

HEALTHCARE

NEWS

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\$3.00

Supreme Court Ruling on Defense of Marriage Act Changes Employee Benefits Administration

**By Jason Mettley**

On June 26, 2013, the Supreme Court ruled that Section 3 of the 1996 Defense of Marriage Act (DOMA), which defined marriage as a legal union between one man and one woman, was unconstitutional.

The case that prompted the ruling, *United States v. Windsor*, questioned whether legally married same-sex couples are entitled to the same federal tax benefits as opposite sex couples. The case opened the door for lawfully married same-sex couples to take advantage of more than 1,100 federal benefits already afforded to heterosexual married couples.

For many employers, the ruling created uncertainty with respect to employee benefit administration. Section 2 of DOMA, which allows a state to refuse to recognize same-sex marriages performed under the laws of other states, was not addressed by the Supreme Court and still stands as law. Accordingly, employers in states like Pennsylvania, which does not recognize same sex marriages, were left wondering how to administer benefits to employees in a same sex marriage lawfully formed in another state.

Fortunately, a number of federal government agencies have recently released new guidance about how the change to DOMA will affect employee benefits.

In September, the Internal Revenue Service (IRS) issued Revenue Rule 2013-17 that addressed the interpretation of the terms "spouse", "husband", "wife" and "marriage" in the wake of the *Windsor* ruling. Using a "state of celebration"

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Inside ...



The University of Pittsburgh School of Nursing Holds 15th Annual Cameos of Caring Awards Gala

When: Saturday, Nov. 2, 2013

Where: David L. Lawrence Convention Center

See page 26 to learn more about this year's Gala and to see a list of awardees.

Celtic Healthcare: Setting High Standards to Achieve the Best Possible Patient Experience

By Kathleen Ganster

Healthcare is on everyone's mind these days. But while the government fights over what the federal guidelines will be for healthcare in our country, loved ones still need quality care. As day-to-day life goes on, so does caring for those with chronic illnesses and other healthcare concerns.

Celtic Healthcare remains steady in their focus on excellence in patient care. As the spotlight on the quality of healthcare is ever-increasing, Celtic has already set their own high standards to ensure that patients receive the highest quality of care to guarantee the best possible clinical outcomes and the best possible patient experiences.

"For us, the nation's focus on quality healthcare is an exciting proposition. It means that everyone is held to higher standards. That means better healthcare for everyone," said Bill Gammie, Vice President of Regional Operations for Celtic.

As the boomer population ages, Gammie sees the need for quality health care remaining a vital, if not even increasing, focus in our society. It is a generation who has paid attention to their health like no generation ever before.

"Now that the boomer generation is moving into their senior years and needing more healthcares, this issue is going to remain in the forefront," he said.

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What a Girl Wants – Designing Spaces That Appeal to Females

By Tami Greene, AIA, NCARB



SHAPING MY DESIGN PERSPECTIVE THROUGH EXPERIENCE

I have had the dehumanizing experience of sitting in a public corridor with male and female patients and numerous hospital staff walking just past my rubberized grip clad booties, as I sat in a loosely fitted robe anxiously waiting to get my mammogram.

I have also aimlessly walked around a hospital floor for many hours in labor with no natural light, vistas nor distracting elements to focus on during the intense moments of pain.

In retrospect, when I revisit these events and put my architect lenses on, I see how each space that I had these uniquely female experiences within, had let me down by compromising my rights for privacy and integrity, or simply neglecting to understand what I needed in order to provide a positive patient experience.

As an architect at IKM Incorporated, I have designed a number of healthcare spaces for both male and female patients. After having these personal experiences, I began to approach the design for gender specific facilities with a different perspective. We never lose focus on the design goals that address excellent patient care: putting the patient first, creating efficient flows for patients, staff and material, accommodating complex medical technologies and infrastructure, and designing aesthetic solutions that support the needs of multiple stakeholders. When a client would ask for a Breast Center that reduced the stress the patient was experiencing to the greatest degree possible, I was forced to overlay those goals with the question "what causes and reduces the stress of these patients?" As an architect, I cannot alter the circumstances that bring patients to a facility or the results of their testing or procedure being conveyed, but I can create a built environment which helps them to feel more comfortable, respected and connected.

A fundamental precept of healthcare delivery is showing understanding and respect for the patient. Designers of facilities focusing on women's health, and the administrators hiring them, must try their best to understand "what a girl wants". While many men might consider this the unanswerable question on the surface, scientific research has made answering this question much easier.



GOOD DESIGN OF A WOMEN'S HEALTH FACILITY MUST CONSIDER HOW WOMEN PERCEIVE THEIR ENVIRONMENT

In the past 15 years through advances in MRI technology, we can now see notable differences between the female and male brain. Sensory stimulation is processed differently between women and men. Understanding these noted differences can inform the design of facilities built primarily for female patients.

One finding notes that women can process and understand up to seven audio sources while a man can only detect one at a time. This means that in a waiting room full of men focusing on a television or music from a speaker, the likelihood of those male patients or family members hearing the private conversation between staff and a patient at the front counter is very limited. However, in a waiting room comprised mainly of female patients or family members, this conversation more likely would be understood if heard.

It is for this reason, that our design for the St Clair Hospital Breast Center incorporates a water feature to provide sound masking between the open registration counter and waiting room. In addition this design element greatly contributes to the spa like feel of the suite.

Another interesting difference between the female and male brain is that there is seven times less gray matter in the female brain, which accounts for processing spatial orientation. This grey matter, scientist have concluded, gives males the greater advantage of looking at a plan or map in two-dimensions and imagining it in three-dimension with little effort. By understanding this difference we can provide a building design that helps female patients navigate more easily through a space. Directories should be in three-dimension and have symbols that correlate with points of reference within a building. Women give and interpret directions with milestones such as "go straight until you come to the second light, then turn right at the McDonalds," while men typically give and interpret directions with distances and references to direction such as "three miles west, then turn east and continue six miles..." If these visual clues assist the female cognitive process and orientation within three dimensional space, does it not then make perfect sense to have general visual clues throughout a Women's Center to assist in way-finding? Sculptures, feature walls, and strong accent colors in a select few locations can be points to focus on as a patient is given directions and then circu-

lates through the space.

This is supported by a number of studies referenced in *Gender, Design and Marketing* by Gloria Moss, where it is noted that a majority of females prefer rounded lines and shapes, many and brighter colors, high levels of detail, and stationary objects, while males visually prefer, straight lines, fewer and darker colors, less detail, and moving objects.

Dr. Sherri Chafin, vice chairman, Department of Medical Imaging/ Director of Breast Imaging at St. Clair Hospital, had a vision of what the St. Clair Hospital Breast Center should be and stated "I felt the finishes needed to inspire serenity more than anything." It was my responsibility as a designer to understand what conveys serenity with the female patients and staff. The layout of the center maintained patient privacy with a secluded gowned waiting room and offset corridors to prevent any view from public areas as gowned patients circulate the suite. The interior finishes include patterned wall covering in ceiling and wall coffers that surround crystal embellished light fixtures, a color palette of light colored wood and saturated shades of blue, countertops and wall tiles with depth and the sparkle of glass. Dr. Chafin commented that "(IKM) understood my vision and knew how much sparkle to add with the chandeliers and glass tiles to be just enough."

Our design for the Forbes Regional Breast Center pays close attention to the female preferences noted above. This includes plaster relief panels in the shape of flowers lit from below on the waiting room wall, curved walls and ceiling bulkheads, translucent eggplant colored resin shelves, iridescent mosaic tile and vibrant wall colors in shades of purple. Franca DeFelice, Forbes Regional Hospital, Radiology Director commented, "The comments I have received from patients are that the Center reminds them of a Spa....the décor is calming and they love the color scheme.....'comfortable and classy' was what the one patient stated....streamlined, comprehensive and state of the art..."

Designing an environment in which a female patient feels comfortable requires an in depth understanding of how their mind works and what feels natural to the patient. The design of the space should be easy to process and appealing to the female senses. It is not a splash of floral here and hints of mauve there, but rather a subtle and natural response to "what a girl wants." Success is achieved when it just feels right to the patients within.

For more information, visit www.ikminc.com. ♦



Tami Greene, AIA, NCARB, is a Senior Project Manager/Architect with IKM Incorporated, a Pittsburgh-based architecture, planning and interior design firm for corporate and institutional clients. She has worked on the architectural design of large, diverse projects including the UPMC Hillman Cancer Center, St. Clair Hospital Oxford medical office building and the Grant Street Transportation Center. Her clients have included Allegheny General Hospital, Forbes Regional, St. Clair Hospital, UPMC and the Veterans' Administration. Ms. Greene graduated with honors from Kent State University with a Bachelor of Science and a Bachelor of Architecture and Environmental Design. She is currently a registered architect in Pennsylvania and holds a National Council of Architectural Registration Board (NCARB) certification. In addition to her project management and design responsibilities, Ms. Greene leads the IKM Intern Development (IDP) and Mentoring program and serves as mentor/supervisor educating several of IKM's graduate/intern architects. Most recently, under her leadership, the firm was one of eleven nationally to be awarded an IDP Firm of the Year by the American Institute of Architects.

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Organization Aims to Increase Awareness of Breast Cancer Among Young Women

By Kathleen Ganster

It is a difficult diagnosis for any woman to hear, but for a young mother with three small children, learning you have breast cancer adds another element of fear.

Will you live to see your children grow up?

When Jennifer Kehm, then 36, was diagnosed with breast cancer in 2000, she had three children, 1, 3 and 5. And when she turned to traditional support groups, she found she was the youngest by far.

"One 65-year-old was saying she wanted to live to go to her grandson's wedding and I'm thinking, 'I want to see my 1-year-old go to kindergarten.' It wasn't anything against her needs, but my needs were different," she said.

As Kehm searched for a support group, she struggled to find one with other young women facing breast cancer at the same stage as she was in her life.

"I really didn't know what to do," she said.

Finally through word-of-mouth she found someone who was a survivor in her 30s, someone who provided tremendous support.

"It was really, really helpful just to have someone to talk to on the phone – some-

one to help me deal with my feelings and thoughts," she said.

It was an experience Kehm didn't forget. When she was successfully done with her own cancer treatment, she started serving as an informal resource for other young women facing breast cancer. More and more women joined her efforts.

"I needed the power of other women to get me through my cancer and I needed the power of other women to help me reach more women," she said.

Then a friend of hers, Lisa Edmonds, hosted a fashion show to celebrate Kehm's five-year cancer anniversary and raised \$6,000 for Kehm's efforts. Young Women's Breast Cancer Awareness Foundation was officially formed to help reach other young women and to educate the public about breast cancer in young women.

"There is this illusion you can't get breast cancer if you are under 40 and that just isn't the case," Kehm said.

There aren't any paid staff members for the organization and Kehm manages most of the activities herself. She continues to serve as a resource for one-on-one phone calls and meetings with other women, and continues to connect other breast cancer survivors to those going through the diagnosis and treatment.

The organization also has two support groups for young breast cancer patients, one in the evening and one during the day, both in the South Hills area. They also support other programming including the Patient Navigator Program at UPMC Magee Women's Hospital and the Cancer Caring Center of Pittsburgh.

The Young Women's Breast Cancer Foundation also helped to fund a program by a local Girl Scout Troop to create activity bags for children whose mothers are undergoing treatment.

"They are things to help keep little ones busy when mom isn't feeling so well because she is undergoing chemo," she said.

To Kehm, the most important aspect is helping other young women who are facing breast cancer.

"I just had a 24-year-old who was just operated on and is really struggling. I found another young woman for her to talk with – imagine being 24 and you just had both breasts removed, you aren't married and you don't have any children – that is hard to imagine for anyone and you need someone in the same situation to understand," she said.

In the 13 years since Kehm's diagnosis, she said information and awareness has greatly improved, but it still has a long way to go.

"I know how lucky I am. I want others to be this lucky," she said.

For more information about Young Women's Breast Cancer Foundation visit: www.youngwomensbreastcancerfoundation.com.



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TO THE EDITOR:

I was recently reading your latest publication, and came across a very interesting topic. It was written by the CEO of WebMedicPro, Hadi Shavarini and focused on the implementation of Electronic Patient Care Reporting (ePCR) in an EMS environment. I took particular interest in this article because I am currently a systems analyst and see many issues when we implement EMR systems at local outpatient facilities. What really intrigued me was the fact that several of the five major issues facing ePCR deployment for EMS environments are the same issues we face on a daily basis.

Data Security, Integration and Efficiency (Increased Run-Times) seem to affect all healthcare environments whether it is inpatient, outpatient, or emergency care. I vividly remember one of our physician's biggest fears was that he would wind up in court because some hacker was easily able to infiltrate the database and release medical information publicly. One of the biggest challenges I have seen Health IT professionals face is database security. The amount of effort that goes into encrypt-

ing data and physically protecting and locking up the servers is nothing short of immaculate, and yet it is not enough to ease the unrest of leaked information.

Lastly and most importantly, efficiency is key. Most EMR systems have encountered backlash from physicians and clinicians that many systems are not user friendly and tend to impede their workflow. Due to the systems programming, it can be difficult to have the system mirror the previous office workflow. This causes a great deal of frustration for physicians who have high patient volumes, or work in emergency care where every second counts.

As an IT professional, I know that efficiency is key in keeping the end users happy, but a majority of the time it is very difficult, due to system limitations, or contract limitations in which the software vendor only gives you so much freedom to manipulate their product. These hurdles make implementation and adoption of the practices tougher, and with mandatory adoption rapidly moving up the pipeline, it becomes imperative that we find viable solutions for the future.

The technology will get better with time, and with that knowledge it is my hope that it will eventually allow for seamless integration allowing clinicians to easily glean the necessary information to provide the best care possible.

Sincerely,
Marques B. Moore, RHIA
MHA Candidate 2015
University of Pittsburgh
Graduate School of Public Health
Department of Health Policy and Management

We welcome all feedback! If you have any comments about any of our feature articles or news items, please email Daniel Casciato at writer@danielcasciato.com. ↑

CORRECTION

The photo caption in last month's cover article, "Infection Control: It All Starts With Textiles," was incorrect. It should have been labeled Peter Grundberg. Our apologies for the mistake.



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Engaging Minds. Embracing the World.

Alzheimer's & Other Dementias Daily Companion— iPhone App & Book

The new *Alzheimer's and Other Dementias Daily Companion App* and *Confidence to Care* book are essential tools to help those caring for someone with Alzheimer's disease and other dementias become more confident in their ability to understand, manage and even help alleviate dementia-related behavioral symptoms that a loved one may be prone to exhibit.

Family caregivers may encounter frustrating situations as they care for a loved one with Alzheimer's disease or other dementias. Without understanding what triggers the behaviors associated with the disease, or knowing practical techniques to help counter them, it's easy for family caregivers to feel overwhelmed.

The new *Alzheimer's and Other Dementias Daily Companion App* was created as a pocket guide to help family caregivers get through all the dementia care situations they likely never dreamed they would have to face. A family caregiver can download this free app now so when they have a question about the best way to handle a situation, they will have quick, helpful tips from experts and other caregivers instantly at their fingertips.

The Alzheimer's and Other Dementias Daily Companion is an iOS mobile app available in the app store for download at no cost. It offers immediate advice with close to 500 searchable tips and practical solutions to help deal with behaviors and situations related to Alzheimer's and other dementias.

FEATURES INCLUDE:

- 25 topic categories containing close to 500 searchable pieces of advice from experts and other caregivers regarding:
 - Behaviors and situations
 - Emotional support
 - Helpful resources
- "Ask a Question" submission form if a family caregiver can't find the answer they are looking for
- Functionality to share advice from their own experience for the benefit of other caregivers
- A built-in rating system for users to provide feedback on each tip so caregivers benefit from others' insight and evaluation of the advice
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- Access to free Alzheimer's and other dementias caregiver resources and training materials
- Ability to access all of the solutions and tips without Internet connectivity

A COMPANION TO CONFIDENCE TO CARE

This app serves as an on-the-go companion piece to the book *Confidence to Care: A Resource for Family Caregivers Providing Alzheimer's Disease or Other Dementias Care at Home*. The book combines personal stories with the same practical tips available through the app to help family caregivers confidently deal with the most common issues associated with Alzheimer's disease and other dementias.

It focuses on both memory and behavior symptoms that family caregivers often need help with, including their loved one's resistance to common personal care activities. Each of these chapters offer plenty of care approaches and prevention tips, and begin with a relevant and moving real-life family caregiver story. The chapter topics include:

- Aggression and Anger
- Agitation and Anxiety
- Bedtime Struggles and Sleep Problems
- Confusion and Memory Loss
- Delusions
- False Accusations and Paranoia
- Hiding/Misplacing Things/Rummaging
- Hostility
- Judgment (problems with decision-making and problem-solving)
- Medication Mismanagement
- Mood Changes
- Repetition
- Sexually Inappropriate Behavior
- Social Withdrawal
- Wandering

This book combines personal stories with practical techniques drawn from decades of caregiving experience from family caregivers, professional CAREGivers within the Home Instead Senior Care® network, and internationally recognized experts. Buy the book on Amazon. *All profits from this book will be donated to the Home Instead Senior Care Foundation and designated for dementia-related organizations and causes.*

Confidence to Care also highlights the importance of family caregivers caring for themselves while caring for others.

CAREGivers from Home Instead Senior Care can make a difference in the lives of older adults and their families by providing assistance with activities of daily living and companionship in order to support function and independence for as long as possible. For more information about Home Instead Senior Care visit www.homeinstead.com/greaterpittsburgh or call 1-866-996-1087. †

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SUPREME COURT From Page 1

approach, the IRS has indicated that, for federal tax purposes, a same-sex couple married in a state that recognizes same-sex marriage are legally married, regardless of where they reside.

The Employee Benefits Security Administration (EBSA) of the United States Department of Labor similarly issued Technical Release 2013-04 later in September addressing the topic. The Technical Release advises employee benefit plan sponsors, fiduciaries and participants that the terms "spouse" and "marriage" as used in the Employee Retirement Income Security Act (ERISA) shall apply to all legally married couples, including same-sex couples, no matter the current state of residence.

Notably, the guidance specifies that civil unions or domestic partnerships do not constitute a marriage.

The "state of celebration" interpretation, however, is not uniform. In August, the United States Department of Labor stated that for purposes of the Family and Medical Leave Act (FMLA), a "spouse" is defined based on the laws in the state where the employee resides, even if the couple was legally married in another state.

Employers should make sure all of their documents and practices are consistent with the latest guidance from government agencies. Administrators of pension and retirement plans, including 401(k) plans, should pay particular attention when administering any distributions to a participant in a same-sex marriage as various forms of distribution require spousal consent. Approving certain forms of distribution to a married participant without the consent of the spouse could jeopardize the plan's tax qualified status and result in the plan or the employer being liable to the spouse.

The Supreme Court's DOMA decision is without question a landmark decision. As such, it instantly changed the status quo and turned aspects of employee benefit plan administration from certain to uncertain. Even with the additional guidance from government agencies, many details about employee benefits administration are still unclear. Employers should continue to monitor new legal guidance as it is issued and consult legal counsel in any cases of uncertainty. †

Jason Mettley is an attorney at Meyer, Unkovic & Scott who focuses on legal compliance of employee benefit plans on legal compliance. He can be reached at jm@muslaw.com.

CELTIC From Page 1

For Celtic, that means continuing to work closely with other healthcare partners to provide that care through home health, palliative and hospice care.

"Our support to hospitals and physicians is in better focus than ever before," Gammie said.

The services provided by Celtic are critical in the patient experience and satisfaction, said Gammie, with important attention to programs that avoid readmission. Celtic Healthcare is building collaborative programs and models of care to share data with other healthcare providers and each other so chronic conditions can be best treated.

"We can help significantly reduce avoidable readmissions," he said.

Celtic already has in place various protocols to ensure these avoidable readmissions. The Virtual Care™ program provides quality, on-going healthcare monitoring with reduction in costs, and improvements in patient satisfaction.

"Our Virtual Care methodology has demonstrated an 80% reduction in unnecessary hospital re-admissions among chronic patients," Gammie said.

Through the Virtual Care program, Celtic health care providers monitor and educate patients on self-care with guidance and assistance. Healthcare records are better monitored. The Virtual Care Coach and Care Coach Nurse work together and with the patient's physician to oversee daily patient care and intervene when necessary. All patient information is easily accessible to all healthcare providers involved.

While working closely with doctors and other hospital case management professionals, Celtic creates a healthcare team to provide the best possible healthcare for their patients.

"We believe the team is more important than ever. You can't do it alone, and when all aspects of the health care team works together to ensure good care, enhanced health and wellness results, and even survivability increases," Gammie said.

Obviously, reduction in readmissions is beneficial to the patient, but it is also an important and valuable reduction in overall healthcare expenses. In light of changing reimbursement and care delivery models that are arising from healthcare reform, it is more critical than ever to our healthcare system and community.

"Celtic is excited and challenged by the future of health care. We know that we must work with various healthcare providers for the benefit of the patient to provide the highest quality and most sustainable health care for all. That is why our team care approach is so successful," Gammie said.

For more information about Celtic Healthcare visit www.celtichealthcare.com or 800-355-8894. †



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Bethany Hospice: Offering a Comprehensive Approach to Comfort Care

By Henry Lipput

According to Diane Mead, R.N., B.S.N. and President and CEO of Bethany Hospice in Pittsburgh, "Hospice is a philosophy of care, not a place."

Bethany provides hospice care to patients with life-limiting illnesses that doctors have decided are critical, have less than six months to live, and have agreed to palliative care rather than undergoing further treatment, such as chemotherapy, for their conditions. Patients can also be accepted for hospice care when they and their family decide that this move is best for a loved one. Except for children, the company does not discriminate according to age, providing care to a wide range of



CEO/President Diane Mead and the staff of Bethany Hospice

patients, from young adults to those in end-of-life situations.

The Bethany Hospice team includes nurses, home health aides, social workers, volunteers, chaplains, and bereavement councilors to provide care in private homes, personal care homes, hospitals, and assisted living facilities. These hospice services are covered by Medicare and Medical Assistance, and some commercial insurance policies offer a hospice care benefit. If this coverage is not available, hospice services are provided by Bethany regardless of a patient's ability to pay; in these cases the company subsidizes the care.

Ten years ago Mead worked as a Vice President for one of the largest hospice providers in the country. "It was a great company but it didn't fit where I was," she commented. Traveling kept her away from her family and her hometown of Pittsburgh.

So nine years ago Mead decided to start her own company which now provides hospice care to every county that touches Allegheny county. "I wanted to be local," she said.

Bethany Hospice has 40 employees who are passionate about providing great care. "When a patient has a need," Mead said, "they stay until the need is met." She explained that meeting the need for an individual patient could take one hour or it could take eight hours.

The flexibility offered by Bethany's employees is an important element in their work. They might bring a special milkshake to a patient or take a dog for a walk if a family member is getting home late from work. "They become part of the family we care for," said Mead, but always observe professional boundaries. And although family members are occasionally hesitant to call an employee late in the day for assistance with a loved one, according to Mead it doesn't matter whether it is day or night; care is provided when it is needed.

Caring for terminally ill patients -- and making a human connection with them as they face their last days -- can take a toll on the employees of Bethany

Hospice. As a result, the company offers a benefits package to their employees that helps them to deal with these circumstances. "Time off is generous," said Mead, and employees are encouraged to take it. In addition, the chaplains and bereavement councilors on the Bethany team that work with the loved ones of patients are also available to employees who have lost a patient that they have cared for.

Bethany Hospice also conducts annual memorial services for patients that have passed and Mead said about 80% of employees attend these services. For those providing hospice care, she said, "it's a calling. They're not here for the paycheck."

This year, Bethany Hospice was named by Pittsburgh Business Times as one of the best places to work in Western Pennsylvania -- the fifth year in a row that the company has been awarded that honor. And in October of this year it was announced that the company was a winner in the Bronze category in Westmoreland County's Quest for the Best contest run by the Pittsburgh Tribune-Review. "This was all done with write-in ballots," said Mead proudly.

For more information, visit www.bethanyhospice.com. †

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Do New Jersey Health Systems Know Something That We Don't?

SunStone Management Resources partner, Nick Jacobs, FACHE, is *creating and growing integrative holistic medicine centers, satellites and programs in those New Jersey health systems.* (Integrative refers to evidence-based, world medicine practices and holistic refers to body, mind and spirit.) His work helps fund, recruit and place individuals and physicians trained in integrative modalities like functional medicine, acupuncture, massage, bioidenticals into those systems so that habit change processes in life planning can be implemented.

With about \$115B a year being spent on Integrative Medicine related services and products internationally at a 10% annual growth rate, these transformational avenues to wellness and prevention are making huge differences in healthcare costs and treatments. By doing Integrative medicine assessments, education, coaching and life planning, these centers for well-being are changing the health of their region's population. This is being done through evidence based diet, exercise and stress management programs where healthy behavior habit practices and holistic diagnostics focusing on root-cause issues are first identified and then addressed. The other good news is that these programs are being reimbursed through the Accountable Care Act at \$100+ dollars per visit up to 72 visits a year per patient.

Thirty million more U.S. citizens will have health insurance in January of 2014. In the new world order of American healthcare, we will be providing ***population health*** for people, tens, even hundreds of thousands of people who have typically only ever seen physicians in an Emergency Room setting after the illness has become acute. These urgent practitioners have served as their family physicians since they were small children, and prevention and wellness have been distant realities in their world.

We also live in a country that inundates us with advertisements, billboards, and jingles about manufactured food that has been specifically engineered and designed to be addictive through its sodium and sugar content and its man-made scientifically analyzed texture. We have fallen into a style and standard of living that has produced sedentary and obese citizens; 26 million diabetics and 70 million pre-diabetics. It is a system that is costing us \$35B in diabetic treatments, and has a bottom line price tag of \$2.4T a year.

The market and other regulatory and demographic realities are pushing up labor costs, and the aging, sicker population is requiring increasingly complex and more costly care pathways. Combined with the cuts from the Affordable Care Act and the lagging economy, healthcare is seeing decelerating price growth and decreasing revenue from all patients. So, with 45% of new patients being placed on the Medicaid rolls and 8,000 or so Baby Boomers joining the Medicare ranks our hospitals are facing incredible challenges. Why not reach out to medical practice techniques that are thousands of years old?

Integrative Medicine approaches your health in a common sense manner, teaches you how to break bad habits, immerses you in nurturing activities that address your whole being, and allows you to become introspective about your own health so that root cause affects can be addressed and ameliorated.

Finally, between the nutraceuticals, herbs, vitamins and healthy foods along with other reimbursable modalities such as acupuncture, new sources of income can be brought into your health system. These are proven methods of treatment that are being embraced at places like Duke University , The Cleveland Clinic, Scripps, Atlantic Health, the VA, the DoD and over three dozen major medical and academic centers in the United States. The due diligence has been done, and there is still room on the band wagon for your health system to join into this movement. It's time to shift your personal paradigm and embrace this opportunity to make your population healthy. †

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If your organization offers integrative medicine assessments, education, coaching and life planning, you can make a real change in the health of your community. At the same time, you can add significant new sources of revenue and greatly lower the need for emergency procedures. **To know more, call Nick Jacobs, FACHE, at (412) 992-6197.**

How will the Final Rule of Companionship Exemption Impact You?

By Ted Boehm



staffing agencies.

THE FINAL RULE

Under the Final Rule, which becomes effective in January 2015, home-care staffing agencies and other third party employers will no longer be able to assert the exemption. According to the DOL, this will be true even when the employee is jointly employed by both the third-party provider and the family or individual receiving the employee's services. Beginning in January 2015, only the individual, household or family employing a companionship worker will be able to utilize the exemption.

The scope of the phrase "companionship services" will be narrowed considerably and companions will be limited in the amount of incidental "care" services that they can perform each workweek. This reflects the DOL's view that "care" services should be secondary to the "fellowship and protection" services that should be the companion worker's primary focus. These "care" services include meal-preparation, driving, grooming, bathing and similar activities. Under the Final Rule, if the companion spends more than 20% of his or her total hours performing such incidental "care" services in a given workweek, the exemption will be lost for that workweek.

Another change relates to whether and how much a companionship worker may perform "domestic services" that benefit other members of the household. Under the Final Rule, the exemption will be lost in any workweek in which the com-

panionship worker performs domestic services that are "primarily for the benefit of other members of the household." Examples provided by the DOL include a companionship worker washing the laundry of other members of the household or cooking meals for the entire household (as opposed to just for the aged or infirmed individual). According to the DOL, the exemption would be lost in any workweek involving either of these scenarios. Determining whether the housework "primarily" (as opposed to "tangentially") benefits other members of the household is bound to be a difficult, fact-intensive inquiry.

DOL's RATIONAL FOR THE CHANGE

In the DOL's view, the individuals who provide in-home care today are not the type of workers that Congress intended to exempt when it passed the "companionship exemption" in the 1970s. According to the DOL, Congress intended to exempt "neighbors performing elder sitting" from the FLSA requirements – not the "professional direct care workers" in today's world.

THE BOTTOM LINE

The Final Rule reduces the "companionship" exemption to the point of non-existence in any practical sense. The vast majority of employers that currently utilize the exemption (third party employers) will be required to begin paying the minimum wage and overtime, if they do not already. According to the DOL's estimate, nearly 1.9 million companionship workers will be affected by the changes in the Final Rule. Moreover, even for families and individuals that will still be able to utilize the exemption, it is more likely that the exemption will be lost in a significant number of work weeks due to companions' performing services that fall into the expanded incidental "care" services category that is subject to the 20 percent cap, or due to a companion performing work that is deemed "primarily for the benefit of other members of the household."

Opponents of the Final Rule had argued that it would result in increased costs to families that use home care services; an increase in institutionalized care; fewer work hours for companionship workers as home care employers limit employee hours to less than 40 per week; and increased Medicare and Medicaid costs. However, these arguments have lost out.

Employers of companions must begin assessing how the Final Rule will affect



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them. In order to properly treat companionship workers as non-exempt under the FLSA, home care staffing agencies and other third party employers will need new compensation plans, timekeeping systems and other related policies. Employers will also need to ensure that companionship workers and their managers are properly trained on the new policies.

An attorney with Fisher & Phillips, LLP, Ted Boehm represents management in all aspects of labor and employment law. His practice focuses on the defense of employment-related lawsuits in federal and state courts. In particular, Ted focuses on the defense of wage and hour claims arising under the Fair Labor Standards Act and claims arising under Title VII. He also represents employers before government agencies, including the EEOC, OSHA, and the DOL. Additionally, Ted counsels clients on a wide variety of issues, from compliance with federal employment statutes to drafting employment-related agreements, including separation agreements and releases. †



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Addiction: Treating the Whole Family

By Michael Campbell, MS, APR



It is calculated that every alcoholic or drug addict adversely impacts the life of four other people. The simple conclusion would be that if the addicted person achieves sobriety, the lives of five individuals will become immediately better. And while that may be true in appearance, there are often deeper roots in addiction that must also be healed. While responsibility for their actions should never be shifted away from the addict or alcoholic, there are often family patterns that reinforce and sustain addiction. These too must be addressed to create an environment within which sobriety can flourish and be achieved for

the long term.

Twenty-five years after establishing Alcoholics Anonymous, Bill Wilson, the co-founder, began to speak about "emotional sobriety." He explained that he had come to realize that the end of addiction was not when a person stopped drinking or using, but when the underlying reasons for addictive behavior were addressed and resolved. "If we examine every disturbance we have, great or small, we will find at the root of it some unhealthy dependency and its consequent unhealthy demand," he wrote to a friend. Recovery, Bill W. came to realize, was a process of "awakening," and progressive change during which old habits are exchanged for new.

In the family of the addicted person there are often behaviors that need to change. Some of these patterns arose in response to the addiction, while others preceded it, and perhaps allowed it to flourish or continue unchecked. Each family needs to look inward and recognize the recovery they need to experience to become healthier and happier.

Co-Dependency. Dr. Alan Berger, a renowned expert on addiction, suggests that "emotional dependency" may be the strongest force behind addictive behavior. The individual makes other people so important in their life that they cannot function well on their own. What others think, how they feel, and the need for approval, become all important. This dependency can cripple the addicted person and can also cripple members of the family. Too often, the family of the addict or alcoholic feels responsible for the addicted person. They try to rescue, protect, fix, or control. Their thoughts can be often be stated as "I want to fix you because it hurts me to

see you this way or live like this – and I don't want to hurt so I have to make you better." The co-dependent pattern is ultimately destructive for all concerned.

Progression of Addiction and Codependency

Addict Progression

Early → Middle → Late

No detectable effects beginning to impact life use to prevent withdrawal.

Co-Dependent Progression →

No visible effects feeling responsible, guilty overwhelmed, desperate

Enabling. Families often develop the enabling behaviors that allow an addiction to flourish. These must be extinguished if the addicted person is to fully recover and the family to overcome patterns of dysfunction. Enabling behavior is seen in three common actions: standing between a person and his or her consequences; doing for someone something he or she should be doing for themselves; or engaging in actions that ultimately perpetuate someone's problematic behavior. At St. Joseph Institute we constantly see family relationships which are personally destructive and can lead to a continuation of the addiction. For the person who has been self-medicating, it is often easy to avoid the tough decisions and consequences when someone else is repeatedly "bailing" them out. Often it is only when these behaviors stop that the healing can truly begin.

Forgiveness. Addicted persons and their families are often weighed down with guilt, shame, anger, and resentment. Without forgiveness it can be impossible to move forward. However, we must also recognize that forgiveness does not provide a "get out of jail free card." Trust must be earned. Addicts and alcoholics have worn out the word "sorry." Only through determined action to change, restore, and do better, can true healing occur and forgiveness be offered without undue reservation.

See ADDICTION On Page 22

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IN THE HEART OF OAKLAND

Seton Hill University Breaks Ground on JoAnne Woodyard Boyle Health Sciences Center

Seton Hill University's new Health Sciences Center will be named in honor of President Emerita JoAnne Boyle, Chair of the University's Board of Trustees Michele Ridge announced during a groundbreaking ceremony earlier in the month.

The JoAnne Woodyard Boyle Health Sciences Center will serve students and faculty in Seton Hill's Division of Natural and Health Sciences.

"JoAnne Boyle was such a courageous leader for Seton Hill. Her tenure was marked by the addition of programs of national prominence, including the LECOM at Seton Hill pre-med opportunity, the University's highly ranked physician assistant program and most recently, the Center for Orthodontics," Ridge said. "No other building represents better JoAnne Boyle's vision for educating healthcare workers and physicians. We know the naming of this facility for JoAnne will honor her enduring legacy in a powerful way."



"This is an exciting day as we proceed with an important strategic building project for the University that is grounded in our mission and the unmet and growing need for healthcare service in the region," said Seton Hill Interim President Bibiana Boerio. "From the beginning excellence in science education has been a Seton Hill hallmark. The health sciences today continue to represent some of Seton Hill's strongest academic programs. The JoAnne Woodyard Boyle Health Sciences Center will help Seton Hill University ascend to a new era of distinction."

"I can think of no better way to crown a 25 year career as president, decades as an educator and years as a student than to name a building in her honor," President Emerita Boyle's son, John Boyle, said during the groundbreaking.

President Emerita Boyle retired in June after 25 years as president of Seton Hill University. She led Seton Hill's strategic planning process that has been guided by addressing the region's needs.

The critical need for well-educated health care professionals has been at the forefront of thought for more than a decade as Seton Hill built strong partnerships and enhanced its curriculum to meet those needs. New programs of national prominence, including the Physician Assistant program and the Lake Erie College of Osteopathic Medicine (LECOM) pre-med opportunity at Seton Hill, have helped increase enrollment in the health sciences by more than 100 percent.

More than 500 students, and more than 35 percent of the freshman class, are enrolled in Seton Hill's core programs of excellence, particularly in pre-med, physician assistant, biology, chemistry, dietetics and nutrition.

"This growth is tied to Seton Hill's commitment to teaching real world science," said Sister Susan Yochum, S.C., Professor and Chair of the Division of Natural and Health Sciences. Seton Hill is continually examining ways to provide programs of study that will increase students' marketability in scientific careers. We emphasize hands-on interdisciplinary learning and close faculty-student collaboration. Seton Hill is pleased to be in the forefront of regional efforts to train the healthcare professors and scientific innovators of the future."

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The significant increase in enrollment in those programs—and the highly qualified students who graduate from those programs and stay and work in this region—is making an impact on the number of healthcare workers serving our communities.

To accommodate the interest, growth and needs of the health sciences programs, Seton Hill will construct The JoAnne Boyle Health Sciences Center located on the University's main hilltop campus, adjacent to the current science building, Lynch Hall.

"The JoAnne Woodyard Boyle Health Sciences Center will help ensure that our students are well prepared for graduate study, research and careers in science and healthcare," Ridge said.

The Center will include examination rooms, classrooms, laboratories and office space for the University's Physician Assistant program as well as new full technology laboratories and classrooms for undergraduate teaching, learning and research.

Seton Hill's pre-med program will benefit from the new facility. The University has 25 reserved pre-med slots each year for Lake Erie College of Osteopathic Medicine (LECOM) at Seton Hill. Students in this program can earn their undergraduate degrees from Seton Hill and their Doctor of Osteopathic Medicine from LECOM at Seton Hill in seven years instead of eight.

Seton Hill students and faculty find enlightenment through the sciences. Their study will be enhanced by the Health Sciences Center as they examine lung cancer cells in laboratories through a grant from the National Science Foundation; research phages—novel viruses that infect bacteria—by digging them from soil and isolating their DNA to help the Howard Hughes Medical Institute understand the relationships between viruses and their hosts; and work on a national study with the Walter Reed Army Medical Center and others on results of lifestyle choices in young adults of college age.

See SETON HILL On Page 16

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The \$21.5 million project includes the renovation of Lynch Hall and the new construction of the 51,592 square-foot JoAnne Woodyard Boyle Health Sciences Center. The two buildings will have open connections on the second and third levels.

Designed by architects MacLachlan, Cornelius & Filoni, the Center features a curved three-story glass atrium that will provide energy savings for Seton Hill as it uses the sun as a source of heat and natural light. P.J. Dick Corporation will serve as construction manager. The Center will be completed in late 2015.

Community leaders have already found the project to be important for the region. Earlier this year, The Richard King Mellon Foundation awarded a \$7 million grant to Seton Hill toward the construction costs of the

Health Sciences Center. This commitment, the largest ever received in the University's history, along with a \$1.5 million gift from The Katherine Mabis McKenna Foundation, a \$750,000 gift from an anonymous donor, a \$500,000 gift from E. Ronald Salvitti, M.D. and more than \$3 million from Trustees, alumni and friends, is among the \$17.7 million raised to date for the JoAnne Woodyard Boyle Health Sciences Center.

More than \$47.5 million has been committed to Seton Hill University's \$75 million plan for campus expansion and renewal, which features new construction and campus facility improvements. The JoAnne Woodyard Boyle Health Sciences Center and the Dance and Visual Arts Center, which will be built in downtown Greensburg, are the most recent projects in the expansion plan. Recent completed projects include: the Performing Arts Center in downtown Greensburg; the historic Welty House; renewed on-

campus dining facilities; construction of additional parking lots to accommodate Seton Hill's growing student population; investment in technology initiatives; new turf fields for athletics; renovations to Lynch Science Hall and historic campus buildings.

The JoAnne Woodyard Boyle Health Sciences Center also adds to Seton Hill's growing role in the economy of the City of Greensburg, which has led to economic development in the past decade that has been conservatively estimated at \$130 million. This investment includes the construction of Seton Hill's Performing Arts Center in downtown Greensburg, the addition of LECOM on the Seton Hill campus, improved student housing in Greensburg and the University's investment in renovating the historic Welty House along with new restaurants, office buildings and other commercial ventures in Greensburg.

For more information, visit www.setonhill.edu. 



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If You Have Your Health You Have It All

By Scott Hazlett AIA, ACHA, NCARB, EDAC

When I was a child growing up in Latrobe, Pennsylvania in the 1960's I often heard my grandparents say "*If you have your health you have it all.*" I thought that was silly. There are a lot of things more important than your health, a nice house, a summer vacation at the beach, Christmas presents, or a new car were on my list. What were these old people talking about, "your health"? Everybody is healthy in our family. Are they crazy? They even talked about having all their own teeth like that was something rare.

Little did I know that my grandparents spoke with a great perspective and wisdom. It would take me many years before I began to understand what they were talking about. Whether we know it or not, our entire lives do revolve around our health, and the health of our family and friends. From one generation to another health implications may differ, but the core value of good health is always there. My wise grandparents, who were born in the 1890's, had lived through two World Wars and the Great Depression. They had a reverent point of view and respect for personal health. They had seen and experienced first-hand what it was like not to have your health. Experiences such as:

Childhood diseases that resulted in death.

Epidemics that killed thousands.

Tuberculosis and polio that disabled.

Deadly infections that could not be treated.

Industrial accidents that maimed and killed long before safety regulation were in-place.

The loss of a child or family member to one of the unsolved health issues of



their era.

The physically or emotionally wounded soldiers who returned home.

That is what they understood.

They knew and respected how fragile human life can be.

As an architect who has spent the last 30 years of my career specializing in the design of healthcare facilities, interacting with the hospital staff, patients, and their families, I have come to the same conclusion as my grandparents had long ago, "*If you have your health you do have it all.*"

If we have good personal health and a healthy family we often take for granted the blessing we have. If we have lost our health, or have a sick family member, our lives can revolve around the struggle and the costs related to treatment or living with that condition. Whether it is cancer, heart disease, stroke, or a birth defect, that single health issue can consume a large portion of our lives.

If a healthy person ever thinks they are having a bad day they should spend a little time at a Children's Hospital, a Rehabilitation Hospital, or a School/Day Care Center for physically and mentally disabled children and adults. That person will quickly realize that they don't know what a bad day is. A healthy person can go to bed and wake up to a new day, a better day because they have their health. For those who do not have their health, each and every day presents a new challenge that revolves around their health.

Professionally, I have spent a lot of time in Children Hospitals. I go there with my eyes wide open and I see the short term and lifetime challenges that so many children and their families face. It can be heartbreaking to see the daily struggle they endure, but often the strength of the human spirit, fighting to regain good health, shines through and offers great hope.

Recently I joined the CHP Foundation's Cardiology Auxiliary Board to try to give back what I can to those in need. The money raised by the Foundation goes to the hospital to purchase cardiology equipment, research material, and provide help for the families who may feel overwhelmed by the requirements of pediatric cardiology care. I feel blessed to have a family in good health which gives me the opportunity to help others that have not been so fortunate.

For many years, the media has been filled with debates about the Affordable Care Act, "Obama Care", health insurance this and health insurance that. Most of the discussion centers on dollars and cents - how much should be spent, by whom, for what, and how do we afford it? This debate will probably continue for years to come without a clear solution that satisfies the majority of people. I don't know what the best solution is to the health insurance crisis, but I believe that the value of having good healthcare available when you need it cannot be overstated.

What I do know echoes the words of my grandparents: "*If you have your health, you have it all.*" One day when I have grandchildren of my own, I will be sure to pass on those words of wisdom so they know what is important in life. Even if they do not understand at first, it will become clear to them in time. 

Scott Hazlett is a registered architect and Senior Associate at Stantec Architecture and Engineering LLC.

Scott works out of the Stantec Butler, Pennsylvania Office and can be reached at scott.hazlett@stantec.com.

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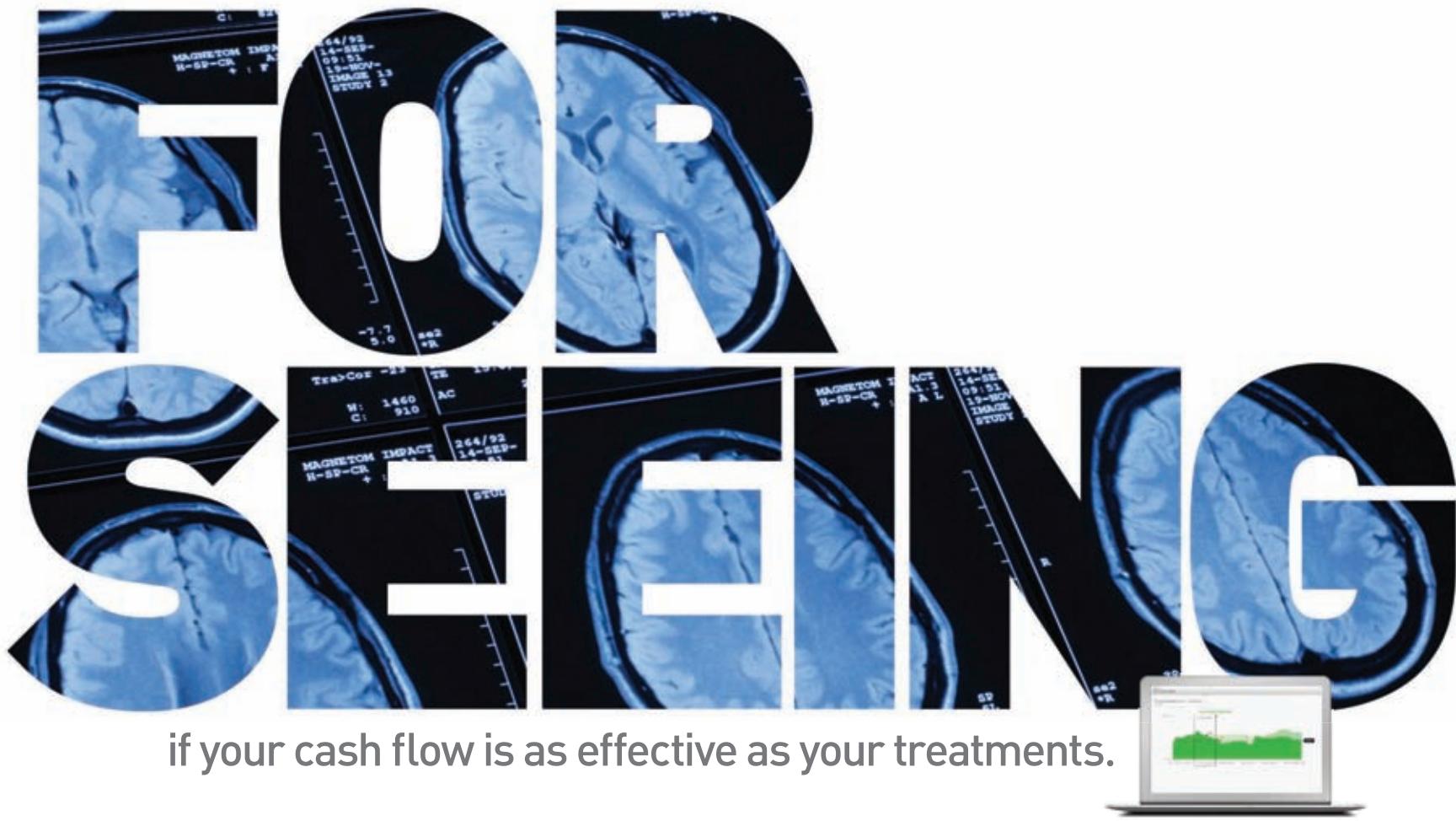
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How to Recognize and Reward A Multi-Generational Workforce

By Melissa Minkow

Generational differences are often viewed as issues and difficult challenges. It is important, however, to note that these same differences can often be used to assess strengths and abilities of employees. Understanding the new healthcare workforce, which is now made up of diverse generations, can actually be an advantage to managers, leadership and the team in general.

Generation gaps in healthcare have become a growing challenge as the young workforce is working along side our more experienced personnel. As the healthcare industry itself transforms, changes and adapts, so too have we seen a change in the workforce. Now more than ever, there is a growing generational diversity caused by postponed retirements and a boom in employment opportunities in



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healthcare. Because the healthcare industry encompasses more than just the hospital setting – we have a growing group of entry-level to experienced senior staff working together in physician offices, ambulatory care centers, rehab and extended care facilities, and specialty centers for practices such as oncology and orthopedics.

Consider that Millennials were born between 1980 and 2000 – the first generation to have been raised with the Internet and, and this generation is now almost as large as the Baby Boomer generation. The first generation to have been raised with the Internet in existence since their birth – they developed Web social networking skills at the same time they learned to read, write, and answer the phone. The Internet has given this generation speed, access, and immediacy – all which has led to a young workforce of high achievers eager and ready to take on leadership roles. Next up, are the Gen X'ers who lean toward technology but also embrace the non-Web world. Then we have the Traditionalists – the older part of our workforce – the ones who were once nearing retirement with many working past it and remaining on the job beyond what was once expected. Each of these groups different values, work ethics, expectations, and most importantly each are motivated by different factors. Putting it all together can be a recipe for success or disaster depending on the effort of leadership to consider this diversity.

How can the difference for the established workers who believe seniority and career growth should be based on years of service and a long line accomplishments that have been earned through experience be normalized alongside the instant gratification of younger entrants into the work force?

Here are a few ways to demonstrate recognition and rewards to optimize and strengthen your workforce:

1. Dealing with the technology challenge: Millennials (throughout the 20s decade) are more dependent on technology for communication and less on interpersonal skills. Having technology-free days has helped to increase interpersonal interactions with staff and make the generations more comfortable interacting with one another. On the flip side, providing extra training on technology devices for the Baby boomer and older generations helps to close the gap and has the ability to enhance respect or one another. Try monthly *lunch and learn lessons* to give the younger employees a chance to share in a positive setting.

2. Peer to peer recognition: Encouraging peers in the workplace to recognize each other for a job well done regardless of department, service line, or age can help to improve relations over all. Create a program (weekly, monthly, quarterly) that allows staff/employees/nurses to say thanks to one another in person, in real time and nominate them for various reward programs that may be in place. The peer-to-peer is a great way to open up relationships and break down barriers be-

tween generations.

3. Draw from experience: Often the older generations in healthcare have worked for an institution for many years. While the “back when I was your age” theme may bore younger workers – having senior staff recall an important piece of work history that has the potential to both thrill and educate. Invite your senior staff to share some of their company and industry memories in a newsletter or during department gatherings. This is another way to open doors of communication and take away the barriers that decades in years often create.

4. Make rewards & recognition easy and comfortable for all. If your company is based in an area with a wide variety of restaurants, shops, theaters – then a gift card to one of them for any of your employees would be an appropriate reward. But a gift card that requires a long drive or has a very limited time to redeem – then you are burdening your staffer rather than rewarding them. Points programs applied to merchandise selections are also fun for employees but if they require computer navigation to redeem – that could get complicated for workers who don’t have much computer experience. Make sure every offering is easy, comfortable and meaningful for everyone. Most importantly, make sure your supervisors are trained in communicating employee “thanks” for a job well done because that is universal across all generations.

5. Don’t forget the volunteers! Most hospitals and healthcare systems rely heavily on a large population of volunteers and auxillary groups. It is often within these groups that the greatest generational differences occur. From the young age of 15 to 95 – volunteers work side by side within healthcare and recognizing them is critical to maintain their participation. It is important to honor and respect the many different ages represented and when recognizing length-of-service – it is a wonderful way to “show” younger workers how appreciated this type of commitment and dedication can be.

Recognizing these generational differences will require patience, fully committed leadership and resources. But the reward is there -- those that embrace the diversity of their workforce will see the impact it has on the patient experience, outcomes and continuum of care. Most importantly, never underestimate the power of the two words that will be clear to everyone on your workforce regardless of where they fall in the generational mix: Thank You. 

Melissa Minkow, CRP is the Executive Vice President of Recognition Professionals International www.Recognition.org the only industry association dedicated to educating, improving and advancing employee recognition & rewards in the workplace. Please send your comments to info@Recognition.org or @RPITweets.



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UPMC and Local Artists Join Forces to Honor Breast Reconstruction Awareness Day

by Christopher Cussat



During the week of October 14, 2013, UPMC and local Pittsburgh artists began unveiling mannequin works of art to highlight Breast Reconstruction Awareness (BRA) Day on October 16, 2013. The concept of BRA Day originated 10 years ago in Canada and this is only the second year that it is being observed here in the United States. The idea was embraced and is promoted by the American Society of Plastic Surgeons (ASPS) as an initiative to increase awareness, education, and access for post-mastectomy patients.

According to Carolyn De La Cruz, M.D., Assistant Professor of Surgery, Department of Plastic Surgery at the University of Pittsburgh, and BRA Day Chair, a large number of breast cancer patients do not undergo reconstruction. "So our concept was to target that segment and educate patients, people, or other doctors and healthcare providers about their options." De La Cruz (and other plastic surgeons) believes that it is very important for women to choose reconstruction. This is why she also thinks it is so important for women to be given all of their available options—so they actually know what their choices are and can determine what is going to work for them.

In fact, statistics show that nationally, less than a quarter of the women undergoing breast cancer-related surgery in the U.S. are fully aware of their breast reconstruction options or the quality of the surgical outcomes they can expect. That is why this year, UPMC and local artists are again collaborating to call attention to the benefits of breast reconstruction for mastectomy patients with artistically rendered mannequin busts on display at Magee-Womens Hospital of UPMC, the Hillman Cancer Center, and UPMC Passavant. "Our ultimate hope is to not only accomplish



Jennifer Titchworth



awareness and education, but access is our other initiative as well," adds De La Cruz. "For some women in some places, reconstruction is not necessarily offered or available—and if patients don't know their options, then they can't really determine or ask what's best for them."

She also contends that women who have undergone breast reconstruction post-mastectomy report restored feelings of wholeness and femininity—but despite the overwhelmingly positive experiences, only a small percentage of women choose reconstructive surgery. "That is why informed decision making from the beginning of breast cancer treatment through its conclusion offers women the best hope of physical and emotional recovery from the disease," De La Cruz adds. "By raising awareness of reconstruction, hopefully more women will explore the options available to them."

De La Cruz says she came up with the concept of using the mannequins because they are a "clean slate." All fifteen artists who participated used an untouched mannequin as their canvas, and through each piece, translated their art in order to interpret what breast reconstruction means to them. "So in the mannequins they artistically, physically, and visually had a way to express how [plastic surgery] changes people," she explains. "Because the mannequins are now altered and forever changed, these artworks represent and mirror the beauty that can come through change—and you can really vividly see that represented in these artistic pieces!"

The mannequins were decorated by 15 local artists including Alix Paul, Laura Jean McLaughlin, Jim West, Katy Dement, and Sandy Kessler—many of the artists are survivors themselves or have been touched personally by cancer in some way. "The artists either changed or decorated the breasts of the mannequins, so not only is it an outward manifestation of the journey that breast cancer patients go through, it also 'shows' what they feel on the inside too—it's really quite amazing," notes De La Cruz. They will be displayed throughout the month of October beginning on the 16th (which is BRA Day). The display will culminate in an auction of the mannequins on November 6, 2013 at the Andy Warhol Museum.

Even De La Cruz has been surprised and inspired by the power of the mannequins. "Initially I just thought that the artists would make pretty art out of the mannequins, but it turned out that they have all actually in one way or another been touched by breast cancer." She says that the artists have built their stories and show them through these artistic pieces—and that it took these physical manifestations of breast reconstruction for people to really begin to understand what women affected by breast cancer experience. "It's just a different way to look at the issue, because a lot of people see signs and read literature, but this is a truly physical and tangible way to translate what patients go through during the process—and it's very powerful."

Informational tables with educational materials accompany the displays, including the wide variety of breast reconstruction options, the quality of surgical outcomes women should expect from reconstructive surgery, and the importance of timing breast cancer treatments with breast reconstruction surgery. "Again, we want to help women undergoing any form of breast cancer surgery to understand their reconstructive options," notes De La Cruz.

De La Cruz believes that there is a natural connection between art and health/science, not only as epitomized in BRA Day, but also especially in her professional field. "If you really think about it, in many ways, plastic surgery is both a science and an art—we even call it the 'art of breast reconstruction.'" She concludes, "Yes, although we are recreating women's breasts using science, medicine, and surgery—we are also creating beauty because we're reproducing the human form and reconstructing patients' lives—and that's really what this is all about."

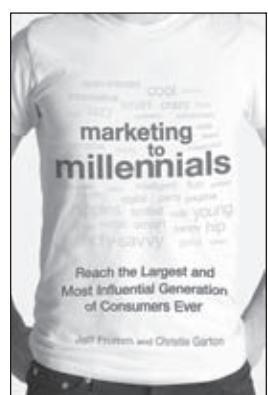
For more information on the exhibit please visit: www.bradaypittsburgh.org. See: www.upmc.com/Services/plastic-surgery for information on plastic and reconstructive surgery at UPMC. †

“Marketing to Millennials” by Jeff Fromm and Christie Garton

Book Information: c.2013, Amacom;
\$24.95 / \$29.50 Canada; 202 pages

Your business is in it for the long-haul.

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Born between 1977 and 1995, America's so-named “Millennials” have become a force to be reckoned with. Over 80-million strong, they account for around one-quarter of the population – which is some serious spending power.

Though the majority of Millennials are minorities, race is not the only study-category that researchers consider: Millennials are also categorized by six basic “segmentation models.” Still, they share characteristics as a whole, the first of which is their drive of a “participation economy,” in which passivity is passé.

Millennials *want* to interact and engage with brands and offer opinions. They're early-adopters, technology is second-nature to them, and they're willing to spread that techy knowledge. They're often “best friends” with their parents (indeed, they enjoy financial support from their parents longer than did other generations). Crowd-sourcing is big with Millennials; they don't make any decision without asking friends. And despite having borne the brunt of recent job losses, researchers have found a surprising amount of Millennial optimism.

To remain relevant in this and future economies, the authors recommend several ways to appeal to Millennials.

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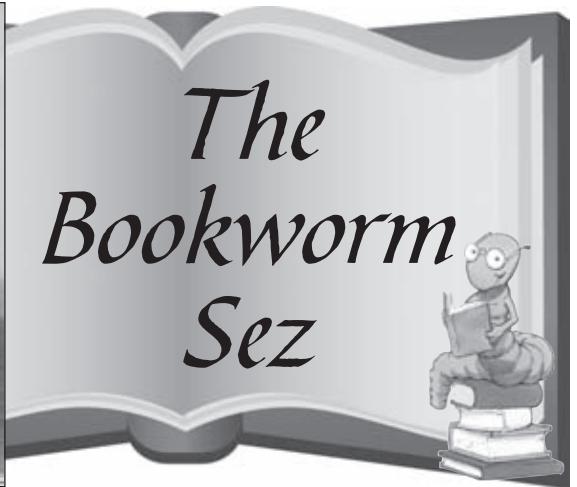
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and when things go right. Keep in mind that, like most people, Millennials love a good deal, and they love “free, fast, and easy.”

Overall, remember this: whatever “tactic you choose to take when it comes to engaging with... Millennials, any positive effect it has on your relationship today will have a positive effect on your bottom line tomorrow.”

I have to admit, “Marketing to Millennials” is helpful. It's also repetitious, common-sense, and it's over-packed with statistics.

And yet – I keep coming back to that “helpful.” Using case studies and reports jointly written with consulting groups, authors Jeff Fromm and Christie Garton give business owners a clear sense of the future of marketing and the customers to whom that marketing should appeal. To have that info all in one place, and making sense, is a very good thing. It's also good to see confident assurance that readers may already have in place the tools they'll need to get the job done.

So yes, I believe there are bumps in this book, but I also think it'd generally be advantageous to have around – especially if you're in business for the long-term. If that's you, then “Marketing to Millennials” is a book to haul home. ☺

The Bookworm is Terri Schlichenmeyer. Terri has been reading since she was 3 years old and she never goes anywhere without a book. She lives on a hill in Wisconsin with two dogs and 12,000 books.

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ADDICTION From Page 14

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Michael Campbell is the President of St. Joseph Institute for Addiction, a leading treatment program located near State College in central Pennsylvania.

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Around the Region

Pitt Public Health Study Finds Nearly a Third of Pittsburgh Homicides Might Have Been Prevented

More than 30 percent of the homicides in Pittsburgh last year were likely related to peer violence, not gang activity, and are the type of crime most readily prevented by early intervention, according to a first-of-its-kind report by the University of Pittsburgh Graduate School of Public Health's Community Violence Prevention Project.

The group's research indicates that 19 percent of the 42 homicides in the city last year were due to peer violence and not gang-related; another 12 percent were identified as possibly related to peer violence.

Peer violence is defined as a purposeful, self-motivated conflict stemming from drugs, money or perceived disrespect between two individuals who know each other.

Gang activity involves leadership and internal organization, and often is associated with conflicts over neighborhoods, or "turf."

"Casual observers often confuse gang violence and peer violence," says Steven Albert, Ph.D., chairman of the Department of Behavioral and Community Health Sciences at Pitt Public Health. "Peer violence may have different contributing factors and requires different interventions."

"Peer violence could involve a disagreement over a girl, or money or even a pair of shoes," says Richard Garland, M.S.W., visiting instructor in the Department of Behavioral and Community Health Sciences and co-author of the report. "The Pittsburgh gangs of the 1990s barely exist anymore. The leaders are in jail — or dead."

The Community Violence Prevention Project began within Pitt Public Health in August 2012. Using data from the Pittsburgh Initiative to Reduce Crime (PIRC), Allegheny Jail, Allegheny County Department of Human Services, Allegheny County Adult and Juvenile Probation and the Allegheny County Medical Examiner's Office, researchers studied all 42 homicides that occurred within the city of Pittsburgh in 2012 to identify the root cause of the homicides and homicide patterns. In 95 percent of the homicides, the cause of death was a gunshot wound.

In addition to the homicides where peer violence was a possible motive, researchers found the following:

- 28 percent of all homicide victims were killed during illegal transactions (for example, a drug deal gone "bad," or a home invasion)
- In another 23 percent of the homicides, the victim was an unintended target
- 7 percent occurred due to gang violence
- 3 percent were related to child abuse
- 7 percent could not be determined due to incomplete information

Researchers also found homicides disproportionately affected certain groups and areas:

- 93 percent of all homicide victims were male
- 83 percent were African-American
- 36 percent were ages 18 to 25
- 43 percent of the homicides took place in Pittsburgh Police Zone 5 — the neighborhoods of East Liberty, Garfield, Lincoln-Lemington, Larimer and Homewood

Information beyond a victim's gender, race, age and location from these reports was very limited, so researchers gathered additional information by attending community and coalition meetings, conducting informal interviews and engaging in community outreach. Researchers sought to understand the victim's relationship with the suspect, evidence of previous conflicts, potential motives, family history of violence, the victim's occupation and length of stay at his current residence.

In addition, researchers facilitated eight "homicide review group" meetings from January to June 2013. The review groups comprised community members in the neighborhoods where homicides occurred the previous year. Researchers wanted to focus on the unique characteristics and dynamics of these neighborhoods, generate additional information about the homicides and brainstorm interventions.

"We need programs that will get these young men safely through the 'killing years,'" says Mr. Garland. According to the U.S. Centers for Disease Control and Prevention, the risk of becoming a victim of gun violence is highest from ages 15 to 24.

The Prevention Project researchers recommend engaging individuals and families at risk for violence in non-traditional settings, including emergency room trauma departments.

"This is the best time for a 'teachable moment,'" says Dr. Albert. "A specialized team of trained peer mentors can meet with family members in the waiting room. It's a way to drive home the potential outcomes of gun violence."

The Prevention Project's recommendation is modeled after a program developed by the National Network of Hospital-Based Violence Intervention Programs. All four hospitals providing Level 1 trauma services in Allegheny County have agreed to host the program.

Researchers also propose enhancing the homicide review process with community partners to examine missed opportunities for prevention and intervention.

The Pitt Public Health Community Violence Prevention Project is funded by a grant from the Richard King Mellon Foundation.

For more information about Pitt Public Health, visit the school's Web site at www.publichealth.pitt.edu. †

First "SupremEd" Program at Conemaugh Memorial a Success

The first group of nine local aspiring physicians who recently completed Conemaugh's six-week Summer Premed Volunteer Program called SupremEd, have given the program a "thumbs up".

"It's such a great opportunity to get acquainted with the hospital setting and learn more about what you need to do to achieve your goal of becoming a physician by hearing from people who have already done it-- medical students, residents and doctors," says 19 year-old Halee Karashin of Johnstown, who is heading into her sophomore year at University of Pittsburgh, Main Campus.

As part of the program, coordinated through Volunteer Services, college premed students, who reside locally and are aspiring physicians, must:

- Volunteer for at least 4 hours/week
- Attend a two hour speaker series each week, hearing from speakers ranging from current medical students, residents, physicians and department directors and administrators
- Volunteer for two hours in the Medical Skills Learning Center
- Shadow a physician extender in a specialty of the student's interest

"To be accepted into the SupremEd program, students have to be serious and must be able to commit their time," says Helene Gleason, Director, Volunteer Services, Conemaugh Memorial Medical Center.

"We see this program as a great starting point for some of the many college premed students who come to us each summer looking to join Conemaugh in an educational capacity."

"Last summer, I volunteered at Conemaugh and really enjoyed it, so I was very excited to hear that they started this program," says Hannah Smith, a 20-year-old premed student from Ebensburg who is entering her junior year at Gannon University. "It gave me the chance to not only continue to volunteer, but to learn how hospitals work from an administrative level, tips on getting into medical school, and some of the pros and cons of being a physician. Overall, it was a fun and meaningful resume-builder."

In addition to SupremEd, premed college students may also apply for other educational opportunities at Conemaugh, including Internships and the esteemed Mentoring in Medicine Program.

"At the end of the day, we want to encourage the best and brightest young people in our area, expose them to the nationally recognized clinical services we offer, and provide them with opportunities that impact their lives," says Gleason. "By doing so, the goal is that they won't forget their experiences and will return to our area when they are ready to start their career journey," adds Gleason.

To learn more about student experiences offered at Conemaugh, visit www.conemaugh.org.



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Around the Region

Pittsburgh Mercy Health System Presents the 10th Annual Reindeer Ball

"There's no place like home" for the holidays. Ring in the season and create a new holiday memory with your family while supporting vital services to children in the community. Join Pittsburgh Mercy Health System for its 10th Annual Reindeer Ball, a spectacular holiday gala and evening of fun for young children and their families, and an important benefit for Pittsburgh Mercy Health System (PMHS) child and adolescent services, Sunday, December 1, 2013, from 4 to 7 p.m., at The Westin Convention Center Pittsburgh Hotel, 1000 Penn Avenue, Pittsburgh, PA 15222 (Downtown).

Dressed in "ruby slippers" and other holiday finery, young "munchkins" and their families will experience the sensational musical, "A Christmas in Oz," produced by RWS & Associates, an Emmy Award winning New York City-based entertainment company. Guests will "follow the yellow brick road" "somewhere over the rainbow" and dance the evening away with Dorothy, Toto, and other beloved friends from Oz.

Guests will also create awesome art projects; decorate holiday cookies; enjoy face painting, caricatures, and amazing balloon artists; have a holiday portrait taken; and savor dinner from delectable buffet stations that are suitable for the entire family. Additionally, attendees will mingle with some of their favorite storybook characters including Bad Kitty, Geronimo Stilton, Curious George, and Clifford the Big Red Dog, and timeless holiday favorites including Mrs. Claus, Rudolph, and Frosty. The evening culminates with a special appearance by jolly old St. Nick himself – Santa Claus.

Nearly 500 guests attended the Reindeer Ball last year. Since its inception in 2003, the event has generated more than \$700,000 for PMHS child and adolescent programs.

Pittsburgh Mercy Health System (PMHS), part of Catholic Health East, sponsored by the Sisters of Mercy, offers an array of valuable community-based mental health, child and adolescent services including crisis diversion and acute stabilization, partial hospitalization, residential, service coordination, behavioral health rehabilitation, and school-based prevention, assistance, and intervention services. Additionally, more than 2,000 children have benefited from Dancing Classrooms Pittsburgh, a PMHS program that builds confidence and promotes self-esteem in children in the fifth and eighth grades. All of PMHS' services are designed to empower children and families to overcome barriers and lead healthy, successful lives in the community.

Tickets to Pittsburgh Mercy Health System's 10th Annual Reindeer Ball are \$100 each per adult and \$50 each per child. To purchase tickets, visit www.pmhs.org/events. For more information, or to inquire about sponsorship opportunities, contact Connie Murray, email Development@mercy.pmhs.org, or call 724.934.3537.

To coincide with the 10th Annual Reindeer Ball, Pittsburgh Mercy Health System (PMHS) is also hosting an online holiday auction, Nov. 1-14, 2013. Now in its fifth consecutive year, the auction also benefits PMHS child and adolescent services. Bidding gets under way at 8 a.m. on Friday, November 1 at the auction website, <http://biddingforgood.com/pmhsauction>.

Find the perfect gift for someone special – or a great bargain for yourself – this holiday season while shopping from the convenience of home. Bid on tickets to local museums, cultural, and entertainment venues and attractions; local sporting events; autographed sports memorabilia; get-away packages; gift cards to local restaurants; and more.

The more you bid, the more your generosity benefits the children and adolescents whom PMHS serves. Final bids will be accepted at 8 p.m. on Thursday, November 14.

For more information about Pittsburgh Mercy Health System's online holiday auction, or to inquire about sponsorship opportunities, contact Lorry Perkins at 724.934.3538 or LPerkins@mercy.pmhs.org.

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Excela Health Offers Imaging Services with Added Features to Keep Bones Healthy

Bone is the basis of the human anatomy. When bones are weak people are at greater risk for fractures. Excela Health offers bone density testing at several sites, including Excela



Karen Kane, an imaging technologist who specializes in mammography and bone densitometry, conducts bone density screenings at Excela Square at Norwin.

Around the Region

Square at Norwin, where new screening technology includes Fracture Risk Assessments (FRAX) and Vertebral Fracture Assessments (VFA) to help patients understand their risk of developing osteoporosis and indicative signs of vertebral fractures.

Bone density tests use a central dual energy x-ray absorption (DEXA) machine to scan the lower spine and one hip where the computer measures the amount of low-level radiation it takes to penetrate the bone. The computer then compares that amount against a national average of a person in the same age, height and weight groups as the patient. This returns a score, called a "T score" that places the patient into a low to high range in one of three categories: normal, osteopenia (a lower-than-normal bone mineral density) or osteoporosis.

"Bone density tests are usually prescribed for patients with a family history of bone mass loss or osteoporosis, patients on long-term steroid or seizure medications, patients who are going or who have gone through breast cancer treatment and patients with a broken bone after age 50," said Excela Health radiologist Anthony Daniele, MD. "It hopefully helps us catch bone mass loss before it develops into osteoporosis and is an important test for asymptomatic patients' well-being."

The typical bone density test requires no needles, enclosed spaces or invasive procedures. Patients fill out a questionnaire upon arrival and are asked to lie on a table. According to Karen Kane, an imaging technologist who specializes in mammography and bone densitometry at Excela Square at Norwin, the process usually takes about 15 minutes.

Anyone can develop osteoporosis, but bone mass loss generally occurs more in women. As Excela Square at Norwin continues to expand its imaging services for women, a new bone density machine was purchased in 2012 that can perform a Fracture Risk Assessment (FRAX) as part of the screening.

"The fracture risk assessment is inherent in the computer and calculates the patient's risk of fracture in the next 10 years," said Kane. "It gives the patient a percentage and a number to gauge individual risk."

The FRAX occurs as long as the imaging technologist tells the computer to calculate it at the beginning of the test.

Another test available only at Excela Square is the VFA. This test transforms the machine into a virtual x-ray. The patient adjusts to a position with his or her legs lifted and the machine scans the lumbar spine between specific vertebrae. The scan includes a lateral view of the spine all on one image and helps identify vertebrae fractures. This test is only performed with a prescription from a doctor.

Excela Health offers regular bone density testing at Frick, Latrobe and Westmoreland Hospitals.

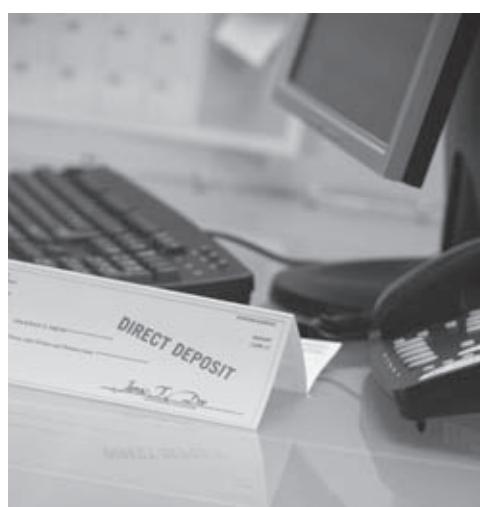
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5 Essential Writing Books for your Writing Team



My clients are often asking me for my recommendation on books they—or their marketing/communications staff—should have on their shelves to use as a writing reference. While there are hundreds of books out there that can assist any experienced or novice writers, here are my top 5:

1. The Elements of Style by William Strunk and E.B. White: Every reference shelf begins with this classic. It doesn't matter what edition you have (I have the fourth); Strunk and White's style manual is guaranteed to help you become a better writer.

Three of my favorite tips:

- a. Revise and rewrite.
- b. Do not explain too much.
- c. Omit needless words.

2. The Synonym Finder by J.I. Rodale: I was using Roget's Thesaurus faithfully until I read that The Synonym Finder is vastly superior. It's more comprehensive than a thesaurus and simpler to use.

3. On Writing by Stephen King: The first part of the book is a memoir, and eases you into the second part which delves into the writing craft. Although this book is primarily for novelists, much of the advice is applicable to business writing

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as well. King described the book as a guide for how a competent writer can become a good one. One piece of advice: edit out unnecessary details and thoroughly avoid the use of unnecessary adverbs.

4. On Writing Well by William Zinsser: Remember some of those grammar rules you learned in elementary school and high school? Well, Zinsser teaches you that it's okay to break some of them. For instance, he writes, "Many of us were taught that no sentence should begin with 'but.' If that's what you learned, unlearn it—there's no stronger word at the start."

5. Content Rich: Writing Your Way to Wealth on the Web by Jon Wuebben: Want to master SEO copywriting and how to be a better social media writer? This book is an invaluable resource. Wuebben teaches you how to improve your online copy to help generate traffic to your website.

Do you have a favorite resource that I may have missed? Let me know. Email me at writer@danielcasciato.com. ↑

Daniel Casciato is a full-time freelance writer from Pittsburgh, PA. In addition to writing for Western Pennsylvania Healthcare News and Pittsburgh Healthcare Report, he's also a social media coach. For more information, visit www.danielcasciato.com, follow him on Twitter @danielcasciato, or friend him on Facebook (facebook.com/danielcasciato).



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The 2013 gala marks the 15th anniversary of the *Cameos of Caring*[®] Award Program: in 1999, nearly 600 people attended the inaugural event, which honored nursing professionals from 20 different health care entities in Western Pennsylvania. The Cameos program was created to publicly acknowledge those individual nurses in the region who defined the best qualities of the profession while promoting the field as a challenging and satisfying career. In addition, the *Cameos of Caring*[®] Awards program would benefit the next generation of nurses by contributing to an endowed scholarship fund for nursing students.

Since that point in time, the Cameos of Caring Program has recognized the passion, caring

and expertise of 753 nurses. Originally, the program honored bedside nurses working at acute care facilities. Over the years, award categories were added to salute advanced practice nurses, case managers, nurse educators and those nurses who advocate for organ and tissue donation.

These nurses, nurse leaders and educators have significantly impacted patients, colleagues, students, institutions, and the healthcare field as a whole. They were nominated for this honor because they embody the excellence, the outlook, and the spirit of nursing. They are true role models for the profession.

Proceeds from the *Cameos of Caring*[®] Program and Awards Gala benefit the Cameos of Caring

The University of Pittsburgh School of Nursing Hosts the 15th Anniversary of the Cameos of Caring[®] Awards Gala November 2, 2013

Endowed Nursing Scholarship Fund, established in 2000 to offer financial support for registered nurses to enhance their education.

To date, the Gala has raised more than \$1 million dollars to enable the awarding of 204 scholarships!

At the 2013 gala, more than 1200 people will gather to recognize the current cohort of honorees featuring 73 nursing professionals and educators from 60 facilities. The program continues to grow, reflecting the growth and evolution of the nursing profession.

For more information, visit www.nursing.pitt.edu/cameos/ or call (412) 624-5328 or e-mail jmw100@pitt.edu.



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A Celebration of Nursing

15th Annual Cameos of Caring® Awards Gala Saturday, November 2, 2013

Spirit of Pittsburgh Ballroom, David L. Lawrence Convention Center, Pittsburgh, Pa.

2013 Honorees



Johnna Resek
BSN, BS, RN

Allegheny Health Network, Allegheny General Hospital

Johnna Resek, a Neuro ICU staff nurse at Allegheny General Hospital, credits her career choice to her grandmother, "a nurse devoted to her profession for a lifetime," as well as to the knowledge, skill and understanding of nurses who cared for her grandmother during her final illness. Her path to nursing was indirect, however: before obtaining her BSN from Robert Morris University, Resek earned a BS in psychology from Allegheny College, experienced adventure and new places as a flight attendant, and refined her leadership and customer services abilities as a retail manager.

As a nurse, Resek treats others as she would want to be treated by respecting and sharing information and educating patients/families to be collaborators in care. For example, one of her patients, a young man, had special needs and his mother hovered anxiously at his side. "Instead of asking for the mother to step out of the room, I included her in my assessment and care, stopping frequently to explain, listen, and share information. This once-daunting day turned into a great learning experience both professionally and personally, with smiles all around by the end of the shift," describes Resek.

In addition to patients, Resek believes nurses need to take care of themselves and each other. She is proud to be a founding member of the Nursing Hospitality Committee which sponsors gift baskets and 'survival packets' with candy and unit information cards to welcome nurses directed to an unfamiliar unit.



Alicia D. Gidos
RN, MROA

Allegheny Health Network, Allegheny Valley Hospital

Alicia Gidos, chose to become a nurse because of the profession's diversity. "There are so many specialties within nursing," she says. "I felt that regardless of the path I chose, I would be making a difference in someone's life."

Gidos' own career path reflects the variety of options open to registered nurses. Among her notable experiences since graduating from West Penn Hospital School of Nursing are caring for a dying cancer patient and his family and encouraging orthopedic patients with a new knee or hip to walk for the first time after surgery (she held Orthopedic Nurse Certification from 2000 to 2005).

Over the seven years since she joined Allegheny Valley Hospital's Healthworks Occupational Medicine Clinic, Gidos has enjoyed the opportunity to build relationships with Human Resources and Safety personnel at companies in her community. Through these relationships, she has helped the companies to develop and implement initiatives to achieve a safe environment and a drug-free workplace for their employees. She is a Certified Occupational Hearing Conservationist (COHC), certified DOT drug collector and trainer, and certified breath alcohol technician (BAT). In 2011, she added Medical Review Officer Assistant (MROA) certification to her list of professional achievements.

"I feel I am an advocate for the nursing profession by being a positive role model," she says. "I take great pride in my work and feel confident that my peers rely on me for advice and guidance."



Lisa Ketter
ADN, RN

Allegheny Health Network, Canonsburg Hospital

Lisa Ketter, a staff nurse on Canonsburg Hospital's 2-South (orthopedics unit), never considered nursing when she graduated from high school. Now she feels "honored and blessed" in her new profession.

Ketter's first career, airline customer service, ended after 17 years when her position was outsourced. She remembered being "entranced" by nurses who had cared for her and her family members, and she wanted to model for her daughters how to be positive in the face of adversity. Could she follow her passion and become a nurse? Community College of Beaver County's Associate's Degree in nursing was her first and only application, and she is proud that she did well in the program.

What does she love most about nursing? "The patients and their families. I will never forget my first patient in nursing school, a diabetic who had just had his leg amputated. He inspired me with his positive attitude and taught me to never think of a patient as a chore but to always treat patients with love, compassion and respect. This is a lesson no lecture or textbook can teach."

Ketter demonstrates to all she encounters how well she learned this lesson. She serves on Canonsburg's Nurse Practice Council, which focuses on excellence in patient care. In her community, she volunteers at the Washington County City Mission. And by encouraging her two daughters to volunteer with her, she has inspired them not only to service but to hopefully follow in her career path.



Pietro Mangialardi
ADN, RN

Allegheny Health Network, Forbes Hospital

Pietro (Pete) Mangialardi, ADN, RN, was inspired to become a nurse by his mother, who had dreamed of being a nurse herself. While he loves the challenge of being male in a female-dominated field, the most satisfying part of his career is his knowing that he is vital to helping sick individuals and their families on their paths to wellness.

Mangialardi is a clinical nurse II on Forbes Hospital's Cardiothoracic Intensive Care Unit. He earned his Associate's Degree in nursing from Community College of Allegheny County and previously worked at UPMC-St. Margaret, where he was a two-time winner of the "Above and Beyond" award. He has also been named a "Shining Star" winner for his efforts on behalf of the Center for Organ Recovery and Education (CORE).

What does Mangialardi think about the nursing profession? "Nursing has come so far, but yet has miles to go. It pains me to see nurses pitted against one another. Nurses need to advocate for each other, and I strive to do this on a daily basis."

Mangialardi's most memorable patient was a young man with repeated admissions for drug overdose. "He was very fixated on 'how bad he had it.' I was able to break through to him, help him focus on the bright aspects of his life and envision his troubles as 'life challenges' that serve as learning experiences. I remain in contact with him and he is drug-free and building a family of his own."



Michele Jackson-Cramer
RN

Allegheny Health Network, Jefferson Hospital

Michele Jackson-Cramer, RN, is a Team Leader of the Observation Unit at Jefferson Hospital. She earned her Associate's degree at California University of Pennsylvania and is currently pursuing an online BSN at the Chamberlain School of Nursing in Illinois.

Jackson-Cramer, who serves on the hospital's Lean Committee and Observation Steering Committee, is identified as a role model who is always helpful, knowledgeable and full of energy.

"Michele touches every patient she encounters. Her patients describe her as warm, kind and generous," her supervisor notes. "I know her coworkers and physicians have great faith and admiration for her. She is a vision of what we hope for many nurses to emulate."

Jackson-Cramer reminisces about one of her most powerful patient experiences. A patient had obviously given up on life. Jackson-Cramer found an entire hour – in an already jammed-packed day – to sit and talk with the patient about her medical situation and life in general. They listened to each other and tears were shed by the end of that visit, which was followed by daily check-ins. A few days later, that patient had improved enough to be discharged and she returned a week later with flowers and grateful hugs for Jackson-Cramer. This episode revealed the power of a nurse's compassion: "that day I truly saved someone's life...not with oxygen and not with medication...but with a dose of empathy and a little bit of time," explains Jackson-Cramer.

"You have to have a passion for nursing and always give 110 percent all the time. And always smile – it's contagious!"

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**Lisa Marie Sarnowski**

RN, CEN

Allegheny Health Network, West Penn Hospital

From the time she was a child, Lisa Sarnowski wanted to follow in the footsteps of the nurses who provided exceptional care to her younger brother, who had Tetralogy of Fallot. She earned her nursing diploma from St. Francis Hospital School of Nursing and currently practices as a Clinical Nurse III in West Penn Hospital's Emergency Department.

What she especially treasures about her nursing career is being able to care for patients in the community where she was born and raised, giving back to those who helped and supported her and her family. Professionally, Sarnowski uses her knowledge and expertise to serve as a preceptor for students and new employees. She also co-chairs the Emergency Department Unit Council and serves on the Staff Nurse Leadership Council. Her volunteer service includes helping at Bloomfield's Little Italy Days, in her church, in regional disaster drills, and for the West Penn Hospital Foundation and children's health fair.

Sarnowski advocates for nursing by putting each patient's best interest first and treating co-workers -- as well as patients and families -- with dignity, respect and compassion.

What's it like being an ER nurse? "Always prepared for any emergency," Sarnowski says, proving her point with this story: walking onto a cruise ship expecting to start a relaxing vacation, she heard screams for help. She found a woman being pulled from the pool, began CPR, and with another person who knew CPR, provided care until staff arrived. Eventually the critically ill woman was flown to a hospital.

**Michelle Kamnikar**

RN, BSN, CPN

Children's Hospital of Pittsburgh of UPMC

Michelle Kamnikar once planned to be an actress. She found a new dream, however, after her youngest sister was diagnosed with cancer. Following her hospital stays, the sister told Kamnikar stories about "Nurse Betsy," who joked with her and gave the best hugs. That's when Kamnikar decided she would put those who needed help in the spotlight and assume a supporting role herself.

Now the patient service supervisor for Unit 7C and the Supplemental Nurse PRN Team at Children's Hospital, Kamnikar finds satisfaction in helping people who are facing the most stressful time in their lives. Because of her sister's experience, she knows how to bond and communicate with patients and families. In fact, patient satisfaction comments often mention Kamnikar by name. Colleagues call her a role model, describing her as an excellent communicator who is authoritative, calm, quick, respected, and trusted.

Kamnikar's motto is "If you choose to do something, do it well." One thing she has done well is maximize staff's ability to give excellent patient care with the resources available. She has addressed this concern by successfully implementing nurse huddles on her unit, which alerts the clinical leader to acuity issues and also makes the nurses feel supported.

Kamnikar is co-leader of the Falls Project in collaboration with the Ohio Children's Hospital Solutions for Patient Safety, and is a 2013 Evidence-Based Practice Fellow. She also is involved in Executive Safety Rounds, the Magnet® Recognition Program, and the Professional Practice Council. She is the 2013 recipient of the LeMoyne Award. She has bachelor's degrees in biology and nursing in addition to her pediatric nurse certification.

**Mary Kay Bolam**

RN

Conemaugh Health System, Memorial Medical Center

Mary Kay Bolam is a staff nurse in the Cardiac Intensive Care Unit at Conemaugh Memorial Medical Center in Johnstown. She holds Associate and Bachelor degrees in Nursing from Lock Haven University.

Bolam's "calling" to nursing came a little later in life. Her mom was diagnosed with Multiple Sclerosis at the age of 27. Mary Kay's first "nursing" experience was becoming her mother's primary caregiver. "My goal was to be able to keep her at home. I learned so much from her Home Health nurses and wanted to emulate the wonderful care they provided over the years. Those nurses really made a difference in my mom's quality of life and were very inspiring to me."

Bolam's compassionate spirit, so critical for bedside nursing, inspires those around her. Her coworker's nomination notes that: "I have never felt quite so motivated to nominate someone as I do now. The quality of this nurse necessitates, no, demands that I do so."

Bolam considers being a nurse as more of a calling than a career. "By far the most satisfying part of my career is the patient and family interaction. It truly is a humbling experience to help patients and families through such a difficult time in their lives."

A fitting end to Mary Kay's story is to share her beginning to each shift. As the elevator ascends, she offers this prayer: "God be on my mind, my heart and my hands that I may bring only kindness and compassion to your patients and staff this shift. Amen."

**Jeanie Thomas**

RN, BSN, SANE

Excela Health, Frick Hospital

Jeanie Thomas told everyone she met she wanted to be a nurse when she grew up. Putting motherhood first, she began to pursue her dream when her children were of school age. Nearly 20 years later, she has made a career in emergency nursing serving as a staff RN/Relief Charge Nurse in the Emergency Department at Excela Health, Frick Hospital.

A 1996 diploma graduate of West Penn Hospital School of Nursing, she sought specialty training as a sexual assault nurse examiner, receiving her SANE Certificate from the Crime/Victims Center-Fayette in 2003. She completed her bachelor's degree in nursing at Penn State Fayette on the Eberly Campus earlier this year.

Thomas loves taking care of her patients. Her most meaningful experience occurred early on in the Emergency Department as she cared for a 3-year-old before the toddler was flown to Children's Hospital of Pittsburgh. Weeks later, Thomas read an article in the newspaper about the child. The article thanked the nurse and doctor for the wonderful and compassionate care they received at the Emergency Department. "This event made me want to stay in emergency nursing...To know that I assisted in saving a life is one of the greatest feelings," says Thomas.

A volunteer at high-profile community events as a member of the Emergency Nurses Association, Thomas sees every patient encounter as an opportunity to teach and in her role as charge nurse has designed many tools that help others carry out their responsibilities effectively.

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Tracy Brusak	Shawn Ditch	Richard Harr	Elizabeth R. Czekanski	Ruth Ann Lasky	Janey A. Roach		
Nancy C. Broadway	Dana Doctorick	Michelle Harris	Elizabeth R. Czekanski	Joan M. Latsko	Tawanda Lynn Roberts		
Marge McKean Brodbeck	Heidilyn M. Dolinich	Patricia Harris	Elizabeth R. Czekanski	Maggie Lattanzio	Patricia Koren Robinson		
Marilyn Brody	Janet M. Doman	Barbara J. Harrity	Elizabeth R. Czekanski	Evelyn G. Lawler	Paula D. Rogers		
Judy Brooks	Elinor P. Donalson	Valerie Hart	Elizabeth R. Czekanski	Heather L. Lawry	Jamie Roland		
Carol E. Brown	Mary Atkins Donnelly	Donita Hartman	Elizabeth R. Czekanski	Kim Leech	Tammy Rosenberger		
Gwendolyn Brown	Deborah Dowling	Julie Hartz	Elizabeth R. Czekanski	Daniel Leger	Carl A. Ross		
Sandra C. Brown	Kathy K. Downey	Mary Ann Hauser	Elizabeth R. Czekanski	Tammy L. Lemin	Beth A. Rotto		
Dee Bruner	Dianne Downing	Leda Heidenreich	Elizabeth R. Czekanski	Cheryl Lenhart	Christine Rozanski		
Bernadette E. Bryant	Jacqueline Drahos	Jilli Helfinsky	Elizabeth R. Czekanski	Maureen E. Gaydos	John M. O'Donnell		
Kathleen Bryte	Ann Druschel	Tina Henderson	Elizabeth R. Czekanski	Leonardo	Vanessa O'Kain		
Karen Brzu	Jessica L. Dudzenski	Rosanna M. Henry	Elizabeth R. Czekanski	Thomas Leslie	Judith A. O'Laughlin		
Sheila E. Buchanan	Kathleen F. Duggan	Renee C. Hernandez	Elizabeth R. Czekanski	Eugene J. Lewis	Bobbie Olszewski		
Donald H. Bucher	Robert Dukic	Dale E. Heron	Elizabeth R. Czekanski	Alan D. Leydig	Susan O'Neill		
Antionette V. Buchko	Cynthia Dunlevy	Edward Hetherington	Elizabeth R. Czekanski	Shelley Mencini Libman	Sara Orndoff		
Amber Bugajski	Amy L. Dunn	Desiree M. Dunn	Elizabeth R. Czekanski	Barbara A. Liptak	Lori O'Shea		
Michele Buraczewski	Colleen Jane Dunwoody	Colleen Jane Dunwoody	Elizabeth R. Czekanski	Arlene Lis	Lori O'Shea		
Mary Reilly Burgunder	Teri Durkoske	Teri Durkoske	Elizabeth R. Czekanski	Karen F. Little	Lori O'Shea		
Charles L. Burkholder III	David G. Dziarmiski	Ellie Dvorsky	Elizabeth R. Czekanski	Roberta Lloyd	Lori O'Shea		
Cerena Bushmire	Barbara L. Edling	David G. Dziarmiski	Elizabeth R. Czekanski	Sheri L. Lloyd	Lori O'Shea		
Anne-Marie Byerly	Charmaine Edwards	Charmaine Edwards	Elizabeth R. Czekanski	Lisa Locasto	Lori O'Shea		
Susan Byrd	Andrea H. Eicher	Andrea H. Eicher	Elizabeth R. Czekanski	Joan Such Lockhart	Lori O'Shea		
Linda Byrnes	Kevin Eklund	Kevin Eklund	Elizabeth R. Czekanski	Kimberly A. Lombardi	Lori O'Shea		
Jennifer Cain	Kayla M. Ellis	Kayla M. Ellis	Elizabeth R. Czekanski	William J. Long	Lori O'Shea		
Michelle Cain	Ronald J. Homer	Ronald J. Homer	Elizabeth R. Czekanski	Tarrah Lopreiatto	Lori O'Shea		
Paula Jo Calhoun	Anne Marie Emanuel	Emma Hopeck	Elizabeth R. Czekanski	Darlene Averell Lovasik	Lori O'Shea		
Jason Calorio	Carey Enciso	Milly Hopkins	Elizabeth R. Czekanski	Susann Loveridge	Lori O'Shea		
Kathleen Campbell	Tammy Enders	Kathryn Horvath	Elizabeth R. Czekanski	Laura Lowman	Lori O'Shea		
Shari A. Campbell	Nadine Cozzo Englert	Faith Hoskinson	Elizabeth R. Czekanski	Carla Lowrie	Lori O'Shea		
Dana Jo Camut	Ursula Erb	Valerie Howard	Elizabeth R. Czekanski	Margaret A. Lucas	Lori O'Shea		
Risa Candolore	Melanie Erskine	Diane Lynn Hranicky	Elizabeth R. Czekanski	Marlene Cain Lucas	Lori O'Shea		
Eunice Canoy	Renea Esoldo	Marilyn Hudak	Elizabeth R. Czekanski	Sarah J. Lucas	Lori O'Shea		
Linda Caputo	Michael Estatico	Kerri Humes	Elizabeth R. Czekanski	Patti Lukon	Lori O'Shea		
Nancy K. Figel Cardinale	Melissa LaVonne Estep	Maryann M.					



Shawn Ditch
RN, BSN

Excela Health Home Care and Hospice

Choosing a career was simple for Shawn Ditch, who was inspired by his mother's own nursing practice; she's a registered nurse in the Wellness Center at St. Vincent College and holds a bachelor's degree in nursing from the Pennsylvania State University. Following in her footsteps, Ditch is a 2006 diploma graduate of the West Penn School of Nursing. He earned his BSN at Waynesburg University in 2008.

A former bedside nurse at Excela Health Latrobe Hospital, Ditch excels in time management and organizational skills, two traits heavily needed in home and hospice care where he now works. Equally important, Ditch understands that "patients want to be home." He recalled caring for a 90-year-old patient who needed IV antibiotics at home, Ditch had to instruct the patient's 87-year-old wife how to administer the medication independently, a process which took several training visits. Thanks to Ditch's perseverance and patience, the wife was comfortable with taking on the IV administration: thus, her husband could avoid having to enter a skilled nursing facility. "It gives me joy when I can contribute to healing at home," says Ditch.

Involving families in the process is imperative. Ditch has the ability to present complex information in a simple format which patients and their families can understand, easing their anxiety by displaying an unhurried, caring manner.



Kayla M. Ellis
RN, BSN, SANE-A

Excela Health, Latrobe Hospital

As a 12-year-old undergoing an appendectomy, Kayla Ellis remembers the nurse who took care of her during that hospital stay. That caregiver, also a Cameo of Caring honoree, confirmed Ellis's calling "to take care of people just like she took care of me."

A 2010 graduate of Westmoreland County Community College, Ellis holds a bachelor's degree in nursing from the Pennsylvania State University. As a result of her work in the Emergency Department, Ellis sought training as a Sexual Assault Nurse Examiner - Adult from Duquesne University School of Nursing in 2011. She intends to finish her Master's of Science in Nursing at Penn State in 2015, specializing as a Family Nurse Practitioner.

Having benefited from caring preceptors as a graduate nurse, she strives to serve as an excellent example for nursing students, GNs and new employees in the department. She also mentors high school students, encouraging them to pursue health care careers.

Ellis takes satisfaction in knowing that every day she cares for and touches the lives of others. As the primary nurse for a 59-year-old cardiac arrest patient, Ellis, along with the physician, had to tell the patient's wife that his heart could not recover. Ellis accompanied the wife into the room and stayed with her. "Despite all the paperwork and calls I knew I had to make in a timely fashion, I just sat by her side and held her hand, in silence for 40 minutes." The experience changed Ellis as a person and a nurse.



Karen Lynn Kettering
RN-C

Excela Health, Westmoreland Hospital

Karen Kettering realized early in her career that nursing "was not just a job but a calling."

A 1974 diploma graduate of the Allegheny Valley School of Nursing, she has spent nearly 40 years caring for mothers and their newborns. In 1994, she received certification in Inpatient Obstetrical Nursing and also holds certification as a Childbirth Educator and Infant Massage Instructor.

A member of the Academy of Neonatal Nursing Association, this clinical nurse coordinator at Westmoreland Hospital's Family Additions Maternity Department finds her purpose in "being part of the beginning of Life." She cites watching an adoptive mother spend day after day trying to connect with her newborn son, as the infant struggled with Neonatal Abstinence Syndrome. Using infant massage techniques, Kettering helped the anxious parent find a positive way to comfort and connect with her new son. This particular story holds a special place in Kettering's heart as she, too, is an adoptive mother.

While touching the lives of thousands of families and their new additions, Kettering has been participating in the evolution of nursing from being someone else's assistant to recognition as an equal member of the care team. The changes to the profession have amazed and pleased Kettering, who notes that "I love how nurses are involved in community events and endeavors within many fields of nursing. We're not just 'floor nurses' anymore, but investing in our patients' lives before they are in need of a hospital! From beginning to the end, this has been a truly amazing journey which I love."



Kathleen Valasek
RN, BSN, CRRN

HealthSouth Harmarville Rehabilitation Hospital

Kathleen Valasek has loved being a nurse for more than 20 years! This staff nurse, practicing in the orthopedic unit at HealthSouth Harmarville, earned her BSN from Edinboro University of Pennsylvania in 1989 and most recently received her CRRN certification in 2011.

Valasek's mother was also a nurse and she fondly remembers as a child going to the hospital with her mother as well as being fascinated by all of the nurses in their white uniforms. She knew her mother loved being a nurse and so she decided to follow in her footsteps.

To Valasek, nursing is more than a profession; it's a calling and a commitment to helping others. Valasek loves having the opportunity to care for and educate patients: "As a nurse, you have the responsibility to your patients to be well-educated about your specialty and to provide them with the education and resources they need to cope with their challenges," explains Valasek. Years ago, when she cared for a spinal cord patient with a terminal spinal tumor that caused paraplegia, she taught the patient's family how to care for them. More importantly, she had many personal conversations with the patient about his fears and concerns with his diagnosis. Valasek was happy to be there to help him come to terms with his paraplegia: it was just one of many times she realized how many adversities patients must overcome and solidified her belief that it's important for nurses to take the time to learn as much as possible about each patient.



Joanne Altobello
CRRN

HealthSouth Rehabilitation Hospital of Sewickley

Joanne Altobello has been a nurse for almost 40 years, currently serving as an RN at HealthSouth Sewickley. She earned her Associate's Degree in Nursing at the Community College of Beaver County in 1994 and also recently became certified in rehabilitation nursing.

Her favorite part of nursing is having the opportunity to play an active role in the recovery of patients and being able to see patients improve during their rehabilitation. She especially enjoys when patients return to visit and she's able to gauge their progress after discharge and the difference she's helped make in their lives. She says she learns so much from her patients each day, including the importance of helping others, listening, patience, and the difference between sympathy and empathy.

One of her most memorable moments as a nurse was when she was new to the profession and cared for an elderly patient on the orthopedic unit. Altobello spent a good deal of time talking with the patient and learned a lot from her. "I still think of her and treasure the memories she shared with me," Altobello said.

Beyond her standard nursing duties, Altobello also enjoys being involved in committees such as the Parkinson's Disease Committee and the Performance Improvement Team that aims to improve performance and patient care, and to expand the credentials of certified rehabilitation nurses. She also uses her CRRN skills to educate new nurses.



Rhonda Brightwell
RN

Heritage Valley Beaver

Rhonda Brightwell graduated from the Ohio Valley General Hospital School of Nursing in 2004 and is registered nurse on the Level 2 Medical Unit at Heritage Valley Beaver. Becoming a nurse was one of her goals while growing up. After the birth of her third child, Brightwell decided to go ahead and pursue a nursing career and put those qualities she loved about being a mother into her professional life.

Brightwell feels the most satisfying part of being a nurse is the ability to leave work each day with the knowledge that someone is better off because she was at work that day. She remembers the impact she had on one particular patient for whom she had cared on numerous occasions – she truly bonded both with the patient and her daughter. During the patient's last admission, Brightwell was there as the woman passed. The patient's daughter expressed relief that it was Rhonda who cared for her mother at the end.

Additionally, Brightwell is an advocate for the nursing profession: "I love to teach, I try to be positive in difficult situations and serve as a role model for students and new nurses." In June 2006, Brightwell was named "Preceptor of the Year" at the Ohio Valley General Hospital School of Nursing. "I am so proud to be able to do what I love," she added.



Faith Beegle
RN

Heritage Valley Sewickley

Faith Beegle graduated from the Sewickley Valley Hospital School of Nursing in 2007 and is currently a registered nurse on the Progressive Care Unit at Heritage Valley Sewickley. Beegle decided to pursue a nursing career while working in a busy pediatrician's office. She was inspired by watching nurses care for the children, while helping to relieve the parents' feelings of stress.

Beegle feels the most satisfying part of her career is watching patients improve and having the ability to make them smile in some of the most difficult situations. Recently, she was assigned to care for an elderly woman diagnosed with lung cancer. Beegle had the opportunity to get to know the patient and her family, to learn about her life and to discuss end-of-life decisions. "The day she was discharged to a hospice facility, we all shed a tear together," said Beegle. "My hope is that I helped her and her family through one of the most difficult situations one can encounter."

"I feel very passionate about the nursing profession because you can impact lives on a daily basis."



Ann Greczek
RN, BSN

Indiana Regional Medical Center

Ann Greczek began her career at Indiana Regional Medical Center as a secretary on a nursing unit, and then the Laboratory Department. She returned to school, where she earned a Bachelor of Science Degree in Nursing from IUP in 2000, graduating Magna Cum Laude. Greczek has since been working as a Registered Nurse on the Telemetry Unit.

"As I look at our model of care that focuses on our core value of patient-centered excellence and each word associated with it, I am hard pressed to find one level of commitment where Ann does not meet or exceed the standard," says her supervisor. "Ann is frequently mentioned by patients and families as being an outstanding, compassionate caregiver: she has the respect of the patients and families, as well as physicians, management, and her peers alike."

Greczek is frequently called upon to mentor professional nurses new to her unit. "The future of our profession lies in the hands of new upcoming nurses and students. Therefore, I accept the responsibility to become their mentor, preceptor and resource person," explains Greczek. Those she mentors quickly recognize that Greczek is very passionate about the nursing profession and that she continually strives to do what is right for her patients.

Living in this small community her entire life, Greczek has developed many relationships through my family, neighbors, and church. Therefore, I feel this community is my family and I care for my patients as though they all are my family," says Ann.

**Linda Krancevic****RN, BA****Kindred Hospital of Heritage Valley**

Linda Krancevic is a staff nurse and preceptor at Kindred Hospital of Heritage Valley. Linda received her diploma from St Francis Hospital. She also received her bachelor's degree in English and Communication from the University of Pittsburgh. Linda has worked in a variety of setting throughout her career. She has worked on an intensive care cardiovascular floor, a trauma unit and as a case manager for an insurance company prior to joining the Kindred team.

Since joining Kindred, she has consistently shown her compassion, intelligence, and leadership by the actions she takes at work. She has become an informal leader of the staff. She remains calm under stress and influences others to do the same. Her patients describe her as a skilled, compassionate nurse.

She serves as a preceptor for new employees. In this role, she is able to teach while encouraging confidence, instill the ability to show compassion and empathy and help to mold RNs to become the best they can. Linda has received the Gold Award for achieving clinical and service excellence during her career at Kindred Hospital.

**Kerry Clevenger****RN****Kindred Hospital Pittsburgh**

Kerry Clevenger has been a staff RN at Kindred Hospital-Pittsburgh for over three years. Kerry earned her diploma in nursing in 1997, followed by her bachelor's degree in 2001. She states that she became a nurse because "from the time I was a child, I knew I wanted to care for people." This is evident in the way she cares for her patients: "she loves being able support patients and families during their most difficult times," notes a colleague.

Clevenger is a positive influence on everyone that she encounters and consistently serves as a role model for her co-workers. Not only does she make her patients feel special, she takes time for all the patients on the unit. "Kerry is a team player. She is always providing care to her patients while helping all of us with ours," explains a co-worker. As a preceptor for newly hired nurses, her positive attitude and caring ability is passed on to those she precepts. She has the patience and perseverance with new staff to make sure they have all the skills needed to succeed.

Clevenger is always looking for ways to broaden her skills as a registered nurse. She is the only staff nurse who is also cross-trained to work as an admissions nurse in order to fill a need at the facility. In this role, she ensures that staff has the right information about each patient in order to provide a positive experience at the time of arrival and will even follow-up with the patient.

**Mary Ann Petras Gardner****RN****Kindred Hospital Pittsburgh – North Shore**

Mary Ann Petras Gardner took care of her grandmother in her final stages of cancer in 1978. At that time, she discovered that nursing was a passion of hers. She went to St. Francis School of Nursing and graduated in 1980. She currently works at Kindred Hospital North Shore, as an LTAC nurse. She takes care of extremely ill patients in need of extensive care. She explains, "The patients are here for long periods of time, and you become very attached to them. One of the most gratifying parts of nursing in the LTAC is being able to be with the patients at the end of their lives and help to make them as comfortable as you can."

Gardner is also an active preceptor for nursing students and new employees. She states, "We are always in need of good, caring people, and nursing is an excellent profession and has a variety of different fields."

Gardner goes on to note that "I enjoy being a nurse and helping people, but the most important things in my life would be my children and husband. They have been through the nursing life with me, and two of my children have followed me into the medical profession."

**Tracey Grab****RN****LifeCare Hospitals of Pittsburgh**

Tracey Grab sought out a career in nursing because she wanted to help people, particularly those who were ill or in need. She earned her diploma at the West Penn Hospital School of Nursing in 2009 and now serves as a Charge Nurse (RN) in the Behavioral Health Unit at LifeCare Hospitals of Pittsburgh.

Grab explains why she is passionate about her work: "I love being a psychiatric nurse because every day I learn something new about my patients, myself, and especially about life. I have learned the meaning of true compassion for those who are unable to take care or help themselves." The work, however, is not without its challenges. "We care for the mind, body and spirit of every patient. While some days can be challenging, draining, and at times dangerous, I remember why I love my career when a family member thanks me for treating their mentally ill loved one 'like a human being'."

Grab feels that psychiatric nurses are undervalued professionals, perhaps due to the stigma still attached to those suffering from mental disabilities. Mental illness, she notes, is becoming more prevalent in today's world and therefore practitioners who care for such patients need to be better advocates for themselves and their specialty. "I believe that it is important that the nursing profession take a leadership role in educating other professionals as well as the community that mental illness is a disease and not a choice."

**Stephanie Bobby****BSN, RN, CARN****Magee-Womens Hospital of UPMC**

Stephanie Bobby, a PNCC in General Medicine at Magee, describes herself as a patient advocate. For example, when pain medicine was not effective for one young cancer patient, Bobby stepped in, calling for a change in pain management. Although she met resistance, she prevailed and eventually saw the patient more comfortable and at peace. This story is one she shares with new nurses, advising them to persist during difficult patient situations, including end-of-life care. She says, "If we see that they need help, it is our job to provide it."

Although she came from a family of nurses and other medical caregivers, Bobby did not immediately recognize what an excellent fit nursing was for her. In time, however, she saw what a positive difference she was making in patients' lives. She discovered the value of being not only a patient advocate, but also an active listener.

Bobby's broader goal in life is to connect with people and improve their situations. This might include a small gesture, such as smiling at a stranger or hugging a colleague, or something greater. She involves co-workers in running events, including 5K runs and half marathons, and helps them train. She is also an active fundraiser, both to assist people she knows and to support medical research efforts.

Recipient of the Above and Beyond Team Award and 2009 Rookie of the Year Award, Bobby is already quite accomplished in her career. She has a bachelor's of science in nursing in 2008 and is a certified addiction nurse.

**Anthony Cintron****RN****Monongahela Valley Hospital**

For more than 30 years, Anthony Cintron has worked for Monongahela Valley Hospital, with his most recent assignment being the Progressive Care Unit (PCU). Known as "the whistler," Cintron brings cheer and hope to his patients. He openly shares his own experiences, particularly with a heart valve replacement, with his patients to show that he identifies with their hospital experience and to alleviate their fears. Cintron believes nursing is his calling: he says the profession "chose him" upon joining the National Guard to become a Medical Specialist.

One particular patient stands out from his lengthy nursing career -- his very first. The patient started out unable to speak or walk after sustaining a stroke. Over the weeks Cintron cared for him, he became ambulatory with a walker and gained some speech back. Before he went home, they exchanged phone numbers. A couple of months later, Tony called to see how the patient was progressing and the man was able to walk with a quad cane and completely verbal again. This patient gave him a cardboard coin used during the Great Depression, which Cintron still carries in his wallet as a daily reminder of the effect he has on others.

Co-workers praise Cintron vigorously: "Tony is every patient's favorite caregiver. He is so dedicated that he always makes time for everyone and works well with the doctors to clearly communicate care orders to his patients."

Since being named a Cameos of Caring Awardee, Cintron has been promoted to Nursing Supervisor.

**Sharon L. Mesisca****RN****Ohio Valley General Hospital**

"The biggest compliment I can receive is when I make my final rounds before the end of a shift and my patients ask me if I will be their nurse tomorrow." That sentiment says a great deal about Sharon L. Mesisca, an RN on the medical/surgical unit at Ohio Valley General Hospital. She is the kind of person who takes great joy in being a nurse because she gets to help people. She relishes working with her patients to make lifestyle changes that will impact their health for the long term.

She has prepared herself to become that kind of nurse ... one that is requested by patients. After leaving a business career to raise her four children, Mesisca sought out a career that would allow her to help others in much the same way that she and her husband helped their children to thrive. She earned her diploma at the Ohio Valley School of Nursing. While a student nurse, her neighbors called upon her skills to save their father by performing CPR. This neighbor survived and was able to undergo surgery for an occlusion of his main artery, thanks to Mesisca's quick and expert resuscitation.

Her impact on the profession doesn't end with work at the hospital: she has two children who are following in her footsteps. Her daughter is a Cardiac ICU nurse and plans to attend graduate school to become an ACNP. Her son will begin his BSN program shortly as the precursor to becoming a nurse practitioner.

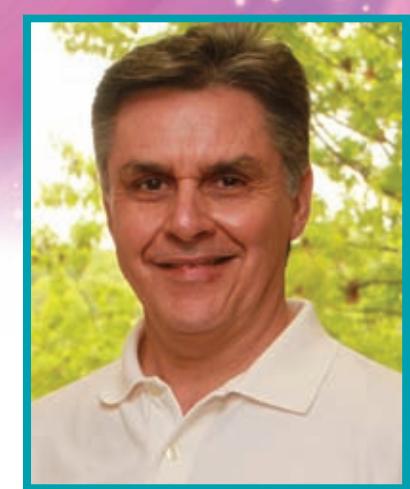
Monongahela Valley Hospital
Congratulates
Our Cameos of Caring®
Awardee

Tony Cintron, RN
and salutes all of
the 2013 Awardees

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Tony Cintron, RN
 Progressive Care Unit



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Honorees

Stephanie Bobby
Amber Bugajski
Anne-Marie Byerly
Todd Cagni
Linda Caputo
Jessica Dudzenski
Arlene Gestler
Joy Hopper-Tsounos
Michelle Kamnikar
Rocco Nicosia
Diane Petty
Gwendolyn Talkish
Kris Turner-Reedy
Deborah Ryan
Gloria Wells
Ann Hilda Welsh
Nancy Wetzler
D. Joseph Zelem

Donate Life Honoree

Cynthia Valenta

Advanced Practice Honorees

Jeffrey Blackhurst
Donald Bucher
Therese Dawson
Stefanie DiSilvio
John Jones III
Mary Mascaro
Leeanna McKibben
Judith Ann Tinelli

Case Manager Honorees

Deborah Bowers
Patricia Jozwiak
Isabel MacKinney-Smith
Marie Nichols
Ann Yaworsky

Nurse Educator Honorees

Katherine Kozak
Susan Moore
Mary Pat Sullivan



Tracy Cook

RN

St. Clair Hospital

Although Tracy Cook is a confident nurse today, that was not always the case. When she began her nursing studies, she harbored doubts about being able to keep up with the challenging curriculum. Indeed, she wasn't sure that she "had what it took to be a nurse."

Her first patient as a student put those fears to rest. "He always told me I would make a great nurse someday and that he could tell nursing was 'my calling in life.'" When Cook attended that patient's funeral years later, she was surprised to discover that he not only remembered her, but discussed her with his daughter. "He told her that in all the years he had been in the nursing facility, I took the most time with him and genuinely cared about him," recalls Cook. "I have never forgotten this because it taught me a great lesson -- you never know the impact you can have on a patient, or more importantly, the impact they can have on you."

Today, Cook serves as the RN-Clinical Coordinator for the Outpatient Observation Unit at St. Clair Hospital. Her work there, both in clinical care and educating nurse students, has led to high praise from her colleagues: "Tracy's teamwork and skills are second to none" and "Tracy is always willing to share her clinical skills and judgment when she precepts new nurses. She is always a strong advocate for making sure her patients get the best possible care" are among the glowing recommendations.



Carol Stonebraker

BA, RN

The Children's Institute

Upon graduating from Indiana University of Pennsylvania with a degree in vocational rehabilitation, Carol Stonebraker embarked on an experience that she assumed would be temporary as she looked for employment – she would be a volunteer as a swimming aide at The Children's Institute in Pittsburgh. She accompanied the patients for evening swims and enjoyed this so much that she asked if she could stay a little longer and help to put patients to bed. She fell in love with each child she helped and found it hard to leave them.

After months of volunteering, Stonebraker was hired by The Children's Institute as a healthcare worker. Seeing her passion for serving children, the nurses and physicians with whom she worked encouraged Stonebraker to return to school to become a nurse. She did just that, enrolling at the Community College of Allegheny County to earn her Associate's degree in nursing.

Even 27 years later, Carol continues to model compassion and prove her commitment to the nursing care of children and their families at the same facility. Her progressive thinking about pediatric head trauma care and her desire to provide excellent nursing care has contributed to improving rehab nursing. She frequently receives what she considers the greatest compliment from parents who say, "I can tell you love your patients as if they were your own."



Judy Brooks

RN, BSN, CHPN

The Uniontown Hospital

Judy Brooks graduated from the Uniontown Hospital School of Nursing in 1990 and in 1997 she earned her BSN from California University. Throughout her journey as a nurse, Judy has held staff and management positions prior to her current role as the hospital's Certified Palliative/Oncology Care Coordinator.

At the age of 13, Brooks became a candy striper which led to her desire to become a nurse and help others. She is admired by all for her genuine acts of kindness, compassion, support, and passion for helping others. In her present role, Brooks helps guide patients and their families through the very difficult process of end-of-life decision making. She not only cares for the patient but for the entire family. It is not uncommon for Judy to spend hours with patients and families whether it is to lend an ear or a shoulder, or to shed tears together.

Brooks is always remembered by her patients and their families. She recently had the privilege of caring for both a husband and wife within a year of each other. The husband had passed away and now the wife had taken ill. As Brooks walked into the wife's room, the patient exclaimed that "she had been praying and just then she walked through the door, her angel, the same one who cared for her husband". Brook's eyes filled with tears at this validation of the reason why she became a nurse. Judy Brooks is a true role model for a professional nurse in one of the most difficult care situations.



Jeffrey Alan Blackhurst

RN, CRNA

**University of Pittsburgh Physicians,
Department of Anesthesiology**

Colleagues describe Jeffrey Blackhurst, staff CRNA and clinical preceptor, as a highly respected team player who works the night shift and proficiently manages the most difficult cases, including traumas and transplants. Effective teamwork is important to Blackhurst, who believes the key to turning around today's big health care challenges is team building.

"I have worked diligently within my ranks to see to it that teamwork and leadership moves us into a brighter future," he states. "When you only see darkness, you can never appreciate sunshine. We must all challenge ourselves to never give up."

Once a college student with an undeclared major, Blackhurst says he found his calling almost by accident. When he became acquainted with EMS workers and shadowed professionals involved in prehospital care, he found his future career. Today, he says, "My driving force continues to stem from my sincere care for my fellow man." His greatest reward is to help care for the sickest patients and see them move from the brink of death to optimal recovery.

Blackhurst is a teacher and a mentor who orients new staff. He has been involved in departmental projects such as improving automatic pharmaceutical dispensing and streamlining OR protocols. In addition, he has advocated for having a pharmacist in the Operating Rooms around the clock.

In his community, Blackhurst is a member of a watershed alliance that cleans up local streams. He also is active in his church and the Meals on Wheels program.

UPMC LIFE
CHANGING
MEDICINE



D. Joseph Zelem
RN, PHRN
UPMC Bedford Memorial

As clinical coordinator in the Emergency Department at UPMC Bedford, Joseph Zelem is touched when he sees Good Samaritans arrive at the hospital accompanying patients they do not even know but happened upon in an emergency. When people act with such compassion, he is reminded that we all have the ability to help others.

Before becoming a nurse, Zelem worked in prehospital care. He prefers nursing because it allows him to remain involved in his patients' care, whereas prehospital work did not. Today, he urges others to consider a nursing career by emphasizing the positive impact nurses have on patients, families, and communities.

Teaching patients is important to Zelem, especially when it comes to showing them new and improved ways to care for their own unique medical conditions. His experience as a father of two young children came in handy recently when he assisted a mother who was struggling to administer medications to her child.

He says, "The most rewarding situations I encounter involve patients who come away from a visit with an improved sense of confidence in their health and the ability to manage it."

But for Zelem, patient care is not only about teaching patients; it is also about learning. He says he constantly gains knowledge from patients and sometimes is able to pass that knowledge along to others.

A certified prehospital registered nurse, Zelem also is an instructor for American Heart Association courses. He teaches advanced cardiovascular life support, basic life support, and pediatric advanced life support.



Ann Hilda Welsh
RN, OCN
UPMC CancerCenter

In her teens, Ann Welsh's work as a hospital volunteer clinched her resolve to go into nursing. After graduating from Marymount College, she immediately sought her nursing license. She began her career in hematology and oncology and never looked back.

Today, Welsh is the hematology clinical research coordinator for Clinical Research Services at UPMC CancerCenter. She has seen many treatment advances, including stem cell transplantation. Her knowledge of hematologic malignancies is expansive, and she easily handles complicated disease-related issues.

She says, "I make extra time to ensure that patients are well informed and given all the attention they deserve when faced with very complex treatment modalities. I view this as a simple way to make a positive impact on a patient's outlook as they undergo therapy."

Colleagues describe Welsh as a compassionate and selfless nurse who always puts patients' needs first. She has also been described as "the light at the beginning, middle, and end of the tunnel" for patients because she follows them through research studies, inpatient and outpatient care, and beyond.

One poignant experience for Welsh was caring for three different generations of one family over the years. Another was attending the wedding of a leukemia patient whom she treated for four years. Over time, she watched him resume his postgraduate studies, graduate, and start his career.

In addition to creating strong and long-lasting relationships with patients and their families, Welsh calls the solid relationships she has formed with many physicians, nurses, and other staff members "so very important."



Amber Bugajski
RN, BSN
UPMC East

Amber Bugajski is a professional staff nurse in the ICU at UPMC East, and she loves sitting with patients and talking about "the old days." For her, caring for older people is an opportunity to share in their vast knowledge, experience, and wisdom. In fact, she was drawn to nursing because she loves to be around people and get to know them.

To Bugajski, nursing provides satisfaction not only because she is able to care for patients and their families but also because working with nurse and physician colleagues is a source of pride. Teamwork is essential in the ICU, and being part of the team is as important as providing patient care. Beyond treating patients' ailments, she likes knowing that she makes a difference by assuaging their fears.

As a member and chair of UPMC East's ICU Professional Practice Council and co-chair of the UPMC System Professional Council, Bugajski views nursing not as a trade but as a profession based on research and knowledge. In her work, she incorporates best practices and follows standards of care that are supported by literature and research. Her goal is to promote professionalism at the bedside.

While keeping this big picture in mind, Bugajski acknowledges that little things can heal the mind, body, and spirit. When one patient no longer responded to her jokes, she realized he was in trouble. She sought special authorization to take him to the hospital's Healing Garden, where he had the chance to soak in the spring sunshine.



Linda Caputo
RN-BC
UPMC Hamot

Linda Caputo loves bedside nursing. She is a board-certified medical-surgical nurse who works at UPMC Hamot. As she leaves her Erie home for each shift, her prayer is always the same: to make a difference in at least one patient's or family member's day. Making a difference is one of the fulfilling aspects of her work. Another is watching patients make progress after extensive surgery; one day they are able to walk down the hall, then eventually they walk out of the hospital. These goodbyes are joyful, and sometimes tearful, answers to her prayers.

Caputo is involved in many efforts to improve the experiences of both patients and her colleagues. She is active in her unit's Leadership and Education committees as well as the hospital's Practice Environment and Nurse Service Excellence committees.

As part of her senior project, Caputo developed a nurse-driven home health care (HHC) protocol that can be ordered automatically by the physician on the general non-ICU admission order set thereby eliminating the need for nurses to seek out a physician to develop care for discharge planning. In an effort to reduce 30-day readmissions, she instituted the practice of giving discharged patients call-back cards so they could easily follow up with any questions.

Recognized many times for her caregiving and collegiality, Caputo is the recipient of the Guardian Angel Award, three Best Team Player Awards, two Daisy Awards, and two Florence Nightingale Awards. Caputo's family shares her commitment to health care: her husband, two daughters, and son-in-law are in the medical field.



Jessica L. Dudzenski
RN, BSN
UPMC Horizon

As a labor and delivery nurse at UPMC Horizon's Birthplace, Jessica Dudzenski guides women through one of life's most transformative experiences as they bring their children into the world. She provides the education, empathy, and support patients need to find the wonder and joy in birth. And she keeps providing that support even after mothers and babies are discharged; very often she takes calls from distraught moms who need advice or a kind word to calm them. This is fitting, since the desire to fix things and "make them better" was what brought her to nursing in the first place.

As a charge nurse, Dudzenski manages some intense situations. In one recent case, she readied her colleagues for the delivery of extremely premature twins. Anticipating a possible emergency C-section, she set up the operating room instead of a regular delivery room. She helped coordinate a NICU transport team to take the babies to Children's Hospital of Pittsburgh of UPMC. She even met the mother at the door, immediately reassuring her that everything was in place.

The births went well, with the second baby delivered via C-section. Dudzenski photographed the tiny newborns, and the mother and other family members treasured those photos as they waited to reunite with the babies.

In addition to her other duties, Dudzenski is a member of her unit's Professional Practice Council and the OB Governance Line. In both roles, she works to make improvements for the nursing staff. She also is a unit preceptor.



Rocco Nicosia, RN
UPMC Italy, Istituto Mediterraneo per i Trapianti e Terapie ad Alta Specializzazione

Rocco Nicosia is a nurse because he wants to help people who are suffering. In his opinion, there is no better feeling than the one he gets when patients smile at him despite their pain and sadness.

He says, "Above all, pediatric patients are able to teach very important and wonderful life lessons." When he talks to friends and families about the nursing profession, these are the very lessons he is likely to share.

A resident of Palermo, Italy, Nicosia is a PACU nurse at ISMETT, UPMC's international center for specialized medicine. He feels fortunate to work in the PACU, because he interacts with colleagues in different units and services, including the catheter lab, gastroenterology, the OR, and post-op. He also considers it a blessing that every day brings the opportunity to learn new things and to share his own knowledge.

Nicosia is most satisfied when a patient is discharged and thanks him for all he did. Such expressions of gratitude are proof that he has done a good job. Sometimes the gratitude keeps coming, long after discharge. In one instance, a former surgery patient who was returning with a sick relative spied Nicosia in the hospital and called him "my guiding angel." He asked Nicosia to give his relative the same excellent care and attention that he himself received. Nicosia values not only this type of affirming feedback but also any input that can help him refine his skills.

Ohio Valley General Hospital congratulates **Sharon Mesisca, R.N.** 2013 Cameos of Caring® Award Recipient

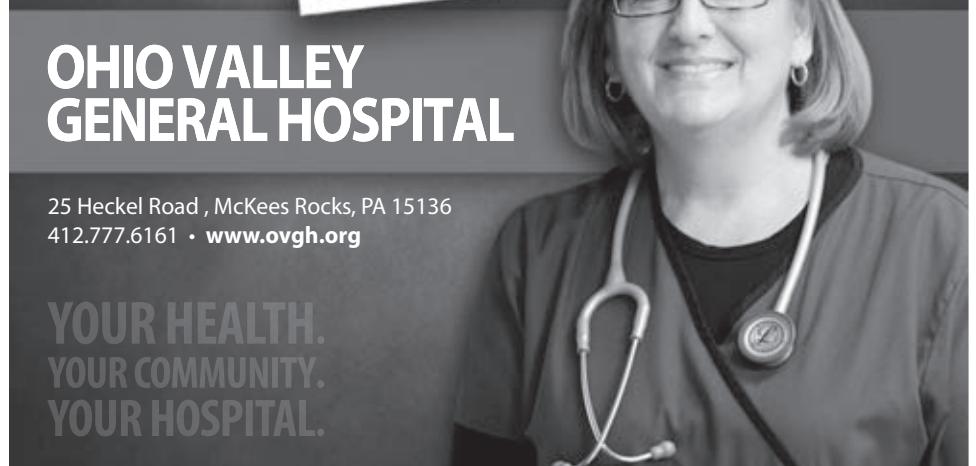


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Nancy Wetzler
RN, BSN, CGRN
UPMC McKeesport

When she was barely old enough to read, Nancy Wetzler received a book called *Nurse Nancy*. That did it. From then on, she ran to the side of anyone who needed assistance. She recalls, "I helped Mother attend to many scrapes and hurts, and eventually this became my job." Taking care of others, including her nine brothers and sisters, seemed to come naturally.

Wetzler has gained a number of credentials over the years. She graduated from St. Margaret School of Nursing, became a certified gastroenterology registered nurse, and earned her bachelor's degree at Chatham University. Today, she works in the Center for Digestive Health at UPMC McKeesport, where she shares the rush of relief her patients feel when a procedure goes well. In addition, she loves the teaching aspect of nursing, especially the "aha moment" when patients truly comprehend new information about their condition or treatment. She maintains a positive attitude and a smile, and when appropriate, likes to share a good laugh because she believes laughter is the best medicine.

With her knack for teaching, Wetzler has shared her health knowledge during countless health fairs and functions. She has also created tutorials for other nurses. She is also active in the hospital and professionals communities. Wetzler initiated and presides over the Center for Digestive Health's Unit-Based Council, belongs to the Physician Invasive Procedure Committee, and co-developed the Special Care Areas Council. She also served for ten years as a member of the Professional Practice Council.



Gwendolyn L. Talkish
RN, CEN
UPMC Mercy

For Gwendolyn Talkish, eradicating the epidemic of youth violence is an all-encompassing passion. She says, "Too many of our kids are dying needlessly. Every time I have to put a victim of violence in a body bag, my heart breaks."

As a senior professional staff nurse and certified emergency nurse in the Department of Emergency Medicine at UPMC Mercy, Talkish sees more than her share of victims. One such young man was stabbed multiple times in his back and chest, narrowly escaping life-threatening wounds. Extremely angry and crying, he plainly had thoughts of revenge. Talkish persuaded him that more violence was not the answer. When he returned for a wound check several days later, he was almost unrecognizable. His face was pleasant, his thoughts of revenge were gone, and he thanked Talkish for talking him through his crisis.

Together with other health professionals, Talkish has formed a violence prevention strategy called "When Critical Seconds Count." They present the program at schools, community centers, and juvenile detention centers, teaching kids how to make good decisions about safety. Attendees who are interested are given the chance to learn CPR.

The mother of five, Talkish encourages all young people, including cashiers at her local market, to consider nursing. She is a mentor and has allowed students to shadow her at work. She recalls wanting to be a nurse from a young age, and feels blessed to be there for others who are experiencing a crisis involving illness or injury.



Kris Turner-Reedy
RN
UPMC Northwest

As a staff and charge nurse on UPMC Northwest's Behavioral Health Unit, Kris Turner-Reedy excels not only in providing clinical care but also in approaching patients with compassion, dignity, and respect. Many of the patients on her unit are disorganized, scared, and vulnerable, and Turner-Reedy has the skills to help them learn to cope with their diagnoses.

Combined with her clinical knowledge, her outstanding communication skills help her to manage aggressive patients who are at risk of hurting themselves and others. By using therapeutic communication techniques, Turner-Reedy is often able to prevent volatile situations from escalating. She is also gifted in educating patients and their family members about their plan of care and how to be successful after discharge.

Colleagues also benefit from and respect her exceptional communication skills. In fact, according to colleague Gregg Hazlett, "Her communication style has earned her the respect of all the physicians who work on the unit. They continually praise her performance as a charge nurse and leader on the unit."

When it comes to patient education, Turner-Reedy is her unit's "shining star." She is patient and thorough, always taking the time to make sure every patient knows what medication is being given and why.

Open to pursuing new professional growth opportunities, Turner-Reedy is considering certification in her specialty, which is a time-consuming and costly course not chosen by most of her peers. She is attracted not only to formal learning but also to reading and research, particularly about new medications, that keep her practice current.



Arlene Gestler
RN, BS
UPMC Passavant

For Arlene Gestler, nursing is a second career that fulfills her in ways that her time as a cytotechnologist did not. Formerly, she had no connection with patients but worked at a microscope, screening slides for cancer. So she went to UPMC Shadyside School of Nursing to earn her nursing degree and graduated at the top of her class.

She is fueled by the interaction with patients and responding to their needs and emotions. She says, "I thrive on the unexpected challenges I encounter with each new patient." Her work is marked by a dedication that lets patients know she wants to be taking care of them, and that she is not just there because it is her scheduled shift.

Colleagues see Gestler as a role model. One wrote, "Arlene is caring and sensitive to patients and their families. She is able to handle even the most difficult patient assignment with ease and grace, and she is an excellent resource. She is naturally a role model and exceptional preceptor and mentor." She is an emerging leader on her 11-to-7 shift. As one peer stated: "When she is in charge, I always have a better night."

Putting others before herself is a natural priority for Gestler, who is also an active volunteer. For the Greater Pittsburgh Women's Auxiliary, she helps with the annual fabric sale. She also formed a sewing club for students that she operates voluntarily out of her own home. She says, "Nursing is an extension of my community-service mindset."



Anne-Marie Byerly
RN, BSN, CCTN
UPMC Presbyterian

Anne-Marie Byerly sees nursing as a limitless profession, with many opportunities in many specialties. As a certified clinical transplant nurse, her niche is working as a clinician on the Transplant Surgery Division's Abdominal Transplant Step-down Unit at UPMC Presbyterian. She is a long-time member of the International Transplant Nurses Society and has served on the board of the local chapter. This membership allows her to expand her knowledge base and share what she has learned with others. For example,

she co-authored a core curriculum chapter about liver transplantation.

Byerly's work satisfies her because she knows she has made a difference in patients' lives. She says the greatest reward is receiving a thank-you from a patient and knowing that her assistance was truly appreciated. Since she first trained to be a nurse, being a part of someone's healing has given her a sense of pride.

"Nursing is a selfless profession," says Byerly. "Nurses give exceptional care no matter what goes on in our own personal lives, and we must deal with the emotional ups and downs of our patients. We wear many caps. First, of course, is the caregiver cap, then the therapist, innovator, educator, and mentor caps, to name a few."

One of many experiences stands out as an example of the emotional bond that can develop between nurse and patient. When Byerly was sitting with a patient, holding her hand and just listening to her after she received bad news, the patient called her "my angel."



Judith Ann Tinelli
BSN, MSN, RN, ONC, CNL, CRRN
UPMC Rehabilitation Institute

For Judith Tinelli, rehabilitation nursing is not about the individual but about the team. She works closely with patients and family caregivers to establish trust and find what makes them smile as she guides them through many difficult decisions. Her patients have been affected by an unexpected event, surgery, or condition, and she helps them face a new future. Discussions about nursing home care, assisted living, or home modifications can be emotional. Finding the right approach can make all the difference in the patient's experience.

A rehabilitation nurse clinician, Tinelli is based at UPMC St. Margaret. In 2011, she was appointed chair of the Nursing Quality Council, and in 2007 she was the first staff nurse representative on the Nurse Leadership Council. No stranger to trailblazing, Tinelli was also one of the first five pioneers in the Clinical Nurse Leader Program at the University of Pittsburgh, where she earned both her bachelor's and master's degrees.

She believes nurses should participate in continuing education, and she is a stellar example, having earned not only two degrees but also three certifications. In addition to her clinical nurse leader certification, she is a certified rehabilitation registered nurse and an orthopaedic certified nurse.

Tinelli sees a vital role for nurses in shaping the future of the field. Being involved in the local and national community of nurses is important to her, and she is an active member and secretary of the Southwestern Pennsylvania Chapter of the Association of Rehabilitation Nurses.



Todd Cagni
Posthumous Award
RN, BSN
UPMC Senior Communities

Todd Cagni passed away unexpectedly on Saturday, Sept. 7, but he will forever be remembered for the caring and compassion he provided to his colleagues, his patients, and their families.

A geriatric clinical nurse and clinical nursing supervisor on the Skilled Nursing Unit at Canterbury Place, Cagni worked as a nurse for more than 20 years. During his career, many patients and family members applauded his caregiving and teaching skills. Their thanks and acknowledgement was a source of pride for Cagni, whose dedication to his patients extended well beyond his shift. He purchased clothing for patients he knew did not have family members to care for them. Cagni also stayed in touch with many patients' families, often taking their calls at home to offer emotional support.

When he was growing up, Cagni lost his father unexpectedly, and when it came time to decide what he wanted to do for a future career, nursing was an appealing option. A lifelong Pittsburgher, he attended Mercy School of Nursing. He later completed a bachelor's of science in nursing at Waynesburg University.

Todd Cagni embodied the true spirit of nursing. He will be missed by his colleagues, patients, and the countless others whose lives he touched.



Joy Hopper Tsounos
RN, BSN, CCRN
UPMC Shadyside

Joy Hopper Tsounos is a 1984 graduate of the Western Pennsylvania Hospital School of Nursing. She obtained her bachelor of science in nursing from Clarion University and has held a CCRN for more than 20 years.

Tsounos has worked at UPMC Shadyside for nearly 30 years. She began her nursing career on the Medical Cardiology Unit, moved on to the CCU, and has been with the PACU since 1999. A senior professional staff nurse, she was nominated by her director, who says: "Joy's enthusiasm, leadership skills, mentorship abilities, and caring nature has helped shape and maintain the culture of excellence in the PACU."

Even though PACU nurses are typically with patients for a short time, Tsounos is remembered and requested, sometimes by patients for whom she has cared in the past. When singling out a particular patient who had an effect on her life, Tsounos describes a cardiac patient she had as a young nurse. She saw him through two myocardial infarctions and a heart transplant. Later, she cared for his wife, who had become like family, following bilateral knee replacements.

Nursing satisfies Tsounos' lifetime interest in teaching. While hands-on patient care is her favorite part of nursing, she excels in instructing patients and families about their conditions. Besides caring for her patients, Tsounos has a passion for mentoring and teaching nursing students in order to continue to improve the nursing profession and patient care. Working at a fast pace in a large teaching hospital is the perfect fit for energetic Tsounos, who seems to find the time for everyone, including patients, families, visitors, and colleagues. She goes above and beyond to make people feel more valuable.



Deborah E. Ryan
RN, BSN
UPMC St. Margaret

In addition to the Cameos of Caring Award, Deborah Ryan also received the Nurse Preceptor Award in 2013. Ryan loves to precept new nurses and says, "The personal letters of thanks from new staff and the Preceptor Award that I recently received mean the world to me."

She sees a parallel between precepting and parenting, observing that new nurses need care, compassion, and respect when learning. Watching them function well and independently makes her feel like a proud parent and gives her great joy.

"Joy" is a word often used to describe Ryan, who is a senior professional registered nurse in the OR at UPMC St. Margaret. Her manager, Dawn Vocke, says Ryan has an unfailing joy of life that comes through to her patients and OR staff. Combined with her skill, patience, friendly disposition, and great communications style, this sets Ryan apart and makes her a wonderful role model.

A colleague Denise Koch describes Ryan as showing "unconditional love," not only to patients and their families but also to co-workers. She skillfully calms tearful and nervous patients, and her compassion, devotion, and kindness also extends to her peers, who view her as warm, knowledgeable, and approachable.

Ryan credits a childhood tonsillectomy with introducing her to the medical field and nursing. She was enchanted then, and today she feels blessed to be in nursing. When she is not in the OR, she leads bible studies. "This way I keep learning and sharing the joy that makes life worth living well," she says.



Tammy Rosenberger
BSN, RN
VA Pittsburgh Healthcare System, H. J. Heinz Campus

Tammy Rosenberger is a professional staff nurse in the Primary Care Service Line, Heinz Division, of the VA Pittsburgh Healthcare System. Her nursing credo encompasses "I believe nursing is foremost about caring for others, doing right by others, keeping up on my skills to protect my patients from injury, advocating for my patients and being a steward for their well-being." In spite of managing the care for three providers, with patients exceeding 1000, she is recognized for spending a great deal of time helping those patients traverse the VA system.

Two years ago, Rosenberger realized that the Veterans living in the Psychosocial Residential Rehabilitation Treatment Program (PRRTP) program might not have anything to look forward to for the Christmas holiday. As a result of her caring spirit and diligent efforts, thirty-six Veterans have received a gift for the past two Christmas holidays.

Her peers have noted that Rosenberger is "very compassionate and patient-after-patient compliment her immediate responses and the amount of time she spends looking up information to smooth their way." The wife of one of her former patients remembered Rosenberg when they ran into each other years later. The patient's wife thanked Ms. Rosenberger for her patience, compassion and the time she spent teaching her about specialized care for her husband.

During the span of her nursing career, Rosenberger has won the following: Federal Executive Board (FEB) Outstanding Professional Employee – Bronze, Patient Safety Council Award, Outstanding Service to the Public Award, and the Secretary's Award for Excellence in Nursing.



Diane L. Petty
RN
UPMC Visiting Nurses Association

Diane Petty, nurse case manager for UPMC Visiting Nurses Association, is very proud to be a UPMC nurse. She enjoys the fulfillment and challenges associated with helping people. She also finds it satisfying to teach patients how to manage disease processes and to provide support when people face difficult times as the result of illness or injury.

All nurses have a story about a special patient or situation. For Petty, it was an experience in which patience and persistence paid off. One of her patients was much debilitated and had a non-healing pressure ulcer for three years before Petty became her nurse. After several months using different types of treatment, she was able to successfully heal the patient's wound.

As an advocate for the nursing profession, Petty was a member of the committee that started her organization's Mentor Program. She has served as a preceptor for newly hired nurses and university students. Currently, she is participating in an initiative with other team members to decrease the repeat hospitalization of personal care home residents.

Actively involved in many types of charitable work, Petty has participated in fundraisers for the Shriners Hospitals for Children, American Cancer Society Relay for Life, the Kristy Lash Miracle Foundation (to benefit breast cancer patients younger than 30), and several area Rotary Clubs.

A resident of Irwin, Petty earned her associate's degree from the Community College of Allegheny County. In 2008, she was nominated for the UPMC ACES Award.



Lori Clark
MSN, RN-BC
VA Pittsburgh Healthcare System, Highland Drive Campus

Lori Clark began her career at the VA Pittsburgh Healthcare System in August of 2006 as a staff nurse on an inpatient Medical/Surgical/Telemetry Unit. Clark, who earned her BSN at the University of Pittsburgh and her MSN at Chatham University, is currently a Behavior Health Lab Nurse Care Manager at the system's Highland Campus. Clark has helped to change clinical practice in primary care by interacting directly with patients, facilitating ongoing evaluation and maintaining active communication that enables responsibility for mental health treatment to remain in Primary Care.

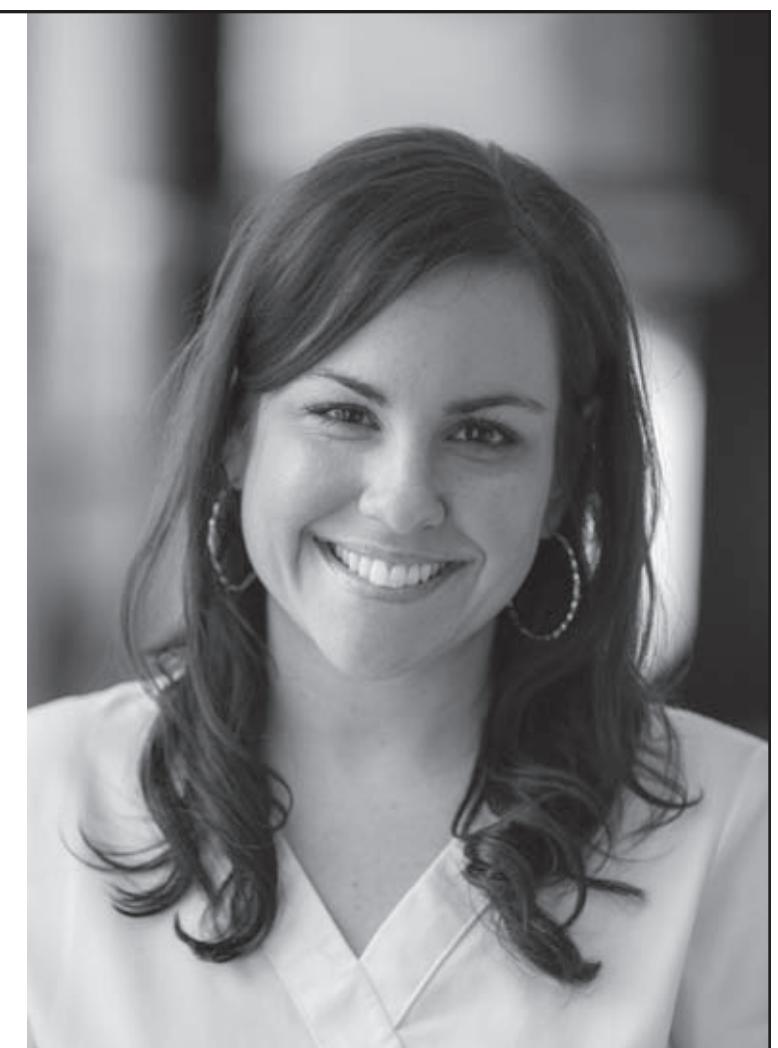
According to Clark, "I love that this is a career where you are constantly learning and growing. There are numerous opportunities to excel if you choose to take advantage of them." For example, Clark created a formal and standardized monitoring program to improve detection of mental health issues and to prompt more intensive monitoring of patients on a specific drug regimen. One of her coworkers states, "As the Chair of the Communication Sub Council, Clark works to improve patient safety and the quality of care delivered by the VA Pittsburgh Healthcare System through the Medical Center's compliance with the National Patient Safety Goals." This particularly applies to patient hand-offs to different units or facilities.

A Veteran, who needed to be seen by a specialty mental health provider, was referred to Clark because he was suffering from agoraphobia and claustrophobia and wouldn't pursue treatment for those issues. It was a wonderful feeling when he told Clark he trusted her and agreed to treatment.

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**Karen Kovach****BSN, RN****VA Pittsburgh Healthcare System, University Drive Campus**

Karen Kovach is a RN Care Manager in the Primary Care Clinic at the VA Pittsburgh Healthcare System University Drive Campus, where she has worked for more than 24 years in varying capacities. Currently, she collaborates with twelve providers to coordinate care for approximately 1,200 Veterans. For example, she identified a group of patients who suffered from multiple chronic diseases and advised the providers to refer these patients to the TeleHealth Care Coordination program to reduce re-hospitalizations.

Kovach uses evidence-based practice to enhance her work with patients. After reviewing the literature, she initiated post-discharge and bi-weekly calls to "keep tabs" on her patients' compliance with medication and diet in order to decrease Emergency Room visits.

Her colleagues declare that, "Karen goes above and beyond to advocate for Veterans and their families. She is a caring and supportive human being, offering words of encouragement, and support to both patients and colleagues." When seeing one patient, she observed that his daughter was in distress. Kovach assisted in getting the daughter the resources she needed. When asked why she took the time to deal with the patient's daughter, Kovach explained that, "she was concerned for both the patient and the daughter and if she could help them both, then why not?"

Each day, Kovach demonstrates dedication to the staff, Veterans, and to the nursing profession as evidenced by her professional attitude and her extraordinary performance as a healer. Ms. Kovach states that, "I feel like I was born to be a nurse."

**Carla Lowrie****RN, LNC****VNA, Western Pennsylvania**

Carla Lowrie traces her desire to become a nurse to her grandmother. She spent a lot of time with her grandmother, who when realizing Lowrie's desire to help others, encouraged her to become a nurse. This is a decision Lowrie has never regretted.

Lowrie has worked as a home health nurse in the Butler Office at VNA, Western Pennsylvania for more than 13 years in the neighborhoods she calls home. Being invited into someone's home at such a vulnerable time is an honor and privilege that she doesn't take lightly. "I get to work one-on-one with them in their own environment. I watch them come home from the hospital, very overwhelmed and together we set up a plan for them to succeed. I find that most times, they give me as much if not more than I give them, and that is another reason why nursing is so satisfying."

As said by one co-worker, "Carla is a true example of a compassionate and caring homecare nurse. She cares for each of her patients in a kind and considerate manner that exemplifies virtuous nursing care. She is a leader and role model for other VNA staff."

A resident of Petrolia, Lowrie is a 1974 graduate of Butler Memorial Hospital's School of Nursing and received a certificate as a Legal Nurse Consultant from Kaplan College in 1999.

**Joann Stanley****RN****Weirton Medical Center**

JoAnn Stanley is a key float pool nurse for the Weirton Medical Center, spending time in just about every department of the West Virginia. "I learn something new everyday, it's always changing," explains Stanley when asked to identify why she chose the field of nursing.

Regarding her most memorable moments as a nurse, she says that, after 12 years on the job, she has many – but that she realized something important early on. "One day I was in dialysis and I had already been there for 13 hours. I had a patient come through the emergency department. They couldn't breathe and within a matter of seconds of us helping, they were doing so much better. You realize you really can make a difference, you really can help people," she says.

One of the keys to her success is she says no matter what, she's always focused on keeping the patient and their families informed. "Even if it's bad news, if they are well-informed, they will be more at ease," says Stanley. She uses that same approach of easing minds when mentoring new nurses. "I always tell new nurses it will get easier. I always think of how I would want my daughter treated. I tell them you can come to me with anything and you are not alone," adds Stanley.

She attributes her success to good, solid teamwork. "With teamwork, everything falls into place. In an emergency, everyone pitches in and knows what to do."

**Gloria A. Wells****RN****Western Psychiatric Institute and Clinic of UPMC**

Gloria Wells is the charge nurse on the Aging and Adult Unit at Western Psychiatric, where she is affectionately known as the "mother of the 12th floor." Her soothing and reassuring style is especially effective during a patient's admission, a time when family members naturally feel concerned about leaving loved ones and which can set the tone for the entire hospital stay. Wells' response is one that makes them feel they are doing the right thing and that the patient is safe. She simply says, "Don't worry about a thing. He's in my hands now."

Wells competently and compassionately cares for patients of all ages and backgrounds, including many who are homeless, have made bad choices, or are suffering from the debilitating effects of drugs and alcohol. All respond to Gloria and her effortless ability to make everyone feel comfortable and cared for.

From Wells' perspective, caring for and giving to others is simply a part of her personality. She has experienced great satisfaction in treating both medical and psychiatric patients and seeing them recover or learn to manage their illness. One patient in particular stands out. When Wells worked on a medical-surgical unit, she cared for a teenager who needed a kidney transplant, which she eventually received despite delays and some controversy. Today, Wells is delighted that this patient is happily married and the mother of twins.

Wells has been formally acknowledged for her outstanding work once before. In 2011, she received UPMC's Award for Commitment and Excellence in Service (ACES).

Donate Life Honoree

**Cynthia A. Valenta****RN, MSN, CNRN****Children's Hospital of Pittsburgh of UPMC**

Cynthia Valenta is the clinical director of Critical Care Services at Children's Hospital. In that role, she champions organ donation, develops processes and protocols, and collaborates with physicians and staff who are involved in organ and tissue donation toward a common goal of changing the culture of donation. She serves as the hospital liaison for CORE and ensures that all regulatory requirements are met.

Valenta became aware of the importance of organ donation early in her career, when she was a nurse in the Neurosurgical ICU at Montefiore Hospital. She took care of a man who would become the first heart donor in Pittsburgh, and from that experience she learned how important the opportunity to donate was to patients and their families. She says, "Donation can be the one bright spot for families who suffer a loss."

Having always been involved with organ donors rather than recipients, Valenta had a second epiphany while attending a Celebration of Life Event. There she met a woman who had undergone a transplant that allowed her to become a mother. And there was the living proof of the necessity of donation, a toddler with fiery red ringlets and brilliant blue eyes, playing and chattering while his mother told her story. At that moment, as she sat smiling at that small child, Valenta saw the process from death to life.

One of Valenta's many priorities is promoting one simple goal: calling CORE early so that families have an opportunity to make decisions with less pressure. She is admired for her quiet persistence, grace, and steady encouragement.

Advanced Practice Honorees

**Stefanie DiSilvio****RN, BSN, MSN****Children's Hospital of Pittsburgh of UPMC**

Stefanie DiSilvio has progressed rapidly to a leadership role, obtaining her bachelor's and master's degrees and becoming an advanced practice nurse in eleven short years. She has worked as a patient care technician, a RN, a staff NNP and is currently the manager of the Neontal Nurse Practitioners. She views her transition to leadership as the most crucial experience in her career, one that is closely seconded by many momentous patient interactions.

When she talks about what it is like to be a nurse to students or others considering the profession, DiSilvio describes how it feels to witness incredible miracles and mourn terrible losses. She considers her job a privilege and appreciates the opportunity to care for these precious, tiny, vulnerable patients.

Advocating for the nursing profession means more than illustrating the moving aspects of patient care to students. To DiSilvio, it also means encouraging established nurses to pursue additional education, take on leadership roles, or become involved in research. Indeed, she has taken her own advice in all three instances, having recently joined a research team herself.

A colleague admires DiSilvio's "compassion for her patients as well as her passion to increase the quality of care." DiSilvio has already made strides, having identified the need for a new screening and prevention protocol that promises to decrease costs and length of stay and improve outcomes.

Enthusiastic about her future, DiSilvio asks, "How many people can say they look forward to the next ten, twenty, and thirty years of their career?" Her answer: "I can."

**John W. Jones III****RN, BSN, MSN, CRNA****University of Pittsburgh Physicians, Department of Anesthesiology**

John Jones, a CRNA based at UPMC Presbyterian, plays many roles including nurse, scholar, teacher, mentor, soldier, father, husband, and clown. Yes, clown. His many talents are impressive, but perhaps none quite so endearing as his ability to transform into Sleepy the Clown as a Shriner's volunteer.

A colleague has another way of summarizing Jones' outstanding abilities: "John is a role model, leader, friend, and confidant to all who know him. He raises the bar of excellence in anesthesia that few can hope to achieve. He makes us all better health care providers and human beings."

Consistent with his military background, Jones is matter-of-fact and succinct. He leads by example. His colleagues return the favor by their example: Jones is one of the select few whom they request to care for friends and relatives.

Now a captain in the U.S. Army Reserves, Jones has been deployed to both Afghanistan and Iraq. He cites his experience in Afghanistan as being instrumental in developing his self-confidence. As a new graduate of the nurse anesthesia program, he had never provided anesthesia care alone. Despite some initial nervousness, he realized "he was it," and went on to care for his fellow soldier and many others with skill and devotion.

He is grateful for these experiences, which have shaped his life. He no longer "sweats the small stuff." In addition, he says, "Caring for patients has given me a new aspect on life that those who are not in nursing will never know."



Mary M. "Muffi" Mascaro
RN, MSN
UPMC Hamot

Mary Mascaro signs her notes "Nurse Muffi." She is known by this nickname at UPMC Hamot, where she has worked since 1977. She calls everybody by name, treats everyone with genuine warmth, and is universally admired. Her trademark style is to focus on the positive, avoid placing blame, and build on success.

As lead administrator on duty, she has responsibility for the 400-bed acute care medical and trauma center. She plays a key role in driving capacity management and patient flow. Largely through her efforts, for example, the time it takes to transition a patient from the ER to an inpatient bed at UPMC Hamot outpaces the best practice standards nationally. She also leads the daily morning huddle, during which she not only assesses capacity issues but also sends staff away with an inspiring thought and a smile.

During her own experience with breast cancer, Mascaro "gained tremendous insight as to the role of nurses to educate and inform, and to do so in an honest yet kind manner." She works every day to ensure that nursing units are staffed appropriately to allow nurses the time to provide the love and education patients need. She says, "I truly believe I have helped set the tone and culture of caring within Nursing."

Her leadership comes with personal touches. She shares not only her contagious laughter but also handmade bracelets that she gives away as rewards and encouragement. Colleagues say she is the rare leader who can inspire both the heart and spirit.



Donald H. Bucher
DNP, RN, ACNP-BC, CCRN
UPMC Hamot

Donald Bucher, an Acute Care Nurse Practitioner with UPMC Hamot Critical Care, provides care for critically ill and injured ICU patients. He performs advanced procedures, actively participates in daily multidisciplinary rounds, meets with families, and educates patients and families about disease processes. Patient satisfaction and safety are his greatest concerns. Furthermore, he supervises the advanced practice providers in UPMC Hamot's hospitalist, critical care, and palliative care groups.

A lifelong learner, Bucher has two graduate degrees. He completed his Master's degree in nursing at the University of Pittsburgh and subsequently a doctorate of nursing practice from Chatham University. The doctorate curriculum taught him how to implement evidence-based practice changes. He says, "In order for nursing to continue to evolve, it is important to understand that patient care can be positively impacted by translating research into practice."

Just as he never stops learning, Bucher never stops teaching. For example, he can effectively explain, in slow and simple terms, a complicated procedure in a way that comforts any patient.

Beyond bedside teaching, he is known for sharing his expertise with peers. In fact, the Surgical ICU nursing staff voted him "best teacher," "best collaborator," "most approachable," and "most helpful." In addition, he is a mentor to new nurse practitioners, an exam proctor, and an Associate Professor of Nursing at the University of Pittsburgh, School of Nursing. He shares the same message with all: becoming a nurse was the best decision he ever made.

Bucher has many other accomplishments. He has given numerous lectures and workshops, has co-authored peer-reviewed articles, is president-elect of the North West Chapter of the Pennsylvania Coalition of Nurse Practitioners, and is active in many other professional organizations.



Therese M. Dawson
RN, MSN, CNRN
UPMC Presbyterian

As the programmatic nurse specialist for the Neuroscience Service at UPMC Presbyterian, Therese Dawson's first responsibility was to restructure the five neuroscience nursing units, implementing a progressive-care/acute adaptable model. She was able to pull the units together and draw on the strengths of each one, building a safe patient care environment. She says, "Bringing out the best in others to provide safe, effective patient care is the most significant event I strive for daily."

Her work involves teaching the nursing staff about best practices, improving processes, and mentoring nurses to develop a higher level of clinical excellence. One task was to help prepare the nurses for the recent Joint Commission survey that successfully resulted in comprehensive stroke center certification. The surveyors remarked that the nurses really know their patients and really care about them. Dawson says, "I am so thankful to work with nurses like that. No words can measure how special that felt."

Education, quality improvement, and innovation are key concerns for Dawson. For the nurses on her units, she has implemented nurse-led case reviews, mentoring programs, and journal clubs.

Outside the hospital, she spreads the message that nursing combines both compassion and technical expertise. At a high school career fair, she spoke with students who were interested in becoming physicians. They were amazed to learn what a nurse really does and the different types of nursing available. A member of the UPMC Center for Inclusion K-12 Initiatives Subcommittee, she actively promotes science and technology careers as a community volunteer.



Leeanna R. McKibben
RN, BSN, MSN
UPMC Shadyside

When called on to talk about the nursing profession, Leeanna McKibben begins with an enthusiastic smile and says that while nursing is demanding, the experience gives back in countless ways. She says, "You learn the intricacies of human psychology and you learn the intricacies of your own heart. Through it all, you have the power to soothe with a simple touch and ease fear with a simple word."

The director of nursing at UPMC Shadyside, McKibben shows her enthusiasm in everything she does. The facility's chief quality officer calls her "one of the brightest stars at UPMC," one who is recognized for her intellect, skills, and kindness. Because of her competence, McKibben is involved in special projects, such as serving as the nursing lead on the construction, development, and opening of UPMC East.

The most significant event in McKibben's management career was watching the nurses of UPMC Shadyside shine during the survey that resulted in Magnet® Recognition. In that experience, she saw the immense power of dynamic nursing leadership. She says, "This power can transform attitudes, professions, environments, and lives."

She has an innate ability to mentor others and serves as a role model and coach for her team. She advocates for her nurses through her administrative role and through education. For example, she feels it is essential to build their understanding of the business components of nursing, including insurance and finance. As the result of a budget education series, the nurses are now able to independently prepare and manage annual budgets.



Kelly Garbelotti
MSN, FNP-BC
VA Pittsburgh Healthcare System, University Drive Campus

Ms. Kelly Garbelotti has over thirteen years of experience as a nurse practitioner and a number of years as a RN prior to obtaining her CRNP. She has worked at the VA Pittsburgh Healthcare System for more than five years offering direct care as part of the Vascular Surgery Team. Five years ago, Garbelotti founded a nurse-run clinic for chronic wound care patients.

With both her Veteran and clinic patients, she works to achieve wound healing beyond debridement and dressings by helping her patients to understand the potential benefits of lifestyle behavior changes. Ms. Garbelotti is on the forefront of conducting trials of new strategies and products for wound care. Her practice has been described by her colleagues as, "patient centered, forward thinking, and evidence-based." She reviews current literature and the most recent research for evidence-based wound care treatments and modalities.

Garbelotti is an active member in the National Alliance of Wound Care and has published in peer review journals. Sharing her expertise with others by precepting students from a variety of local universities, Garbelotti believes that, "you can find a sense of calling or purpose as a nurse." She goes on: "it is not so much my works that would influence someone to go into nursing. It is my life and my actions that have guided a few friends and family to pursue a career in nursing". For example, Garbelotti's daughter just graduated from the University of Pittsburgh with her BSN.

Case Manager Honorees



Barbara Stemmerich
RN
Allegheny Health Network, West Penn Hospital

Barbara Stemmerich has been a case manager for 15 of her 25 years at West Penn Hospital. She advocates for the patient and their family by performing a thorough assessment of potential needs including combing the medical record for clues to possible difficulties – all even before interviewing the patient and family. She then develops a plan for discharge care and services appropriate for each patient and their caregivers, focusing on effective communication with all involved parties and thorough research to identify the most cost-effective and convenient options for that patient.

Stemmerich earned her diploma in nursing from St. Francis School of Nursing. She developed the ability for critical thinking and problem solving by working as a charge nurse for 16 years in the emergency department and intensive care unit before becoming a utilization review / case management nurse.

Stemmerich is seen by nursing colleagues at all levels as a role model for nursing and case management. She is "a tireless patient advocate and encourager and motivator for her colleagues," "works collaboratively with many people in many departments," and is a valued mentor for new department orientees.

Peers and leaders praise Stemmerich for her proactive decision-making and dedication to collaborating and communicating with all concerned to achieve optimal patient care outcomes.

Notes her director, "Barbara embodies the ideals of the Cameos of Caring® Case Manager Award: a patient advocate who is self-motivated, has enthusiasm for learning and willingly shares that knowledge with others. She is a person of unquestioned integrity and brings a smile to whatever assignment is given."



Anita Yvonne Tutek
RN, BSN, CRRN, CCM
Highmark Health Services

Some difficult, even tragic, life circumstances inspired Anita Tutek to choose nursing as a career path. However, it is an abiding sense of care and compassion that made nursing and helping others her life's true calling.

After being in and out of hospitals as a young child due to severe asthma, Tutek once again saw the impact a nurse could have on someone's life when she was 15 and her father battled cancer. "He received nursing services through home health, and I was in awe of their ability to assist where my mother and family could not," Tutek recalls. She eventually took over the night shift to help her mom. "That's when I knew in my heart that I could make a difference in the lives of others by pursuing a career in nursing."

Tutek's most memorable patient experience lasted a quarter century – but has had a lifelong impact. A woman named Yvonne had been given a life expectancy of two years when Tutek started caring for her in 1983. Twenty-five years later, "I was there with Yvonne and her daughters when she finally lost her battle. Yvonne inspired me, and it is her strength and determination to live that guide me as a Case Manager and Health Coach for Highmark Health Services."

Tutek takes pride in actively engaging members in the decision-making process as well as the planning and development of their key health goals. But most of all, she continues to care for them as she always has – just like they are one of the family.



Ann Yaworsky
RN
UPMC Hamot

Ann Yaworsky was destined to be a nurse care manager. After graduating from Mercyhurst University with a bachelor's degree in social work and a minor in gerontology, she joined UPMC Hamot as a social work case manager. When her position was eliminated, she went back to school to become a nurse. During her studies, she was able to resume her earlier position at UPMC Hamot. After graduating, she devoted about seven months to bedside nursing before accepting her current position as a Nurse Care Manager. She has the ideal background for care management.

Her day revolves around collaboration with others. She coordinates care with physicians, nurses, insurers, and many other professionals. She monitors the care plan and focuses on the discharge plan. She also helps patients and families in numerous ways. Examples include negotiating coverage for an out-of-state patient, helping a patient's family get financial resources during a health crisis, or finding a way for a family to care for a terminally ill patient at home.

Two of Yaworsky's priorities are customizing plans according to patients needs and always involving family members. During her own father's hospitalization, she experienced firsthand the apprehension and helplessness a patient's family can feel when they are uninformed. So she thoroughly discusses information with patients and families. She says, "Knowledge can facilitate a feeling of comfort and trust between patients, families, and care providers."

Colleagues describe Yaworsky as empathetic, dedicated, positive, and upbeat. A program director notes that "there isn't a soul who doesn't want Annie on their team."



Marie A. Nichols
RN, BSN
UPMC Health Plan

Marie Nichols is a practice based case manager with UPMC Health Plan, which means she is available to interact with members right in their doctor's office or by phone. She says, "I am able to care for members, cry with them, rejoice with them, or simply reach out and hold their hands."

Her priority is building a relationship of trust to help members make choices that lead to the best outcomes. She says, "With health care reform, the role of a nurse care manager, including providing education and links to services, is more vital than ever."

For example, Nichols assisted a member who was noncompliant in his diabetes care. He was angry and thought medical professionals considered him uneducated. Nichols discovered that this perception grew from his own feelings about his lack of education. One solution she offered was finding a gym on his bus route that he could join as a membership health benefit. This single act led to many successes: he started eating better, lost weight, was able to bring his diabetes under control, and found a new social life at the gym.

Nichols was also instrumental in convincing an elderly couple they required assisted living. Although care providers had recommended repeatedly that the pair, one of whom used a walker and the other a wheelchair, leave their unsafe apartment, the couple was immovable. That changed, however, when Nichols asked one important question: "Would you both be able to get out if there were a fire?" Shortly after, Nichols and a social worker made the necessary arrangements.



Patricia Jozwiak
RN, BSN, MSN
UPMC Passavant

As the Care Manager on a neurosurgical floor at UPMC Passavant, Patricia Jozwiak is always busy coordinating care amongst patients, families, staff and others, including insurers. At every step, she advocates for the patient and their needs, doing so with compassion and understanding of their individual needs.

"I advocate for patients and their families daily as part of the discharge planning process," explains Jozwiak. It does not always go smoothly, but

Jozwiak has experience with the process and a determination to do what is best for the patient. Helping patients adjust to their illness is one hurdle. For example, when a patient refuses transfer to a skilled nursing facility and is not safe to return home, Jozwiak works with appropriate staff and family members to help the patient understand the need for such care before returning home. When patients have a poor prognosis and refuse further treatment, her role is to work with them and their families on accepting palliative care and possibly hospice.

Another hurdle is finding a way for patients to get the care they need when insurance denies coverage. In one case, she advocated for a patient who needed back surgery but was denied by her insurance. The patient was discharged from the hospital and told to try therapy and other alternate treatments first. Jozwiak empowered the patient to appeal on her own behalf but also worked with the insurance company and the surgeon to get the surgery approved. As a result of the team effort, the surgery was approved.



Deborah Bowers
RN, BSN
UPMC Presbyterian

As a professional care manager at UPMC Presbyterian, Deborah Bowers considers two questions about each case. The first is "What is the team doing today that cannot be done elsewhere?" Her goal is to make sure the patient is receiving the right level of care in the right environment. The second question is "Can I impact or change anything today?"

She discovers many ways to make a difference by consulting with the entire care team. She also works with patients and their family to develop discharge options that will meet their medical and emotional needs. When they raise questions or concerns, Bowers engages the interdisciplinary team to find solutions. Her priority is to plan a safe discharge, taking into account the patient's goals.

A team member recalls the time Bowers would not give up when a terminally ill patient wanted to go home for the holidays. Although everyone else had doubts, Bowers kept them focused on the goal, and the patient got her wish.

In another instance, Bowers was instrumental in helping a 21-year-old patient who had been severely injured in a car crash move into an inpatient rehabilitation setting rather than a skilled nursing facility. The patient's mother was ecstatic about this solution which seems to have worked well: a year later, the patient was living at home and participating in outpatient rehabilitation.

Another case manager who was once precepted by Bowers, says that when she has a complex case, she asks herself, "What would Debbie do?" Knowledgeable, diligent, and always helpful, Bowers is an exemplary role model.



Isabel MacKinney-Smith
RN, BSN, MSN, CCM
UPMC St. Margaret

"Being a partner with the patients I serve allows me to provide them with the tools they need to reach their short-term and long-term goals," says Isabel MacKinney-Smith, chronic disease care manager at UPMC St. Margaret. She works with patients who have chronic lung disease, chronic heart disease, or both, providing care not only in the hospital but also in the patients' homes.

One patient who had repeated admissions for COPD and pneumonia had given up almost all activities and was not planning to attend her granddaughter's wedding because she was so short of breath. MacKinney-Smith intervened, teaching the patient how to use her inhalers to get the most benefit, clean her nebulizer equipment correctly, and adjust her breathing techniques. The patient was able to join in all the events related to her granddaughter's wedding. And, there is more good news: she also has not been admitted to the hospital in two years.

Many COPD patients cannot afford inhalers, so MacKinney-Smith partnered with colleagues to obtain a \$25,000 grant to provide inhalers to needy patients. During the first six months of the program, 20 patients qualified to receive free inhalers.

MacKinney-Smith has numerous other accomplishments. She has been an adjunct faculty member at Waynesburg University, has provided primary care during multiple mission trips to Haiti, and has presented on the topic of quality of life with COPD at a national conference. At UPMC St. Margaret, she participates in numerous quality improvement committees with the goal of improving care and reducing preventable readmissions.

Nurse Educator Awardees



Merlyn Slater
MSN, RN, CNE
Allegheny Health Network, Allegheny Valley Hospital, Citizens School of Nursing

Merlyn Slater, MSN, RN, CNE, was inspired to become a nurse by her brother's high school prom date; Polly Ann. Slater followed Polly Ann to Citizens School of Nursing and then earned her BSN from Duquesne University School of Nursing and her MSN from the University of Texas Medical Branch at Galveston.

Slater was introduced to the nurse educator role by nursing students who came to her clinical unit. "I found myself teaching," she says, "and realized this could be a career path for me. When a job opened at my alma mater, I took it, intending to give it a year. Twenty-one years later, I am still here!"

Students are the most satisfying part of Slater's career. "I love seeing them pass each course, and I love graduation. The students who struggle are the most special – the ones who fail, return, graduate, and pass boards on the first try. The greatest days are when I can call a newly licensed nurse and say, 'Good morning, RN.'"

Slater encourages students to see the variety of career options open to them, and she pushes them to earn their BSN degrees. "I tell them they have six months from graduation to start back to school!" she says.

In her community, Slater is involved with Autism Speaks and St. John Fischer Church. She looks forward to Citizens School of Nursing's centennial celebration in October 2013 and "thanking Polly Ann for steering me to a wonderful career!"



Mary Lou Bost
DrPH, MPH, BSN, RN
Carlow University

Mary Louise Bost, a resident of Mars, Pa., is a professor in the School of Nursing at Carlow University. Bost graduated from Duquesne University with her bachelor's degree in nursing, and earned both her master's and doctorate in public health from the University of Pittsburgh.

Loving both teaching and learning, Bost gravitated toward becoming a nurse educator because she realized that every interaction with a patient is an opportunity to teach. "Even as a new nurse, I thought that patient education should be part of every encounter," she says. "After all, nurses can't be with the patients 24 hours a day and patients have to manage their own care when they return home." Being a nurse educator is an extension of that belief. "I want the nurses to feel self-confident and then help the patients to become self-sufficient."

Bost teaches in both the master's and doctoral programs at Carlow, and especially seeks to pass on her passion for community health nursing. "I like broad level strategies that help many people with a single intervention," says Bost.

Bost has taught at Carlow since 1983, and, in addition to teaching, has served as an academic advisor, research and dissertation advisor, and member of numerous division and University committees, including co-chair of the University Honors Program from 2006 until 2009. She is a member of Delta Omicron, the public health honorary society, and has been awarded more than \$1 million in federal grants for Carlow students and programs. She is active in the community with many organizations, including St. Kilian Church, the Comfort Blanket Ministry, and the Greater Pittsburgh Community Food Bank, to name just a few.



Leah Vota Cunningham
MNEd, MEd, BSN, RN
Duquesne University

For more than a quarter century, Leah Vota Cunningham has shown an exemplary commitment to nursing education. Today, she serves as Clinical Assistant Professor and Assistant Dean in the School of Nursing at Duquesne University.

Her students emerge at semester's end well prepared for nursing's challenges, and as assistant dean for student services she has played a critical role in creating rigorous and transformational undergraduate and graduate student experiences. The Freshman Seminar she created ensures that students achieve early successes, and she is unfailingly generous with assistance and mentoring so students excel throughout their academic careers. The bonds she forms with her students endure long after graduation.

Cunningham's dedication to community service inspires her colleagues as well as students. For more than 20 years, with other nursing faculty, she has been working with a leading Nicaraguan nursing school on projects that have had an enduring impact on health care in that nation. Among other undertakings, she helped to envision and implement a fundamental curriculum redesign and to develop a program that delivers basic health care services—including an education and screening program for cervical and breast cancer—to at-risk women in a Managua barrio.

Cunningham has supervised students on trips to Nicaragua and the relationships she formed there have made it possible for the students to gain field experiences that inspire them to become better nurses. On campus, as her colleagues on the nursing faculty can attest, her professionalism shows daily what it takes to prepare new nurses for the challenges that lie ahead.

The greatest honor is your colleagues' respect.

Being nominated for a Cameos of Caring® award means you have earned the respect of people who work with you every day. There is no better testimony to the quality of your efforts. Congratulations to all 2013 Cameos of Caring® nominees and winners from Allegheny Health Network.

2013 Winners

Alicia D. Gidos, RN, MROA
Cameos of Caring® Award
Allegheny Valley Hospital

Michele Jackson-Cramer, RN
Cameos of Caring® Award
Jefferson Hospital

Lisa Ketter, RN
Cameos of Caring® Award
Canonsburg Hospital

Pietro Mangialardi, RN
Cameos of Caring® Award
Forbes Hospital

Johnna Resek, BSN, BS, RN
Cameos of Caring® Award
Allegheny General Hospital

Lisa Marie Sarnowski, RN, CEN
Cameos of Caring® Award
West Penn Hospital

Merlyn Slater, MSN, RN, CNE
Cameos of Caring® Nurse Educator Award
Citizens School of Nursing

Barbara Stemmerich, RN
West Penn Hospital
Cameos of Caring® Case Manager Award



2013 Nominees

Allegheny General Hospital
Amanda Anderson, BSN, RN
Ann Behrer, BSN, RN
Diane Blazier, MSN, RN
(Advanced Practice, Clinical)
Christine Geis, RN (Case Manager)
Dana George, BSN, RN
Cheryl Graper, BSN, RN, CCRN
Lois Herman, RN
Michelle Kiec, BSN, RN
Diane Klingensmith, BSN, RN, CCM
(Case Manager)
Angela Kyne, BSN, RN, CCRN
Monica Miller, BSN, RN, CCM
(Case Manager)
Johnna Resek, BSN, BA, RN
Mary Ann Richert, MSN, RN, CCRN
(Advanced Practice, Clinical)
Kim Stein, AD, RN
Mary Wehling, MSN, RN (Advanced
Practice, Manager)
Danielle Williams, MS, RN (Donate Life)
Delia Wyatt, MSN, MS, RN (Advanced
Practice, Manager)

Allegheny Valley Hospital
Ann Barrett, RN (GI Certified)
Leona Dupree, RN
Alicia Gidos, RN, MROA
Jaison Hartman, RN
Kathy Mower, BSN, RN
Aimee Pivik, RN

Canonsburg Hospital
Rita Carter, RN
Sharon Johnson, RN
Lisa Ketter, RN
Lori Kirsch, BSN, RN, CRRN
Cathy Nestler, RN
Erica Zimmerman, BSN, RN

Citizens School of Nursing
Cynthia Morris, MSN, RN, IBCLC, RLC
Merlyn Slater, MSN, RN, CNE
Sandra Toy, MSN, RN

Forbes Hospital and Forbes Hospice
John Anderson, BSN, RN
Denise Bush, RN
Sarah Cohen, RN
Justin Engleka, MSN, MBA, CRNP, ACHPN
(Hospice Advanced Practice, Clinical)
Jennifer Hoff, BS, ADN, RN
Therese Justus, MSN, RN, CEN, TNCC
(Advanced Practice, Clinical)
Pietro Mangialardi, ADN, RN
Michael Niemiec, BA, RN
Jane Pascarella, ADN, RN
Mary Beth Prettiman, ADN, RN
Melissa Saccomano, RN
Karen Testa, RN
Jacqueline Tobin, RN
Lisa Tomko-Frippi, BSN, RN
Michele Westover, BSN, RN

Jefferson Hospital
Cheryl Balint, RN
Dian Guardasoni, RN
Jackie Harding, RN
Michele Jackson-Cramer, RN
Sharon Kaufman, RN
Dina Mannarino, RN
Megan See, RN
Sandra Seeley, RN
Valerie Shaffer, RN
Tammy Yancec, RN

West Penn Hospital
Susan Anderson, RN
Teresa Bark, RN
Raelynn Dukovich, RN
Janet Loper, RN
Regina Maurer, RN
Jane A. Miller, MS, BSN, RN, CNML
(Advanced Practice, Manager)
Nicole Niedzielski, RN
Neil Palmquist, BS, RN, CRNI
Amanda Ramusivich, RN
Lisa Sarnowski, RN, CEN
Marlene Sperl, MSN, RN, CRNP
(Advanced Practice, Clinical)
Barbara Stemmerich, RN (Case Manager)



**Allegheny
Health Network**



Mary Pat Sullivan
RN, MSN
Mercy Hospital School of Nursing of UPMC

According to her colleagues, Mary Pat Sullivan embodies excellence in nursing education and is the ultimate role model for both her students and peers. As faculty with the UPMC Mercy Hospital School of Nursing, Sullivan not only excels at sharing her clinical knowledge, but also at instilling values and professionalism in her students.

As a course leader of Maternal Child Nursing, Sullivan has created orientation days, simulation experiences, and evidence-based practice projects that promote the objectives and student success in the course.

Sullivan's expertise has garnered her national recognition. She recently presented her poster on the development of "Evidence-Based Student Led Labs" at the National League for Nursing Education Summit in Anaheim, California.

Sullivan earned her bachelor's degree at Carlow College and a master of science in Nursing from Duquesne University. She is a member of the National League for Nursing, Sigma Theta Tau, and the Society of Pediatric Nurses.

In addition to her professional commitments, Sullivan is actively involved at Holy Trinity parish in Robinson, where she serves as Eucharistic minister. Her dedication to her profession coupled with her faith truly demonstrates the missions and values of Mercy.



Lisa Locasto
DNP, RN, CNS
Robert Morris University

Lisa Locasto is Department Head at the School of Nursing and Health Sciences, as well as an Assistant Professor of Nursing, at Robert Morris University. She earned her BSN and MSN at The Ohio State University; she earned her DNP at Robert Morris University. She has taught at a variety of nursing schools including those at Pitt and Duquesne University. She served as the Manager of the ABCD Weight Management program (Pediatric Obesity) and a Staff Nurse at Pediatrics South. Locasto has been honored at Robert Morris University for advising the "Best Capstone Project" and with the Engagement with Students Award from the Student Government Association.

Her research interests address childhood obesity; she currently runs a program for overweight children at the South Hills pediatric practice, Pediatrics South. Part of her work there involved creating the "Tool Kit for Childhood Obesity, the ABCD Weight Management Program implemented in pediatric primary care. Her publications have appeared in Hospital News, Women's Health Care, and the Journal of Nursing Education. Her areas of teaching expertise include clinical courses on illness or disease management of the hospitalized adult as well as non-clinical classes on pharmacology for the health professions and ethics in nursing. She presented on her childhood obesity research at both of the second and third National Doctors of Nursing Practice Conference.



Margaret S. Hannan
PhD, RN, CPNP-PC
University of Pittsburgh

Margaret (Meg) Hannan is an Assistant Professor in the University of Pittsburgh School of Nursing's Health Promotion and Development Department.

Prior to joining the faculty, Hannan enjoyed a thriving and satisfying 26-year career as a Pediatric Nurse Practitioner at Children's Hospital of Pittsburgh. "I had been an adjunct faculty member for a number of years here. I truly enjoyed teaching and serving as a clinical advisor to students – it is so rewarding to see the 'aha' moment on students' faces," states Hannan. Her teaching responsibilities include the pediatric undergraduate theory course and courses within the graduate programs.

Her research examines reproductive health communication between mothers and their adolescent daughters with a chronic disorder, such as diabetes and liver transplant recipients. Her work has been funded the American Diabetes Association Clinical Research Award, Sigma Theta Tau, American Association of Diabetes Educators and International Transplant Nurse Society.

She continues to serve as a Pediatric Nurse Practitioner with the Children's Home of Pittsburgh and Lemieux Family Center. Hannan pursued her undergraduate education at Community College of Allegheny County and Carlow College; she earned her MSN and PhD at Pitt's School of Nursing. She was inducted into the Sigma Theta Tau International in 2000 and has been honored with the Ruth Perkins Kuehn Award by Sigma Theta Tau, Eta Chapter.

"I started out teaching families how to care for their infants and children. Now, I am teaching the students how to teach families. It is so rewarding," explains Hannan.



Susan E. Moore
RN, BSN, MSN
UPMC Shadyside School of Nursing

As faculty with the UPMC Shadyside School of Nursing, Susan Moore plays an integral role in the formation of our future professional nurses. Building on her diverse clinical and leadership experiences in acute burn, rehabilitation, and home care, Moore envisioned her career transitioning to nursing education. Having received her nursing diploma from the Ohio Valley School of Nursing, Moore earned her bachelor's degree from California University of Pennsylvania and her master's degree at the University of Pittsburgh School of Nursing, where she was inducted into the Sigma Theta Tau International Honor Society.

As clinical faculty, Moore joined the UPMC Shadyside School of Nursing in 2005, transitioning to the role of course coordinator in 2012. She is the co-chair of the Faculty Development Committee and a member of the Course Leadership, Simulation Steering, and Student Support Committees

Focusing on professional nurse formation, Moore provides a learning environment in which students explore how their personal perceptions and communication behaviors influence the nurse-patient relationship. Emphasizing the unique needs of each patient, Moore guides student as they transition from practice to clinical application of communication techniques.

Moore's inclusive nature is evident as her office is often "standing room only". Students frequently stop by to chat, often sharing reflections on clinical experiences. At a recent graduation ceremony, the class representative reflected on Moore's influence on his professional growth. In June 2012, Moore received the Daisy Faculty Award, which is awarded to teachers who have inspired students as a professional and caring role model.

Faculty, clinician, mentor, or peer, each role is a reflection of Moore's passion for her students, colleagues and profession.



Kathleen Kozak
RN, MSN, CCRN,CNE
UPMC St. Margaret School of Nursing

As a high school student contemplating career choices, Kathy Kozak was torn between becoming a teacher or a nurse. She decided to obtain a bachelor's degree in nursing from Carlow University.

After years of working in nursing and raising four children, Kozak returned to Carlow to earn her master's degree in education and leadership. She was eventually hired as one of the first instructors at the UPMC St. Margaret School of Nursing, McKeesport Campus, where she combines careers in both nursing and education.

As faculty with the UPMC McKeesport School of Nursing, Kozak plays an integral role in developing future nursing professionals. She says, "The most satisfying part of my career is seeing nursing through the fresh eyes of the students. I only hope that what I give to them will open their eyes to all the wonderful possibilities that lie before them in this profession."

Kozak has been involved in the planning of new concept-based curriculum and will be integral to the implementation in fall 2013. She works tirelessly and co-operatively to support students and peers and is active in recruitment and retention.

She has mentored faculty, serves as the co-chair for the Curriculum Committee, and is an active participant in the redesign of the Faculty Advancement Program. In addition to receiving a Cameo of Caring ® award, she is also a recent recipient of the Daisy Faculty Award.

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Someone to Lean On

By Barbara Ivanko



"Lean on me when you're not strong, and I'll be your friend, I'll help you carry on.

For it won't be long, 'til I'm gonna need somebody to lean on."

"Lean on Me", Bill Withers, 1972

For parents, caring for your kids' basic needs is part of life. Even for new parents, the routine gets familiar quickly – and then they spend the next 18 years or so caring for their "bundle of joy" in a variety of ways.

Raising our kids is something that many people may take for granted. But caring for another adult through the course of a life-limiting illness – that's a whole other story.

The National Alliance for Caregiving reports that nearly one in three adults in the United States cares for a loved one who is sick, elderly, or has special needs. Think about that number: one in three. Chances are you know someone who is

an adult caregiver. It could be a member of your family, a friend, neighbor, or co-worker.

Despite that staggering number, many adult caregivers don't have the knowledge or training they truly need to be responsible for the day-to-day comfort, support and care of their loved one.

Family Hospice and Palliative Care has taken a proactive approach to this important issue with our innovative Compassionate Caregiver Training Program™. Family Hospice Caregiver Training supports caregivers by providing them with hands-on, personalized training in the skills needed for daily home care of their loved one. This training is free to those with a loved one under our



Family Hospice Caregiver Training is customized to the needs of the patient and caregiver.

Making the Most of Life

care,. With knowledge comes confidence. A confident caregiver is poised to meet the needs of those for whom they care.

We at Family Hospice were thrilled recently to learn that our Compassionate Caregiver Training Program™ is a finalist for the 2013 Fine Awards for Teamwork Excellence in Health Care. Bestowed in partnership with the Jewish Healthcare Foundation, the Fine Award was established to encourage problem solving and quality improvement in health care.

Over the years, Family Hospice has seen the positive outcomes of this program; improved safety for both patient and loved ones, fewer perceived "emergencies", greater confidence among caregivers, and decreased hospital readmissions for patients.

"Sometimes in our lives, we all have pain, we all have sorrow.

But if we are wise, we know that there's always tomorrow."

Linda knew the time was right for her husband to be under Family Hospice care. His Chronic Obstructive Pulmonary Disease (COPD) was advancing, his mobility was declining, and she saw her role as an adult caregiver becoming more complicated.

Along with her adult children Paula and Sean, Linda attended our Caregiver Training course. The family asked a lot of questions and learned specific information about their role in caring for Dad throughout the progression of his illness. Thanks to the open communication the family had with our educators, Linda, Paula and Sean left the session feeling much better prepared to provide care than they had before.

Adult caregiving is a daunting task, but at the same time is a huge part of many lives. Because we love those who are in our care, we want only the best for them. Equipping our caregivers with the training and knowledge they need enables them to be someone to lean on.

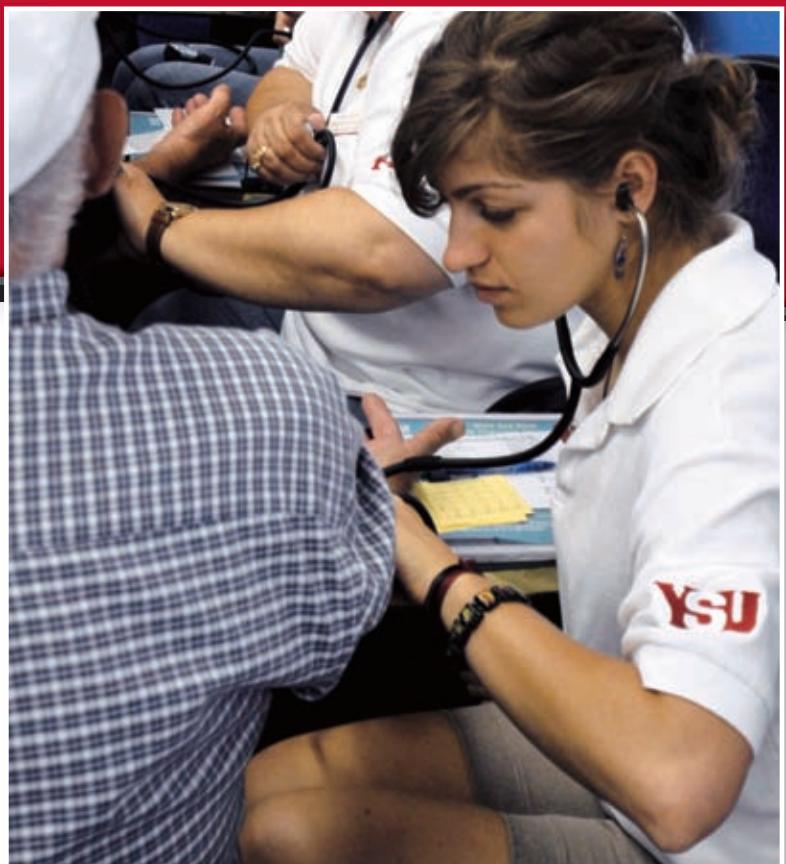
Barbara Ivanko is President and CEO of Family Hospice and Palliative Care. She has more than 20 years experience in the health care and hospice and is an active member of the National Hospice and Palliative Care Organization. She may be reached at bivanko@familyhospice.com or (412) 572-8800. Family Hospice and Palliative Care is a non-profit organization serving nine counties in Western Pennsylvania. More information at www.FamilyHospice.com and www.facebook.com/FamilyHospicePA.

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People and Awards

Sharon Regional Welcomes Four New Cancer Specialists

Sharon Regional Health System recently welcomed board certified medical oncologists Mukhtar Hassan, M.D., Antonios Christou, M.D., Shifeng Mao, M.D., Ph.D., and Jane Raymond, M.D. to its Cancer Care Center, 2320 Highland Road in Hermitage. Dr. Hassan has joined medical oncologist Cynthia Sile, M.D. at Sharon Regional on a full time basis and will be supported by Drs. Christou, Mao, and Raymond who are affiliated with the Allegheny Health Network in Pittsburgh. They specialize in chemotherapy administration, blood administration, biological response modifiers, intravenous infusions, injections, and also participate in national clinical trials.



Mukhtar Hassan

Dr. Hassan completed a medical oncology fellowship, hematology fellowship, and internal medicine residency at Howard University Hospital in Washington, DC. He is board certified in medical oncology, hematology, and internal medicine through the American Board of Internal Medicine. He is a member of the International Society of Hemostasis & Thrombosis, American Society of Clinical Oncology, and the American Society of Hematology.

Dr. Christou completed a fellowship in medical oncology and hematology at Indiana University in Indianapolis and a residency in internal medicine at St.

Francis Hospital of Evanston, Illinois. He is a fellow of the American College of Physicians and board certified in medical oncology and internal medicine through the American Board of Internal Medicine.



Antonios Christou

Dr. Mao completed a fellowship in medical oncology and hematology at the MD Anderson Cancer Center in Houston, Texas and a research fellowship at Memorial Sloan-Kettering Cancer Center in New York City. He is board certified in medical oncology and internal medicine.

Dr. Raymond is a native of Sharon and completed a fellowship in hematology and oncology at the University of Pittsburgh. She received her medical education from Brown University and completed her internal medicine residency and internship at Northwestern University's McGaw Medical Center in Chicago.

In addition to comprehensive medical oncology services, Sharon Regional's Cancer Care Center offers PROVENGE advanced prostate cancer treatment, two linear accelerators for radiation therapy, Coumadin clinic, lab and social work services, a physical therapy center for cancer rehab, and much more.

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Shifeng Mao

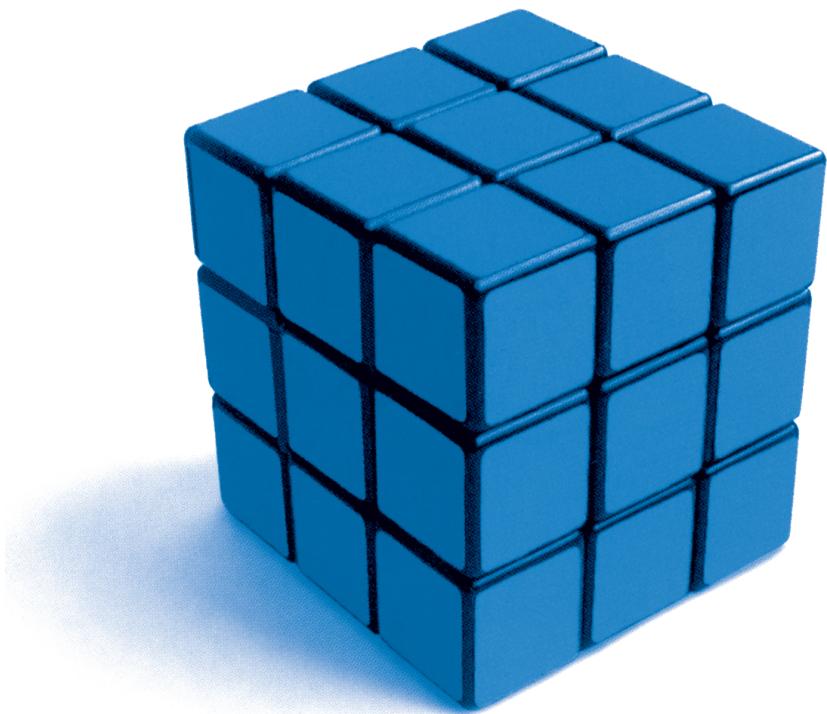


Jane Raymond

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People and Awards

Passavant Hospital Foundation Names Fay Morgan to President/CEO Position



Fay Painter Morgan

Fay Painter Morgan has been named President/CEO for the Passavant Hospital Foundation. In this role, she is responsible for enhancing relationships within the community to support the growth and sustainability of the Foundation's mission to make UPMC Passavant a leader in accessible, quality healthcare. She succeeds Ralph T. De Stefano, past President/CEO who retired after serving in this position since 2009; and having served as Hospital President for nine years prior.

Morgan will continue to work with community leaders and serve the areas she knows well—education, development and outreach. She brings to the Foundation more than 20 years of professional non-profit management and fundraising experience with North Hills Community Outreach (NHCO). Her fundraising expertise is broad; encompassing campaigns to raise operating, capital and endowment funds. Her relationship with local religious, civic, government, school, nonprofit, and business leaders has led to NHCO's ability to grow to serve over 6,000 families.

In 2011, the Forbes Funds for excellence in nonprofit management recognized her with the Alfred W. Wishart Jr. Award and its \$10,000 prize. Her local grass roots efforts were acknowledged as the Northern Area Allegheny Chamber of Commerce bestowed their Athena Award for professionalism and excellence in service to the community upon Morgan.

She holds a Bachelor of Arts degree in Social Welfare from Pennsylvania State University, a Master of Education from the University of Toledo and a certification in nonprofit management from Harvard Business School at Harvard University.

For more information, visit www.PassavantHospitalFoundation.org. †



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Cura Hospitality Inspires Learning Through Dietitian/Chef Challenge

Congratulations to Christy Reposky and her team of Registered Dietitians including Liz Clinger, Katelyn Quick and Alicia Koloski (mentored by Chef Ryle David, Sherwood Oaks, Cranberry Township, PA), winners of the first Cura Hospitality Registered Dietitian/Chef Challenge...

Chopping, dicing and sautéing are not the typical day's agenda for Cura registered dietitians (RDs). But, during a recent Cura clinical meeting, that's exactly what they did.

In an effort to inspire learning and appreciation for their roles, three teams of chefs and dietitians competed in the first RD/Chef Challenge held at Messiah Village in Mechanicsburg, PA.

According to Janet Schuch, MBA, RD, LDN, Cura director of nutrition, wellness and clinical compliance, "My goal for the Cura clinical team is for us to become more aware of food, cooking techniques, and industry trends. We tend to be so clinically focused and don't take the time to stay in tune to what the culinary world can do to enhance flavor in a healthy way."

Chefs also learned a thing or two. Dietitians were able to help chefs better understand dietary guidelines and how the use of spices can infuse flavor while reducing, for example, sodium intake.

Chef Ryle David said, "We soon realized that dietitians do care about flavor, texture and presentation. They realize that no matter how healthy the food is, if the resident doesn't like it, they won't eat it. Our goal is to work together to create healthy food that tastes great!"

The morning session of the meeting prepared RDs for the challenge. The RDs learned tricks of the trade from Executive Chefs Rich Costanza (Washington Hospital, Washington, PA) and James Gray (Mercy Medical Center, Baltimore, MD). RDs were trained in basic food preparation techniques including knife/cutting skills, braising, sautéing, and creating five mother sauces, which are the starting points for making various secondary sauces.

During the afternoon session, teams competed using the techniques they learned, preparing and presenting menu items from a market basket filled with fruits, vegetables, spices, proteins and variety of staple cooking ingredients.

Teams had a little over an hour to prepare a three-course meal (including an entrée and two accompaniments) with only an outside grill, induction burners and sauté pans.

Teams were awarded points based on taste, presentation and originality, but more points could be "earned" if RDs were "coached" by their chef leaders. "So, the RDs had to have focused on the training during the first half of the day," said Ms. Schuch.

Competing along with Team Reposky were Team Lewis and Team Herman. Team Lewis included RDs Erin Lewis, Chelsea McCullough, Lisa Corpora, and Danielle Brunozzi with Executive Chef Terry Geracia (Heritage Valley Health System, Beaver, PA). Team Herman included RDs Joe Herman, Jamie Gilbert, Meredith Sorbel, and Joelle Patterson along with Executive Chef Eric Shocket (Pheobe Berks, Wernersville, PA). An impressive panel of judges critiqued the day's activities. They were Cura President Mitch Possinger, Andrea Barnes, MS, RD, CSG, LDN, Cura clinical nutrition manager for Phoebe Allentown and Richland Healthcare Centers, PA; John Kopyar, Cura general manager at the Lutheran Community at Telford in PA; and Chris Fitz, Cura director of retail and culinary services.

Team Reposky created a grilled peach and poached salmon salad with a mustard vinaigrette dressing and Vietnamese pot pie with chicken and shrimp. "Dietitians are so "black and white". Working with the chefs helped me to tune into the creative side of cooking! As we continue to grow, I hope that our team becomes inspired to bring the culinary and clinical world together so we can think "outside



Registered Dietitians learn basic cooking skills from Cura Executive Chefs James Gray (Mercy Medical Center, Baltimore, MD) and Rich Costanza (Washington Hospital, Washington, PA)

the box" for our patients, residents and guests," said Ms. Reposky, RD/LDN, Cura Regional Dietitian.

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Pitt Nursing Dean Named Distinguished Service Professor of Nursing



Jacqueline M.
Dunbar-Jacob

Jacqueline M. Dunbar-Jacob, PhD, RN, FAAN, dean of the University of Pittsburgh School of Nursing, was named Distinguished Service Professor of Nursing by Chancellor Mark A. Nordenberg effective August 1, 2013.

The appointment of a faculty member to a Distinguished Professorship at the University of Pittsburgh constitutes the highest honor that the University can accord a member of the professorate. The title of Distinguished Service Professor recognizes distinctive contributions and outstanding service to the University community in support of its multifaceted teaching/research/service mission, as well as performance excellence in the faculty member's department or school and national stature in his or her discipline or field.

Dunbar-Jacob's research on patient compliance with treatment regimens has yielded information that influences the care of people with chronic illnesses as well as how clinical trials are used to examine issues of adherence. Dunbar-Jacob joined the School of Nursing faculty in 1984 as an assistant professor. She has been dean of the school since 2001.

She has won numerous accolades for her research. In 2010, she was inducted into the Sigma Theta Tau International Nurse Researcher Hall of Fame. She won the Pathfinder Distinguished Research Award, given by the Friends of the National Institute of Nursing Research.

In 2001, she won the Chancellor's Distinguished Research Award.

Dunbar-Jacob is a past president of the Society of Behavioral Medicine, the Academy of Behavioral Medicine Research and the Friends of the National Institute of Nursing Research.

Additionally, she has served on the boards of the American Academy of Nursing and Society for Clinical Trials and chaired national committees for the American Psychological Association's health psychology division and the American Heart Association.

Dunbar-Jacob has held numerous offices at the state and national levels, including serving as chair of the scientific advisory board of the Patient Reported Outcomes Measurement Information System.

For more information, visit www.nursing.pitt.edu. †

People and Awards

Grove City Medical Center Welcomes Community Outreach Coordinator

Grove City Medical Center is pleased to announce that **Debora Kay Iliff** has joined the organization as Community Outreach Coordinator. In her role, Iliff will be responsible for developing programs and initiatives that help GCMC address unmet health needs in the community as identified through its 2012 Community Health Needs Assessment.

Iliff holds a Bachelor of Science in Applied Science from Youngstown State University and is a Certified Health Education Specialist.

Most recently, she was health educator for the Ashtabula County Health Department, and she also worked for the Trumbull County Department of Health, both in Ohio.

During her tenure in Ashtabula County, she coordinated "The Longest Day of Play," a collaboration of groups and agencies dedicated to getting people of all ages up, moving and active. Ten years later, the event has sustained and grown in popularity.

Iliff is eager to help GCMC make a difference in the health status of the people of our community.

For information about community health programming, please contact Debora Iliff at 724-450-7193, or visit www.gcmcpa.org. †



Debora Kay Iliff

The Children's Home of Pittsburgh & Lemieux Family Center Welcomes Five New Members to its Board of Directors

The Children's Home of Pittsburgh & Lemieux Family Center recently announced the addition of five new members to its Board of Directors: Councilman Corey O'Connor, David H. Cook, David M. Friedland, M.D., Jason D. Ott, and Luke E. Sossi.



Corey O'Connor

Corey O'Connor is a Pittsburgh City Councilman, representing City Council District 5. Before running for City Council, O'Connor began his career in public service as a Community Development Representative in Congressman Mike Doyle's Pittsburgh District Office, where he was responsible for areas such as housing concerns and public safety. In addition to his career in politics, O'Connor serves as Central Catholic High School's varsity golf coach and volunteers his time on several boards and commissions, including that of the Cancer Caring Center. O'Connor is the son of Pittsburgh's late Mayor Bob O'Connor and Judy O'Connor. He earned his Bachelor's Degree in Elementary Education from Duquesne University. O'Connor resides in Swisshelm Park, PA with his wife, Katie O'Connor.



David H. Cook

David H. Cook is an Attorney; his practice focuses on sports law, white-collar criminal defense, complex civil litigation, appellate practice, and corporate law. Cook received a Bachelor of Arts in History from Allegheny College. He then earned both a Master of Arts and a Doctorate in History at Boston College before earning his Juris Doctor at the Duquesne University School of Law. In addition to practicing law, Cook has experience teaching as a history professor at several colleges and universities, including Allegheny College and Westmoreland County Community College. He resides in Allison Park, PA with his wife, Amy Cook.

David M. Friedland is a Medical Oncologist at the UPMC Hillman Cancer Center. He is certified in Medical Oncology by the American Board of Internal Medicine. Dr. Friedland graduated from the University of Maryland School of Medicine. He then completed his residency training at the University of Pittsburgh School of Medicine and his fellowship training in Hematology and Oncology at the University of Pennsylvania.

Dr. Friedland resides in Pittsburgh with his wife, Michelle V. Friedland and their children.

Jason D. Ott is self-employed, specializing in custom woodworking and small remodels. He enjoys creating one-of-a-kind designs for charity auctions. Previously, Ott joined a family construction business and worked for 13 years as Carpenter/fine woodworker, specializing in Residential and Commercial remodeling and additions. Ott earned an Associate's Degree in Graphic Design from the Pittsburgh Technical Institute. Ott is an active member of Compassionate Friends and Aching Arms, helping other parents to cope with the loss of a child.

He is also an active volunteer for Zachary's Mission and the Emma Marie Keller Memorial Foundation. Ott and his wife, Sherry Ott host the annual Noe's Night of Light event, benefiting The Children's Home & Lemieux Family Center, in memory of their children Noe and Shay Ott and established Noe's Garden of Hope at The Children's Home & Lemieux Family Center in May 2011. Ott resides in New Alexandria with his wife, Sherry.

Luke E. Sossi is an Enterprise Sales Manager at Microsoft Corporation, where he manages a team responsible for Western PA. After earning a Bachelor of Science in Mechanical Engineering at the Virginia Military Institute, Sossi entered the USAF and was honorably discharged with the rank of Captain.

He then graduated from the University of West Florida with a Master's in Business Administration and moved to Pittsburgh in 2001. He has spent the past 22 years in the Information Technology field. Outside of the office, Sossi serves as a board member of Genre's Kids with Cancer and is co-founder of the Make Room for Kids Initiative under the Mario Lemieux Foundation, which has donated more than 125 Xbox devices to Children's Hospital of Pittsburgh of UPMC and The Children's Home & Lemieux Family Center. Sossi resides in Venetia, PA with his wife, Jessica, daughter, Alexandra and son, Kyle.

For more information, visit www.childrenshomepgh.org. †



Luke E. Sossi

Family Hospice and Palliative Care Announces New Appointment and Promotions

Family Hospice and Palliative Care recently announced the appointment of **Christopher M. Hughes, M.D.** as a full-time team physician, effective September 10, 2013. Dr. Hughes has earned board certification (American Board of Medical Specialties) in Hospice and Palliative Medicine, Internal Medicine, and Critical Care Medicine. At Family Hospice, Dr. Hughes joins an organization where more than half of the palliative care certified physicians in Western Pennsylvania are on staff caring for patients.

Dr. Hughes comes from a background of Critical Care Medicine and is a strong advocate for better end-of-life care. He is a past Trustee of the Pennsylvania Medical Society, where he helped write Pennsylvania's Advance Directive Law and advocated for the POLST (Physicians Orders for Life Sustaining Treatment) initiative.

In his role with Family Hospice, Dr. Hughes makes home visits to patients in the South Hills portion of Family Hospice's nine-county service area.

Dr. Hughes has long been involved in regional advocacy in better end-of-life care, including the Coalition for Quality in End of life Care (CQEL), and has written and lectured on the topic. Dr. Hughes has also completed a Graduate Certificate program in Health Care Policy through Thomas Jefferson University in Philadelphia, where he is now an adjunct faculty member.

Dr. Hughes earned his undergraduate degree from Youngstown State University and his medical degree from Northeast Ohio Medical University. In addition, he conducted a critical care medicine fellowship at the University of Pittsburgh Medical Center.



Christopher M. Hughes

In other personnel news, Family Hospice and Palliative Care has promoted **Eric Horwith, MSW, LSW**, to Director of Access.

In his new role, Horwith will have oversight of Family Hospice's community liaisons, nurse liaisons, and admissions teams. These groups of specialists form a cohesive department dedicated to ensuring access to Family Hospice services, effective partnership with referral sources, and forming new relationships with healthcare providers in Family Hospice's nine-county service area.

A Mt. Washington resident, Horwith joined Family Hospice as a community liaison in 2009, and was promoted to Manager of Business Development in 2011. He earned his undergraduate degree at Duquesne University and his Masters in Social Work from the University of

Pittsburgh. In 2012 he was honored by Pittsburgh Magazine as one of Pittsburgh's "Top 40 under 40".

Family Hospice and Palliative Care also promoted **Greg Lewandowski, RN, BSN, CHPN** to Manager of Patient Care.

In his new role, Lewandowski will oversee day-to-day patient care operations across all Family Hospice office locations. He is known for his dedication and advocacy to patient care – and for his ability to teach, guide and mentor fellow clinical staff. Lewandowski joined Family Hospice in 2009 as a Clinical Supervisor.

Lewandowski received his BSN from the University of Pittsburgh in 1996. He lives in Monroeville with wife Kensy and one son.

For more information, visit www.FamilyHospice.com and www.Facebook.com/FamilyHospicePA. †

Grove City Medical Center Recognized with Achievement Award



Grove City Medical Center was recently recognized by the Hospital and Healthsystem Association of Pennsylvania with an Achievement Award.

The Award, which was given to only 19 hospitals across the commonwealth, was for GCMC's efforts with worksite wellness, known as "Caring for the Caregiver."

Don Henley, Vice President of Human Resources for GCMC oversees the hospital's employee wellness program and accepted the award from Daneen Schroder, Vice President of Member Services for HAP.

For more information, visit www.gcmcpa.org. †



Greg Lewandowski



Christopher M. Hughes

People and Awards

National Integrative Medicine Consortium Names Allegheny Health Network Gynecologist Judith Balk, MD, MPH, to Leadership Role



Judith Balk

Allegheny Health Network gynecologist **Judith Balk, MD, MPH**, has been named to the executive committee of The Consortium of Academic Health Centers for Integrative Medicine, joining other committee members from leading institutions such as Yale University and Duke University. The mission of the Consortium is to advance the principles and practices of integrative healthcare within academic institutions, providing a community of support for academic missions and a collective voice for influencing change.

Integrative Medicine is the practice of medicine that reaffirms the importance of the relationship between practitioner and patient, focuses on the whole person, is informed by evidence, and makes use of all appropriate therapeutic approaches, healthcare professionals and disciplines to achieve optimal health and healing.

Dr. Balk's practice, Midlife Women's Associates, guides women through the midlife transition of perimenopause and menopause using a variety of modalities from medication to yoga. Dr. Balk herself also practices acupuncture.

She brings a passion for women's health, and a belief in energy, empathy and empowerment to her care for midlife women. She believes that health is composed of four essential factors: effective coping skills; social support; a healthy diet, and exercise, and that it's never too late for women to start embracing these important lifestyle changes.

Dr. Balk's appointment is effective in January 2014. The Executive Committee was established in January 2004 and is the major governing body of the Consortium.

More information about Dr. Balk and Midlife Women's Associates can be obtained by calling 412.854.7140. Midlife Women's Associates has locations in Peters Township, Bethel Park and Cranberry Township and includes Marcia Klein-Patel, MD, PhD, and Beth Prairie, MD, MPH.

For more information, visit www.wpahs.org. †

Hospital Association of Pennsylvania Presents HealthSouth Sewickley with Achievement Award

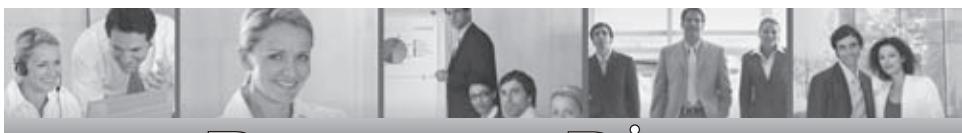
On Tuesday, September 17, Andy Carter, president of the Hospital Association of Pennsylvania (HAP) came to HealthSouth Sewickley to present the hospital with a HAP Achievement Award in the category of "Patient Care." HealthSouth Sewickley was one of 13 hospitals honored with a HAP Achievement Award for 2013.

HealthSouth Sewickley submitted an entry penned by therapy manager Michelle McCann, OTR/L, CBIS, titled "Enhancing Program Evaluation Model Outcomes." The entry documented HealthSouth Sewickley's journey with FIM Performance Review from 2006 to 2013 and highlighted how the hospital went from a PEN in the 70th percentile to 96th percentile through an increased focus on the systematic review and internal goal setting of the FIM change, a focus on discharge to community, competency of staff, and communication channels.



Michelle McCann, OTR/L CBIS, therapy manager at HealthSouth Sewickley, and HAP president, Andy Carter, pose with HealthSouth Sewickley's HAP Achievement Award.

HealthSouth Sewickley is a 44-bed inpatient rehabilitation hospital that offers comprehensive inpatient and outpatient rehabilitation services. HealthSouth Sewickley holds The Joint Commission's certification for Disease-Specific Care in three key programs: stroke, brain injury and amputee rehabilitation. Serving patients throughout Sewickley and the greater Pittsburgh area, the hospital is located at 303 Camp Meeting Road in Sewickley and can be found on the Web at [healthsouth.com](http://demandhealthsouth.com). †



Resource Directory

Contact Harvey Kart to find out how your organization or business can be featured in the Western Pennsylvania Healthcare News Resource Directory. Call 412.475.9063, email harvey@wphealthcarenews.com or visit wphealthcarenews.com.

CHILDREN'S SERVICES

THE CHILDREN'S HOME OF PITTSBURGH & LEMIEUX FAMILY CENTER

Established in 1893, The Children's Home of Pittsburgh is an independent non-profit organization whose purpose is to promote the health and well-being of infants and children through services which establish and strengthen the family. The Children's Home has three programs: a licensed infant Adoption program, Child's Way® day care for medically fragile children, birth to age 21, and a 24-bed Pediatric Specialty Hospital, providing acute care for children ages birth to 21, transitioning from hospital to home. Additionally, our Family Living Area provides families with amenities to help make our hospital feel more like home, allowing them to stay overnight with their child. For more information, visit www.childrenshomepgh.org.

Facebook: <http://www.facebook.com/ChildrensHomePgh>

Twitter: <http://twitter.com/ChildrensHome>

YouTube: <http://www.youtube.com/user/Chomepgh>

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RTConnections, LLC is a company dedicated to improving clinical and professional practice for nurses that are serious about the role they play in the delivery of healthcare. Through consulting services, workshops, inspirational presentations, retreats, and coaching, we are committed to meeting the needs of today's nursing professionals. Owned and operated by Renee Thompson, a nurse with over 20 years experience in the Pittsburgh and surrounding areas, RTConnections help nurses become heroes. If you are looking to re-energize nurses in your organization, RTConnections can help. For more information, contact Renee Thompson at 412-445-2653 or visit www.rtconnections.com.

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ST. BARNABAS HEALTH SYSTEM

RNs, LPNs, Home Care Companions, Personal Care, Attendants, Hospice Aides, Dietary Aides. St. Barnabas Health System frequently has job openings at its three retirement communities, three living assistance facilities, two nursing homes, and an outpatient medical center that includes general medicine, rehab therapy, a dental practice, home care and hospice. Campuses are located in Gibsonia, Allegheny County, and Valencia, Butler County. Enjoy great pay and benefits in the fantastic suburban setting. Both campuses are a convenient drive from the Pennsylvania Turnpike, Routes 8, 19 and 228, and Interstates 79 and 279. Contact Margaret Horton, Executive Director of Human Resources, St. Barnabas Health System, 5830 Meridian Road, Gibsonia, PA 15044. 724-444-JOBS; mhorton@stbarnabashealthsystem.com, www.stbarnabashealthsystem.com.

EXTENDED CARE & ASSISTED LIVING

Asbury HEIGHTS

ASBURY HEIGHTS

For over a century, Asbury Heights, operated by United Methodist Services for the Aging, has been providing high-quality compassionate care to older adults in Southwestern Pennsylvania. Asbury Heights is a faith-based, non-profit charitable organization located in Mt. Lebanon. Through various accommodations, services and amenities, the needs of independent living residents can be met. For residents requiring more care, the continuing care community also offers personal care, nursing and rehabilitative care and memory support specialty care. Our Nursing and Rehabilitation Center has received a 5 Star Rating from the Centers for Medicare and Medicaid Services. The Health and Wellness Center is headed by a board certified, fellowship trained geriatrician. Two of our physicians were listed in 2012 Best Doctors by *Pittsburgh Magazine*. Residents may be treated by on-site specialists or retain their own physicians. Rehabilitative therapies are also available on-site. A variety of payment options are available to fit individual financial situations. The application process is very quick and easy and does not obligate the applicant in any way. For more information, please call 412-341-1030 and ask for Loretta Hoglund for independent living; Darla Cook for nursing admissions, or Lisa Powell for personal care. Visit our website at www.asburyheights.org.

BAPTIST HOMES SOCIETY

Baptist Homes Society, a not-for-profit organization operating two continuing care retirement communities in Pittsburgh's South Hills region, has served older adults of all faiths for more than 100 years. Baptist Homes, nestled on a quiet hillside in Mt. Lebanon, serves nearly 300 seniors. Providence Point, a beautiful 32-acre site in Scott Township, has the capacity to serve more than 500 older adults. Each campus has a unique identity and environment yet both provide a full continuum of care, including independent living, personal care, memory support, rehabilitation therapies, skilled nursing, and hospice care. Baptist Homes Society is Medicare and Medicaid certified. Within our two communities, you'll find a lifestyle and level of care to meet your senior living needs. To arrange a personal tour at either campus, contact: Sue Lauer, Community Liaison, 412-572-8308 or email slauer@baptisthomes.org.

Or visit us at Baptist Homes
489 Castle Shannon Blvd., Mt. Lebanon.
(www.baptisthomes.org).
Providence Point:
500 Providence Point Blvd., Scott Twp
(www.providencepoint.org)

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Nestled in a country setting in a residential area of Baldwin Borough, Oakleaf Personal Care Home provides quality, compassionate care to adults who need assistance with activities of daily living. As we strive to enhance the quality of life of our residents, our staff constantly assesses their strengths and needs as we help them strike that fine balance between dependence and independence. Oakleaf offers private and shared rooms, all located on one floor. Our home includes a spacious, sky-lighted dining room, library, television lounges, sitting areas and an activity room. Upon admission, the warmth of our surroundings and the caring attitude of our staff combine to make Oakleaf a place residents quickly call "home". Please call for additional information, stop by for a tour or visit us on our website, www.oakleafpersonalcarehome.com.

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Presbyterian SeniorCare Positively Living

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ST. BARNABAS HEALTH SYSTEM

Regardless of what lifestyle option a senior needs, St. Barnabas Health System has a variety of choices to fulfill that need. Independent living options include The Village at St. Barnabas apartments, The Woodlands at St. Barnabas and White Tail Ridge carriage homes, and The Washington Place at St. Barnabas efficiency apartments. Living assistance is available at The Arbors at St. Barnabas in Gibsonia and Valencia. Twenty-four hour skilled care is provided at St. Barnabas Nursing Home and Valencia Woods at St. Barnabas. St. Barnabas Medical Center is an outpatient facility that includes physicians, chiropractors, general medicine, rehab therapy, a dental practice, home care, memory care and hospice. The system's charitable arm, St. Barnabas Charities, conducts extensive fundraising activities, including operating the Kean Theatre and Rudolph Auto Repair. St. Barnabas' campuses are located in Gibsonia, Allegheny County, and Valencia, Butler County. For more information, call 724-443-0700 or visit www.stbarnabashealthsystem.com.

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If you want to move your organization forward, I would be delighted to help you do so. I may be reached at 412-341-2400.

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Anova Healthcare Services is a Medicare-certified agency that has specialized care in home health, hospice & palliative care, and private duty. Anova concentrates their care within seven counties in South Western PA. Through Anova's team approach, they have developed a patient-first focus that truly separates their service from other agencies in the area. Home Health care is short term acute care given by nurses and therapists in the home. Private duty offers care such as companionship, medication management and transportation services. Hospice is available for people facing life limiting conditions. With these three types of care, Anova is able to offer a continuum of care that allows a patient to find help with every condition or treatment that they may need. Anova's goal is to provide care to enable loved ones to remain independent wherever they call home. Anova Knows healthcare ... Get to know Anova!

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Interim HealthCare is a national comprehensive provider of health care personnel and services. Interim HealthCare has provided home nursing care to patients since 1966 and has grown to over 300 locations throughout America. Interim HealthCare of Pittsburgh began operations in 1972 to meet the home health needs of patients and families throughout southwestern Pennsylvania and northern West Virginia and now has offices in Pittsburgh, Johnstown, Somerset, Altoona, Erie, Meadville, Uniontown and Morgantown and Bridgeport WV. IHC of Pittsburgh has been a certified Medicare and Medicaid home health agency since 1982 and a certified Hospice since 2009. We provide a broad range of home health services to meet the individual patient's needs - from simple companionship to specialty IV care and ventilator dependent care to hospice care - from a single home visit to 24 hour a day care. IHC has extensive experience in working with facility discharge planners and health insurance case managers to effect the safe and successful discharge and maintenance of patients in their home.

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The Hospital at the Children's Institute, located in Squirrel Hill, provides inpatient and outpatient rehabilitation services for children and young adults. Outpatient services are also provided through satellite facilities in Bridgeville, Norwin Hills and Wexford. In addition, The Day School at The Children's Institute offers educational services to children, ages 2-21, who are challenged by autism, cerebral palsy or neurological impairment. Project STAR at The Children's Institute, a social services component, coordinates adoptions, foster care and intensive family support for children with special needs.

For more information, please call 412-420-2400

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The Children's Home of Pittsburgh & Lemieux Family Center
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email: info@chomepgh.org

PUBLIC HEALTH SERVICES**ALLEGHENY COUNTY HEALTH DEPARTMENT**

The Allegheny County Health Department serves the 1.3 million residents of Allegheny County and is dedicated to promoting individual and community wellness; preventing injury, illness, disability and premature death; and protecting the public from the harmful effects of biological, chemical and physical hazards within the environment. Services are available through the following programs: Air Quality, Childhood Lead Poisoning Prevention; Chronic Disease Prevention; Environmental Toxins/Pollution Prevention; Food Safety; Housing/Community Environment; Infectious Disease Control; Injury Prevention; Maternal and Child Health; Women, Infants and Children (WIC) Nutrition; Plumbing; Public Drinking Water; Recycling; Sexually Transmitted Diseases/AIDS/HIV; Three Rivers Wet Weather Demonstration Project; Tobacco Free Allegheny; Traffic Safety; Tuberculosis; and Waste Management. Ronald E. Voorhees, MD, MPH, Acting Director.

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WESTERN PENNSYLVANIA HEALTHCARE NEWS



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Health Care Event & Meeting Guide

The Magic of Mentoring

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3 Contact Hours and refreshments

Details at <http://rtconnections.com/workshops/>

Pittsburgh Mercy Health System's 10th Annual Reindeer Ball

Sunday, December 1, 2013

4 to 7 p.m.

The Westin Convention Center Pittsburgh Hotel, 1000 Penn Avenue, Pittsburgh, PA 15222 (Downtown).

To purchase tickets, visit www.pmhs.org/events.

UPMC Children's Ball

March 29, 2014, 6-9 PM

Carnegie Science Center

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Andy Russell Celebrity Classic

May 15-16, 2014

Heinz Field East Club Lounge, Allegheny Country Club

Call 412-802-8256 or visit andyrussell.org.

WESTERN PENNSYLVANIA HEALTHCARE NEWS

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Phone: 412.475.9063 • Fax: 770.392.3303

Email: harvey@wphealthcarenews.com • Website: www.wphealthcarenews.com

HARVEY D. KART

Publisher

412.475.9063 • harvey@wphealthcarenews.com

DANIEL CASCIAUTO

Assistant to Publisher

412.607.9808 • writer@danielcasciato.com

KRISTEN KART

Director of Marketing

kristenkart@wphospitalnews.com

BETH WOOD

Art/Production

Contributing Writers

Daniel Casciato

John Chamberlin

Christopher Cussat

Kathleen Ganster

Elizabeth Pagel-Hogan

Erin Lewenauer

SISTER PUBLICATIONS

Atlanta Hospital News

Josh Felix, Publisher
jfelix@atlantahospitalnews.com

Chicago Hospital News

Josh Felix, Publisher
jfelix@chicagohospitalnews.com

Jacksonville Hospital News

Charles & Carol Felix, Publishers
charles@jaxhospitalnews.com

South Florida Hospital News

Charles & Carol Felix, Publishers
charles@southfloridahospitalnews.com

CONTACT THE NEWSROOM:

Western Pennsylvania Healthcare News welcomes story ideas, etc. Call Daniel Casciato at 412.607.9808 or email riter@danielcasciato.com.

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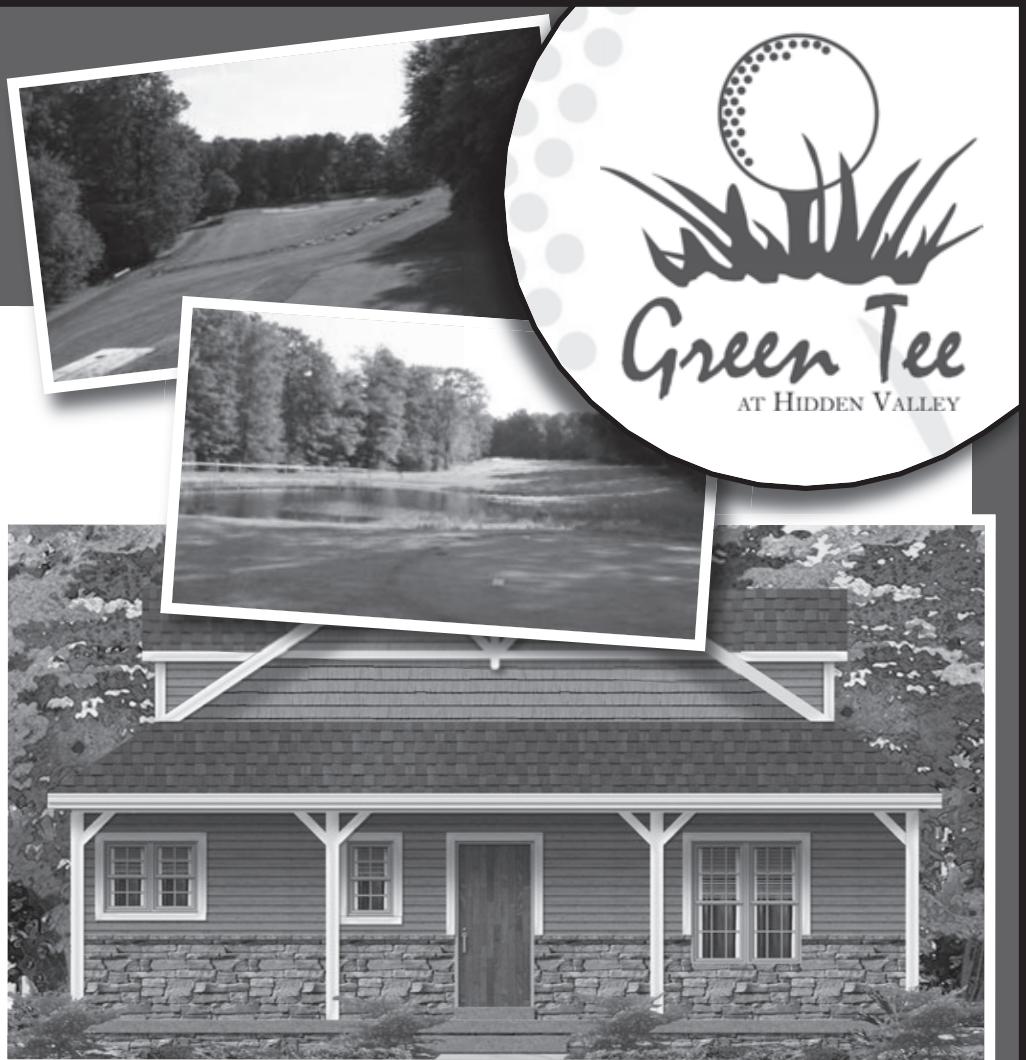
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North Park Manor, 2 Acre sports field, 4BR 4 1/2 baths, judges paneled den, cherry & granite kitchen w/ new SS appliances, HW floors, master w/lounge, super walkout gameroom with bar & fireplace. Full of custom features. (954154)

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Excela Health Home Care Nurse Recipient of Gessner Scholarship

Brenda Toth, RN, BSN, a nurse with Excela Health Home Care and Hospice, is the latest recipient of the Thomas P. Gessner, MD Healthcare Scholarship. The award, administered by the Latrobe Area Hospital Charitable Foundation where Dr. Gessner is president, was established in 2005 by the Latrobe Hospital medical staff to honor the physician for his 28 years of service.



A 1995 graduate of Mercy Hospital School of Nursing, Toth received her bachelor's degree in nursing from Waynesburg University in 2011. She will complete the family nurse practitioner program at Wheeling Jesuit University in May 2014. Her long-term goal is to care for women and children through practice in an office setting.

Toth started her career as a medical surgical

People and Awards

nurse first at Mercy Hospital then Westmoreland Hospital. She moved to pediatrics and worked at another facility before returning to Excela Health as a weekend home care nurse. In this role, Toth experiences "the one-on-one time in which I can educate and develop personal relationships with my patients."

Toth is a 2010 honoree in the Cameos of Caring sponsored by the University of Pittsburgh School of Nursing. She volunteers with the American Red Cross, mentors newly employed nurses, and participates in the evidence based practice council at Excela Health.

The Gessner scholarship is awarded annually to an Excela Health employee for continuing education at the master's level or beyond.

A longtime pediatrician, Dr. Gessner served as Latrobe Hospital medical director, and later as Senior Physician Advisor of Excela Health until his retirement in July 2006. Following his retirement from private practice, he moved to emeritus status on the Excela Health medical staff. A participant in Excela Health's tuition assistance program, Toth had never applied for scholarships until learning of the Gessner award. "When I read that Dr. Gessner was a pediatrician I felt as though this suited my interests and experience. I love nursing and know this will help to advance my career in a profession that has been so rewarding."

To contribute to the scholarship fund, contact the foundation office, 724-537-1925. †



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