

Unity Connection

HAPPY
NEW
YEAR!

A publication for the employees and volunteers of Unity Health System • www.unityhealth.org • January/February 2010

Unity Flu Shot Clinics—A Big Success!



(l to r): Mary Baldwin, Maisha Jackson, Carla Kraemer, Diane Corbin, Pete Gordon, Mary Lou Lapointe, and Patty Ryan

When New York State Department of Health mandated flu vaccines for all health care workers last year, Unity's Employee Health Services was faced with an unprecedented challenge. The task involved offering vaccines for both seasonal and H1N1 flu at multiple locations in a very short period of time.

"It was pretty overwhelming," said Patty Ryan, manager of Employee Health Ser-

vices, an occupational health professional since 1993 and a nurse for 34 years. "We kept asking ourselves 'How are we going to do this?' But the staff really came together."

The results were remarkable: from September to mid-November, dozens of flu clinics were held at many Unity sites. According to Ryan, 5,715 flu shots were administered to staff, which is five times more than other years! In addition, Employee

Health partnered with Unity's Contact Center, and fielded hundreds of calls every day from employees who had questions and concerns about the vaccines and the flu clinics.

Comprised of two full-time and five per diem nurses, two part-time nurse practitioners, and four support staff workers, Employee Health Services also continued with routine operations, which include annual health appraisals for staff, workers' compensation claims, injury prevention training, linking staff with health services they need, and much more.

"We help people, and that is rewarding," said Ryan. "That keeps us going."

Ryan noted that her team is always prepared for the unexpected. She agrees sudden situations can occur, but adds that the staff has their way of caring for each other and themselves.

"We are a very tight-knit group," said Ryan. We keep upbeat by celebrating birthdays, making lunches together, and finding time every day to exchange stories and laugh."

Meet Warren Hern



Warren Hern

Warren Hern became president and CEO of Unity Health System on January 1. He recently shared some information about himself and his vision for Unity's future.

Where are you originally from, and where did you go to school?

My family moved to the Rochester area when I was very young, so Rochester is my home. I graduated from Greece Arcadia High School. I went on to earn an undergraduate degree in Accounting from Southern New Hampshire University and a Master's in Business Administration from RIT.

How did you begin your career at Unity?

I was hired as director of Accounting in 1977 at Park Ridge Health System and was later promoted to chief financial officer.

What is your favorite memory of Unity?

There are lots of them. My favorite recent memory is Administrator Apprentice Day when I worked with Ronnie Castro, Terris Porchea, and the rest of the crew in Sterile Processing & Distribution at Unity Hospital. I saw how hard people work, and how much they value their impact on our patients and our physicians. It was impressive!

What are your hobbies? Do you volunteer in the community?

I like to golf and ski. I'm currently on the Board of CP (Cerebral Palsy) Rochester and the Regional Advisory Board of JP Chase Morgan Bank.

I was very involved in my professional association (Healthcare Financial Management Association), which culminated in my being named national chairman in 1996.

As I assume my new role as CEO, I'll be joining several boards in our community as a representative of Unity Health System, such as the Rochester Business Alliance.

What are you most looking forward to in your new role?

I'm looking forward to meeting members of our Unity Family who I may not yet know.

I'm also looking forward to getting out and talking to people in the community about the many incredible things going on at Unity.

Lastly, I'm looking forward to moving the organization forward, whether that's the modernization and expansion of Unity Hospital, the opening of the new Park Ridge Living Center, recruiting outstanding physicians, or building

Unity at Ridgeway Opens

Several Unity groups and Borg & Ide Imaging will be taking advantage of this new location – they are scheduled to open as follows:

Spring 2010

- Unity Cardiac Rehabilitation
- Unity Diabetes Center
- Unity Pain Practice
- Unity Spine Center
- Physical Therapy at Lexington
- Unity Comprehensive Rehabilitation Center
- Unity Sports Medicine at Ridgeway
- Unity Rehabilitation and Neurology at St. Mary's
- Unity Rehabilitation and Neurology at Canal Landing
- Unity Ob/Gyn at Canal Park

July

- Borg & Ide Imaging

A number of other Unity services will be moving into the building through the end of 2010 and beyond.

SAVE THE DATE!

A RIBBON-CUTTING CEREMONY TO CELEBRATE THE OPENING OF UNITY AT RIDGEWAY WILL BE HELD WEDNESDAY, APRIL 14 AT 11 A.M. ALL ARE WELCOME!



It's official: the new Unity at Ridgeway building is scheduled to open soon!

"We're very proud of this new building, which ties in perfectly with Unity's modernization and expansion plans," said Bob Donahue, vice president, Corporate Services for Unity Health System. "We're confident that patients, physicians and staff alike will also love the location and the picturesque 18-acre setting."

The innovative four-story medical office building brings many of our service lines together under one roof. This unique location gives our providers the type of facility they need to offer the right combination of technology, equipment, and staff. The building, owned and developed by Broadstone Real Estate, LLC, will be leased by Unity.

"We're combining our three satellite outpatient therapy facilities into one practice," said Sue Vogl, senior director of Unity Re-

habilitation and Neurology. "Now patients can access a wide range of therapy services in one convenient location."

When the relocation is complete, patients can visit Unity at Ridgeway for orthopaedic, neurologic, vestibular, aquatic, and hand therapy. In addition to the range of highly skilled therapists, many neurology and rehabilitation physicians (and primary care physicians) will be on-site.

"It's going to be 'one-stop-shopping' for many of our patients," said Vogl.

Unity at Ridgeway will also be home to state-of-the-art technology – a new therapy pool. The HydroWorx 2000 has an adjust-



Sue Vogl

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Promotions and Administrative Re-Assignments Announced

The following organizational changes took place on January 1, 2010. These promotions and administrative re-assignments will enhance our day-to-day operations and insure Unity's continued success. Congratulations to everyone!

Administration

TOM CRILLY has been promoted to Senior Vice President and Chief Financial Officer.

MARYALICE KELLER has been appointed vice president of Brand & Talent Management for Unity Health System. She will oversee Unity's Corporate Communications, Human Resources, and Education Services.

Financial Services

CHRIS PETERSON will assume the position of senior director/corporate controller. Chris will oversee all General Accounting, Financial Reporting, Treasury, Payroll, Accounts Payable, Third Party Reimbursement and Contracting.

STEVE KOTSCH will assume the role of senior director, Financial Planning and Decision Support. Steve will be responsible for Financial Planning, Budgeting, Cost Accounting, Decision Support and Purchasing.

TONI TEUMER has been named director of Corporate Risk and Corporate Compliance, and will serve as Unity's chief compliance officer. Toni also assumes responsibility for Risk Management following Kris Staertow's recent retirement. She will report to Tom Crilly.

Brand & Talent Management

We are pleased to welcome **CASSANDRA CLABOINE** – joining us January 18 as senior director of Human Resources.

WENDY FERRER has been named director of Corporate Communications, with oversight for public relations and marketing activities.

Unity Hospital

JUDY DETER has been named senior director of Care Management & Social Work Services.

BOB DONAHUE, vice president, Corporate Services, is taking on some additional administrative responsibilities and now has oversight for:

- Corporate Safety
- Dialysis
- Facilities & Engineering
- Food & Nutrition Services
- Hospital Laboratory
- Materials Management & Environmental Services
- Pharmacy Services
- Project Engineering
- Real Estate management of the Park Ridge Professional Office Building, Unity at Ridgeway, and Unity's leased properties within the community.

CANDACE SMITH will maintain administrative oversight for:

- Inpatient Services, including all eight Medical/Surgical units, the August Family Birth Place, Intensive Care Unit, and Joint Replacement Center
- Outpatient Services, including the Emergency Center, Emergency Observation Unit, the Walk-in Care Center at the Unity St. Mary's Campus, Salmen Surgical Center, Interventional Services/Diagnostic Imaging
- Administrative and Clinical Support Services, including Clinical Practice, Infection Prevention, and Patient Access

Unity Medical Group

CHRIS LIBUTTI has been named senior director of the Unity Sleep Disorders Center and will be taking on some added responsibilities. She will report to Dr. Mike Nazar.

New Unity Offices to Open in Spencerport



On February 25, a ribbon cutting ceremony will be held for the new home of Unity Family Medicine at Spencerport and ACM Medical Laboratory's Patient Service Center in Spencerport. We will also celebrate the grand opening of Unity Dialysis in Spencerport—a new addition to Unity's current dialysis centers located on the Unity Park Ridge and Unity St. Mary's campuses. The ceremony will be held at noon at the new location at 5 Land Re Way (off of Big Ridge Rd. in Spencerport.) Unity Family Medicine at Spencerport will hold an open house from 4pm-7pm on the same day. Unity employees and friends are invited to both events.

ACM Lab's Patient Service Center will begin seeing patients at this new location in early February.

Unity Family Medicine at Spencerport will begin seeing patients at its new location on February 8. The practice is accepting new patients.

Dialysis patients can begin treatment in Spencerport on March 1. New patients are being accepted.

For more information about Unity Family Medicine at Spencerport, call 352-8999. Dialysis inquiries can be directed to 723-7760.

■ Unity at Ridgeway *continued from page 1*

able floor with variable water depths, a variable speed treadmill, resistance jets, and an underwater camera and monitoring system so therapists can see each patient's progress. This unique system, among others, will help Unity remain in the forefront of health care in Rochester.

Located at 2655 Ridgeway Avenue, the new building is very close to Unity Hospital and just minutes from the 390 expressway (west of Long Pond Road), with easy access to other medical services. There is free, easy parking all the way around the building—including handicap, "green" vehicle, and separate physician parking areas.

Unity at Ridgeway is also innovative in that we are applying for LEED® (Leadership in Energy and Environmental Design) certification by the U.S. Green Building Council, which means the building incorporates state-of-the-art strategies in five areas: sustainable site development, water savings, energy efficiency, materials and resources selection, and indoor environmental quality. From a geothermal heat pump system to high-efficiency HVAC systems to indoor air quality management, the building's extremely efficient systems help conserve resources and energy – and will lower annual operating costs.

Unity CNAs Take on New Role



Jaelyn Maier (left) and Michelle Popp (right) are looking forward to working as shahbaz at the Cottages at Park Ridge Living Center.

When Michelle Popp began her career at Unity as a dietary aide in 1986, she never imagined she'd still be here nearly 20 years later, and in a job that she loves. Michelle recently graduated from Unity's Nurses Aide Training Program, and will be moving on to become a shahbaz at Park Ridge Living Center's new Edwin and Lois Wegman Family Cottages this spring.

A shahbaz is a multi-skilled worker who assists elders/residents with their activities of daily living. A shahbaz must be a certified nursing assistant (CNA) and receive specialized training.

Popp, the mother of three, has worked with Unity on and off for years holding various positions. For the past four years, she's worked as a production cook in the Living Center's Food & Nutrition Services depart-

ment. When Popp heard about the new shahbaz positions, she saw it not only as career advancement, but also as an opportunity to do more to enrich the lives of the elders she works with.

"I love to help people, and this position will let me really be involved in making the elders' lives better and working closely with them," she said. "I'm really looking forward to bringing my experience in cooking to this new role and being part of a great team."

Jaelyn Maier, a team leader and food service assistant at the Living Center, also recently completed the six-week CNA training program. Maier has been with Unity for just under one year. She, too, looks forward to working as a shahbaz in the spring.

"I'm going to MCC to become a nurse, so this experience will be a great start for me," Maier said. "I'm really enjoying the work so far. It's very rewarding."

Both women have started working as nursing assistants at the Living Center while continuing their part-time positions in the kitchen until the Cottages open.

"I'm anxious to see how everything will blend together. Everyone's really excited and a little nervous because it's change, but we're all looking forward to making this a positive experience for our elders," explained Popp.

Unity is still accepting applications for the shahbaz positions that are still available.

ACM Phlebotomist Takes Health Education to School

Tiffany Benjamin, a phlebotomist at ACM Medical Laboratory's Patient Service Center on Island Cottage Road, serves as PTA president at Freedom School in the city of Rochester. Her children, Shareeka and Darnel, attend classes and after school programs at Freedom School, which serves grades six through eight.

A health care professional who knows the importance of education and preventive screenings, Benjamin set out to make a difference at Freedom School. With the help of Cindy Smith, marketing director at ACM Lab, Benjamin organized a health fair at the School for students, their families, and others in the Freedom School neighborhood.

"We worked together as a team," explained Benjamin. "It was an awesome experience."

Many local health organizations participated in the event. A fellow phlebotomist, Tamika Bell, helped Benjamin with blood draws for glucose and cholesterol screenings that ACM Lab provided to the health fair attendees free of charge. Other event participants included Anthony Jordan Health Center, AIDS Community Health Center, and facilitated enrollers who helped the uninsured apply for Child Health Plus.

Dozens attended the health fair, and many took advantage of the free health screenings.



Tiffany Benjamin

"People were so excited about the health fair," said Benjamin. "It was very informational and children enjoyed it."

For Benjamin, giving back to her community was very rewarding. "I liked meeting different people and making them smile."

Benjamin plans on organizing another health fair at Freedom School in the near future.

Earn \$500 for Referring a CNA

Know a certified nursing assistant who's looking for a life changing, income-boosting career in health care? Refer them to apply at one of Unity's three Living Centers and you could earn \$500.

Any staff member who refers a CNA to work at any of Unity's three Living Centers will earn \$250 after the person has been employed as a CNA for three months, and another \$250 after six months of successful employment. The referral bonus is pro-rated based on the newly hired individual's full- or part-time status.

Apply online at www.unityhealth.org/searchjobs (keyword CNA). For more information about Unity's employee referral program, contact Caitlin Conlon at (585) 368-3672 or cconlon@unityhealth.org.

Brand Promise in Action



(left to right): Peggy Hurst, Michelle Aponte, Colleen Walsh, and Deb Maier are among the 13 ICU staff members who organized the last year's Thanksgiving Day meal for the Department.

It's difficult to have a loved one in the hospital. It's even harder when someone you love is hospitalized during a holiday. For years (no one can recall how long with certainty), the staff of Unity Hospital's Intensive Care Unit has done something special on Thanksgiving for family and friends of their admitted patients: sharing with them a home cooked meal with turkey and traditional fixings.

At lunchtime, staff announces that a

Thanksgiving meal is being served in the Unit's Family Lounge. Nurses caring for the patients escort visitors to the Lounge, where they can enjoy a buffet-style lunch with each other, their caregivers, and attending physicians.

This year, staff prepared at home and brought in an 18-pound turkey, gravy, numerous side dishes, rolls, relish trays, and many desserts. Approximately 20-30 people who were at the Unit on Thanksgiving

Day were served.

"Our staff really enjoys the event, and it gives us a chance to 'break bread' with the families," said Peggy Hurst, clinical educator of ICU. According to Hurst, no one has turned down the opportunity to enjoy the Thanksgiving feast.

A big thanks to the ICU team for their compassion and putting Brand Promise in action!

A LETTER OF thanks

Dear Dr. Dombovy,

Our family would like to extend our heartfelt appreciation and gratitude to you and your staff for care received by Robert P. Walsh over the past month. We are incredibly privileged and humbled to have met so many wonderful dedicated professionals, both at Park Ridge and St. Mary's— aides, students, nurses, department secretaries, case managers, doctors, receptionists, therapists, technicians, housekeeping, volunteers and fellow patients!

We know that Dad's case was challenging. The staff showed compassion, care and patience during some very challenging moments. We always knew that they had Dad's best interest at heart.

Trish Walsh Watson

living well AT UNITY



Employee Wellness
Promotion Committee

SMART Goals

Karen Gesell, MS, RD, CDE
Unity Diabetes Center

Rather than resolving to do something that will only last for a couple of weeks, why not concentrate on making one small change that you can accomplish and that might last a lifetime?

Whether you are trying to lose weight, increase your activity or stop smoking it is important to set goals. Goals provide you with something to work towards and allow you to review your accomplishments. It is very common for individuals to set unrealistic and meaningless goals. For example "I need to lose weight because my doctor told me I had to" or "I need to lose 15 pounds in a week." When unrealistic goals are not accomplished, it often leads to feelings of guilt and frustration, which can contribute to low self-esteem or poor self-image.

If you are trying to change a behavior or habit, think about setting SMART goals.

S Specific - The goal needs to spell out exactly what you want to accomplish. Avoid setting vague goals such as "I want to lose weight or I want to be more active." A better goal might be "I will walk three times a week for 15 minutes."

M Measurable - The goal needs to be something that can be measured. Assign the goal a start date, number, distance, or time.

A Attainable - The goal has to be realistic and something you can accomplish. Working out for two hours a day, seven days a week is not realistic!

R Relevant - The goal needs to be your own. It's nice to do things for others, but you have to want to make the change for yourself. The goal needs to matter to you, not your spouse, kids, or doctor!

T Trackable - The goal needs to allow you to see your accomplishments and the progress that you are making. You should be able to look back over time (days, weeks, and months) and see the changes you are making, and set new goals when necessary.

Examples of SMART Goals:

- I will walk four times a week for 10 minute during my lunch.
- I will eat two vegetable servings at my evening meal five times a week.
- I will drink eight ounces of water at breakfast, lunch, and dinner.

Remember to set achievable goals, and always start small and gradually increase!

A Program Initiative
coming January 2010

TAKE THE STAIRS

TIME TO WORK OFF THAT HOLIDAY "CHEER"
(and everything else too)

Even two flights of stairs climbed per day can lead to 5.94 lbs. weight loss over one year.

Employee Wellness Promotion Committee

Unity Health System

"Santa" visits Park Ridge Child Care Center. Photographed (left to right): Jordyn, Maria (teacher), Austin, Joselyn, Santa (alias Dave Karpowich), Jamie, Jacob, Jaymie (teacher), and Karlee.

UNITY scenes



Luke Loveys, M.D. at the Open Door Mission for the 3rd Annual Hearts to Soles. Dr. Loveys participates in this national event by providing free foot screenings to the homeless. Dr. Loveys is an affiliated surgeon at the Joint Replacement Center at Unity Hospital.

Submit your photos for Unity Connection in print and online! Email them to

unitynews@unityhealth.org

Unity's Health Care for the Homeless Program, along with several community partners, held a memorial service on December 21, 2009 at the Chapel at Unity St. Mary's Campus for National Homeless Persons' Memorial Day. Held on the first day of winter and the longest night of the year, the service, co-sponsored by St. Joseph's House of Hospitality, The Friends of St. Bridget's, Dimitri House, House of Mercy, and Open Door Mission, remembers those homeless people who lost their lives in 2009. The names of people who passed away were read aloud, as candles were lit. Health Care for the Homeless provides health care services for homeless people at shelters and other locations in Rochester. Chava Redonnet, chaplain at St. Joseph's House of Hospitality, is pictured here.



Tim McCormick and granddaughter Maeve Sullivan help Sharlene Penna "flip the switch" at Park Ridge Auxiliary's Lights of Love tree lighting ceremony in December.

Unity Connection and our photo gallery highlighting Unity people and programs are available online!

Visit www.unityhealth.org and click  on Staff Tools in the upper right hand corner of the homepage.

Sandy MacWilliam, executive vice president, Center for Aging & Continuing Care, served punch to the Holiday Meal crowd.

Mike Rech, vice president, Unity Living Center, serving Del McFayden, Unity Physical Medicine & Rehabilitation.



Recipe

The Holiday Meal
Serves: Over 5,000 people

- Ingredients:**
 3200 lbs. roast rib of beef
 1200 lbs. vegetarian lasagna
 2000 lbs. red skinned garlic mashed potatoes
 1300 lbs. steamed vegetables
 450 dozen dinner rolls
 6000 cheesecake slices
 400 gallons punch
 Decorations and holiday music to taste

Staff:
 120 planners, decorators, cooks and serves from Food & Nutrition
 40 volunteers

- Directions:**
- Begin planning, meals, shopping for decorations and coordinating prep schedules in June.
 - A month prior, confirm food delivery and recruit volunteer servers.
 - Schedule staff and begin food preparations two days before the "big day."
 - Begin cooking several thousands of pounds of food!
 - On the afternoon before the Holiday Meal, gather staff and begin decorating locations where the Holiday Meal will be served.
 - Gather volunteers to carve beef, serve food and distribute punch.

Enjoy!

Food & Nutrition staff Julie Hamil, Melanie Boyce, and Cristina Tozser display desserts.



Information Technology staff Martine Tronnes, Tricia Corl, and Nancy Herb smiling for the camera.



Tina Jones, Unity Medical/Unity Dental Group, (left) and Denika Kennedy, Central Billing Office, (right) enjoy the Holiday Meal.



Sharing the Holiday Meal together: (left row, front to back): Carol Lotta, Lashanda Glen, Doretha Gibbs (right row, front to back): Lynne Ellis, Deb Quayle, Laurie Andrews.

Food & Nutrition staff Luis Quinones (left) and John Hauscomb (right) stirring up food for the big feast!



Holiday Meal

UNITY scenes

Unity Departments Make a Difference



Julianna Hess meets with PFC Matthew Sanchez while he was on leave from Iraq before the holidays.

Unity employees and volunteers touched the lives of countless families and people this holiday season. Thousands of pounds of food, toiletries and other gifts were collected by departments and donated to local organizations that support those in need, and were even shipped to U.S. troops overseas!

Seven-year-old Julianna and her mother, Elaine Hess, a social worker at Park Ridge Living Center, wanted to support troops stationed in Iraq and they enlisted help from the Park Ridge Child Care Center staff and families.

The holiday drive held at the Child Care Center generated food, toiletries, and other items that were sent to First Platoon Alpha Battery Task Force 2-29FA, stationed in Iraq. The care package was also packed with pictures, letters and banners of holiday cheer that were created by the children.

Unity's Spiritual Care and Social Work Services departments teamed up and collected canned foods and Wegmans gift cards that were donated to the Greece Food Cupboard.

Corporate Services wanted to give to those in need as well. Collection boxes were placed at various work sites throughout Unity Hospital and Unity St. Mary's Campus.

"The staff was so excited," said Michael Woodbury, director of Materials Management and Environmental Services. "We actually had some departments give so much that the collection boxes overflowed several times!" According to Woodbury, Corporate Services donated over 250 pounds of food and other goods to Greece Food Cupboard and other local organizations.

Numerous boxes and shopping bags filled with turkeys, holiday treats and other gifts were delivered to the Irondequoit Community Cupboard by the Clinical Dietician Team at Unity Hospital. "I work with wonderfully generous registered dietitians," said Susan Coffey, a registered dietician who brought the donations to the Community Cupboard. "It was amazing...how generous [they] all were!"

news BRIEFS

Welcome Toufic Rizk, M.D., F.A.C.S., R.V.T.



Toufic Rizk, M.D., F.A.C.S., R.V.T. has returned to Rochester to join Unity's team of vascular surgeons.

Dr. Rizk has most recently worked at the Southern Connecticut Vascular Center and at Rizk Hospital in Lebanon. He was previously an active attending physician at Unity Hospital, and worked in private practice at Rochester Vascular Surgery Associates.

Dr. Rizk is available to see new patients at his new office location on the Unity Park Ridge Health Care Campus. Audwin Pangilinan, M.D. and Jerry Svoboda, M.D. will be joining Dr. Rizk on January 21. To schedule an appointment, please call (585) 723-7060.

Unity Health System Awarded Federal Grant for Electronic Medical Records Improvements

Unity Health System has been awarded \$800,000 to expand its electronic medical records (EMR) system and to support computer physician order entry (CPOE) initiatives already in place. The federal grant is part of the Consolidated Appropriations Act, sponsored by Congresswoman Louise Slaughter (NY-28) and co-sponsored by Congressman Christopher Lee (NY-26). The grant also received support from U.S. Senator Kristen Gilibrand.

Unity will be the only area health system with full electronic medical record implementation in early 2010 including Unity Hospital, primary care, and Ob/Gyn offices. This will represent a major milestone in a five-year, \$15 million project.

ACM Medical Laboratory Helps Test H1N1 Cultures

ACM Medical Laboratory's Microbiology staff helped New York State Department of Health with testing cultures for H1N1 virus. During the two widespread outbreaks last spring and fall, ACM Lab performed approximately 2500 influenza cultures and approximately 2700 rapid influenza tests.

"The cultures are very labor intensive and our Microbiology staff stepped up to accomplish the testing," said Gary Hollick, Ph.D., D(ABMM), director of ACM's Microbiology Laboratory.

According to Hollick, tracking the novel influenza virus is very important, as Monroe County officials used this information to advise area health care providers on proper treatment of patients presenting with influenza-like illnesses. New York State tracks the spread of the influenza virus and provides health care providers with information on where the virus has made an appearance. The data is also tracked nationally by the Centers for Disease Control.

Unity Receives Grant for Graduate Medical Education Program

New York State Department of Health (NYS DOH) has awarded Unity Health System \$110,000 for its Graduate Medical Education Program. This grant provides clinical research training opportunities for physicians. NYS DOH hopes these grants will help restore New York as the leader in biomedical research.

Help Desk Assistance Available 24/7

Got a problem with your computer? Having a problem with GroupWise e-mail? The I.T. Help Desk will answer your questions! Help Desk specialists are available round-the-clock, seven days per week. When calling the Help Desk hotline, please be sure to call 368-3375 and not 723-3375.

upcoming

EVENTS AND CLASSES

january...

JANUARY 20 SENIOR HOUSING FAIR

11 a.m. to 1 p.m. • Unity Hospital, outside the cafeteria

Senior communities from the Greater Rochester area will be on hand to answer your questions regarding Independent Living, Enriched Living, and Adult Care. Staff who help plan discharge of patients, or are involved in the safe living environment for seniors, are invited to attend and learn more about senior living options.

february...

FEBRUARY 12 MEET AND GREET AT THE VILLAGES

12 p.m. • The Village, 1471 Long Pond Road

FEBRUARY 19 MEET AND GREET AT THE VILLAGES

12 p.m. • Woodland Village, 1477 Long Pond Road

FEBRUARY 25 MEET AND GREET AT THE VILLAGES

6:30 p.m. • Woodland Village, 1477 Long Pond Road

Join the residents of The Villages for a fine meal and a casual tour. Visit their apartments chat with them about independent living! Seating is limited. Reserve your seats by calling (585) 368-3000.

FEBRUARY 25 UNITY AT SPENCERPORT GRAND OPENING CEREMONY

12 p.m. - 1:30 p.m. • 5 LandRe Way, Spencerport (off Big Ridge Rd.)

All Unity staff and volunteers are welcome to celebrate the grand opening of Unity at Spencerport. The new building will house Unity Family Medicine at Spencerport, an ACM Medical Laboratory patient service center, and Unity Dialysis Services at Spencerport. Light refreshments will be served following the ceremony.

Project Linus Gives the Gift of Warmth to Unity Patients

Over 300 babies and teens have been given the gift of warmth this past year due to the generous donation of Project Linus.

Last year, Lucille Arthmann, Rochester chapter of Project Linus, contacted Kate Bruni, events coordinator for Unity Health Foundation. Arthmann and her many "blanketeers" had blankets they wanted to share. Thanks to Bruni, the blanket project took off.

The blankets are now a part of the layette package that mothers-to-be of the Healthy Start Center receive after completing an eight week pregnancy education program. Recently, the blankets made a difference for one of the mothers in the program whose heat had been shut off. Alise Ginter, program manager of Healthy Start, and her team went to the apartment and swaddled a three month old infant in blankets donated by Project Linus. The baby was kept warm until the heat was restored.

Teens who live at Unity Chemical Dependency's Adolescent Community Residence also receive Project Linus blankets.

"It's so nice to know that a blanket can mean so much and can make such an impact. A blanket is an item that most people, myself included, take for granted," said Bruni.

"Seeing the smile when someone receives



Kate Bruni, Unity Health Foundation, Lucille Arthmann, Project Linus, Alise Ginter, Healthy Start Program.

a blanket is all the thanks I need!" added Arthman.

Other Unity programs may also be receiving blankets in the future.

Project Linus has donated over 12,000 blankets to local organizations. Founded in 1995, the mission of Project Linus is to provide love, a sense of security, warmth and comfort to children who are seriously ill, traumatized, or otherwise in need through the gifts of new, handmade blankets and afghans, lovingly created by volunteer "blanketeers." Donations of yarn, fabric, and fleece are appreciated. For more information, contact Kate Bruni at 585-723-7867 or kbuni@unityhealth.org

Villages Resident Livin' It Up At 89 Years Old!

Richard Leach has led a very active life. A resident of The Villages at Unity and a Kodak retiree, Leach and his late wife, Peggy, shared many adventures, including visiting all 48 states in the continental U.S., riding a hot air balloon, taking a helicopter tour over the Grand Canyon, and even flying on gliders. Last fall, on his 89th birthday, Leach did something he had never done before: skydiving from a plane 10,000 feet in the air!

Leach became interested in skydiving after he read about it in a travel and tourism brochure. He contacted the Rochester Skydiving Center in Marre, New York. After his doctor gave Leach the go-ahead, he booked his special day to take a tandem jump, which involves jumping with a trained skydiver.

On September 20, Leach, his skydiving partner, a pilot, and two photographers boarded the small plane. Leach's two daughters, other family members, and friends were there to support him.

"It was a beautiful, beautiful day," said Leach. "It was so clear up there that we could almost see Canada."

Suited in a purple jumpsuit and his gear, Leach and his partner counted to three before jumping from the open hatch of the plane.

Leach said he felt no fear, no hesitation, and no second thoughts.

"When the wind hit my face, it was a wake up call," recalled Leach. "I was free-falling. It was such a different feeling. Then I felt the jerk of the parachute opening up. I would do it again."

Mary Ann Mack, Resident Services manager at The Villages, applauds Leach's spirit of adventure. "He doesn't allow age to define him," said Mack, "and most of our residents have that same enthusiasm."

The Villages provides activities that encourage its residents to continue learning, to be engaged in an active lifestyle, and to explore new interests. Mack noted that other residents enjoy activities that keep them young, such as camping, hiking, and even challenging (and defeating) students from Spencerport High School at Wii Bowling games!

The adventure of life is far from over for Leach. For his 90th birthday, he hopes to fly an authentic war plane.

"We're only here for a short time. Why not do something you want to do?" he remarked.

Best wishes, Mr. Leach!



Richard Leach, a resident of The Villages at Unity, celebrated his 89th birthday by skydiving for the first time.

How I did it: Ann Rapson, BSN

Growing up in a traditional Italian family gave Ann Rapson her first experience as a caregiver. Ann remembers her grandmother's house, where family often gathered around the dining room table that sat up to 20 people. Her grandmother and many other elders in the family often discussed their health issues during dinners and holiday gatherings.

"I listened to them talk about their arthritis, other illnesses, and their medications," said Rapson. "I was interested in what they said and I wanted to help them." Still in her teens, Rapson began making regular visits to the library to research medical conditions to educate herself and the elders in her family about various ailments.

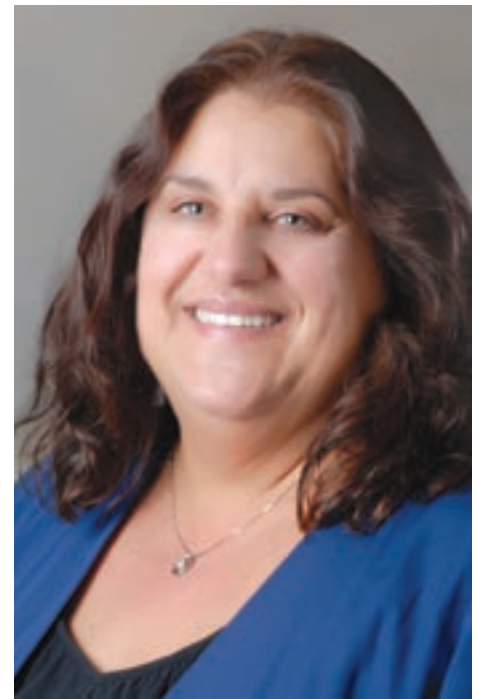
Rapson understood her passion for nursing, and was hired as a nurse's aide before she finished high school. She loved her job, and finished high school early to start nursing school. While finishing a two-year program at Monroe Community College, she was hired as a per diem care assistant at Park Ridge Living Center.

Rapson valued her mentors at Park Ridge Living Center and looked up to them. She remembers the nurses who at the time wore white stockings, white dresses, and the traditional caps. "I used to look at the nurses on the floor. 'I want to be like them' I thought."

During the 1980s, Rapson took advantage of Park Ridge Health System's new graduate program. The internship required new nurse graduates to work in the eight medical/surgical units as well as in the ICU and the Emergency Center.

After completing the internship program, Ann became an oncology nurse at Park Ridge Hospital, and after three years, transferred to ICU. Opportunities presented themselves in the years that followed. In the nineties, she was a nurse educator, a nurse supervisor, and eventually a nurse manager in the GI Unit.

Two years ago—more than 20 years after she had earned her two year registered nurse degree at Monroe Community College—Rapson was ready to go back to school. She enrolled in the Modular RN to BSN Program



Ann Rapson, BSN

offered by Roberts Wesleyan College on site at Unity Hospital. Classes are held at Unity Hospital and credit is given for experiential learning (on the job experience). In May, Rapson completed the Program and successfully earned her BSN.

"It was great. To go back to school and be right here in the Hospital was a phenomenal opportunity," noted Rapson. "It was something I always wanted to do, and it was an honor to complete the program and earn my degree."

Rapson currently is the director of the ICU and the GI Unit at Unity Hospital, and plans on pursuing a Master's Degree in the future.

"I think I am able to do what I did because of the opportunities for growth," she said. "I have been encouraged by Unity leadership to be the best I can be, and every job I've had at Unity, I have absolutely loved."

Meet Warren Hern *continued from page 1*

on the substantial progress we've made in our quality and strong clinical programs we have here.

How would you describe your leadership style?

I believe in team effort. Over the years I've learned that involving the right people to look at problems, create solutions, and plan implementations is the most effective way to get things done. I like to hire talented people and give them enough room to do their job after we've taken the time to agree on where we're going.

What is Unity's strategy for the future?

First and foremost, the focus will be our people. Our goal is to recruit and retain the best people, and provide them with the right tools and training for success. We want to be known for our exceptional quality and safety. We have an excellent team of physicians which translates into excellent care. But Rochester is seeing some of its best doctors considering retirement and it's difficult to replace them. We have to make sure we have all of the tools to bring more of the best doctors to Unity.

Secondly, we'll want to maintain our financial stability; it allows us to accomplish our Mission. We'll have to manage our growth, the aging of the population, and our outstanding reputation.

The renovation and expansion of Unity Hospital is a complex project, and will definitely be a focus for us for the next five years.

We'll also be concentrating on our image in the community. We've got a great story to share!

What do you see as Unity's strengths? What about opportunities for growth?

Unity has an incredible culture that is focused on service and quality. Every day I hear a story or read a letter or e-mail from one of our patients, residents or a family member about how well they were treated by one of our staff members.

We have tremendous opportunities for growth in many areas. I will mention just a few. Unity's Joint Replacement Center is the largest in Rochester and has an outstanding reputation. Our Spine Center, started in 2009, has far exceeded expectations and is poised for continued growth. The Diabetes Center will continue

to grow and serve the expanding needs of our patients. This year, we purchased Pivitol, a medical laboratory in England, which added 35 employees to our workforce. Pivitol is now selling our clinical trials services in

Europe and Russia. We expect ACM Lab to double in size by 2015.

What is your opinion about health care reform and how it will impact Unity?

The need to do something has been evident for some time. Too many people are uninsured and the delivery system is fractured. Unfortunately, politics being what it is, the solution may be worse than the problem. Time will tell on that.

But there are trends that are clear: lowering cost, improving quality, and better care management are a must. We are better poised than many organizations to respond and be successful in this changing environment. I expect us to be successful for the good of our community.

Where do you see Unity in five years?

Our goal is to make Unity the place to come for health services because of the quality and level of extraordinary service. We'll be delivering medicine the way it should be delivered! The experience that patients have with our staff

will be supported by the best facilities, equipment, and information systems available in our industry.

What are you personally most proud of?

I'm proud to have been a significant part of the creation of Unity Health System in 1997. To see today what we have accomplished is incredible.

When I first started at Park Ridge Health System, the Park Ridge Living Center had been open for only a few years; Park Ridge Hospital had been open for only one year. Those were difficult times.

I am also proud of being part of the planning for The Villages at Unity because it offers a unique living experience for our residents.

To have been one of a few who was involved in the purchase of ACM Medical Laboratory and to now see it as a rapidly growing international business is exciting.

To know that 98% of our patients and customers wouldn't go any place else for their services is exciting. To go to websites that publish quality data and see that Unity is well ahead of other providers is a good feeling.

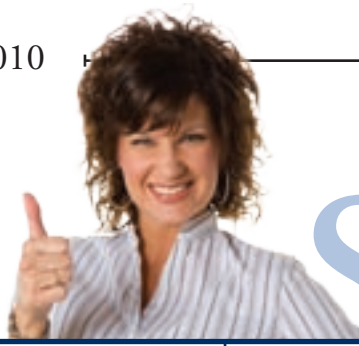
I give my predecessor, Tim McCormick, the credit for the vision and the drive to accomplish all of this. I also give credit to the thousands of others who helped make it happen.

Most of all, I am proud to work with all of you. Thanks to our 5300 employees, 619 physicians, and 800 volunteers who are enthused about what we're doing and where we're going. We have a bright future!

Most of all, I am proud to work with all of you. Thanks to our 5300 employees, 619 physicians, and over 800 volunteers who are enthused about what we're doing and where we're going. We have a bright future!



UNITY



salutes



Unity Guardian Angel Program

Unity Health Foundation's Guardian Angel program allows grateful patients and family members the opportunity to support Unity Health System while paying tribute to their special caregiver – the individual or group of individuals who made a difference in their visit or stay at a Unity facility

Karen Arena, L.P.N.**	Alecia Leach, C.A.
Yasmin Ayyub***	Cassandra Lobrutto, R.N.***
Luis Berrios, N.P.	Courtney Manchester
Gina Bianchi, C.A.*****	Maureen McNamara, R.N.*****
Matthew Brown, M.D.	David Nguyen
Caroline Burtner, C.N.M.**	Christine O'Riley, C.A.**
Denise Caluorie	Kaitlyn Reed**
Paula Condgon, R.N.	Barabara Russo
Claudia Dreifus Pesce	Mike Schmitt
Christine Druffner	Katrina Tartaglia
April Evert, L.P.N.	Rosa Vega-Delapaz****
Ashley Ferrando	Debra Vetormile
Alex Henion	Jamesine Williams, M.D.***
Cheryl Herrmann, M.D.	Sandra Williams, P.A.***
Pasquale Iannoli, M.D.**	Timothy Woodlock, M.D.

* Indicates number of times nominated

On the Spot Awards

Unity recognizes employees and volunteers whose job performance exceeds customer service standards with On the Spot Awards.

For the weeks of
October 11 through December 26, 2009

Kimberly Acton	Francesca D'Agostino
John Alton	Carole DeRuyscher
Larisa Artyushok	Tara Dieterle
Mary Ellen Balla	Stephen DiPasquale
Maria Barbosa	Cynthia Doucette
Sarah Barton	Kaitlyn Dresser*
Brenda Bennett	Robert Drew
Gina Bianchi	Pamela Dunning
Nicole Bond*	Kathleen Dutton-Fanning
Gail Bradbury	Stephanie DuVall-Swartzberg
Arleaser Brady	Christopher Ebmeyer
Tina Brickler	Nayef El-daher
Ricky Bryant	Daniel English
Mary Buck**	Daniel Farnand
Quiana Burch	Christopher Farnsworth*
Theresa Burkhard	Jean Fedele
Nikolay Bulbotko	Carol Fess
Carol Burke	Amy Flanagan
Jesse-Randall Burtch	Beverly Fort
Mark Campbell	Patricia Fournier
Nancy Cardozo*	Courtney Gebbie
Julia Casciani*	Joanne Gentile*
Bettina Castro	Karla Germano
Carole Chapin	Blaire Giancursio
Michaelene Chapman	Elizabeth Goebel
Kathleen Clark	Lori Gray
Teresa Cioppa	Loretta Gregory
Michelle Cipolla-Aponte	Susan Grillo
Terrance Clemonts	Norma Grip
Jean Marie Coleman	Stephen Guidarelli
Christopher Cooper*	Catherine Gustafson
Carrie Cooper*	Jeffrey Hampton
Patricia Corey	Courtney Heard
Kelly Cough	Alexis Henion
Monty Cox*	Kristin Hernberg
Diana Crane	Tiffany Hohn
April Cseplo	Susan Hopkins
Catalina Curbelo	Sylvia Hughes

Shameka Humphrey
Julia Jeffries
Rena Johnson
Bridget Keane
Aaron Kolmer
Jason LaMartina
Kenneth Lamb
Jeanne Langless
Michele Lauria
Deborah Leblanc
Kelly Leckie
Heather Lee
Christine Lewandowski
Seaford James Linton
Jessica Long
Wanda Longfellow
Lovette Love
Pearlie Luttrell
Johnny Magee
Courtney Manchester
Sharon Marble
Valerie Marianetti
Jayne Mariano
Michael Martinus
Patricia Mathis
Marissa McLean
Zachary McMullen*
Shirley McRay
Marjorie Metzler
Theresa Minch
Sandra Mitchell
Andrea Moore
Charles Moss
John Mueller
Sandra Nasca
Tatyana Neveleva
David Nguyen*
Rebecca Jean Nohe
Michele Norris
Michael Ockrin
Kelly Olek
Carleen O'Neill
Kimberley Ann Oropeza
John Owens
Patrick Owens
Dawn Padden-Mohr
Joseph Pecoraro*
Anna Pesch
Doug Pesch
Vernell Peterson
Donald Phillips
Eileen Pierce
Diana Adam-podgornik
Michael Pope
Lyudmila Poplavskiy*
Diane Powers
Ann Rapson
Janet Rich

* Indicates number of times nominated

Tamara Ricotta
Linalee Rivera
Patricia Rivoli
Joseph Rizzo
Karen Robinson
Victor Robles
Maritza Rodriguez
Zaida Rodriguez
Abby Rutherford**
Patricia Ryan
Denice Sage
Ljubica Salkic*
Gardonia Santana
Maureen Sardone
Laurie Schumacher
Shellie Seilheimer
Rena Seitz
Matthew Selover*
Karan Sharma
Jyll Shaw
Sabrina Sheldon
Linda Shipman
Robert Skeval
Debra Smith
Donald Smith
Jodi Smith
Linda-rae Smith
Wendie Smith-Berry
Willie Snow
Colleen Staryszak
Kyle Steele
Amy Stevens
William Stoll
Heather Stratton
Kimberly Strouse*
Valentyna Tabachuk
Stephen Thaine
Elbert Thomas
George Thomas
Starlene VanDame
Patricia VanMetter
Kristina Vasiliauskas
Maria Vasquez*
Mario Visic
Donna Wang
Donna Wehner
Lisa Wellington
Rowena West
Sean Westrich
Leola Williams
Charles Willis*
Deborah Wilson
Susan Wollschleger
Victoria Wray*
Colleen Yacono
Jessie Young
Jason Zander
Michelle Zehr

Michaele Marszalek
Jennifer Martin
Elizabeth Martino
Marjorie A Maybee
Terri A Mercado
Prescola E Mortimer
Luke J Myer
Julia Nary
Stacie Nau
Michael Nguyen
Sandra Pecora
Janice E Phillips
Robert Pretsch
Claire Reidy
Timothy Robey
Ashley M Rodas
Jose Sanchez
David W Sevor

Liezl S Sheridan
Adam Shutts
Michaelene Shutts
Todd Smith
Laura Stringer
Cora Sutton
Ryan Swift
Brooklynn N Thompson
Hilary Thompson
Michael T Tschieder
Maryann Turpyn
Starlene VanDame
Bukurije Vuciterna
Jeffrey Wadhams
Donna Watson
Donna Wehner
Laurie Ann Wright-Perrin

10 Years

Denine Barraco
Janice-bridgett Carges
Patricia M Delella
Noreen Demarse-Carlson
Felice U Dubois
Anita English
Mercedes Giacaz
Samuel Harris
Nancy Hines
Michael G Hornung
Mary O'neil Kaye
Debbie L Krispinsky
Janine Makey
Bonnie Mattle

Erin M Mccarthy
Bonita L Nagel
Richelle Pappalau
Tejan Patel, M.D.
Janet Piendel
Donna M Privitere
Carmen Mariah Raindancer
Elba Rodriguez
Kirk D Shaw
Jodi Smith
Leigha Spaziano
Vestina Turner
Shei'la Elaine Webb-Myslinski
Stephanie A Wilson

15 Years

Kim Allen
Aaron Anderson
Bruce Auburn
Vera Biletskiy
Paulette P Briskie
Randal Brown
Michelle Cutlip
Kathleen N Dahlkemper
Anna M Dattalo
Deborah A Demilio
Joanne Gentile
Elizabeth A Hebblethwaite
Heather A Jenks
Connie Leach
Christopher Leberth
Mary A Martin

Raymond Mathis
Will T McClinton
Alicia Am Mercer
Margaret Merriman
Anna M Morreale
Dawn Padden-Mohr
Sandra I Rivera
Regina Robinson
Linda M Shafer
Maureen E Sheehan
Christine B Smith
Erma Snider
Kathleen Thibault
Nicole H Torres
Suzanne L Tufts
Diane Zaborny

20 Years

Martha K Barhite
Darlene L Brewster
Patricia Carpenter
Mary Cuccaro
Gia S Diedrich
Linda Fiori
Mary-ann Mack
John Manioci
Shirley A Mccray

Barbara Momano
S Izhar Mustafa, M.D.
Marianne Rudow
Joan Schmidt
Elizabeth Sparks
Carol A Tichenor
Kathleen Wessman
Elizabeth Wright

25 Years

Barbara E Agnew
Lori S Baker
Mary E Hayes
Maryjo Izzo
Jean V Kasicova
Jane May

Carol-Ann Perreaud
Angela Sciliano
Eva Ruth Stelmack
Alicia R Stout
Michael Woodbury

30 Years

Theresa Burkhard
Pamela M Daniels
Susan Demers
Carol A Lewis

Julie Lockamyeir
Carol Male
Charles Moss
Gail M Pearsall

35 Years

Geraldine A Brodt
Jacquelin Delaus
Patricia A Miller

Virginia G Sage
Sandra Sentiff
Jane A Trowbridge

Congratulations

to the following dedicated employees who celebrated five years or more of service to Unity from October through December 2009.

5 Years

Debbie J Alexander
Thomas R Bishop
Jodi Black
James Briggs
Laura Bronson
Dawn M Byfield
Sara Calus
Helen H Campbell
Bridget G Carey
Jean Carpenter
Jennifer Cole
Ryan Alex Coots
Joseph R Cummings
Sheila A Dewaters
Radiah Drayton-Scott
Linda Jane Fitch
Linda L Foley
Cherie Forder
James Fromm

Johanna L Griffin
Nora Hall
Christopher Hamann
Catalina D Herrera
Jacqueline Hill
Sandra A Houle
Lisa Houser
Karen M Howell
Patricia Hutto
Sara M Jordan
Tiana A Junious
Susan Kinney
Ruth Kleckner
Lisa Labue-santiago
Jeanne Langless
Frances Lee
Frederick Lucas
Debra Lyda
Karen Markham