




*See us in  
a new light.*

*Quality through innovation, compassion through caring.*



*Catholic Health has locations close to where you live and work, providing the right care, at the right time, in the right place.*

## *The future of healthcare is in our hands.*

Catholic Health is committed to bringing you the most innovative healthcare solutions in a continuous effort to offer the highest quality care. You can see the results of our efforts each day in better care and outcomes, improved quality of life, and enhanced programs and services to care for you and your family.

We are home to advanced medical technology and state-of-the-art facilities that support the finest physicians and medical professionals. Our \$100 million investment in world-class medical equipment and information technology is leading the way in developing the area's first fully-integrated electronic medical record system that supports our work to continuously improve the care we offer. These efforts are drawing national recognition for quality, efficiency, patient safety, and improved access (see page 5).

Our network of designated stroke centers, the unique OLV Senior Neighborhood, our investment in technology, and the rebuilding of our Emergency Departments illustrate how we're changing the face of healthcare. Our goal has simply been to be the best – in quality, safety and care. If you haven't given Catholic Health a look lately, it's time to see us in a new light!



**Carl J. Montante**  
*Chairman, Catholic Health  
Board of Directors*



**Joseph D. McDonald**  
*President and CEO,  
Catholic Health*

# *Our associates live our Mission each day.*

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**A**t Catholic Health, we bring a coordinated and connected network of services to our community when and where it is needed most.

Our Mission has its roots in a legacy of care and compassion that began more than 160 years ago. Today, that same care and compassion can be seen throughout all our hospitals, nursing homes, home care agencies, and health centers.

Our Mission sets us apart. It's the human side of healthcare... the touch, smile or comforting word that can help make your healthcare experience better. It's treating all people with respect and dignity, and providing comfort in times of greatest need.

## **Mission in Action**

Catholic Health's 8,000 associates bring our Mission

to life each day with a firm spiritual foundation and a holistic approach to care that recognizes a person's health and well-being means more than just treating their physical condition. Our Mission defines Catholic Health and ensures we are not only providing quality care and service, but also touching the lives of people who need us most.

Our Mission radiates beyond the walls of our health facilities into homes and communities throughout Western New York and beyond, including:

- *Providing more than \$37 million in free care and community benefit during the past year*
- *Our work in the community to serve the poor and the homeless*
- *Medical missionary work in disadvantaged countries*



*The Catholic Health Mission...  
We are called to reveal the healing  
love of Jesus to those in need.*



*The combination of quality care, advanced technology and exceptional doctors and nurses makes Catholic Health the choice for many who need open heart surgery.*

## *We put our hearts into everything we do.*

Catholic Health leads the way in advanced cardiac, stroke and vascular care through our nationally-recognized cardiovascular program anchored by our Heart Center at Mercy Hospital. This program supports our cardiologists system-wide and also offers the area's largest network of designated stroke centers at Mercy, Sisters of Charity and Kenmore Mercy hospitals; state-of-the-art vascular surgery facilities; and high quality diagnostic, treatment and rehabilitation services.

Independent recognitions let our patients know that the care they receive through Catholic Health is among the best in our community:

- *Our Heart Center received one of the highest ratings when it was ranked in the top 15 percent of 900 hospitals across the country by the National Society of Thoracic (open heart) Surgeons.*

- *The New York State Department of Health recognized the Heart Center for having the lowest mortality rate in the region for angioplasty.*
- *In a 2008 U.S. News & World Report study, our hospitals scored higher than other local hospitals in 7 out of 12 specialty areas, and Mercy Hospital was the only hospital in the region recognized as a leader in heart care and heart surgery.*

These accolades extend to our physician leadership team, also among the best in their fields, including Lee Guterman, M.D., Medical Director of Stroke Services; John Bell-Thomson, M.D., Chairman, Department of Cardiothoracic Surgery; and Paul Anain, M.D., Medical Director of Vascular Service Line.

It all adds up to safer care and better outcomes. Visit [www.chsbuffalo.org](http://www.chsbuffalo.org) or call HealthConnection at (716) 447-6205 to learn more.

# *Healthcare designed expressly for women.*

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**R**outine and specialized OB-GYN services, female-focused health education programs, and the latest advances in diagnosing and treating heart disease and cancer – for the best in women’s healthcare, Catholic Health is always close at hand.

## **Piver Center**

The M. Steven Piver Center for Women’s Health and Wellness, slated to open at Sisters of Charity Hospital in 2010 and named in honor of Sisters’ well-known Director of Gynecologic Oncology, will be a place where women can rejuvenate the body, mind, and spirit. Planned services include:

- *Mammography, gynecologic oncology, obstetrics, infertility treatment, bone densitometry, and treatment for eating disorders*

- *Spa services such as massage therapy, skin care and body treatments*

## **For Moms-To-Be**

- *Nearly half of all the babies born in Western New York get their start at Sisters Hospital or Mercy Hospital of Buffalo.*
- *Mercy and Sisters are the only hospitals in the region with adult and neonatal intensive care units to provide the safest birth setting for mothers and babies.*
- *Fetal testing services, neonatal intensive care nurseries, “Celebration Suites,” and all new private rooms help you focus on your special delivery.*

Visit [www.chsbuffalo.org](http://www.chsbuffalo.org) or call HealthConnection at (716) 447-6205 to learn more.



*Catholic Health is there to welcome generations of families into the world.*

*Catholic Health's nationally recognized diabetes program helps you stay healthy and active.*



## *We extend good health into our community.*

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*D*oes your health need a helping hand? Look no further than Catholic Health, long recognized as a regional leader in community health.

Catholic Health sponsors hundreds of community education programs – taught by our doctors, nurses and other health professionals – to help you live healthier, better manage existing medical conditions, or discover a health concern early. Need follow-up care? We can put you in touch with a doctor or medical specialist that is right for you. Services include:

- Education programs on stroke awareness, heart health, orthopedic injuries, and cancer prevention*
- Dozens of free screening programs like blood pressure, diabetes, and cholesterol*
- A renowned comprehensive diabetes educa-*

*tion program recognized by the American Diabetes Association for national quality*

- Extensive childbirth education programs with classes for first-time parents, refresher courses, breastfeeding classes, and special classes for siblings and parents expecting multiple births*
- Mission on the Move, a mobile health program that travels to community locations with valuable health and wellness services*
- On-site, customized worksite wellness programs for local businesses*

Check your local newspaper for information, log on to [www.chsbuffalo.org](http://www.chsbuffalo.org) and click on the events tab for a complete listing of upcoming programs, or call HealthConnection at (716) 447-6205.

# *We enhance quality through technology.*

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**C**atholic Health is making care better for you by employing the most advanced computer technology to improve quality and safety, and set the stage for the development of electronic health records (EHRs).

This transformation involved acquiring state-of-the-art medical tools, like advanced MRIs and CT scanners, to better diagnose and treat patients. We also created the region's most powerful clinical information system to give physicians and other clinicians unparalleled access to important health information, enabling them to provide you and your family with better care, better outcomes and improved service.

## **Leading the Charge**

Today, nearly five years and \$100 million later, we are continuing to develop the area's most advanced

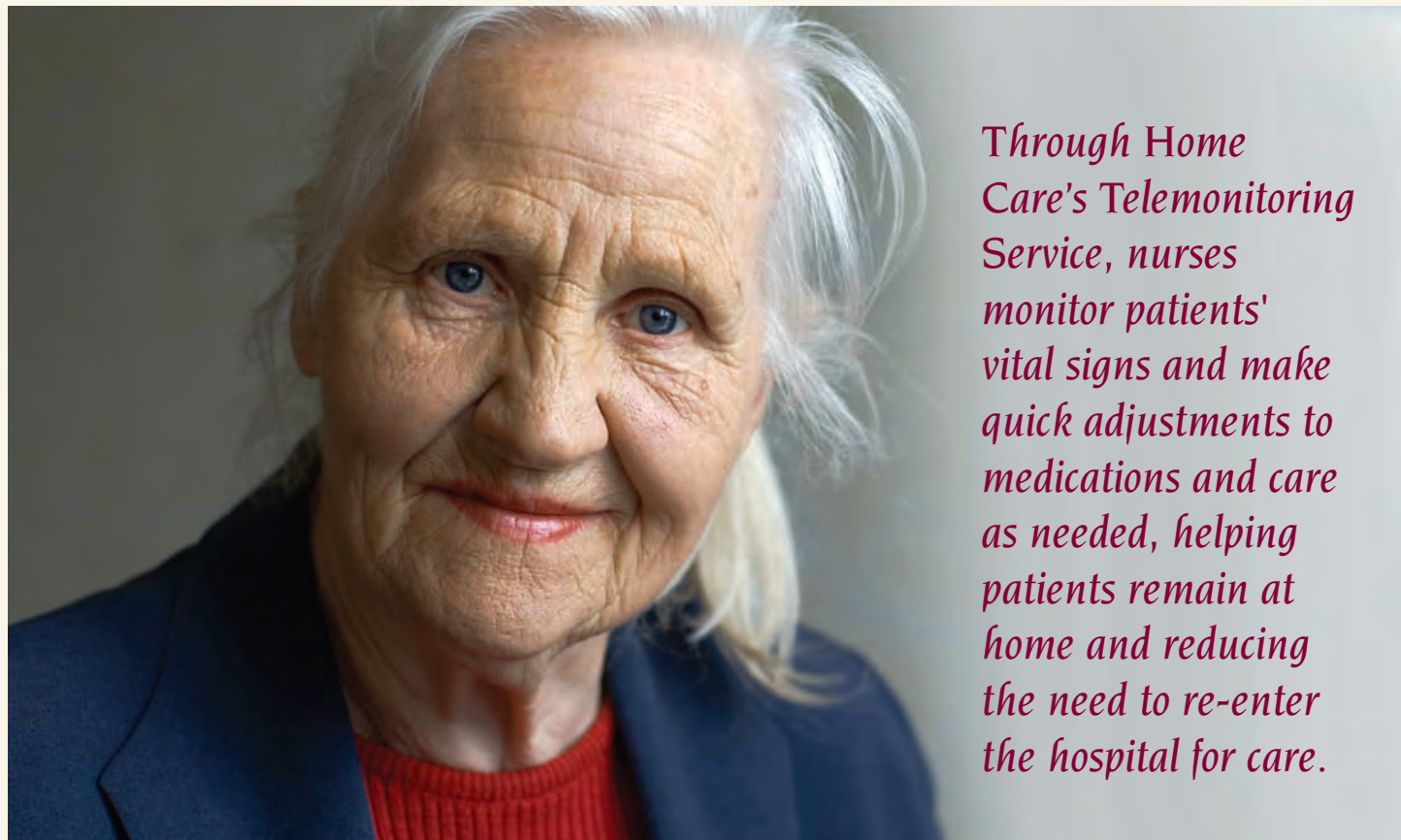
EHR. For patients, EHRs provide the safest, most accurate and efficient way to store and share critical, possibly life-saving health information, like test results and medical histories. This ensures you receive the *right care, in the right place, at the right time.*

- *By moving millions of pieces of clinical information out of paper charts and files and into the computer, physicians and other health providers can access critical patient information at any time, from any location, over our secure computer network.*
- *EHRs also have built-in safety alerts and reminders to enhance patient safety, comfort and convenience.*

Visit [www.chsbuffalo.org](http://www.chsbuffalo.org) or call HealthConnection at (716) 447-6205 to learn more.

*Our continuous investment in technology leads to significantly reduced medical errors, highlights potential drug interactions and offers methods used nationally to help patients achieve the best quality of life possible.*





*Through Home Care's Telemonitoring Service, nurses monitor patients' vital signs and make quick adjustments to medications and care as needed, helping patients remain at home and reducing the need to re-enter the hospital for care.*

*We provide you with the services you need.*

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**T**oday, more healthcare services are being provided in outpatient, home or community-based health settings, offering you more choice, comfort and convenience. Catholic Health has a complete continuum of care to provide you with the services you need – when and where you need them.

**Right care, right time, right place**

- *With nine locations, Partners In Rehab and AthletiCare use the latest treatment options to help return you to your fullest quality of life. Services include physical, occupational and speech therapy; sports injury rehab; subacute (post-hospital) and short-term medical rehab; a HeartStrong subacute cardiac program; and care for stroke patients and those suffering from an orthopedic illness.*

- *Home Care offers exceptional professional nursing, therapy, infusion therapy, and home health aide support services. Through a special Home Telemonitoring Service, patients can easily record their vital signs using special equipment attached to their home telephone line, and transmit this information to specially-trained nurses who monitor changes in health status to provide home care services as needed.*
- *For those with chronic health conditions or the frail elderly who live alone, our Home Response System is a direct link to emergency help 24/7 with the push of a button.*

Visit [www.chsbuffalo.org](http://www.chsbuffalo.org) or call HealthConnection at (716) 447-6205 to learn more.



# *We help put good health in your hands.*

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For physician referrals, answers to your health-care questions or to register for a health screening or wellness class, help is a simple phone call or mouse click away. Our HealthConnection telephone information line connects you to a live healthcare representative who can personally answer your questions or put you in touch with the programs and services you need.

**Call HealthConnection any weekday from 8 a.m. – 4 p.m. at (716) 447-6205 to:**

- Find a doctor or medical specialist who is accepting new patients
- Enroll in health education classes or register for screening programs
- Find out more about programs or services offered within Catholic Health

Our easy-to-navigate web site contains information on programs, services, facilities and doctors throughout Catholic Health. It also features a health library, quizzes, calculators and downloadable printouts.

**Log on to the Catholic Health web site at [www.chsbuffalo.org](http://www.chsbuffalo.org) to:**

- Find a doctor or medical specialist
- Get information on our facilities or services
- Learn more about our quality certifications and recognitions
- Register for community education programs
- Look for job opportunities and apply online
- Find up-to-date health information and online tools to improve your health
- Send a free eCard to a patient in one of our hospitals



*HealthConnection can help you find the primary doctor or specialist you need with a simple phone call. The process is quick and easy.*

## *Patient Centered Care*



• *Right Care.*

• *Right Time.*

• *Right Place.*

*See us in a new light.*

## *We provide a full spectrum of patient care.*

**We offer a full spectrum of care within Catholic Health. We provide a network of:**

- *four hospital sites*
- *thirteen primary care centers*
- *seven diagnostic and treatment centers*
- *a freestanding surgery center*
- *six long-term care facilities*
- *two adult homes*
- *three home care agencies*
- *our unique OLV senior ministry*

While we are always looking for better ways to serve you, we haven't lost sight of the things you look for most in a health provider – quality, comfort, safety, and convenience.

With dozens of healthcare facilities throughout the region, Catholic Health is close to where you live or work providing the *right care*, at the *right time*, in the *right place*.

***If you haven't given Catholic Health a look lately, it's time to see us in a new light!***

# *This is a Catholic Health community.*

## ● **Hospital Sites**

Kenmore Mercy Hospital  
Mercy Hospital of Buffalo  
Sisters of Charity Hospital, Main Street Campus  
Sisters of Charity Hospital, St. Joseph Campus

## ● **Diagnostic & Testing Centers**

Clarence Diagnostic Center  
Mercy Ambulatory Care Center  
Mercy Diagnostic & Treatment Center  
Mercy Diagnostic Center  
OLV-Brierwood Medical Centre  
Sheridan Health Care Center  
Williamsville Diagnostic Center

## ● **Laboratory Service Centers**

Catholic Health Laboratory Patient Service Centers  
*23 locations to conveniently serve your family needs.  
Please call (716) 447-6205 for a location near you.*

## ● **Primary Care Centers**

Chestnut Ridge Family Practice  
Clarence Sheridan Medical Center  
Holland Family Health Center  
Ken-Ton FamilyCare Center  
Kenmore Specialty Center  
Lovejoy-St. Vincent Health Center  
Mercy Health Center  
Mercy OB/GYN Center  
Mercy Pediatric Center  
OLV Family Care Center  
Riverside Blackrock Family Care Center  
Sisters Family Health Center  
Springville Primary Care Center

## ● **Surgery Center**

Sisters Ambulatory Surgery Center

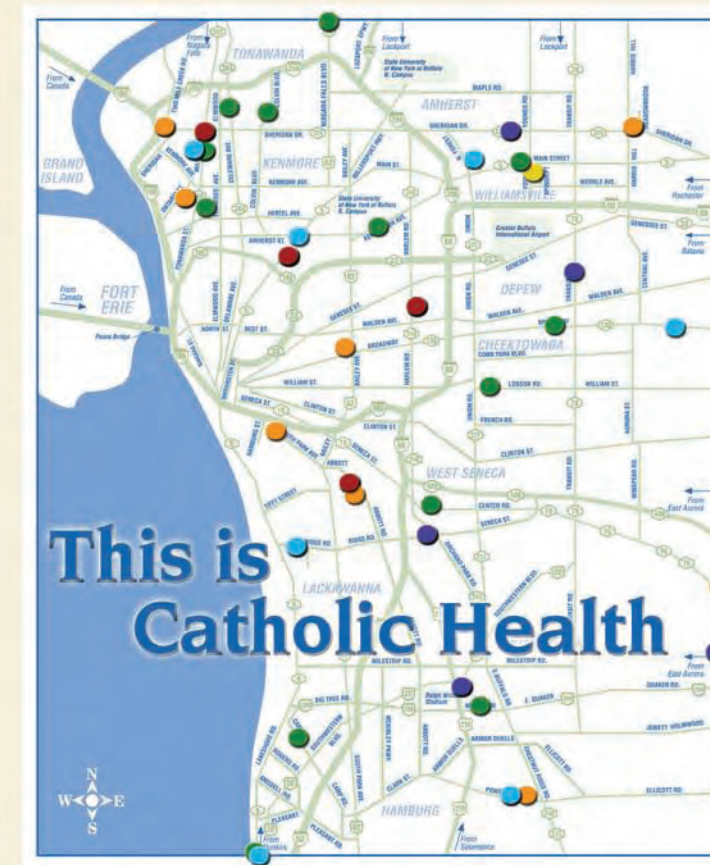
## ● **Home Care Services**

McAuley Seton Home Care  
Mercy Home Care of WNY  
Sisters Long-Term Home Health Care  
Infusion Pharmacy  
Home Response Emergency System

## ● **Long-Term Care & Adult Homes**

St. Elizabeth's of Lancaster  
St. Vincent's of Dunkirk  
Father Baker Manor  
McAuley Residence  
Mercy Nursing Facility at OLV  
St. Catherine Labourè Health Care Center  
St. Francis of Buffalo  
St. Francis of Williamsville

**Call (716) 447-6205 or log onto  
[www.chsbuffalo.org](http://www.chsbuffalo.org) for more information  
about our locations and services.**



# The leadership teams of Catholic Health.

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**Bishop Edward U. Kmiec**, Diocese of Buffalo

**Sr. Kathleen Natwin**, DC, Daughters of Charity Northeast, Ascension Health

**Mark O’Neil**, Catholic Health East

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**Sr. Margaret Tuley**, DC, Daughters of Charity

**Father Richard Zajac**, Diocese of Buffalo

**Monsignor Robert E. Zapfel**, Diocese of Buffalo

## Sponsors

**Sister Nancy Hoff**, RSM, Sisters of Mercy of the Americas, Catholic Health East

**Bishop Edward U. Kmiec**, Diocese of Buffalo

**Sr. Kathleen Natwin**, DC, Daughters of Charity Northeast, Ascension Health

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**Charles J. Urlaub**, President & CEO, Mercy Hospital of Buffalo

## *Our Mission*

*We are called to reveal the healing love of  
Jesus to those in need.*

## *Our Vision*

*Inspired by faith and committed to excellence,  
we will lead the transformation of healthcare  
in our communities.*

## *Our Values*

*Reverence - Compassion - Justice - Excellence*



Catholic Health

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[www.chsbuffalo.org](http://www.chsbuffalo.org) • (716) 447-6205