true. For the 3rd time since its founding in 2006, representatives visited Women & Children’s Hospital spreading the gift of electronics, this time with the help of Buffalo Bills Defenseman, Lydell Sargeant. Though Michael passed away in 2008, his dad Les, Foundation President & CEO, pledges the Foundation will continue and even grow. Friedman says, “Women & Children’s Hospital is the place where it all started, and we’re happy to be back.”

“Special people help make Women & Children’s Hospital a special place”

Throughout this Annual Report, we have provided you with a sampling of the hundreds of individuals and organizations that give unselfishly of their time, talent and treasure to keep Women & Children’s Hospital at the very cutting edge of research, medicine, comfort and care. We are especially proud of the incredible outpouring from students and young adults who have found unique and successful ways to help. We would love to print every story and share the accomplishments of so many who play an important role in this wonderful, ongoing story, yet it’s virtually impossible.

We hope we have provided you with a glimpse of the kind of extraordinary triumphs that take place at our Hospital, the outpouring of support and very personal and meaningful gifts we receive. Whether these gifts provide emotional support and comfort, fund equipment purchases, update facilities or even support innovative research programs that may one day help find a cure for childhood diseases—we are grateful for your continued support. Without you, we simply cannot do what needs to be done each and every day.

Thank you.

Members of the Josephine Goodyear Committee from left—Marilyn Fargo, Debbie Misztal, Sheral Welsh, Heidi Nuchereno, Debbie Franco, Carol Mihalco, Goodyear President; Michele Elise-Burnett and Diann Andrews celebrate at their annual meeting and luncheon.
In an effort to recognize the steadily increasing number of stories, events and well-wishers, The Foundations of Kaleida Health are pleased to announce that the semi-annual publications - Children’s World and Philanthropic Newsletters - will now be electronic.

Visit us online at http://foundation.kaleidahealth.org/Publications/Newsletter and http://foundation.wchob.org/publications/newsletter where you’ll find many more stories of hope and inspiration and learn about all the incredible events held in support of our Hospitals every day. Contact us today to learn how you can share your story.
Kaleida Health Board of Directors 2009

Edward F. Walsh, Jr.
Chair

John R. Koelmel
Vice Chair

Robert M. Zak
Treasurer

Joseph M. Kessler
Assistant Treasurer

Hon. James A.W. McLeod
Secretary

Robert J. Nolan
Assistant Secretary

Members:
Matthew L. Brown
James Budny, MD
Evan Evans, MD
Robert Halonen, PhD
Muriel Howard, PhD
James R. Kaskie
Joyce P. Korzen, RN, MS
David A. Milling, MD
Herman S. Mogavero, Jr., MD
Dale N. Schumacher, MD
Francisco M. Vasquez, PhD

Kaleida Health Medical-Dental Staff Officers 2009

James Budny, MD
President

Kathleen Grimm, MD
President-elect

Kevin Gibbons, MD
Secretary

Michael Ferrick, MD
Treasurer

ECMC Corporation Board of Directors 2009

OFFICERS

Sharon L. Hanson
Chair

Kevin E. Cichocki, DC
Vice Chair

Kevin M. Hogan, Esq.
Vice Chair

Michael A. Seaman
Treasurer

Bishop Michael A. Badger
Secretary

Michael J. Sammarco
Assistant Treasurer

Patricia M. Grasha
Assistant Secretary

Members:
Douglas H. Baker
Ronald P. Bennett, Esq.
Richard F. Brox, RLA
Ronald A. Chapin
K. Kent Chevli, MD
Michael H. Hoffert
Anthony M. Iacono
Dietrich Jehle, MD
Frank B. Mesiah
Thomas P. Malecki
Kevin Pranikoff, MD
Joseph A. Zizzi, Sr., MD

ECMC Corporation Medical-Dental Staff Officers 2009

Yogesh D. Bakhai, MD
President

Joseph M. Kowalski, MD
President-elect

James T. Evans, MD
Immediate Past-president

A. John Ryan, Jr., MD
Treasurer

William J. Fiden, MD
Secretary

George P. Boucher, MD
Full-time Representative

Robert B. Whitney, MD
Full-time Representative

Nancy C. Ebling, DO
Part-time Representative

William H. Dice, MD
Alternate Part-time Representative
Great Lakes Health Board of Directors 2009

Robert D. Gioia
Chair

Jody L. Lomeo
Vice Chair

James A. W. McLeod
Vice Chair

David L. Dunn, MD, PhD
Secretary/Treasurer

James R. Kaskie
President and CEO

Yogesh D. Bakhai, MD
James L. Budny, MD, FACS
Michael E. Cain, MD
Kevin E. Cichocki, DC
Kevin J. Gibbons, MD
Mary Gresham, PhD
Sharon L. Hanson
Brenda W. McDuffie
Sundra Ryce
Irene S. Snow, MD
Edward F. Walsh Jr.
Robert M. Zak
David Zebro

INSIDE:
A message from the Great Lakes Health System of WNY Leadership 2-3
The Professional Steering Committee 4-5
Cardiac Care 6-7
Orthopaedic and Bone Health Center 8-9
Renal Disease and Transplant Center 10-11
Emergency Medicine and Trauma Care 12-13
Pediatric Care at Women & Children’s Hospital 14
Primary Care 15
Long-Term Care 16
Visiting Nursing Association of WNY 17
Community Health 18-19
Achievements, Initiatives, Awards, and Recognition 20-21
Market Share of the Great Lakes Health System of Western New York 22
A message from the Foundation Leadership 23
ECMC Lifeline Foundation 24-29
Kaleida Health Foundation 30-41
The Women & Children’s Hospital of Buffalo Foundation 42-55
The Boards of Kaleida Health and ECMC 56