

Unity Connection



CORE VALUE OF LEARNING

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

An Incomparable Learning Experience: The Unity Residency Program

For nearly 100 years, Unity has been part of the Rochester community's physician education efforts. It was around 1912 that St. Mary's Hospital welcomed its first class of interns. National formal recognition of residency programs began in the 1940s, and St. Mary's Medicine Residency Program achieved this accolade from the American Medical Association in 1942. Since the inception of the program, hundreds of physicians-in-training have participated.

Graduates of Unity's Residency Program take many paths, including fellowships, academic general medicine, or becoming subspecialists, geriatricians, primary care physicians, or hospitalists. In the last 25 years, approximately 250 people have done residencies at Unity, and many of these talented physicians have remained with the Health System.

Aameera Khan, M.D., is one of them. She did a three-year residency at Unity, became Chief Resident for a year, and moved into a Hospitalist position.

"I've had a very good experience – Unity's



Aameera Khan, M.D.

Residency Program is excellent, and it has really grown over the last five or six years," said Khan. "Unity is a close-knit place, just like a family. It's a very comfortable environment, especially



Aarati Poudel, M.D.

for people who are coming in from outside of the U.S. Everyone at Unity is so professional

Continued on page 2

Message from Warren: The Core Value of Learning

Core Values are the deepest beliefs of an organization and are what an organization is most passionate about. From time to time, we review our Core Values to ensure that we are focused on what's best for the people we serve, for our community, and for you. When the senior leadership team and I reviewed these earlier this year, we set out to identify the principles that define who we are and what is most important for our future. We determined the following elements of our organization are of utmost importance to us and they are now our Core Values: People, Excellence, Learning, and Results.



Warren Hern

The focus of this issue of Unity Connection is the Core Value of Learning, which we support in many ways. For example, we have tuition reimbursement programs for those who seek to continue their academic education in support of career advancement. In 2009, the program paid over \$356,000 in financial assistance to staff.

We offer School at Work (SAW), which provides staff the tools they need for professional growth. We applaud people like Nereida Mercado, a medical assistant at Unity Ob/Gyn at Ridgeway, who graduated from SAW earlier this year and is now seeking to earn her LPN degree. Since we began SAW in 2006, a total of 41 Unity people have completed the course and have gone on to gain promotions, go back to school, or are preparing to return to school.

We also congratulate our people who have completed LEAD (Look at the possibilities, Evaluate expectations, Activate commitment, Develop Trust). In its fourth year, LEAD participants meet every week for discussions and exercises that help them enhance their leadership abilities. A total of 113 people have gone through the program; 13 have received promotions.

We support the Core Value of Learning in our community. Our partnerships with local colleges provide on-site training to students who are the clinicians of the future. Those partnerships include a training program for physician assistants with the Rochester Institute of Technology and nursing internships with our local colleges. Of the 18 nurses who completed their in-

Continued on page 2

Unity Education Services is Committed to Facilitating Lifelong Learning



The Education Services Team (l to r): Caren Jennings, training associate, Kim Graham, director, Dee Halquist, coordinator, and JoAnn Trzcinski, nurse aid training program coordinator/educator

Unity's Education Services team is dedicated to helping employees reach their career goals. Providing growth opportunities for our workforce is the team's mission – and they offer training on everything from customer service to clinical instruction to "soft skills" like computer literacy and leadership.

Their successful programs include School at Work (SAW) and the LEAD (Look at the possibilities, Evaluate expectations, Activate commitment, Develop trust) programs.

School at Work (SAW) is designed to prepare employees to go back to school, get promoted, improve their professional skills, and/or gain new knowledge and skills to help them grow personally and professionally.

"Employees and managers were looking for ways to help Unity keep and develop the talent that exists within our entry level staff," explained Graham. "The SAW program lets us help employees with skills like math, writing, interviewing, college prep, and health care re-

lated subjects that they can put into practice immediately on the job!"

For the past four years, eight to 14 students each year have participated in the program. The program requires at least two hours of class time each week, as well as approximately two to eight of homework each month.

"SAW was well worth my time," said Deborah Fox, account representative for Unity Financial Services. "It was a great learning experience – I really enjoyed working with classmates on problem solving, and I improved some skills that help me now with my work."

Another successful program that's run for the last four years is LEAD. Employees are nominated by their department managers for this program, which helps develop their leadership skills. The group meets for 90 minutes each month. Employees have the opportunity to network with other future leaders of Unity, develop and fine-tune their presentation and leadership skills, share ideas, and discuss leadership scenarios.

"The program was great – it really made people come out of their comfort zone," said Nancy Herb, a recent LEAD graduate who works in Unity's IT Department. "It was fun,

Continued on page 4

Seabreeze

Edna Tina Wilson
Living Center co-workers
and long time friends,
Dianne Boone, LPN (left)
and Carol Chapman,
supervisor, enjoyed the
Seabreeze Day together.



Tina Grann, finance information analyst II, brought her children to Seabreeze Day. (l to r): Julia, Maryssa, Tina, and Joe Grann. Ava Grann in stroller.



(l to r): Korina Thousand
Bill Thousand, maintenance
specialist, Facilities
Engineering, Daniel
Scacchetti, and Beverly
Scacchetti, senior secretary,
Unity Health Foundation.

(l to r): Geneva Nichols,
Michael White,
and Kailey Castro



2011 Open Enrollment Starts October 21!

Now that fall is approaching, it's time to begin thinking about benefits selections for the coming year. Open Enrollment will be held from October 21 through November 12. Enrollment information will be distributed with paychecks on October 21.

Open Enrollment Process

Unity will be moving to online enrollment this year. Employees may use their work or home computers to access the online enrollment site. Computers will be available at Unity Hospital and Unity St. Mary's Campus during the Open Enrollment period for those who don't have access to a computer at home or at work. Members of Human Resources will be present at specific times to assist employees with the process. Unity will be extending Open Enrollment from two to three weeks. However, there will no longer be an additional week to submit changes after employees receive confirmation forms. More information will be available in the coming weeks.

New Vision Plan

Unity will offer a supplemental vision plan in 2011. This plan will provide additional coverage toward eye exams and eyewear for employees and eligible dependents. Unity will continue to offer the current vision benefit within the health plans; this benefit will be optional.

Health Care Reform

Health Insurance

There will be no significant changes in the current health plan coverage, however, there will be a change in the dependent coverage age limit. Unity will extend health coverage to adult children up to age 26 beginning January 1, 2011. Employees will be able to add

eligible dependents to their health insurance coverage during Open Enrollment. (Eligibility must be verified by submitting the child's birth certificate.)

Medical Flexible Spending Accounts (FSA)

Health Care Reform will also impact medical flexible spending accounts (FSA). As of January 1, 2011, over-the-counter items classified as "drugs and medicine" will no longer be eligible for reimbursement under medical FSAs without Certificate of Medical Necessity from a physician. The drug and medicine classification includes items such as allergy and sinus medicine, cold and flu products, and pain relief remedies. Over-the-counter items considered "not drug and medicine" will still be eligible for reimbursement under the medical FSA. Examples include band-aids, contact lens solution, first aid, and diabetic supplies. Further details will be included in Open Enrollment materials.

Current Summary Plan Descriptions on the Unity Intranet

Summary Plan Descriptions (SPDs) which provide details of Unity's existing benefits plans through the rest of 2010, are now available on the Benefits page of Unity's Intranet. Updates have been issued for Unity's health, dental, 403(b)/401(k), and AD&D (Accidental Death & Dismemberment) plans and include information such as the 2010 health and dental rates. The newly-released SPDs are noted with "2010" after each title.

The SPD documents may be found on the Intranet by clicking on the Human Resources tab. Those who have questions about the documents or need a paper copy, can call Human Resources at 368-3139.

Residency Program *from page 1*

and helpful – it really stands out."

She notes that a supportive environment is essential for physicians in a residency program ... "Unity is like a second home to me – in fact, when you're a resident, you spend more time here than you do at home!" explained Dr. Khan. "It says a lot that someone would want to stay on in a place after going through a residency there."

While Unity is growing and expanding, the personal connection is very most important to residents. "You don't get lost in the crowd," said Khan. "When you meet people here, you remember them and they remember you!"

One of those people is Saadia Sherazi, M.D. Originally from Pakistan, Sherazi spent three years as a resident at Unity, then became Chief Resident for a year. She left to pursue a fellowship, and returned once she finished.

"Unity has a family atmosphere – I had very strong ties with the faculty and staff that brought me back, and it was an easy transition," Sherazi explained. "From the very beginning of my residency, I felt welcomed by staff and colleagues.

The attending physicians were very helpful; they asked about your goals, and had the resources to help you with whatever you wanted to do next. And the staff in both the Department of Medicine and Unity Hospital really made a positive difference."

Today, Sherazi is part of Unity's General Medical Unit faculty, working with current medical residents in both inpatient and clinical settings to provide the same great experience that she had!

Aarati Poudel, M.D. is a first-year resident from Nepal who joined Unity in July – and her experience has already been a very positive one.

"I came to Unity fresh out of medical school, and I've found the people friendly and approachable here," said Poudel. "This has been the best experience – it's much different from being a student!"

"Some hospitals had you interviewing with 20 people in the same day, but Unity was more like four or five," she noted. "I could see right from that moment that there was a difference here!"

Message from Warren *from page 1*

ternships this summer with Unity, 17 have been offered and accepted positions with us. ACM Medical Laboratory partners with BOCES 1 in Fairport. Phlebotomy and specimen processing students work at ACM as interns.

We are proud of the Department of Medicine's Graduate Medical Education Program. Applications for the Program come to us from around the world. Many of the residents, like our recent graduates, Deerajath Lingutla, M.D. and Mahesh

Krishnamurthy, M.D., stay with Unity and continue to serve our community.

Learning shouldn't stop. As an organization, we need a workforce that, in this rapidly changing world, embraces education. In our quest to become a recognized Top 100 employer, Unity supports opportunities of growth and learning, and seeks to maintain an environment where the paths of learning are accessible, and our people's vision for professional growth can, and does become a goal achieved.

living well AT UNITY

The Centers for Disease Control and Prevention (CDC) estimates that more than 200,000 individuals are hospitalized and about 36,000 die each year from influenza-related complications in the United States. Those at increased risk for potentially fatal complications include the elderly, young children, and people with chronic medical conditions.

The US Food and Drug Administration (FDA) has approved vaccines for the 2010 /2011 flu season that protect against three strains of influenza that are likely to cause most illness in the upcoming season, which begins in November and goes through May:

- A/California/7/09 (H1N1)-like virus (pandemic H1N1 2009 influenza virus),
- A/Perth /16/2009 (H3N2)-like virus, and
- B/Brisbane/60/2008-like virus.

New guidelines from the CDC recommend flu shots for all people ages six months and older, including low-risk individuals ages 19 to 49 years. Health care workers are among the groups highly recommended for the vaccine.

"Getting the annual flu shot is the most effective way to prevent the spread of these illnesses," said Nayef El-Daher, M.D., chief of Infectious Disease at Unity Hospital. "For health care profession-

als, getting the vaccine not only protects themselves and their families from the flu, but also our patients."

These clinics are being organized by Unity's Employee Health and Environmental Health & Safety departments. In addition to providing convenient locations to staff to get flu shots, these clinics will also test Emergency Management's "Point of Distribution" (POD) plan. In the event of an actual community pandemic, the POD plan would be activated for distribution of medical treatments to Unity staff, patients, and the community.

Employee Health will again offer individual flu shots. Walk-ins are welcome Monday through Friday, from 6:30a.m.-3:30p.m.. Call the Employee Health Hotline at 723-7880 for more information.

Want more information about this year's flu shots? Visit the Unity Intranet and click on Corporate Communications under the Department tab.

Wellness WEDNESDAYS Are Back!

Wellness Wednesdays are opportunities for Unity staff and volunteers to have free health screenings. These health fairs are coordinated by the Employee Wellness Promotion Committee and include free blood glucose checks, blood pressure checks, and flu shots. Up to date information on diabetes education, smoking cessation, stress reduction, and pharmacy discounts will also be available.

Wellness Wednesdays are conveniently held at various Unity sites. The first traveling health fair will be Wednesday, September 22 from 12 to 1 p.m. at Evelyn Brandon Health Center, 81 Lake Avenue. Watch for more information and upcoming dates on the Unity Intranet.

Unity will hold flu clinics for staff and volunteers at the following locations and dates:

Thursday, October 7, 9 a.m.- 12 p.m., Unity St. Mary's Campus East/West Auditorium

Wednesday, October 13, 1:30- 4 p.m., Unity Hospital, Department of Medicine Conference Room

Tuesday, October 19, 9 a.m.- 12 p.m., Canal Landing A & B Conference Room

Thursday, November 4, 9 a.m. - 12 p.m., ACM Medical Laboratory, Elmgrove Rd. facility

Wednesday, November 10, 9:30- 11:30 a.m., Unity Hospital Department of Medicine Conference Room



LIVING THE BRAND promise

It was a hot, August afternoon at Frontier Field. Betty Jo Francis and Dave Rogenmoser, program assistants at Unity Adult Day Care at St. Bernard's, and Fred Gayton, a volunteer, had taken participants on an outing to watch the Rochester Red Wings play.

Frank Seiler, a Red Wings fan, was also at the game when he noticed Francis, Rogenmoser, and Gayton helping the participants apply sunscreen, giving them food, and making sure they had plenty of water.

"It was an extremely hot day to be outside," said Seiler. "Not only did the employees from Unity help the patients, they also kept them engaged in the game. They talked to them and made sure they were OK."

"Our participants could not have been in better hands than with Betty Jo, Dave, and Fred," added Mary Walker, manager of Unity Adult Day Care at St. Bernard's. "They are all very caring and tuned in to the needs of our participants, and every one returned from the game in good spirits."



Left to right- Betty Jo Francis, Dave Rogenmoser and Fred Gayton

DID YOU CATCH SOMEONE LIVING THE UNITY BRAND PROMISE?

Share your story with Corporate Communications at 368-3091



WE'VE RECEIVED RECOGNITION BY THE NATIONAL COMMITTEE FOR QUALITY ASSURANCE AS PATIENT-CENTERED MEDICAL HOMES

Unity Family Medicine at Chili
 Unity Family Medicine at Country Village
 Unity Family Medicine at St. Bernard's
 Unity Family Medicine at St. Mary's
 Unity Family Medicine at Spencerport
 Unity Family Medicine at Orchard Street
 Unity Family Medicine at Parkway
 Unity Pediatrics
 Unity Internal Medicine at Canal Landing
 Unity Internal Medicine at Cornerstone
 Unity Internal Medicine at Park Ridge

Congratulations to our practices and the staff and providers who make this level of performance possible.



UNITY NIGHT at

Radiah Drayton-Scott, manager of Recruitment, with daughter, Yahné Scott.



Ashley Alton, addiction therapist at Unity Chemical Dependency, represented Unity at Frontier Field. Alton won this year's raffle to throw out the ceremonial first pitch.



In July, Rochester Red Wings Mascot, Spikes, visited Unity St. Mary's Campus and Unity Hospital. Spikes, seen here with Shmaria Thomas, staffing coordinator at Unity Living Center.



Pat Manfreda, life safety specialist, with son, Sean.

FRONTIER FIELD

news BRIEFS



Chris Peterson Recognized with 40 Under 40 Award

Congratulations to Chris Peterson, vice president/corporate controller, for Unity Health System, who is among the honorees selected for the 16th annual Rochester Business Journal Forty Under 40 awards. The awards recognize professionals under age 40 for service in their jobs and in the community.

A luncheon and presentation of awards will take place on November 18 at the Rochester Riverside Convention Center.

Unity Participates in Pound the Ground for Vets

In August, Unity sponsored Pound the Ground for Vets, a 5K race/walk. The event raises funds for and awareness about the programs and services offered by Veterans Outreach Center. These include employment counseling and training, clinical case management, and Operation Welcome Home & Recovery, which assists men and women who served in Operations Iraqi and Enduring Freedom. A Unity team of 31 employees participated in the 5K race this year.



Don Gibson, system analyst, Information Technology

Education Services from page 1

and it was nice to meet and network with people from other areas of the Health System."

The LEAD program has been successful – over the last four years, there have been 113 graduates and more than 15 have received promotions. For employees who want to enhance their skills in specific areas, the Education Services team has a wealth of opportunities. It supports Unity's Operational Process Improvement

(OPI) initiatives with classes that cover various topics such as communication, time management, and customer service.

Department managers can work with the Education Services to hold a session. Employees can also check the Education Services web site and course calendar on the Unity intranet for listings.



2009-2010 School at Work Graduates

*Back Row: Rachel Burke, Karen Diltz, Dee Halquist (Facilitator), Shirley Turner, Robin Germain, Terry Steele (facilitator)
Front Row: Kathryn Wiggins, Kelly Brown, Deborah Fox
Not Pictured: Caren Jennings (Facilitator), Rachel Arva, Felisa Barnes, Nereida Mercado*

UNITY scenes

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



Residents of the Wegman Family Cottages and patients of the McCormick Transitional Care Center celebrated Independence Day with Unity staff.

It was Christmas in July at Unity Living Center, which included a visit from "Santa" and a luncheon for residents and staff. Photographed here (l to r): Elbert Thomas, supervisor, Food & Nutrition, Patricia Stone, Unity Living Center resident, and "Santa" (Dave Karpowich, director, Food & Nutrition).



Headlines at Unity Hospital! News reporters and photographers gathered at the August Family Birth Place in July to interview Stephen and Melissa Grapensteter. The couple was on their way to Unity Hospital when baby Logan was born near a McDonald's Restaurant in Spencerport. After the birth, Melisa and Logan were transported by ambulance to Unity Hospital.



In August, Unity and the Greece Rotary Club held a press conference to announce the installation of a helipad at Unity Hospital. The Greece Rotary Club presented a check for \$50,000 for the project. When completed, Mercy Flight Central will provide transportation to Unity Hospital for critical care patients. In photo: Warren Hern, CEO, Unity Health System, (left) holds check with Michael Taylor, president, Greece Rotary Club.

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.



In August, a check was presented to the Diabetes Research Institute at the University of Miami for \$1,030.00. Gerald Ginsberg, M.D., Unity Health System and the Rochester Red Wings support the fundraising effort called "Catches for a Cure." In the photo, (l to r): Kiran Rajamani, son of K.K. Rajamani, M.D., Gerald Ginsberg, M.D., K.K. Rajamani, M.D., and Dan Mason, manager, Rochester Red Wings.

news BRIEFS



Edna Tina Wilson Living Center Welcomes New Administrator

Cindy Lovetro has been hired as the vice president/administrator of Edna Tina Wilson Living Center. Lovetro joins Unity after a 28 year career at The Jewish Home of Rochester, with the last eight years serving as the vice president of Nursing.

Lovetro received her bachelor's degree from SUNY Brockport. She is a New York State Licensed Nursing Home Administrator, an R.N. and is certified in gerontology. Lovetro has served on a number of health care committees, including the New York State

Association of Homes and Services for the Aging (NYAHS) and the Association for Administrative Nurses in Long Term Care (AANLTC).

New and Improved Employee 411 Directory Available on the Unity Intranet

The 411 Search Directory on the Unity Intranet has been upgraded with new features. Enhancements include the addition of Unity e-mail addresses, cell phone numbers, and the ability to log in and modify some of your own business contact information.

The easy-to-use 411 Search Directory works the same way as before: simply type the full or partial name, phone number, department or department number of the individual you are looking for in the search box in the top right corner of the screen and click "search."

Employee name, title, and department will come directly from Human Resources to ensure accuracy. Staff can update their own information by looking up their name in the Directory. When the contact information appears, go to the bottom of the page and log in using your employee number and the last four digits of your social security number. If you need your employee number, it is available through Employee Self Service, listed on your pay stub. Supervisors also have this information.

For more information, call the Help Desk at 368-3375.

Unity Hospital Appoints Director of Stroke Program



Chris S. Burke, M.D., neurohospitalist, has been appointed director of Unity Hospital's Stroke Program. He will assume this role on October 1.

Burke has been integral in the design and implementation of the Hospital's successful Stroke Program.

Unity's acute stroke care is closely integrated with its stroke recovery and rehabilitation program, which will move to the new Golisano Restorative Neurology and Rehabilitation Center on the Unity Park Ridge Campus as part of the Hospital's modernization and renovation project.

upcoming EVENTS AND CLASSES

september...

SEPTEMBER 22, 30 MEET & GREET AT THE VILLAGES 12 p.m., The Villages at Unity
Join residents of The Villages, Unity Health System's premier retirement community located on the campus of Unity Hospital, for free Meet & Greet luncheons. Lunch will be served at noon followed by a tour of apartment homes and common areas. Register for this event by September 20 by calling (585) 368-3000.

SEPTEMBER 24 ADMINISTRATOR APPRENTICE DAY Unity administrators will participate in the 2nd Annual Administrator Apprentice Day. Participating leaders will spend a full shift working on the front lines in various departments. Watch for updates throughout the day on the Unity Intranet.

october...

OCTOBER 5 HOME HEALTH AIDE INFORMATION SESSION

11 a.m. – 1 p.m., Unity St. Mary's Campus

Interested in a career in health care? Become a certified home health aide. Join us for an information session on our free Home Health Aide Training Program. Space is limited, to register please go to www.unityhealth.org/HHA, or call 368-3000.

OCTOBER 21 NURSE APPRECIATION NIGHT

4 p.m. – 7 p.m., Marriott Airport Hotel, 1890 Ridge Road West

Join us for an evening of fun with nursing friends and colleagues! Please RSVP to kcouncil@unityhealth.org.

OCTOBER 21 PARK RIDGE AUXILIARY BOOK SALE

10 a.m. – 4 p.m., Unity Hospital Cafeteria

A book sale organized by the Park Ridge Auxiliary to benefit programs and services of Unity Health System.

OCTOBER 22 PARK RIDGE AUXILIARY BOOK SALE

7 a.m. – 4 p.m., Unity Hospital Cafeteria

A book sale organized by the Park Ridge Auxiliary to benefit programs and services of Unity Health System.

OCTOBER 27 LET'S TALK HEALTH – DIABESITY: WHERE DIABETES AND WEIGHT COLLIDE

6 p.m. – 8 p.m., Unity Hospital Education Center

Diabetes and obesity are closely linked, and the relationship is complex. Does obesity cause diabetes, or might it be the other way around? Why does treatment for one affect the other? Learn more about this condition, its causes, prevention, and treatments. To register please visit www.unityhealth.org/letstalkhealth, or call 368-3000.

Unity Welcomes...

Aaron Matthew Olden, M.D.

Dr. Olden is board certified in both Hospice and Palliative Medicine and Internal Medicine by the American Board of Internal Medicine.



Tiffany J. Macklin, D.O.

Dr. Macklin joins Unity Family Medicine at Parkway from Brookhaven Memorial Hospital Medical Center, Patchogue, N.Y.



Jeffrey Allen, M.D.

Dr. Allen joins Unity Faculty Partners as the new chief of Unity's General Medicine, and is board certified in Internal Medicine with a subspecialty in both Hospice and Palliative Care Medicine.



Deerajath Lingutla, M.D.

Dr. Lingutla joins Unity Hospital's Hospitalist program. He is a graduate of the Hospital's Residency Program.



Anh Bui, M.D.

Dr. Bui joins Unity Family Medicine at Parkway from University of Rochester Family Medicine Residency at Highland Hospital.



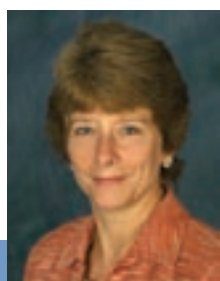
Mahesh Krishnamurthy, M.D.

Dr. Krishnamurthy joins Unity Hospital's Hospitalist program. For the past three years, he has been a resident at Unity Hospital.



Heidi Beck Schwarz, M.D.

Dr. Schwarz is board certified in Neurology and specializes in stroke management and general neurology, including movement disorders.



Robert James Bingham, M.D.

Dr. Bingham is Board certified in Endocrinology and Internal Medicine. He is an assistant professor at University of Rochester Medical Center and a clinical instructor at the Rochester Institute of Technology.



UNITY connection

Congratulations Clinical Intern and Preceptor Class of 2010

Summer Clinical Intern Program

A celebration was held in August to recognize the 18 nursing students who successfully completed Unity's Summer Clinical Intern Program this year. The ten-week course provides nursing students from local colleges and universities an opportunity to work with registered nurse preceptors in a variety of clinical areas at Unity Hospital. This is the fifth year that Unity offers this program.

"The Program is designed for committed students to observe and participate, under the guidance of their preceptor, the professional nursing process," said Jane Pennington, senior director of Patient Care & Nursing. "It allows them clinical skill development and offers them the opportunity to participate, within their scope, in patient care delivery from a professional RN perspective. We were very pleased that our applicants come from nursing programs from colleges and universities in our community." To date, more than 90 percent of the participating interns have accepted positions with Unity upon graduation.



My *rewarding* Job at Unity

Caring for a Champion

Would you "spar" with a former welterweight and middleweight champion, who was also the driving force in the creation of the International Boxing Hall of Fame? Eriberto Martinez, home health aide (HHA) for Unity at Home, would, and does, twice a week.

As Carmen Basilio's HHA, Martinez "spars" with Basilio to infuse some of Basilio's fond past into his day to day life.

Basilio, 83, has advancing Alzheimer's disease. After six bypass surgeries a few years ago, dementia started to set in and it's been a tough road since then.

"Some days are better than others," said Josie Basilio, Carmen's wife. "I'm tough with him so he doesn't get away with much. I don't let him get lazy."

Like all his other patients, Martinez approached Basilio with a fresh attitude and a unique approach. "Everyone is different, so we use different things to meet the needs of the individual," said Martinez. "I research the patient's illness and the background of each person I care for. Research has been very important in order to take care of the patients in the best way possible."

When Martinez began working with Basilio in January of 2010, he noticed that the former boxing champion was still agile. He began sparring with him, and now, it is how Martinez begins his home visits with Basilio every Wednesday and Friday.

"It's motivation for him to get going in the morning," said Martinez. "I act like his trainer because it brings back that memory for him, I play along because he needs that routine to get started."

The dedication and passion Martinez has for his work and patients is evident. Within a six-month span, he received two Guardian Angel nominations. Patients and their families nominate Unity staff for the Guardian Angel designation, in recognition of the excellent care they received.

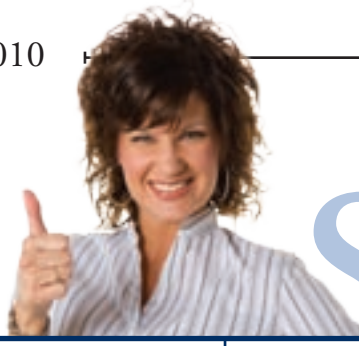
"This is more than a job for Eriberto, It's clearly a passion," said Darla Ostrum, manager of Unity at Home's Clinical Services. "He cares about the people he takes care of, and their families. They become a part of his family."



Former boxing champion Carmen Basilio with Eriberto Martinez, home health aide, Unity at Home.

UNITY people

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.

- | | |
|-------------------------------|---------------------------|
| Billie Amatone, R.N.** | Paulette Jackson, L.P.N. |
| Ryan Baldwin | Stacey Johnville |
| Alvin Baxtrum, C.N.A. | Jackie Jones |
| Kelly Bell, L.P.N. | Rachel Keefe |
| Gina Bianchi, C.A.***** | Beth Kenyon, P.A. |
| Jen Boland, L.P.N. | Michael Klotz, M.D. |
| Mary Bopp, C.A.** | Pam Lawhorn, C.N.A. |
| Jim Brough, C.A.***** | Shannon Lennox, C.A. |
| Chris Burliegh | Barb Lioudis, R.N. |
| Mark Carlson | Deb Maier, R.N.** |
| Elise Carpenter, C.N.A. | Mary Martin, L.P.N. |
| Joanne Cercone, L.P.N. | Zach McMullen, C.A.***** |
| Virginia Coley, L.P.N. | Patric Owens, C.N.A. |
| Gertrude Correa | Brett Park, R.N.** |
| Barbara Denman | Don Penna, C.A. |
| Stephanie Dodd | Doug Pesch, R.N.** |
| Troy Duncan | Michael Pisa, R.N.*** |
| Latiffany Edmond, C.N.A. | Barbara Richards, C.A.*** |
| April Ellis, C.N.A. | John Robb, M.D.** |
| Phyllis Ferrante, R.N. | Karen Robinson, R.N.*** |
| Sarah Flanagan | Judie Sanders, L.P.N. |
| Carmen Franco | Catherine Schmitt, R.N.** |
| Jess Frey, P.A. | Aimee Sgarzi |
| Brenda Gayheart, C.N.A. | Pat Taylor, R.N.***** |
| Daniel Grace, M.D.** | Lisa Tsymbal |
| Wendy Green, C.N.A. | Lisa Turner, C.N.A. |
| Kristy Gross, C.N.A. | Sandy Tyler |
| Sandra Heard, C.N.A. | Sue Werner, R.N. |
| Janelle Henton, C.N.A. | Sonny Wersinger, R.N. |
| Joanne Hessney, M.D.*** | Jessica Wheeler |
| Phoneouthith Homniyom, R.N.** | Regina Williams |

* 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 July, 2010 through August, 2010

- | | |
|--------------------|------------------------|
| Kimberly Acton | Tracey Brienza |
| Abena Agyeiwa | Mary Buck |
| Alex Alvarado* | Christopher Buwalda |
| William Bailey | Denise Caluorie* |
| Karen Baker | Helen Campbell |
| Cheryl Belknap | Krista Campbell |
| Sarah Berardicurti | Latreshia Carvin |
| Paul Bischooping | Ronny Rembranth Castro |
| Sarah Bobo | Julia Casciani |
| James Brady | Angela Cavallaro |

- | | |
|----------------------|-------------------------|
| Alexander Cerone | Renee Linde |
| David Chaffee | Steve Lowden |
| Joan Chandler | Theresa Luciano |
| Nika Chanthabandith* | Deborah Maier |
| Janice Church | Kristin Malvaso |
| Teresa Cioppa* | Jacob Martin |
| Terrance Clemons | Deborah Mercer |
| Walter Clyburn | James Milner |
| Susan Coffey | Eltha Mister |
| Timothy Coleman | Jodi Moore |
| Ralph Cooley | Anna Mooreale |
| Kathy Council** | Chris Morgan* |
| Monty Cox | Matthew Nary |
| Maryann Cropp | William Nelson |
| Laurie Dagostino | Christopher Nolan |
| Trisha Dagostino | Marlene Nyiri |
| Kathleen Dahlkemper | Kimberley Ann Oropeza |
| Kimberly Daudelin | Leon Ortiz |
| Carol Davis | Richard Pagano |
| Angelina De Point | Carlos Palma* |
| Doreen Degnan* | Lester Marie Pascual |
| Maurice DiBenedetto | Barbara Perez |
| Gia Diedrich | Douglas Pesch |
| Frederick Dittman | Donald Phillips |
| Steven Dombrowski | Ana Pizarro |
| Cynthia Doucette | Jason Randazzo |
| Carol Drew | Ann Rapson |
| Dee Grant-Duffy* | Gaby Razzouk |
| Don Dunkailo | Diane Reff |
| Janet Elliott | Betty Riley |
| Robin Enderlin | Anthony Robbins |
| Remona Ervin | Marla Rodas |
| Kimberly Farr | Israel Rodriguez |
| Tammy Ferris | Jose Rodriguez |
| Amy Flanagan | Sandy Roland |
| Sandra Fostano | Velta Rouchon |
| Joann Fox | Danielle Rowe |
| Matthew Gagnon | Jim Russo |
| Jennifer Gales | Lisa Ryan |
| Jose Gallegos | Patricia Ryan* |
| Vielka Gause | Ronald Ryan |
| Sharon Gavenda | Valerie Ann Sable |
| Christopher Geer | Denice Sage |
| Doretha Gibbs | Ljubica Salkic |
| Bernadette Glotzbach | Jessica Sandler |
| Mary Grant | Lori Sass |
| Jermaine Green | Kathleen Sawicki |
| Richard Green | Melissa Scialdone* |
| Ashley Greene | Christine Scibilia |
| Verna Grimes | Jami Schroeck |
| Oksana Gross | Shellie Seilheimer |
| Jessica Guth | Angela Sellitto |
| April Hall | Sandra Sentiff |
| Kristen Hartwig | Arjun Sharma |
| Diana Hauman | Justine Shults |
| Lisa Heckman | Laurie Shumacher |
| Jean Henderson | Nicole Slick |
| Joshua Hernandez | David Smith |
| Joanne Hessney | Donald Smith |
| Rayniece Hill | Rebecca Smith |
| Victoria Ann Hinkel | Sandra Smith |
| Nancy Holley | Shana Snowden* |
| Amy Kent-Horn | Will Soles |
| Sandra Houle | Michael Steinman |
| Beth Toly-Hughes | Brenda Steinmetz |
| Shameka Humphrey | Nanette Stell |
| Emily Hurd | Krista Ingalls-Thomas |
| Gregory Johnson | Nicole Thomas |
| Valerie Johnson | Leslie Tozer |
| Sandra Jolley | Kenneth Trezise |
| Jerry Jones | Rachel Johnston-Tsymbal |
| Ashley Juliano | Maria Vasquez |
| Matthew Kassel | Robert Venishel |
| Rachel Keefe | Bridget Walsh |
| Aaron Kolmer | Patrick Watson |
| Nadine Knapp | Charles Weaver |
| Amy Lanni | Rowena West |
| Laura Larzelere* | Denise Wilson |
| Deborah Leblanc* | Brianna Wood |
| Jeremy Lewis | Colleen Yacono |

* Indicates number of times nominated

Congratulations

to the following dedicated employees who celebrated five years or more of service to Unity from July 2010 through August 2010.

5 Years

- | | |
|------------------------|-----------------------|
| Cynthia Ackerman | Michelle B Leonhard |
| Linda Allums | Jennifer Lincoln |
| Joyce A Balkum | Gail MacWilliams |
| Katie Bass | Maria Marconi |
| Iris Betancourt | Tracey A Montgomery |
| Sandra Bettis | Connie A Morales |
| Kevin D Brinson | John Mueller |
| Deborah Buckhout | Andrew Muscarella |
| Leah A Carl | Donna Nasca |
| Nancy Chatterton | Linda Newman |
| Octavia Christian | Kelly Olek |
| Lakena Curry | Juan Orozco |
| Audrey Davis | Steven C Pilger |
| Carole DeRuyscher | Stephanie A Rago |
| Joanne S Donals | Jean Rouse |
| Donna Mae Fetzner | Gardonia Santana |
| Tina Grann | Stephen Seeling |
| Mary E Grant | Sabrina L Sheldon |
| Trina Grimes | Linda Shipman |
| Norma J Grip | Nikisha L Sizer-Kates |
| Allie Harris | Nicole M Slick |
| Kinita D Haynes | Sandra Smith |
| Gloria Henderson | Kyle Smith |
| Cheryl A Herrmann | Michael L Steinman |
| Erica Monique Hunter | Jacqueline Surdyk |
| Rebecca Johnston | George L Thomas |
| Linda D Jones | Michelle Walch |
| Ashley R Kahler | Kermit R Wallace |
| Theresa Kaufman | Pamela Watson |
| Shawna Kelly | Kristen L Webster |
| Elizabeth Kennedy-Gebo | Jill S Whaley |
| Rebecca L Khomskii | Margaret Woodbury |
| Christine Kilmer | Martha A Young |
| Stefenie L King | Roxanne Zupparo |

10 Years

- | | |
|-------------------|--------------------|
| Karen A Baker | Grenda Mcmillon |
| Quiana Burch | Kristeen Messori |
| Rebecca Colombo | Hector Perez |
| Angela C Gause | Kristi L Rathbun |
| Howard F Henry | Christopher Sacco |
| Robert H Israel | Geetha Shantharama |
| Tricia Ann Krause | William Spiotti |
| Gail Lamphron | Paula Trabold |
| Sandra Macmillan | Leah Valvo |
| Linda M Mason | Genora S Wilder |
| Donald Mcfadden | Maurice Williams |
| Michele MCGurk | |

15 Years

- | | |
|-------------------|--------------------|
| Julius Avorkliyah | Dennis B Kupka |
| Ann Bement | Vera Kvashenko |
| Monty Cox | Catherine Mitchell |
| Ruth Curchoe | Debra Ann Mulcahy |
| Paul W Dahler | Monika Quistorf |
| Carol Dinicola | Rosemary Randall |
| Pamela C Dunning | Penny Ruth ibis |
| Reynold S Golden | Carey L zandt |
| Verna Grimes | Kathleen Williams |

20 Years

- | | |
|-----------------------|-------------------------|
| Rodney C Allison | Philip Smith |
| Lisa C Arbore | Linda-rae Smith |
| Thomas Bartosch | Mary Walker |
| Nancy T Glasow | Lori P Walsh |
| Ellen M Lapaglia | Joe-Ethel Williams |
| Patricia Mack | Barbara Willis-Robinson |
| Carolyn A Schoenweitz | Nancy L Woeller |
| Bonnie Shumway-Felix | |

25 Years

- | | |
|-----------------------|-----------------|
| Elizabeth A Ciancione | Graham P Lodge |
| Kevin M Dineen | Mary-Ellen Lui |
| Linda Dinino | Patricia Madau |
| Diane E Hoke | Susan Moy |
| Gail Lebowitz | Stephen Schirtz |

30 Years

- | | |
|--------------------|-------------------|
| Margaret Abbamonte | Bruce Cook |
| Sheri P Backus | Blaire Giancursio |
| Marianne Coleman | Alva Laurer |

40 Years

- | | |
|-------------------|------------|
| Diane M Rosignolo | Ruth Brown |
|-------------------|------------|

To Whom It May Concern:

A LETTER OF

thanks

My name is Lynda Howell. While visiting my brothers in Rochester, I became ill. I was taken to Unity Hospital.

My experience with your staff was very impressive. The staff was very professional, kind and concerned. We were impressed with the quality of service and care from your Emergency Center staff. I saw the doctor on call in approximately 5 – 10 minutes of my arrival. I arrived at 10:40 a.m. and was discharged at 12:31 p.m. That is almost unheard of where I live in the Atlanta, Georgia area.

I commend your Emergency Center staff and doctors. I appreciate the way I was treated! Thank you Unity Hospital Emergency Center staff for making my visit a good experience.

Sincerely,
Lynda Howell