A MESSAGE FROM BETSY T. WRIGHT
PRESIDENT and CEO

Dear friends,

This is going to be another exciting year for healthcare, especially in New York State. Many other states are carefully watching to see the results of the NYS Commission on Healthcare in the 21st Century’s plan and its impact on healthcare reform. The Commission’s recommendations became law in January. Our new Governor, Eliot Spitzer, has plans to move forward with an aggressive agenda. I believe we are all in agreement that reform must be thoughtful and not just based on more cuts in reimbursements. Hospitals and the people they serve have been negatively affected by the cuts that were implemented in the late 1990’s. As an not-for-profit hospital, it is imperative that we have a positive bottom line so we have resources to reinvest in our people, technology, equipment and facilities.

We look forward to working with HANYS (Healthcare Association of New York State) and our elected officials in moving toward a goal of healthcare that is affordable and accessible, while continuing to deliver high quality. We’ve highlighted the major points of the Governor’s plan in our cover article “Rightsizing and Reinvestment”.

Ideas for new services and programs come from a variety of sources and are always based on community need. Our new Lakewood Health Center is a prime example of responding to requests from the community to have primary care close to where people live, work and shop. The Outpatient Lab at that location has been well received and patients have been extremely complimentary about the convenience and exceptional customer service. Our new Wound Care Center began an idea from several of our physicians who were treating more and more difficult wounds in their offices and requested a multi-specialty team approach to improve care for their patients. We’re also highlighting the new Outpatient Laboratory in the Riverwalk building, which came about from requests to ease the congestion in our WCA Outpatient area and to locate a draw station near physical practice.

Our new programs and services could never be successful without the dedication and compassion of the wonderful people here at WCA. Please join me in welcoming, Abimbola Odukoya, MD, a pediatrician in practice with Dr. Tariq Khan. We also send along sincere congratulations to our newest employees of the month – for January, Mary Bohall, OT Assistant; and for February, Angela Stafford, RN, Mental Health.

She carried with her the compelling story of WCA and its rich history of quality care, economic impact on the community, commitment to serving vulnerable populations, financial viability and the availability and regional utilization of services. Mrs. Wright submitted WCA’s recommendations and vision for the future. In November, after meeting with healthcare providers across the state, the Commission presented their recommendations to the Governor, which then became law.

Governor Eliot Spitzer in his State of the State address outlined his strategies for health care system reform, which are consistent with the spirit of the Commission’s recommendations. He stated that it will take a fundamental restructuring of our system to make health care affordable again and to free up resources for other urgent priorities. Moreover, $1.5 billion in federal dollars is tied to the implementation of the recommendations. Hence, the law, the Governor’s stated position and the federal dollars suggest rightsizing lies ahead.

WCA Hospital’s vision for the future is clear—to create the strongest medical community possible and continue to build its service offerings to meet community needs and growing demands. We will continue to partner with area healthcare providers, keeping in mind the long term best interest of the people who put their trust in us.

Over the years, WCA has stayed the course with respect to its vision and goals. In 2004 and 2005, WCA received recognition as a 100 Top Hospital for Performance Improvement. Only 14 of 2800 hospitals across the nation received this honor for two consecutive years. WCA was also rated among the top hospitals in western New York in a report released by the Niagara Health Quality Coalition.

Our future is focused on continuing our efforts to improve the health and well being of our community through wellness, disease prevention, and management of chronic illnesses like diabetes, cancer and heart disease. We agree with the Governor that we must continue expansion of primary care and outpatient services to improve access to the best level of care, especially for those who have little or no health insurance. And, we agree we must manage costs by providing the highest quality care in the least expensive and most comfortable setting for the patient.

Governor Spitzer also highlighted his efforts to guarantee access to healthcare insurance for all of New York’s uninsured children and adults.

He stated that access to healthcare will reduce state spending significantly in the long run, because seeing a primary care doctor costs far less than providing charity care for the same patient in an emergency room – and it leads to far better care. WCA is well on its way to meeting those goals, too. We have expanded outpatient care, especially primary care services. The new Lakewood Health Center is the sixth primary care center operated by WCA. And, we now offer five locations for outpatient lab tests, with the addition of Lakewood, and the Riverwalk site in downtown Jamestown.

Betsy Wright serves as Chairperson for the Western New York Health Care Association, which is an extension of HANYS (Healthcare Association of New York State). Her involvement in organizations such as HANYS and the American Hospital Association ensures that our voice is heard. “We have unique challenges in rural Western New York based on our demographics and rural geographic location,” she said. “We must all work together for thoughtful reform. This is a complex issue that affects every person in our state – whether you are the consumer, the employer, the healthcare professional or the insurer. Reform cannot be managed solely from a budgetary and financial perspective. There are also forces driving costs that have to do with lack of access to care, chronic illnesses, the certificate of need (CON) process and workforce shortfalls.”

This year brings a renewed opportunity for all of us in healthcare. “We look forward to working hand-in-hand with HANYS and our new Governor to enhance our healthcare system,” Mrs. Wright concluded. With excellent leadership and a vision for the future WCA is leading the way in charting a course that positions us for continued success.
CONVENIENT CARE

WCA Opens New Outpatient Lab at Riverwalk

At the new Outpatient Laboratory in the Riverwalk Center on 15 South Main Street, “patient first” continues to be the emphasis of everything we do. Whether a patient is coming in for a blood test or dropping off a laboratory specimen, our new lab and one-stop registration makes the experience easier than ever for patients of all ages.

“The new location is so handy,” said Robert Fuller, patient, “I really appreciate WCA for making services so easy for me.”

The lab is fully accredited by the State of New York and surpasses the highest standards of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Riverwalk’s new 700 square foot lab provides a superior quality service, designed with the customer in mind. It is handicap accessible with a proximal entrance and exit. On-site registration is provided. The spacious surroundings feature an enclosed waiting area and five specimen collection stations designed for privacy and convenience.

“When patients suffer from a wound, they need to get it treated immediately,” says Mark Tuccio, DPM, FACFAS, podiatric surgeon. “Patients with wound problems related to diabetes, vein and artery problems, or pressure ulcers can benefit from our holistic approach from evaluation and diagnosis to treatment.”

A Multi-Disciplinary Approach to Care

Working in cooperation with a patient’s primary care physician, the wound-care specialists provide advanced treatment technologies that are tailored to the specific needs of each patient. The multi-disciplinary team includes board-certified surgeons, podiatric surgeons, and radiologists.

Elnie Boglin, RN, a certified wound specialist, teaches patients how to care for their wounds. In addition, the center provides infectious disease specialists, registered nurses, certified diabetes educators, registered dietitians, licensed physical therapists, and a wellness specialist.

Sometimes it can take months to heal a wound,” Elaine explains. “By providing nutrition management, for example, we can help patients control their diabetes and help speed healing.”

Physical therapists may instruct patients in various exercises to increase mobility and improve blood circulation which helps heal wounds.

“Our Center teaches patients how to care for their wounds, while understanding how proper nutrition management and exercises can relieve pain, aid in the healing process, and prevent future wounds or ulcers,” adds Anthony Tuccio, DPM, FACFAS, podiatric surgeon.
Let’s take a grandmother’s love, a devotion to family and a strong work ethic and design an outstanding WCA employee. The perfect model—Mary Bohall, Occupational Therapy (OT) Assistant at JMHC, our December Employee of the Month. The JMHC auditorium was full of family, including her husband, children, and grandchildren, and employees. Mary thought she was updating her CPR, when greeted with smiles and applause. After the initial shock wore off, Mary commented, “This is much better than CPR.”

Mary has worked at JMHC in the OT department for over 15 years. Linda Randall, Supervising Occupational Therapist at JMHC, shared with members of Management Team all the wonderful qualities Mary brings to her job. “She is the ideal employee with a willingness to do anything for anyone. She always has a cheerful, positive attitude and her patients enjoy their time with her. She’s the type of employee you never have to follow-up on, because she’ll get the job done. She is highly devoted to her patients, our department and to WCA.”

“I am blessed to have a job I enjoy,” Mary said. “The people I work with are not just co-workers, we’re family.”

When asked about the recognition from her fellow employees, her comments were all about her patients. “It’s very satisfying to see my patients progress and eventually return home,” Mary added. She has a knack for combining her leadership skills with outstanding quality customer service. For all these reasons we say thank you Mary, and congratulations!

WCA BLOOD BANK EARNS QUALITY ACCREDITATION

WCA Hospital, recognized as a national leader in performance improvement, has once again been granted accreditation by the AABB. The AABB is an international organization that sets the highest standards for blood banks and transfusion services. WCA’s successful accreditation follows an intensive on-site assessment by a specially trained AABB assessor who evaluates all aspects of the program to be sure it meets the rigorous requirements set by the association.

“The AABB Accreditation is voluntary,” said Betsy Wright. “This is yet another opportunity for us to continually improve our services. We would also like to thank our faithful blood donors and encourage others to give generously to the Community Blood Bank.”

WCA officials are asking people to take the time to donate. “We really need people to give the gift of life by donating blood,” added Betsy. On average, 2,500 units of blood are transfused at WCA, each year. “The elderly are the majority of the people needing blood transfusions at WCA,” said Bonnie King, Section Supervisor for the WCA Blood Bank. “They tend to receive their care at WCA, because we offer high quality care that is close to home. We encourage blood donors to give to the Community Blood Bank (CBB), because CBB donations come right back to WCA, for those in need.”

For information about upcoming Community Blood Bank blood drives, call the CBB Office at 814-456-4206 or Public Relations at 664-8614.

THE PEOPLE YOU KNOW . . .
THE PROFESSIONALS YOU TRUST

WCA Announces Distinguished Employees of the Month

Congratulations Mary Bohall

There are a lot of choices available when it comes to choosing a path in nursing. For Angela Stafford, Charge Nurse, Adolescent Mental Health and our January Employee of the Month, the path was clear. She is passionate about helping young people deal with life’s challenging situations. According to those who know her, she is a wonderful advocate for the program, the staff, and most importantly, her adolescent patients.

“This is an extremely challenging area,” said Owen Carr, Nurse Manager for both the adult and adolescent mental health units. “Angela has an amazing ability to project a calming effect on a child when a situation begins to escalate. I’m very proud of her and pleased that her demonstrated excellence is being recognized.”

When Angela entered the classroom and saw a crowd of people, including her family members, she looked around puzzled, until she realized the celebration was in her honor. Amidst crepe paper, balloons and fun gifts, she modestly thanked everyone and said she was just doing what she loves to do. “I have always wanted to be a mental health nurse,” she said. “I work with wonderful people and am truly honored.”

Angela has a quiet, confident way about her. It’s easy to see how young people would relate to her in a positive way. Add to that her dependability and exceptional organization skills, and you have a model of what it takes to be a nurse of distinction. Congratulations Angela!

Humor For Your Health

Women’s Event Showcases WCA’s Role in Heart Education & Wellness

Gather your friends, grab your red hat, and prepare for an event like no other. Women, twenty-one years of age and older are invited to an Evening of Heart, Health and Humor at the Jamestown Savings Bank Ice Arena (JSBA) on Thursday, March 1st, from 4:00 p.m. to 8:00 p.m. Tickets are $5, available at the door or by calling the Reg Lenna Ticket Office at 484-7070. All proceeds from the event will support heart education and the JSBA Cool Walk Track.

“Many women think of heart disease as a man’s problem,” said Toni DeAngelis, WCA Hospital Wellness Program Director. “This just isn’t true. The symptoms for heart attacks in women can be different than those typically experienced by men. This event empowers individuals with the knowledge and tools so they can take positive action to reduce their risks of heart disease and protect their health.”

This will be a spectacular evening which includes fun-interactive heart education, free heart screenings, a silent auction, shopping extravaganza, models featuring spring fashions, tasty hors d’oeuvres and beverages,” says Brenda Fitzgerald, Senior Cardiology Nurse. “There will be more than 40 vendors on site who cater to women. Some will offer free samples of their products, some have activities planned and many will be selling their products.

The Unexpected GUESTS, Jamestown’s Improv Comedy Group, will entertain and energize the audience with two signature performances that have brought them local fame. They will use comedy in concert with women and heart health. Comedy show times are 4:30 p.m. and 6:45 p.m.
The event is co-sponsored by the JSB Ice Arena, SYSCO Food Services of Jamestown LLC, JAMA, Lane Women’s Health Group, Cummins Jamestown Engine Plant Women’s Affinity Group, in partnership with WCA Hospital, WCA Heart Center, Lucille Ball Desi Arnaz Center, Tanglewood Manor, and the WCA Wellness Program. Proceeds benefit heart education and the Jamestown Savings Bank Ice Arena Cool Walk Track.

For more information, log onto www.wcahospital.org or call, (716) 664-8614. Join us, wear red, and learn how laughter truly is the best medicine!
### Calendar Of Events

**February 1st - 14th**
**Women’s Health Show**
“WCA’s New Wound Care Center”
Guest Speakers: Timothy Brown, MD, Wound Care Clinical Director
Mark Tuccio, DPM, FACFAS, on staff at Wound Care Center
Time Warner, Channel 18, 8 p.m., weekdays

**January 26th**
**Empire Uniform Sale** ~ *Sponsored by the W.C.A. Auxiliary
WCA Hospital Auditorium, 7 a.m. - 3 p.m.

**February 7th**
**Public OPEN House - Wound Care Center @ WCA Hospital**
WCA 3rd Floor, Suite 300, 1 p.m. - 3 p.m. & 4:30 p.m. - 6 p.m.
Tour Center, speak to physicians, nurses, wound care consultants

**February 14th**
**Valentine Candy Sale** ~ *Sponsored By the W.C.A. Auxiliary
WCA Hospital Lobby, 9 a.m. - 3 p.m. - JMHC Lobby, 11:30 a.m. - 1:30 p.m.

**February 16th**
**A Taste of Mardi Gras** ~ *Sponsored By the W.C.A. Auxiliary
Hotel Jamestown Crystal Ballroom, 7 p.m. - 11 p.m.
Fine foods, beverages, music, silent auction.
Tickets $25 per person. On Sale in the WCA Gift Shop

**March 1st**
**An Evening of . . . Heart, Health & Humor**
JSB Ice Arena, Doors Open at 4 p.m. (see story on Pg. 7 for details)

**March 1st - 14th**
**Women’s Health Show**
“Health Care Proxy & New Registry”
Guest Speaker: Cara Seekings, R.N., Coordinator,
Chautauqua Cares Coalition
Time Warner, Channel 18, 8 p.m., weekdays *All proceeds benefit WCA Hospital

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**Building Upon A Top 100 Reputation**

**WCA Expands Surgical Care with Wound Care Center**

At WCA, delivering excellence in care while enhancing the patient experience, has become the cornerstone of our care. The newly opened Wound Care Center, located on the 3rd floor of WCA, raises the bar in specialty care by offering patients a multi-disciplinary approach to wound care that not only heals the wound, but addresses the underlying cause and gets patients back to the normal activities of life.

“This is an outstanding example of how WCA serves the community with the best in patient care,” said Betsy Wright, WCA President and CEO. “With the addition of our new center, we are able to expand our surgical program by providing the latest in wound care treatments. The added service supports our mission to continually improve the health of the region, while building a strong medical community that is responsive to the current and future needs of those we serve.”

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**Rightsizing and Reinvestment**

**WCA Charts A Course For Success**

In the last term of his tenure as Governor, George Pataki commissioned a panel of government, business and healthcare leaders to take on the onerous task of rightsizing the New York State Healthcare System to appropriately respond to community needs for high quality, affordable care.

Hence, the Commission on Healthcare in the 21st Century, commonly known as the Rightsizing or Berger Commission was formed.

WCA worked proactively and cooperatively with the Commission throughout 2006 to position the hospital for the future and in the wake of rightsizing, CEO, Betsy Wright, testified before representatives of the Commission early in the year and met with David Dunn, MD, Ph.D. who headed the Commission’s Western New York regional activity.

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