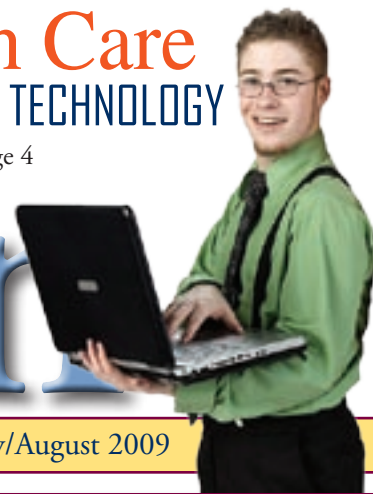


Unity Connection

Health Care
INFORMATION TECHNOLOGY

page 4



A publication for the employees and volunteers of Unity Health System

www.unityhealth.org

July/August 2009

Unity to Open New Dialysis Center in Spencerport

Construction has begun on Unity at Spencerport, a new facility that will open early next year.

Unity at Spencerport, which will be located on Big Ridge Road, will house the new Unity Dialysis Center at Spencerport. Unity has received Certificate of Need (CON) approval from the New York State Department of Health to add dialysis stations to the area to help meet the growing demand for dialysis services in Monroe County. The new site will include 16 regular dialysis stations and one isolation station.

Unity currently provides dialysis services at the Unity Park Ridge and Unity St. Mary's campuses. "Both centers have seen an increase in demand for treatment, and are at or near capacity, even after adding a fourth shift of treatments to help alleviate the need," says Linda Nucci, director of Dialysis Services.



A fourth shift means that some patients are receiving treatment at or past midnight.

"Right now there's a community-wide need for additional dialysis stations. Rochester, along with all of New York State, is seeing a 6% to 7% increase per year in the number of people who need dialysis treatments," says Nucci. "With what we're facing in the very near future, we wouldn't be able to service all of those future patients without the addition of the new Center."

Unity Dialysis Center at Spencerport will have dialysis stations that feature the newest technology, such as a central delivery station and state-of-the-art water treatment equipment. Designed with patient comfort in mind, each dialysis station will have its own

television set, and free wi-fi will be available for patients. The Center will be located on the ground floor for easy access, with ample parking.

To staff the new Center, Unity expects to add an additional seven jobs, including nurses, technologists, and clinical assistants.

Unity Family Medicine at Spencerport and an ACM Medical Laboratory Patient Service Center, both currently located at 377 S. Union St., will relocate to the new facility. Construction began in early June. The facility is expected to be complete and ready for occupancy in January 2010.



building
better
care

Unity Thanks Volunteers

Hundreds of volunteers were recognized for their hours and years of dedicated service to Unity Health System at the first Volunteer Recognition Picnic held in June. A special award went to Karen Pommerening, who volunteers with Park Ridge Living Center. Karen was recognized for more than 15,000 hours of service. Karen was congratulated by Tim McCormick, Unity Health System CEO. Congratulations and thank you to all our volunteers!



Volunteer Karen Pommerening is congratulated by Tim McCormick, Unity Health Systems CEO.

THE UNITY advantage Unity Can Help You Own A Home

Have you dreamed of owning a home but didn't think you could afford the down payment and closing costs? Eligible Unity Health System employees may receive \$9,000 or more in funding toward the purchase of a home in the Sector 3 and Sector 4 areas of Rochester. Unity can provide up to \$6,000 for qualified applicants and the City of Rochester can provide \$3,000 for those who don't currently own a home in the City. Partner banks may also offer funding toward closing costs.

"This is a program that Unity has been proud to offer since 2001," said Stewart Putnam, Unity executive vice president and chief operating officer, "and we are very pleased that we can be part of this exciting time when an employee purchases a home." Since the program began, Unity has provided \$84,000 in assistance to help 20 employees buy homes with a combined cost of nearly \$1.1 million.

Five years ago Mary Fran Kolbuc, practice manager of Unity Oncology/Hematology, bought her home with assistance from the Program. "It's a great opportunity for Unity employees," she says. "I

grew up in the neighborhood where I live now with my four children. It's a wonderful place to live, work, worship, and play. I also think it's a good investment to buy a house in Rochester at a time when downtown is going through a revitalization."

When Mary Dooley, executive assistant to the vice president, Medical Affairs, saw the program described in her Employee Orientation packet she couldn't wait to call and find out more even though employees must be on staff one year to qualify. "The Sector 4 office is so helpful and so are the people from the City," she says. "Everyone does everything they can to help you with the process. My daughter and I found a beautiful home in the 19th Ward with wonderful neighbors."

To qualify, prospective buyers must meet eligibility criteria, attend two educational sessions, and go through an application process. NeighborWorks Rochester is scheduling a Unity Homebuyer Orientation for Monday, September 21 at 6:30 p.m. Contact John DeMott at the Sector 4 Community Development Corporation office at 328-5750 for more information and assistance with the application process.



The Kolbuc family gets together on the front porch of their home in the Unity St. Mary's neighborhood. (Left to right) Mary Fran Kolbuc, practice manager, Unity Oncology/Hematology, Zachary, Environmental Services staff member at Unity St. Mary's Campus, Maxwell, Marlena, Kay, and golden retriever Princeton.



Thanks for clowning around with our volunteers! Terry Steele, training manager of Education Services, with LaShondra Davis, volunteer, at the Unity Volunteer Picnic in June. Terry entertained the crowd with her clown expertise and her natural ability to make people smile.

inside
THIS ISSUE

Letters
The Villages Celebrates
Homecoming Week

Page 2

Living Well
at Unity
Celebrate Summer

Page 3

Living the Brand Promise
Health Care for the Homeless
Case Manager Takes Action

Page 5

Unity Scenes
Events at Unity
and in the Community

Pages 6 & 7

Unity Salutes
Dedication and
Commitment of Staff

Page 12

Interview

Welcome Sunitha Bollineni, M.D. to Unity Internal Medicine



Unity Internal Medicine at Cornerstone is pleased to welcome Sunitha Bollineni, M.D.

Dr. Bollineni's passion for medicine was sparked by a family doctor who treated her when she was a child. She earned her medical degree from Decan College of Medical Sciences in Hyderabad, India. She moved to the U.S. and worked as a research assistant at the Mayo Clinic in Rochester, Minnesota.

Dr. Bollineni then came to Unity Hospital to complete her Internal Medicine residency—and she has decided to join the Unity Internal Medicine team.

Dr. Bollineni is currently accepting new patients. Please call 368-6370 for more information or to schedule an appointment.

Welcome Catherine M. Lavigne, M.D. To Unity Rehabilitation and Neurology



Unity Rehabilitation and Neurology is pleased to welcome Catherine M. Lavigne, M.D.

Dr. Lavigne is board certified in Neurology. She earned her Doctor of Medicine degree from the University of Rochester School of Medicine and Dentistry, and completed her fellowship in Headache Neurology, at Faulkner Hospital/Brigham and Women's Hospital.

Dr. Lavigne completed her residency in Neurology at Massachusetts General Hospital/Brigham and Women's Hospital, and her residency in Internal Medicine at Rochester General Hospital Internal Medicine Program. Her expertise includes headache management.

Dr. Lavigne is accepting new patients. Please call (585) 723-7972 for more information or to schedule an appointment.

As part of the Medical Caring Plan, insurance co-payments and deductibles are waived for Unity Health System employees for most services received at Unity Health System.

The Villages Celebrates Homecoming Week



The Villages residents Trudy and Walter Swol chat with Greece Town Supervisor John Auberger.

The New York Association of Homes & Services for The Aging celebrated Homecoming Week in May. Among many weeklong activities was a reception at The Villages highlighting the history of The Villages' two decades as Rochester's premier retirement community, and an updated report on the forthcoming Villages expansion which will provide new levels of care, and additional resident services and amenities.

For our staff, and certainly for our residents, the years have provided life fulfilling experiences, memories to cherish, and the enjoyment of strangers becoming life long friends.

The Villages is not the only choice for seniors within the Greece community, but has been and remains the one which provides the best overall value. We are proud of the services we provide and are blessed to serve such wonderful residents.

Our thanks and appreciation to Greece Town Supervisor John Auberger for attending this celebration and for the proclamation that he presented to The Villages recognizing the town's appreciation for our taking wonderful care of thousands of seniors for almost 20 years.

Ed Pero
Director, Marketing
The Villages

Unity Staff Members say "Thanks"

Dear Tim(McCormick) and Team,

Thank you! Considering the economic condition of our county and state (and nation) as well as our Health System, we want to say thank you for doing what you did with our health insurance. (Unity Health System was faced with a very significant increase in health insurance premiums for 2009. Rather than pass that increase along to employees, Unity made the decision to absorb a majority of that increase.) That was a major expense and we appreciate what you did for us as employees!

Thank you for always keeping the employees at Unity in mind when making big decisions such as this. I am proud to be part of the Unity family and I truly appreciate all you do as administrators of our Health System!

Sincerely,
Kim

Thank you!
Melissa

Thank you very much!
Dee A.

Thanks!
Erica

Much appreciated!
Sue

Thanks a bunch,
Carla

THANK YOU!
TONY

Thanks!
LeAnne

Thank you!
Liz
Marina

Tell us your story! Email us at
unitynews@unityhealth.org
or call Marianne Benjamin,
public relations coordinator,
at 368-3733

letters TO THE
EDITOR

living well AT UNITY

Celebrate Summer with Health and Fitness Activities



Coming soon, the Unity Employee Wellness Promotion Committee will introduce the Unity WalkAbout Program. The Committee is busy preparing indoor and outdoor walking maps for various Unity campuses. Unity St. Mary's Campus will be the first map offered.

"We are excited about the Unity WalkAbout program," said Pattie Nowak, director, Benefits and Employee Health Services. "We recently introduced several Weight Watchers programs on site and we wanted to offer employees a fitness opportunity as well." Watch for updates as the WalkAbout Program develops!

Don't forget that Unity Health

System Total Sports Experience offers indoor and outdoor activities as well as membership discounts for Unity employees. For more information about sports programs and memberships offered at the facility, visit <http://www.totalsports-experience.com/> To learn more about employee discounts, call Patty Corvaia at 368-3091.

The Unity Employee Wellness Promotion Committee coordinates special programs for the health and wellness of Unity employees. For more information, contact Pattie Nowak at pnowak@unityhealth.org. A member of the Committee will be happy to respond to you.

Department of Information Technology Staff Members (l to r) Nancy Herb, Patricia Corl, and Martine Tronnes enjoy a walk around Unity St. Mary's Campus during their break time.

BSN Degree Classes Offered at Unity Hospital

As the health care industry continues to grow and change, the need for nurses with advanced nursing degrees is rising. But it can be difficult for nurses to find the time to go back to school.

Several area colleges are now offering "fast-track" style programs that can make it easier for licensed registered nurses to fit advanced education into their busy schedules. Nurses can enroll in the programs and take classes while continuing to work.

"It reinforces all the years of experience and learning you've done. I wish I would have done it earlier," says Sue Sproule, director, Interventional and Imaging Services.

Three local colleges now offer the program on-site at Unity Hospital. Each school's program meets one night a week at the Hospital. You can learn more about their programs by contacting the schools for information.

SUNY BROCKPORT: Contact Dr. Margie Lovett-Scott at mlovetts@brockport.edu or 585-395-5316 or visit www.brockport.edu.

KEUKA COLLEGE: Call 1-866-255-3852 or visit www.keuka.edu for more information.

ROBERTS WESLEYAN COLLEGE: Contact Stephanie Sheets, coordinator of Recruitment and Marketing, at 585-594-6634 or sheetss@roberts.edu. Or visit www.roberts.edu.

Sproule completed the RN-BSN program through Roberts Wesleyan in 1999. "It's definitely a lot of work, but it's not unbearable. The faculty and fellow students are so supportive... they wouldn't let you fail even if you wanted to!" she says. She is now working on her master's degree, which she will receive later this year. "What I like about the program is the convenience," says Jodi Smith, R.N., who works on 2200 unit and is going to graduate from SUNY Brockport's BSN program next year. "Classes are one night a week, and can be completed in one year. And the classes are geared toward the working RN, so things don't get too overwhelming."

Tuition reimbursement through Unity Health System is available for qualified applicants. Talk to your manager, or contact Joan Szczupakowski at 368-3968 for more information.

nursing

Health Care Information Technology

Looking Ahead to the Next Phase of u.Net



Stewart Putnam

We're preparing for what may be one of the biggest changes that our organization has ever seen: moving to electronic medical records for Unity Hospital's patients.

"Computerized Provider Order Entry (CPOE) and clinical documentation in an electronic medical record will likely be the most profound change in patient care documentation our doctors and nurses will experience in their entire professional careers," explains Joseph Salipante, M.D., vice president, Medical Affairs, Unity Hospital. "This change is significant, and while there will be challenges, the end results will be well worth the effort."

Our vision for Unity staff is to use u.Net technology to transform our clinical care processes. Through the online u.Net system, we'll create electronic patient records that are accurate, easy to use, and always accessible. At the same time, we'll make it easier to collaborate with other departments and specialists, and improve our overall efficiency and productivity.

The journey continues ...

We implemented the initial stages of u.Net in 2006, when we introduced Cerner's software solutions. Since then, we've rolled out different modules in various departments across the Health System.

The next phase will involve CPOE, Electronic Medication Administration Records (EMAR), and Electronic Clinical Documenta-

tion for nurses and select areas of the patient care team.

"We anticipate a significant learning curve as we implement this change—so we'll offer plenty of training and support throughout the rollout next year," says Stewart Putnam, Unity executive vice president and chief operating officer. "Helping staff to work faster is not our goal—we're moving to a system that will help us to work much more efficiently, and that will ultimately improve patient safety and care."

While we initially discussed rolling out the next phase this fall, we've decided to take some additional time to ensure that we're fully prepared and that everyone is fully trained. We anticipate the pilot and rollout will take place during the first quarter of 2010.

Who will be "going live" with u.Net in the next phase?

The list includes the providers, nurses, and care assistants/techs in these areas:

- 8 medical-surgical units
- Acute Rehabilitation & Brain Injury Unit (5100)
- Emergency Observation Unit
- Emergency Center Inpatients
- PACU

In addition, the respiratory therapists, clinical dietitians, Spiritual Care staff, the PICC team, and Certified Wound and Ostomy Care nurses (CWOCN) working in these areas will be involved.

Some staff will be in a "hybrid" situation, using the new processes in some areas while handling paper charts in others (for example, the Intensive Care Unit or Emergency Center).

The benefits for you and your patients

The ultimate benefit is to enhance patient safety. Accessing an electronic patient record

continued on page 5



message

A Message from Unity Health System Vice President and Chief Information Officer John Glynn

Health Care Information Technology Update

Health care information technology is in the spotlight across the country. The recently enacted American Recovery and Reinvestment Act of 2009 (ARRA), more commonly known as the economic stimulus bill, includes \$19 billion to promote the adoption and use of health information technology (HIT) and, especially, electronic health records (EHRs).

The funding will be available through Medicare and Medicaid reimbursement to hospitals and physicians when they can demonstrate meaningful use of health care information technology in patient care. Although "meaningful use" has not been defined by the government as yet, Unity Health System anticipates that during the years 2011-2015 we can receive up to \$14.5 million in reimbursement for our HIT efforts.

Currently less than 10% of hospitals across the country have any kind of electronic physician order entry process. But HIT is not new to Unity or to our physicians, and the next steps will be natural progressions for us as we introduce initiatives like Computerized Order Entry (CPOE), Electronic Medication Administration Records (EMAR), and Electronic Clinical Documentation. These

processes will soon become part of our daily lives as we continue to provide the highest quality of care while reducing errors and lowering costs as well.

Unity is also working collectively with other area hospitals and providers to develop a Health Information Exchange (HIE) network through the Rochester Regional Health Information Organization (RHIO). The goal of this organization is to have health care information available to share among health care providers in the Greater Rochester area. This is certainly a positive step for patient care in our community.

Exciting changes are ahead, which will mean changing the way we do our work each day. It is important that staff members take advantage of educational sessions and that you feel free to ask any questions or to make suggestions to improve our processes. As always, providing the best patient care continues to be our primary goal. HIT will play a critical role in supporting that goal. With our upcoming and future initiatives, we will also be the best "wired" health care system in our community.



Exciting changes are ahead which will mean changing the way we do our work each day. It is important that staff members take advantage of educational sessions and that you feel free to ask any questions or to make suggestions to improve our processes.

Rochester RHIO Benefits Health Care Providers and Patients



Rochester RHIO is a regional health information organization that will help medical professionals have access to patient information electronically. In addition to lab reports, medication history, hospital transcribed reports, radiology results and insurance eligibility, the growing image exchange will also allow providers to see radiology images from throughout the community. Patients must consent to have their information available to Rochester RHIO users.

Patients will benefit in many ways including: fewer repeated tests, easier second opinions, reduced risk of medical errors, and greater convenience for patients who won't have to hand-carry records.

Unity Health System's staff has taken a leadership role in development of the community health information exchange. Warren Hern, Unity executive vice president and chief financial officer, is a member of the Rochester RHIO board of directors. "We think RHIO has done a good job of making the exchange useful by drawing from a wide range of data providers," said Margaret Donahue, M.D., medical director of Unity Information Technology. "The Virtual Health Record is proving valuable to physicians as it shows clinical information from throughout the nine-county region."

Several Unity offices have been piloting use of the RHIO. "The RHIO has made our work flow quicker and more efficient," says Jennifer Burch, practice manager, Unity Ob/Gyn at Brockport. "We are very excited to implement the RHIO into our office and our patients have been enthusiastic as well." Physicians in the office agree.

"We are very excited about being part of the RHIO, as it has great potential to enhance communication between providers," said Mary Linda Fairbanks, M.D., Ph.D., F.A.C.O.G. "As an Ob/Gyn, many of my patients receive care from other specialists that is coordinated by their primary care doctor, but because I don't have access to the medical records from other offices, I often have to rely on patients to update me on their medical history and medications. The RHIO will allow me to have direct access to all the medical records relevant to the care of my patients."

Unity employed physicians interested in accessing the RHIO should contact Kathy Buell, Unity Ambulatory Practice System manager, at kbuell@unityhealth.org.

All other physicians may contact Kathy Bello, Physician Relations director, at kbello@unityhealth.org.

To learn more, visit www.RochesterRHIO.org.

ALPHABET SOUP, ANYONE?

There are a lot of acronyms, abbreviations, and new terms floating around about health care information technology. Here's a quick reference to help you keep it all straight!

U.Net: The Unity network – our initiative for implementing full electronic medical records for Unity patients

Cerner: The company that provides the software behind our electronic medical record system at Unity Hospital

PowerChart: The name for Cerner's software interface for electronic patient records

Computerized Provider Order Entry (CPOE): Physicians, nurses and other care providers at Unity Hospital will now enter orders onto patients' charts electronically

PowerOrders: The name for Cerner's software used to enter order sets and orders in the system

Electronic Medication Administration Records (EMAR): Documentation of the medication given by nurses to patients

Electronic Clinical Documentation: All clinicians at Unity Hospital will enter a patient's information into an electronic chart rather than a paper one

NextGen: The company that provides the software behind our electronic medical record system currently used by Unity's primary care physicians

LIVING THE BRAND

promise

As a case manager for Unity's Health Care for the Homeless Program, James Abner links clients to services in the community. According to his supervisor, Kim Allen, James goes above and beyond his duties to support some of our most vulnerable community residents.

"It's his dedication," explains Kim Allen. "James is a team player. He will go beyond, and he sets an example for staff. He advocates for our patients."

Allen notes that James consistently does extra things for his clients. For example, James will find shoes for those who need them, or help a client get a much needed eye exam and glasses.

He makes sure his clients take the first steps in recovering from chemical dependency by supporting them through their first visits with counselors.

It is no surprise to Allen that some of the clients come back to visit James after they are no longer homeless. Many come back and thank James for his help in their journey to pursue education, begin a career, and find a home. Seeing clients succeed is what James calls his "biggest treat."

If you ask James what he does he will say, "What is it that you need done? That is what I will do." That is Brand Promise in action.



James Abner and Kim Allen work for Unity's Health Care for the Homeless Program.

DID YOU CATCH SOMEONE LIVING THE UNITY BRAND PROMISE?

Share your story with Educational Services at 368-3147

■ u.Net from page 4

is done through a secure online portal that keeps track of everyone who views or adds to the chart. This new technology offers a wealth of benefits for providers and patients. For example:

- Providers can quickly access records even when they're not on the floor
- The system enables a collaborative, comprehensive, multidisciplinary approach to patient care since the electronic charts are available anywhere, anytime, and to anyone who needs to access them—including specialists and other departments
- The system standardizes our approach for treating certain diagnoses and condition types
- The system's alerts and prompts will help enhance patient care and safety (for example,

physicians may see an immediate allergy and medication alert when entering an order)

Since physicians are entering medication information directly, this will help reduce transcription processing errors/omissions and the need for clarifying handwritten orders

- There is current, evidenced-based, best-practice information available right at order entry

- In fact, part of the committees' activities included site visits at hospitals which are currently using this technology—where they heard comments like "I don't know how we ever did this the old way!"

We will keep you informed as we receive more information and develop training schedules.

upcoming

EVENTS AND CLASSES

july

JULY 11

CELEBRATE SUMMER WITH UNITY HEALTH SYSTEM

10:30 A.M. - 3:30 P.M.

UNITY HEALTH SYSTEM TOTAL SPORTS EXPERIENCE

UNITY HEALTH SYSTEM CELEBRATES THE GREECE COBRAS ANNUAL SOCCER TOURNAMENT.

JULY 12

UNITY HEALTH SYSTEM FUN DAY AT SEABREEZE

SEABREEZE AMUSEMENT PARK, 4600 CULVER ROAD

TICKETS COST \$15, AND MUST BE PURCHASED BY JULY 9. AVAILABLE AT CASHIERS' OFFICES AT UNITY ST. MARY'S AND UNITY PARK RIDGE CAMPUSES, EDNA TINA WILSON LIVING CENTER, AND ACM

JULY 17

GROUNDBREAKING FOR UNITY AT SPENCERPORT

BIG RIDGE ROAD NEAR THE CORNER OF NORTH UNION

1:30 P.M.

JULY 28 AND JULY 30

MEET AND GREET AT THE VILLAGES

1471-1477 LONG POND ROAD, NOON

NOTHING PAINTS A CLEARER PICTURE OF LIFE AT THE VILLAGES THAN A FINE MEAL AND CASUAL TOUR WITH THE RESIDENTS. COME HAVE LUNCH WITH THE RESIDENTS, SEE THEIR APARTMENTS, AND ASK THEM ALL THE QUESTIONS YOU HAVE. PLEASE REGISTER FOR THIS FREE EVENT BY CALLING 723-7442 OR VISITING WWW.UNITYHEALTH.ORG/CLASSES.ASP

JULY 29-31

GIFT SHOP CHRISTMAS IN JULY SALE

PARK PLACE GIFT SHOP AT UNITY HOSPITAL

IT'S ONLY 6 MONTHS 'TIL CHRISTMAS- WHY NOT START SHOPPING EARLY THIS YEAR?

ALL CHRISTMAS MERCHANDISE IS 40% - 60% OFF FROM JULY 29-31.

august

AUGUST 1

WOMEN'S WELLNESS FAIR

THE MALL AT GREECE RIDGE, 10 A.M. - 4 P.M.

SPONSORED BY N.Y.S. SENATOR JOE ROBACH, OFFERS FREE HEALTH INFORMATION FOR WOMEN. UNITY DEPARTMENTS ARE INVITED TO PARTICIPATE IN THIS EVENT. CONTACT ANGELA MERADJI, PUBLIC RELATIONS COORDINATOR, AT 368-3738.

AUGUST 4-6

PARK RIDGE AUXILIARY HANDBAG SALE

AUGUST 4 FROM 10 A.M. - 3 P.M. AT UNITY ST. MARY'S IN THE WEST AUDITORIUM

AUGUST 5 & 6 FROM 7 A.M. - 4 P.M. AT UNITY HOSPITAL OUTSIDE THE CAFETERIA

PROCEEDS BENEFIT PATIENT CARE AT UNITY HEALTH SYSTEM.

AUGUST 17

JOSEPH P. PAVONE, JR. MEMORIAL GOLF TOURNAMENT

SHADOW PINES GOLF COURSE

FOR MORE INFORMATION, CALL UNITY HEALTH FOUNDATION AT 723-7050.

AUGUST 18

THOMAS & MARLENE CRANE MEMORIAL GOLF TOURNAMENT

VICTOR HILLS GOLF CLUB

FOR MORE INFORMATION CONTACT INFO@MARKSPIZZERIA.COM OR UNITY HEALTH FOUNDATION AT 723-7050.



Unity Health System recognized Nurses Week in early May with a variety of activities. Sue Shady, Unity chaplain, presented "Hope in the Midst of Suffering" and held Healing Hands ceremonies at Unity Hospital and Unity St. Mary's Campus. Shown at St. Mary's is Cynthia Spencer (l) and Sue Shady (r). Thank you to all of the nurses and staff who participated, and to the planning committee members who worked hard to make it a special week.

UNITY scenes

Staff members from Centralized Patient Scheduling and their families participated in Relay for Life at Apollo High School. The event celebrates cancer survivors and raises funds for the American Cancer Society. Participants included (left to right): cancer survivor Diane Czebatol, Alicia Garofalo, and Kathy Gilluly with her grandson, Jacob.



In honor of Flag Day, a Flag Day Celebration was held at The Villages on June 12. Flags from the Unity Park Ridge Campus were retired in a special ceremony. Pictured from left to right are: Dawn Byfield, Daneane Nucci, and George Duford.

**Submit your photos for
Unity Connection in print
and online! Email them to
unitynews@unityhealth.org**

Several teams of Unity Health System employees participated in the Chase Corporate Challenge. Among them were this team from Evelyn Brandon Health Center (left to right) Laura Peet, Amy Lyons, Carol Kelly, Sue Tufts, Barb Falk, Kathy Auberger, Leigh Rupert, Mary Warchocki, and Sandy Nucelli. Unity had the second largest team in the Chase Corporate Challenge with more than 200 participants.





Residents of Unity Living Center celebrated a "ball park" themed luncheon in May. Staff decorated the dining and recreation rooms, and staff dressed in baseball jerseys and hats. Residents also had a chance to play an interactive game of baseball on the Living Center's new Wii system.

The Wii video gaming system was a gift from Unity's Food and Nutrition department at St. Mary's. The food service staff raised the money through donations of spare change taken at the cafeteria cash register. Mario Visic, a food service staff member, donated his personal change collection from home totaling over \$25. The food service staff purchased the Wii system, an extra remote, and a game for the Living Center.

Congratulations to Donna Hill, R.N. charge nurse, for receiving the Edna Tina Wilson Living Center 2009 Employee of Distinction Award. Donna (l) is pictured here with Patricia Rubien, vice president. She was recognized for her exceptional customer service skills and embracing the Living Center's teamwork philosophy.



NEW!!

Unity Connection and a 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.

UNITY scenes



Children's Institute recently awarded Pathways National Accreditation to Park Ridge Child Care Center (PRCCC), located on the Unity Park Ridge Campus. PRCCC is the first child care center in Monroe County to acquire this prestigious national accreditation, marking the Center's commitment to delivering high quality child care. Park Ridge Child Care Center recently celebrated with (left to right) Robert Franklin, deputy commissioner, Monroe County Human Services; Pam Mroczek, PRCCC; A. Dirk Hightower, executive director, Children's Institute; Connie Valk, Early Care & Education specialist, Children's Institute; Barbara Cutron, chairperson PRCCC Board of Directors; Tracey Frank, PRCCC; Stewart Putnam, Unity executive vice president and chief operating officer; and Patricia Nowak, president of PRCCC Board of Directors.

A PERFECT GIFT FOR SUMMER

is now available at the Park Place Gift Shop!

Garden Factory gift cards in \$25 denominations will be sold on an ongoing basis as a fundraiser for the Park Ridge Auxiliary. Proceeds from the gift cards go to benefit patient care at Unity Health System.



Unity Recognized for Infection Prevention Efforts

Unity Health System has been recognized for several initiatives in Infection Prevention & Control.

Unity's entry into the Healthcare Association of New York State's (HANYS) 2009 Pinnacle Award for Quality and Patient Safety, *Culture Change: Transition from Infection Control to Infection Prevention*, was ranked in the top tenth percentile. The award, established in 2001, recognizes significant achievement

by members in quality improvement and patient safety.

Unity Hospital has achieved other milestones in Infection Prevention and Control as well. In the recently released New York State Health Department (DOH) second annual Hospital-Acquired Infections, New York State 2008 Report, Unity Hospital had no surgical site infections among 168 elective colon surgeries, making it significantly better than the state average of 4.4 infections per 100 procedures.

A multi-year initiative at Unity Hospital has also resulted in reducing the rate of ventilator associated pneumonia (VAP) to zero infections in 2007 and keeping it at that rate for the past two years. Ruth Curchoe, R.N., M.S.N., C.I.C., director of Infection Prevention & Control, said the staff of the I.C.U. has taken several positive steps in the 20 bed unit to reduce the infection rate

The head of the bed is kept at a 30 degree angle, the recommended position to prevent aspiration of saliva and an oral care regimen designed specifically for patients on ventilators was implemented. These two modifications brought the rate of VAP down to zero. In addition a vigorous effort has been made to maintain blood glucose at a lower range for all patients on the ventilator. Recently a chlorohexadrine rinse has also become part of the patient's oral care.

"I commend the staff of the I.C.U. at Unity Hospital for their work in reducing the incidence of ventilator associated pneumonia," said Curchoe, "and for their incredible accomplishment of maintaining a zero incidence for the past two years."

Peggy Hurst, R.N., in the I.C.U., agrees. "None of this could be accomplished without the complete dedication of all the staff in the I.C.U., including nurses, technicians and providers, to ensure that our patients have the utmost in quality care," she said.



I.C.U. staff members celebrate achievement. (Rear 1 to 7) Natalie Morabito, Colleen Spooner, Joanne Hessney, M.D., Melissa Compton, Nan Stell (front L to R) Vicki Hinkel, Ana Burgado, Sandy Roland

Congratulations

A graduation ceremony was held on June 11 to celebrate Unity Health System's most recent graduates of the School at Work (SAW) program. The SAW Program helps prepare participants who are interested in medical careers for college or career advancement. The nine month program, which began in September 2008, offered the students the opportunity to sharpen their grammar, math, English, reading, and computer skills as well as learn new concepts such as medical terminology, anatomy & physiology, and ethics.

The students came from a wide range of Unity sites and services including: Food and Nutrition Services, Unity at Home, Patient Scheduling, Mental Health, Environmental Services, Health Reach, and Surgical Services.

Unity is proud to offer its employees the opportunity to participate in the SAW Program. We will be starting a new session in September 2009. Please stay tuned for more details.

Congratulations to our graduates!

SCHOOL AT WORK GRADUATES!



Back Row from Left: Deanna Hogan, Melissa Kelley (SAW Coach), Belinda Pacheco
Front Row from Left: Editha Carmemella, Nancy Chatterton, Diane Czebatol, Michelle Esquejo
Not Pictured: Oliemae Bennett and Serita McCadney

news BRIEFS



Ruth Curchoe, R.N., M.S.N., C.I.C., director of Infection Prevention & Control, won the Association for Professionals in Infection Control and Epidemiology (APIC) NYS Western Finger Lakes Chapter Award for Excellence in Leadership. She was honored at the National APIC conference in June.

Alise Gintner, manager, Community Perinatal Programs, Healthy Start Center/Healthy Moms is the recipient of the direct service award from the Perinatal Network of Monroe County.

Unity Health System Corporate Communications Department won a silver award in the television ad/single category of the Healthcare Marketing Advertising Awards for a joint replacement television spot. A radio ad for Unity Chemical Dependency won a bronze award in radio advertising/single.

Give your loved ones the gift of safety with the Unity HealthCall emergency response system.

Unity HealthCall is an affordable 24-hour emergency response system that gives subscribers the confidence and freedom to live on their own. One press of a small, waterproof button, worn as a necklace or bracelet, activates the Unity HealthCall system. In seconds you or your loved one can be in touch with a highly-trained, caring operator, who assesses what kind of help is needed.

With Unity HealthCall, you can rest assured that you or your loved one is safe and secure. Unity HealthCall is always there, 24-hours-a-day, seven-days-a-week, at the push of a button.

For more information call 723-7444. Gift certificates are available. Unity employees receive a 10% discount on the service.

C.N.A. Training Sessions starting in September

Unity offers a paid training program to become a Certified Nursing Assistant (C.N.A.). If you are interested in starting a career in patient care – becoming a C.N.A. is a great start. It's also a great summer job for high school seniors or college students!

As a C.N.A. you'll provide hands-on care to older adults and people with disabilities and degenerative diseases in a skilled nursing facility. The next C.N.A. training session starts on September 14. After successful completion of the seven week course you will be eligible to get your certification as a C.N.A., and start your patient care career at one of Unity's Living Centers.

Apply today – the September class is filling up quickly! Internal candidates can apply using the Career Track process.

For more information about the class and qualifications, visit www.unityhealth.org/jobs/CNA-HHA_Training, or contact Caitlin Conlon, Human Resources coordinator, at cconlon@unityhealth.org.

H.H.A. Training Classes Offered

Unity at Home offers Home Health Aide training classes throughout the year. If you have a friend or family member interested in starting a new career in health care – becoming a Home Health Aide is a great start.

H.H.A.'s help the elderly, sick, and disabled maintain their safety, health, and independence in the comfort and convenience of their own homes. The next H.H.A. training session starts on September 8. The training program is a daily, three-week course. Upon successful completion of the course, you have the opportunity to get your certification as a Home Health Aide and apply for a position with Unity at Home.

For more information on qualifications and employment opportunities for both programs, visit www.unityhealth.org/jobs/CNA-HHA_Training

Applications are being accepted for the September 8 session – apply online at www.unityhealth.org/searchjobs, and enter 09-109 in the keyword box.

Support for Managing Diabetes

Do you have diabetes, or do you have a friend or loved one with diabetes? Day-to-day management of diabetes can be challenging – that's why education is so important. Studies show that diabetes education can actually improve blood sugar control, and good diabetes self care can reduce diabetes-related complications by up to 80%!

To provide this extra support, Unity offers diabetes self-management classes that are held at the Unity Diabetes Center, conveniently located at Lee and Lexington. Covered by most insurance providers, some require just one co-pay covering all four weeks of education (co-pays are waived for Unity employees and their dependents).

Our four-week Managing Diabetes program is offered at a variety of times, and is open to you and a guest (at no additional charge). The classes are led by certified diabetes educators. Topics include learning about carbohydrates, preventing high and low blood sugar levels, medications, and preventing diabetes-related problems.

Classes are filling up now for our fall sessions. Call 368-4560 to register, or share the information with a friend or loved one who could benefit from our classes.

Monday evenings from 6:30 p.m. to 8:30 p.m.

August 10 through August 31
September 14 through October 5
October 12 through November 2
November 9 through November 30
December 7 through December 28

Tuesday mornings 9:00 a.m. to 11:00 a.m.

August 4 through August 25
September 8 through September 29
October 6 through October 27
December 1 through December 22

Thursday mornings 9:30 a.m. to 11:30 a.m.

August 6 through August 27
September 10 through October 1
October 15 through November 5



Printer Cartridge and Cell Phone Recycling

Individual departments within Unity can now get their own "Imagine It" recycling bin, which are currently in the lobbies of Unity Hospital and Unity St. Mary's Campus. Used inkjet or laser cartridges, old cell phones, and PDAs can all be recycled in the "Imagine It" bins. Unity Green Team gets funding in return for the recyclable items to use to further its "green" efforts. Since October, Unity Green Team has received over \$300.

If your department would like to have its own "Imagine It" bin, call 585-872-5802 and request one.

Imagine It!

Exciting Changes Coming to the Cafeterias!

Listen up coffee lovers

A "well-recognized" brand of coffee is coming to Unity! The switch to the new coffee brand will happen in July. And with it comes another effort by Food & Nutrition to further their efforts to "go green," says Graham Lodge, manager, Food and Nutrition, and the new chairman of Unity Green Team.

"The new coffee will be accompanied by new, more eco-friendly cups," says Lodge. The cups will be made of paper, rather than Styrofoam. There will also be eco-friendly sleeves, to protect hands in case the cup feels too hot.

This follows a change in plates, from Styrofoam to bio-degradable paper, back in April. "The change has received positive reaction from Unity staff," says Lodge. There is no extra charge to staff for the plates, even though it comes at an increased cost for Unity. "It was important to us to make this change, so we went to our supplier and asked them to help us off-set the cost in other items that we purchase from them," says David Karpowich, director, Food and Nutrition.

The napkins Unity has been using for the past couple of years are made up of post-consumer waste. And to help reduce the amount of cups used, the cafeterias also offer a 10¢ discount on refills if you purchase a travel mug or bring in your own mug to fill.

The Food & Nutrition department continues to investigate other ways to help Unity reduce waste and become more eco-friendly.

In Memorium



Mary Ann Sommer was a physical therapist who had the pleasure of working with Unity Health System for 11 years. Sadly, Mary Ann recently passed away from her battle with leukemia. I want to take this time to sincerely thank not only the Physical Medicine and Rehabilitation department, but also all the other staff throughout Unity, including Social Work, Nursing, etc. who showed such care concern and support for Mary Ann and her family.

Mary Ann was a wonderful person, who was very proud of the fact that she worked for such an amazing community at Unity. She had good reason. Unity has gone above and beyond. They gave her and continue to give her family, the true sense of friendship, family and love. Thank you so much to everyone.

Sincerely,
Jolene Olsowske
(excerpted from letter)

Shared Governance Council Holds Meeting

More than 150 Unity employees attended the recent Shared Governance Council annual meeting and picnic. All staff unit council leaders presented their respective accomplishments and plans for the remaining 2009 and for 2010.

"Shared Governance is a shared decision making model that engages all members of the healthcare team to have a voice in decision making thus encouraging diverse and creative input that will advance the mission of the organization," says Candace Smith, Unity Hospital Vice President Nursing/Patient Care Services, Chief Nursing Officer. "It has and continues to be a strong indicator of service and clinical excellence."

Shared Governance leads to enhanced patient safety, overall staff, physician and patient satisfaction. There are 4 principles of shared governance that are incorporated in the model: Partnership, Accountability, Equity and Ownership.

Our model at Unity is based on cross functional team sharing that has encouraged care delivery standardization across units and team work at a much higher level.

"It is with strong leadership and dynamic nursing that has made this successful," says Candace. "I am extremely proud and honored to work with such a wonderful and caring group of people."



Joseph Salipante, M.D., vice president, Medical Affairs, (in photo) discussed the vision related to collaboration and partnership with Hospital Nursing and the Medical Staff. Manuel Matos, M.D. chief of Unity Hospitalist Service, and Albert Jones, M.D., chief of Unity OB/GYN, were also there to thank the nurses and the team for their efforts in delivering high quality, safe and compassionate care.

A LETTER OF thanks

Dear Director of the Emergency Department,

This is to inform you that extraordinary is a word to describe one of your employees, Doug Pesch.

We were there with a family member on Saturday 4/25/2009 and even though it was a very trying day – one person made it much more tolerable. The extra care and real compassion (along with a great sense of humor) really made a difference in our stay in Emergency, and I felt it should be duly noted that he went above and beyond the call of duty. It is nice to know that we have people in the health care system that are truly a Godsend.

Sincerely,

Susan and Dom Calisto

Unity Health System Leads the Way in EMERGENCY MANAGEMENT

Unity Health System is beginning the process of phasing out the emergency color code system of paging overhead messages like "Code Blue," "Code Green." In its place, we will start implementing a new, plain language format. This new format will consist of paging overhead a condition, followed by what action should be taken. This move, a first in this region, will bring Unity Health System in further compliance with National Incident Management Standards (NIMS). The plain language will foster clear communication providing consistent definitions throughout the system as well as clear and concise information.

In reviewing the color codes it was found that there was no consistency across the nation, state, region, or even among the local hospitals or within the system. This allowed for confusion among staff, especially staff who travel within different local health systems. The new plain language system will make training easier and help employees retain the information better. The clear terms and directions should eliminate the need for "cheat sheets" and the new plain language format will ensure quick response and appropriate patient care.

The changes are planned to begin in mid-September. Look for more information to follow and questions can be addressed to emergency_management@unity-health.org.



Pharmacy Team Fills Unity's Prescription for Savings: Exceeding Its VAP Goal by More Than 60 Percent!

Working closely together, the Pharmacy group and Medical staff have saved over \$1 million in just a few months.

"What we were able to achieve in a short amount of time is just amazing," says Shashi Patel, Pharm.D., Director of Clinical Pharmacy Services for Unity Health System. "From the Chief of Medicine to Administration and Pharmacy staff, everyone helped. I've been here for 21 years, and I still see that strong Unity spirit and team approach!"

The team identified ways to streamline costs and increase the effective use of specific drugs. This will ultimately enhance patient care as we reduce expenses. In some areas, the team has seen immediate cost reductions, and in others, we'll see the savings longer-term.

"Clinical cost-saving initiatives are different from other areas. We can't just change vendors or renegotiate pricing—we have to carefully consider the impact on patient care, the efficacy of the drugs we're evaluating, and where and when to apply potential solutions," Ms. Patel explains. "Some people think the first option is to look at generics, and while we do consider these, we work to find the best equivalent options available—and that's not always the generic version."

One key initiative involves moving from broad spectrum antibiotics to more narrow spectrum choices. The Pharmacy staff reviews patients' charts and identifies issues that indicate a need for a specific type of antibiotic. They then recommend those antibiotics as the most effective treatment for that patient.

"We've developed criteria for the appropriate and correct use of antibiotics," says Joseph Salipante, M.D., vice president, Medical Affairs for Unity Hospital, who has been an integral part of the Pharmacy team. "Indiscriminate use of broad spectrum antibiotics can lead to patients developing higher resistance and side effects, making some diseases more difficult to treat. So our goal is to encourage the judicious use of antibiotics—using the most effective drugs and enhancing patient care."

There is a thorough review process: recommendations go through the Pharmacy and Therapeutics Committee and Medical Executive Committee. This typically takes about three months if it works well, and in some cases, up to six months if a situation needs more in-depth study.

V A P
Value Analysis Plus
Uncovering Opportunities for Savings



"We've gone through this process for a number of drugs," says Dr. Salipante. "We're careful to substitute drugs that are proven to have the same efficacy, but at a lower cost."

"We've been working with all types of physicians and surgeons—we bring everyone to the table to agree before we move forward," says Ms. Patel. "We appreciate everyone's efforts to expedite the process this year—this initiative was added to everyone's regular workload, but we all made the time to discuss solutions. And the results of this teamwork have been tremendous!"

"These additional cost savings will allow us to continue to staff appropriately, provide much-needed services and programs, and fulfill Unity's mission of making a positive difference in the lives and health of our community," adds Dr. Salipante.

"It doesn't stop here: it's a continuous process, and we're constantly looking for ways to improve efficiencies and reduce costs," concludes Ms. Patel. "We'll continue to build on our success and look for new opportunities."



Members of the V.A.P. Pharmacy team (from left to right): Joseph Salipante, M.D., vice president, Medical Affairs for Unity Hospital, Pamela Dunning, Pharmacy purchasing supervisor, James Della Rocco, director, Pharmacy Services, and Shashi Patel, Pharm.D., director of Clinical Pharmacy Services.

UNITY e-talk

Got a question for Tim McCormick? Submit it to Unity E-Talk by visiting the Unity intranet and clicking on "Unity E-Talk" under "Quick Links."

Q. Despite Unity's policy to eliminate smoking within 50 feet (I believe that is the rule) of the buildings, this does not seem to be enforced. After looking around, I notice few, if any, signs that proclaim this as the rule. Time and again, I see employees standing at main entrances, employee entrances, side entrances, etc....smoking away. This is very unhealthy for all of us, with second hand smoke being proven to be more harmful than the smoke the smokers inhale themselves. How about, "NO SMOKING BEYOND THIS POINT" signs that I see at other businesses? How about some enforcement of this rule? I am a happy Unity employee, with the exception of this matter. Please help.

A. Thank you for sharing your concerns about a very challenging topic. Unity Health System is committed to improving the health of our community, our patients, and our workforce. Our Clean Air Policy prohibits smoking inside all Unity owned and leased facilities and vehicles; designates numerous tobacco-free zones on our campuses, and restricts smoking away from main entrances and walkways. On our two main campuses, Park Ridge and St. Mary's, smoking is restricted to smoking huts strategically located away from main entrances and walkways.

Through the years we have made ample investments in signage, particularly exterior signage, to clearly communicate our policy, to identify where smoking is prohibited and direct smokers to the designated locations. Unfortunately, enforcement is difficult and we do not have ample staff to monitor compliance around the clock.

I appreciate your efforts to inform others about our policy, and I encourage all fellow employees to inform each other and our visitors about our policies. While more signage will not improve the situations you describe, I have asked our Corporate Communications staff to place reminders in upcoming Unity publications to remind members of the Unity Family about our policies. POSTED 5-27-09

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 Unity facility

Aaron Anderson, P.T.	Cassandra LoBrutto
Linda Baxter, R.N.	Caitlin Marron, R.N.
Connie Beck, R.N. **	Susan Marrone, R.N. **
Catherine Benjamin, P.A.	Debbie Maynard
Jim Brough, C.A. **	Zack McMullen, C.A. ***
Richard Cherkis, M.D.	Maureen McNamara, R.N. **
Sheila Connor, P.A.	Anna Morreale, P.T.
Everett Cragle, R.N.	Ann Pellman, R.N.
Melissa Deady, C.A.	Doug Pesch, R.N.
Theresa Early, L.P.N.	Brij Rekhî, M.D.
Robin Enderlin, R.N. **	Jeff Resch, R.N.
Sheila Englert	Barb Richards
Daniel English, R.N.	Lisa Ryan, R.N. ****
Sheri Faggiano, R.N.	Angela Salemi
Lauren Feola, P.T.	Mary Scanlon
Linda Fiore	Fannie Schapiro, M.D.
Cathy Flynn, R.N. **	Sue Sepanik, M.D.
Christopher Foote, C.A.	Patty Simmons
Francesca Gatti, C.A.	Joshua Smith, R.N.
Angela Gause, C.N.A.	Melissa Taddeo, L.P.N. **
Norma Grip, L.P.N.	Pat Taylor, R.N. ***
Terry Gumina	Monica Wallace, L.P.N.
Patty Hart	Jamesine Williams, M.D. **
Elaine Marie Hess	Deborah Wellington, R.N. **
Sheryl Holley, M.D.	Colleen Yacono, R.N.
Srinivas Jonnala, M.D.	Cathe Young, L.P.N.
Daniel Kelleher, R.N.	
Vera Kvaschenko	*indicates number of times
Susan LaCure, N.P.	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 April 12 through June 2, 2009

James Abner	Latreshia Carvin
John Andreano	Christina Celentano
Len Angie	Lisa Cerqua
Bruce Auburn	Rachel Cherian
Gwen Bacher	Andrea Cincotta-Rivera
Judith Bagley	Teresa Cioppa
Julie Elizabeth Bailey	Michelle Cipolla-Aponte
Shelly Baker	Ivonne Clement
Lawrence Balicki	Terrance Clemont
John Barone	Casey Cline
Dana Barrett	Susan Coffey
Tausca Bean	Ralph Cooley
Melinda Benman	Carrie Cooper
Cierra Bliss	Chad Coughlar
Laura Bronson	Nina Crespo
Kelly Brown	Brittney Curtiss
David Burns	Janine DeLorme
Krista Campbell	Tara Dieterle
Mark Campbell	Frederick Dittman
Sandy Carpenter	Robert Drew

Carol Duerr
Lauren Ehrmentraut
David Erath
Remona Ervin
Philip Ewell
Margaret Finucane
Tom Finucane
Teresa Flaherty
Patricia Rournier
Sorimar Garcia
Jennifer Gates
Marc Gaudette, M.D.
Karla Germano
Norma Grip
Carol Hall
Kristen Marie Hannan
Christine Hannah
Josephine Herendeen
Karen Herzog
Patricia Hoag
Janyce Holley
Susan Hopkins
Rose Hudson
Shameka Humphrey
Krista Ingalls-Thomas
Marcy Jock
Michelle Kacprzak
Elizabeth Kennedy-Gebo
Carla Kraemer
Kelly Leckie
Taylor Listowski
Graham Lodge
Debra Luksich
Michael Mallette
Debra Maloni
Patrick Manfreda
Michael Marszalek
Manuel Matos, M.D.
Laurie McMenemy
Kate Miller
Vesna Mirkovic
John Mueller
Tad Murphy
Tatyana Neveleva
Maureen O'Donnell

Randall Olson
Kimberley Ann Oropeza
Jennifer Panessa
Brett Park
Robert Patterson
Douglas Pesch
Aramilys Perez
Elizabeth Perry
Tracy Perry
Donald Phillips
Christine Reber
Stephanie Reisman
Ashley Rodas
Jose' Rodriguez
Brenda Rodwell
Ruairidh Rossiter
Yon Rypkema
Valerie Ann Sable
Michael Scherbyrn
Remee Shabazz
Karan Sharma
Jennifer Sikorski
Brooke Smith
Jennifer Smith
Nancy Sprague
Kyle Steele
Nanette Stell
Robin Sullivan
Deborah Testa
Phonepaseuth Thadsamany
George Thomas
William Thousand
Bonnie Urban
Wendy Urschel
Caitlin VanDeluyster
Mario Visic
Clifford Warren
Janel Welch
Kimberly Wilber
Michelle Williams
Barbara Willis
Kathryn Wilson
Lauren Wittman
Lori Wysocki

Cheryl Lambo
Deborah Landers
Barbara Lingg
Elena Logan
Eugene Love
Jessica Maiuri
Patrick Manfreda
Jason McClung
Kellie McCracken
Rita McKeon
Christine McKinley
Diane Molinari
Alexander Penn
Janet Pettinato
Rachael Pruner
Fantasha Ray
Karen Robinson
Linda Ann Rodriguez

Mayeline Santiago
Mayra Santiago
Patricia Schultz
Karoline Schulz
Danielle Siebert
Laura Sinada
Brian Smith
Chassidy Smith
Debra Smith
Colleen Staryszak
Christy Lee Thurman
Jessica Lynn Torregrassa
Nhung Diep Tran
David Robert Wallenhorst
Lashauna Williams
Davonya Wilson
Karen Lynn Young
Joseph Zabitchuck

10 Years

Linda Annlot	Shelby Miceli
Howard Beach	Kathleen Moore
Connie Beck	Dinesh Nanavati, M.D.
Kim Capaldo	Michele Norris
Margaret Civitello	Maryellen Reese
Michelle Cole	Juan Rosa
Rhoda Court	Sherry Ann Smith
John D'Sousa, M.D.	Kristin Tabone
Barbara Falk	Valerie Tillman
Claire Green	Carol Trombley
Donna Hill	Stephen Wahls
Xuan Hoa	Roxanne Williams

15 Years

Lynn Allen	Jean Glanville
Mary Braaten	Barbara Gray
Myra Brown	Patricia Lawrence
Theresa Cavuoto	Gayle Ellen Markle
Teresa Dimarzo	Patricia Nowak
Mary Ellen Edwards	Anna Phichith
Beverly Elliott	Jennifer Piedmont-John
Patricia Frearson	Karen Shepard
Matthew Gagnon	Linda Wiesmore

20 Years

Veronica Bellman	James Meyer
Thomas Bommelje	Audrey Newell
Marigrace Brenner	Sonia Prescod
Ella Bretten	Sheryl Richardson
Toni Cipolla	Irene Rogers
Laurie Hards	Nelsa Roman
Patricia Herzog	Donna Rosenthal
Eluned Laing	Carol Ryan
Christine Libutti	Shawn Siconolfi
Judith Lui	

25 Years

Helen Bohrer	Bernadette Glotzbach
Linda Dayton	Constance Zambelli

30 Years

Katejean Amato	Anne Johnson
Anita Cassano	Lori Kennedy
Patricia Corey	Rosanna Mitchell
Karen Coyle	Patricia Ryan

Congratulations

to the following dedicated employees who celebrated 5 years or more of service to Unity from April through June 2009.

5 Years

Diana Adam-Podgornik	Natalie Figueroa
Pamela Allen	Tobin Foryt
Rebecca Anderson	Christine Gianvecchio
Fernando Angulo	Grace Gleba
Pam Annala	Ellen Golden
Tameka Ball	Audrey Grape
Jamie Bellave	Amanda Guevara
Cheryl Bennett	Rachel Hare
Marli Bernstine	Vernon Harmon
Kelly Bidwell	Benita Harper
Mary Bopp	Bridget Hartson
Tina Brickler	Jennifer Hartwig
Troy Brown	Cheryl Hayden
Sharon Butcher	Kendra Hayle
Leslie Casey	Melvina Hill
James Clark	Cassandra Ann Hyde
Diane Cockrell	Darlene Inclema
Dawn Cruz	Suzanne Johnston
Wendy Dysart	Aameera Khan, M.D.
Shelley Fess	Regina Kosiorek