On May 23, 2010, WCA Hospital turned 125 years of age and marked the historic occasion by hosting a community Birthday Party that included music and food for community residents, employees and their families, and honored guests on the grounds of the Foote Avenue campus at WCA.

WCA celebrated its birthday in style with a chicken barbeque, horse and carriage rides, kid games, Historic Wall and Exhibit, and live music from Infinity Big Band, Bill Ward and Amanda Barton, and Wind River Band. Betsy T. Wright, WCA President/CEO, thanked all those who attended and shared in the notable occasion. “Today, we celebrate 125 years of serving our community,” said Betsy. “Founded by a group of passionate women devoted to a city mission, we opened our doors in 1885 as a one room hospital for the sick and injured. Amidst the many transformations over the decades, we have remained steadfast in improving the health and well-being of those we are so privileged to serve—the very purpose for which this hospital was founded.”

In support of Sharing the Gift of Health: The Capital Campaign for Our Emergency Department, held during the first three weeks in May, over fifty WCA employee volunteers provided leadership for an employee-giving campaign, “The Amazing Race to Our New Emergency Department” which raised over $190,000!

To create a spirit of friendly competition, all WCA Hospital and W.C.A. Services employees were divided into four teams (Blue, Green, Orange and Red) and competed in weekly challenges. Team captains and other department representatives volunteered to creatively encourage and motivate their team members to participate by supporting the campaign through a personal gift. A penny war, scavenger hunts, pie throwing, weekly team games, and other creative activities also contributed to the fun.

Of the over $190,000 raised, 54 employees joined “Club 26” (they contributed an amount equal to or greater than one hour of pay per pay period for at least 26 pay periods/one year).
A Message From Betsy T. Wright, President/CEO

Dear Friends,

What a banner year it has been so far as we commemorate 125 years of caring for our community this year! In celebration of our anniversary, we hosted a community Birthday Party on the very day we turned 125 years old, Sunday, May 23, 2010. It was a huge success with well over a thousand people in attendance who enjoyed a chicken barbeque, fun games and activities for the kids, live music, a historic and wall exhibit and much more. I want to extend my sincere gratitude to the 125th anniversary committee and everyone involved in planning this special day and thank those who joined us for what was an historical moment in the history of this distinguished hospital.

At WCA, we strive to understand the needs and preferences of our consumers, consistently finding ways to meet and exceed their expectations. This commitment is illustrated throughout the pages of this issue, as we joined the HEALTHeLINK Exchange, a way to access patient medical information electronically; expanded our cancer care program with state-of-the-art endoscopy technology purchased from the generous supporters of the Italian American Golf Tournament; continue to prepare the way for our new Emergency Department; enhance patient satisfaction by making our patients’ and their families’ lives simpler by offering online scheduling and e-greeting services that can be accessed from the convenience and comfort of their home; and expand medical excellence through facility planning and redesign.

We continue to receive accolades from state and national health authority agencies that recognize our high quality of care, including our recent commendations from The Joint Review Committee on Education in Radiologic Technology who granted our school the highest Accreditation term; our CEO Gold Standard Accreditation that recognized WCA’s dedication in developing and implementing health and wellness initiatives aimed at fostering healthy lifestyles and reducing the risk of cancer; and our contributions in providing area bloodmobile drives that provide essential blood for our patients.

It is with a fond farewell that we say goodbye to Dr. Bert Rappole and Dr. Ranjit Laha who will retire after many years of leadership and care to our hospital, patients and communities. We wish them both all our best. Additionally, I would like to congratulate our Class of 2010 School of Radiologic and School of Medical Technology graduates and wish them well in their future careers. I also want to congratulate our newest Employees of the Month, Brian Pumford, Ellen Merchant, Karen Soderberg, Steve Kilburn, Crystal Consla, Renee Prechtl, and Sean Friedrich.

In order to continue to expand access to innovative healthcare, we rely daily on our greatest strength - our people - who are truly committed to providing the highest standard of patient care. So, on this day, I want to take a moment to recognize you, our WCA Family and community partners, for all that you do. Thank you for making WCA a special place.

On The Cover of Newslink . . .

Amazing Race {cont.}

“The personal gifts and pledges made by our employees clearly demonstrate their commitment to the health and well-being of our community,” said Betsy Wright, WCA President/CEO. “Our employees’ generous support of this vital campaign alongside the entire WCA Family, will enable us to further advance the compassionate, high quality patient care delivered here each and every day.”

To date, WCA has received $12 M in grants, pledges, and gifts toward our $16.5 million dollar capital campaign goal.
WCA Buries Time Capsule

Throughout our 125 year history, WCA in partnership with our community, has worked together to honor the spirit of those early healthcare pioneers. In doing so, we have set a benchmark for nationally recognized, high quality care that will endure for many generations to come,” said Betsy.

Along with the fun of such guests as “The Balloon Man” Harvey Sanden and a comedy show from “The Unexpected Guests,” local political representatives also made an appearance to wish WCA a happy birthday. Jamestown Mayor Sam Teresi presented a proclamation celebrating the occasion on behalf of the City. County Executive, Greg Edwards, remarked, “It is always great to recognize a distinguished event like a 125-year birthday,” said Greg. “WCA is truly is a regional gem.”

Assemblyman William L. Parment, D-North Harmony, said at times people take for granted medical care facilities, but should be thankful for those working everyday to help those in need. “Thanks to the staff, board of directors, doctors and nurses, this hospital will be here for a long time and we will be able to celebrate many more birthdays in the years to come,” Parment said.

A 125th Historic Wall and Exhibit during the celebration included artifacts that dated back to the hospital’s founding in 1885. The exhibit offered a glimpse into the 125-year history that included archived excerpts from research complied by the late Dr. John Voltmann, longtime practicing physician in Jamestown, that dated back to the early medicine and the pioneer physicians of Chautauqua County. For the complete, 125 year history of WCA, visit www.wcahospital.org, select “About WCA” and click the “125th Anniversary Celebration” tab. For a hard copy of the 125th Commemorative Book, contact the WCA Public Relations Office at 664-8614.

Baby Born On WCA’s Milestone Birthday

Baby boy, Landon Alexander Carnes, shared his birthday with WCA Hospital’s milestone 125th birthday when he came into the world weighing 6 pounds, eleven ounces, at 3:35 p.m. on Sunday, May 23, 2010 – the exact day WCA turned 125 years old. Pictured are, Landon’s mom, Erin (King) Carnes and father, Matthew Carnes and baby boy, Landon. Landon’s extended family includes grandparents, Brian and Cindy Carnes and Terry and the late Lori King; and aunts and uncles, James Colton, Shannen Colton, Ryan Carnes, and Stacy Carnes. Landon received a personalized WCA commemorative baby onesie to honor the special occasion.
Advocating For WCA
Wright Honored As Champion

The American Hospital Association in partnership with the Healthcare Association of New York State (HANYS), awarded Betsy T. Wright, WCA President/CEO, with the American Hospital Association Grassroots Champion Award. She was honored at the fifth annual “Breakfast of Grassroots Champions” held during the 2010 AHA Annual Membership meeting in Washington, D.C.

Betsy is one of 52 individuals honored this year. As a 2010 Grassroots Champion, Betsy was recognized for her exceptional leadership in generating grassroots and community activity in support of the hospital’s mission. “We depend upon strong voices like Betsy’s to help tell the story of hospitals as cornerstones of the communities they serve,” said Rich Umbdenstock, AHA president and CEO. “This award is a small token of our appreciation for her hard work and dedication to improving health and healthcare in America.”

The Partnership for Action Grassroots Champion Award was created to recognize those hospital leaders who most effectively educate elected officials on how major issues affect the hospital’s vital role in the community and who have done an exemplary job in broadening the base of community support for the hospital, and is a tireless advocate for the hospital and its patients. “This award is a tribute to Betsy’s tremendous dedication to the communities served by WCA Hospital,” said Mr. Daniel Sisto, President of HANYS. “A successful healthcare organization today must do more than provide quality care, it also must engage community members to take a share of ownership in the hospital, and is a tireless advocate for the hospital and its patients.”

“This award is a tribute to Betsy’s tremendous dedication to the communities served by WCA Hospital,” said Mr. Daniel Sisto, President of HANYS. “A successful healthcare organization today must do more than provide quality care, it also must engage community members to take a share of ownership in the hospital, and is a tireless advocate for the hospital and its patients.”

“Betsy is the quintessential hospital CEO, but so much more than that,” added John Bartimole, President of the Western New York Healthcare Association. “She connects so well with the community and does a yeoman’s job of studying the issues, knowing the issues and translating the issues into information the community can appreciate. She has always put WCA and the community, as well as all of the Chautauqua Region, first in her mind and has done the utmost to serve the people of the area.”
A new electronic tool is available for patients, physicians, and insurance companies in Chautauqua County. Introduced during a joint press conference held at WCA, the hospital is now part of the Western New York Clinical Information Exchange, HEALTHeLINK, a way to access patient medical information electronically. HEALTHeLINK officials announced that WCA is the first hospital serving a rural community to join HEALTHeLINK.

By joining HEALTHeLINK, WCA can share and access patient medical and clinical health information electronically.

“Our mission is to improve the health and well being of the people we serve. By participating in HEALTHeLINK, we enhance and improve the delivery of care by sharing medical and clinical health information through a secured electronic information exchange across Western New York.”

HEALTHeLINK is a non-profit organization with a community-based system for healthcare providers and consumers to electronically share medical and clinical information. Patients allow physicians and other authorized clinical professionals to access their health information by signing a consent form. HEALTHeLINK allows multiple providers to see a patient’s clinical history via a computer, so patient data follows each patient throughout the healthcare system.

“We are very excited to be part of this partnership and proud to take a leading role in helping to shape the future of our region’s healthcare system,” Wright added.

“Our arrangement with WCA is a first major foray to bring the clinical information exchange to rural communities throughout Western New York,” said Daniel E. Porreca, Executive Director of HEALTHeLINK who often demonstrates the system to area physicians. “Time and distance often conspire against quality healthcare in rural communities. By making critical health information available to physicians electronically, we believe that we can help them mitigate those issues and improve healthcare quality for their patients.”

“Quicker access to patient health information will lead to providing patients with improved care and HEALTHeLINK gives physicians and other healthcare providers the opportunity to do just that,” said Wolf-Dieter Krahm, MD, a board certified family practice physician, on the medical staff at WCA Hospital.

Patient consent forms are available throughout WCA Hospital as well as on the HEALTHeLINK website, www.wnyhealthelink.com. To learn more about the patient consent process, please call 206-0993, Ext. 311.

Thanks to a $1.1 million gift from Western New York Urology Associates (WNYUA), WCA will move forward with a number of facility projects.

That was according to Betsy Wright, WCA President/CEO, who said the hospital is, “incredibly grateful” to WNYUA for the donation of its former office building located at 103 Allen St.

“The property was sold to us at a much reduced price,” Betsy said. “We would not have been able to acquire this building without their generosity. This will not only allow us to continue enhancing the medical care we provide, but will help us move forward with plans to increase efficiency as we redesign and relocate services.”

The 7,469-square-foot Allen Street building once housed WNYUA’s Jamestown office, but the group recently moved into a new facility located next-door at 117 Foote Avenue.

Peter Walter, M.D., a WNYUA partner, said he and his associates, Ichabod Jung, MD and Ryan White, MD, viewed the donation as a way to give back. “We are proud to be in a position to give something back to the community that has supported us so well over the years,” said Dr. Walter. “It’s gratifying to know that WCA will use the building to continue providing high quality healthcare.”

“This is a tremendous day,” Mayor Teresi said. “This signifies a major step in the development of Jamestown’s quality of life and a major economic step toward our future. When good people work together, good things happen.”
AWARDED Highest Marks
WCA School of Radiologic Technology Receives Highest Accreditation Award

The WCA Hospital School of Radiologic Technology received notification from the Joint Review Committee on Education in Radiologic Technology (JRCERT) that it has been awarded an 8-year accreditation, which is the highest accreditation award presented by the Joint Review Committee on Education in Radiologic Technology.

The JRCERT promotes excellence in education and enhances quality and safety of patient care through the accreditation of educational programs. “This is our gold seal of approval,” said Betsy Wright. “Our accreditation promotes continual excellence in education and enhances the quality and safety of our patients and affirms our pledge to build a strong medical community that is second to none.”

Programs accredited by the JRCERT must demonstrate that they are in substantial compliance with the relevant JRCERT accreditation standards.

“The Joint Review Committee on Education in Radiologic Technology Directors and staff congratulate WCA Hospital and the program faculty for attaining the maximum award of accreditation from the JRCERT,” said Denise E. Moore, M.S., R.T. (R), Chair. “We wish everyone continuing success in their efforts to provide a quality educational program.”

“Accreditation of our educational program assures patients that our students have appropriate supervision during the educational process,” said Christina Slojkowski, WCA Hospital School of Radiologic Program Director. “It also assures our community that graduates have met the minimum level of competency as defined nationally by the profession.”

The WCA School of Radiologic Technology opened its doors in 1967 and has graduated over 150 students. As a full-time, 24 month program, it prides itself on small classroom size that delivers individualized attention with an emphasis on clinical experience and prepares the student to be competent in radiologic technology. To apply to the School, contact Christina Slojkowski, Program Director, at 664-8366 or visit the hospital’s website at www.wcahospital.org.

GRADUATION Day
5 Graduate From Radiology School

In celebration of WCA Hospital’s 125th anniversary and the 41st commencement of the WCA Hospital School of Radiologic Technology, the evening proved to be an exceptional graduation night for the Class of 2010 as five students received their certificates and graduation pins on a milestone occasion for the hospital. Radiologist Dr. Lyndon Gritters gave the commencement address.

Kristin E. Dechert, Fredonia, New York; Joycelyn M. Haas, Jamestown, New York; Brian T. Reidy, Frewsburg, New York; Deandra L. Rogers, Jamestown, New York; and Virginia R. Shafer, Jamestown, New York; received their certificates and join the 179 graduates in the school’s history to celebrate the conclusion of two years of study and clinical rotations.

The Murray S. Marsh Outstanding Student Award was presented by Mrs. Brigetta Overcash, W.C.A. Foundation, Inc., Chair and awarded to Virginia R. Shafer. The Joint Review Committee on Education in Radiologic Technology Accreditation for Academic Excellence was presented by James Dahlie, M.D., board certified radiologist and school faculty member, and awarded to Joycelyn M. Haas.

Judith Burgett, WCA Board of Directors Chair, and Amanda Bender, RTR, lead clinical instructor at the School presented the student certificates and class pins.

Classroom faculty for the Class of 2010 were: Program Director, Christina Slojkowski; Clinical Instructors, Amanda Bender, Dawn Calimeri, Wendy Schmidt, Lisa Webster, Deborah Gorman, Vincent Messina, Donna Hiller; Instructors, Candythe Kidder, Gail Borst, R.N., Medical Advisor, James Dahlie, MD; Technical Director, Eugene Graham.

To apply to the WCA School of Radiologic Technology, log onto www.wcahospital.org or contact Christina Slojkowski at 664-8366.
SAVING Lives
Community Blood Bank Honors WCA

Presenting WCA with a “5 Years of Saving Lives Award” is from left, William A. Geary, MD, Ph.D., Laboratory Director and Director of Transfusion Services at the WCA Clinical Laboratory; Amy D. Reinhardt, WCA’s Bloodmobile Coordinator; Larry S. Senn, WCA Vice President of Administration; Dan Desrochers, Director of Marketing, Community Blood Bank; Kathy Hastings, Mobile Drive Coordinator, WNY Region; Jon Sundholm, BS MT (ASCP), WCA Clinical Laboratory Manager.

The Community Blood Bank (CBB) of Northwest Pennsylvania and Western New York recently presented WCA Hospital the “5 Years of Saving Lives” award, recognizing and honoring the hospital for its contributions in providing blood for the patients in their community.

The honor demonstrates an exceptional commitment to the volunteer blood community and building awareness of the need for blood donations. The WCA Hospital’s partnership with Community Blood Bank has generated significant donations from the region’s businesses, high schools, hospital employees, and community donors over the past five years.

Generous CBB Western New York business bloodmobile sponsors include, Burgett & Robbins, Weber Knapp, Heritage Village, Heritage Green, Lutheran Social Services & Rehabilitation Center, Monofrax, Truck-Lite, Jamestown Board of Public Utilities, St Luke’s Episcopal Church, United Methodist Church, Frewsburg American Legion (in Memory of Brian Suckow), Lucille Ball Theatre, Cummins Jamestown Engine Plant, Chautauqua Chamber, Century 21 Turner Brokers, Fenton Mobility, Comfort Today Day Spa, Chautauqua Institution, TitanX, Harrington/Sandberg, Bush Industries, Chautauqua Mall, and area high schools and colleges.

It’s an honor.
WCA Earns CEO Gold Standard™ Accreditation

WCA joins an exclusive group of organizations that received CEO Cancer Gold Standard™ accreditation, recognizing our commitment to taking concrete actions to reduce the cancer risk of employees and their families through screenings, early detection, and healthy changes in lifestyle. The CEO Cancer Gold Standard™ is an initiative designed to combat cancer in the workplace.

“We are pleased to recognize the efforts of these organizations in the fight against cancer, starting with improving the health and wellness of their own employees,” said Weldon. “I hope the commitment demonstrated by these organizations will encourage other employers, large and small, to become Gold Standard accredited.”

The CEO Cancer Gold Standard™ calls for companies to evaluate their health benefits and corporate culture and take extensive, concrete actions in five key areas of health and wellness to fight cancer in the workplace. To earn Gold Standard accreditation, a company must establish programs to reduce cancer risk by discouraging tobacco use; encouraging physical activity; promoting healthy diet and nutrition; detecting cancer at its earliest stages; and providing access to quality care, including participation in clinical trials.

According to Betsy T. Wright, WCA President/CEO, the CEO Cancer Gold Standard™ accreditation recognizes WCA’s dedication in developing and implementing health and wellness initiatives aimed at maintaining a corporate culture that fosters healthy lifestyles and reduces the risk of cancer. “We are proud to be awarded this prestigious accreditation,” said Mrs. Wright. “As an organization whose mission is to improve the health and well-being of those we serve, it is extremely important that we educate our employees and their family members about cancer risks and provide them with the necessary tools that encourage healthy lifestyle behaviors and provide access to high-quality treatment in the fight against cancer.”

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Supporting Cancer Care
IA Completes $150,000 Pledge

The Italian American (IA) Charity Golf Association completed its three-year, $150,000 pledge to support cancer care at WCA Hospital. This amount included proceeds from the highly-successful 39th Italian American and enabled WCA to purchase Endoscopy equipment for the diagnosis and treatment of colon cancer. Since its inception in 1971, the Italian American Charity Golf Association has contributed over $900,000 to cancer research and care.

“I can assure you the entire Italian American committee is well aware that without our community’s support, this would certainly not be possible,” said Jack Munella, Jr., Chair of the Italian American. “Even during these difficult economic times people are still willing to find a way to help support this cause, because they know our families and friends will be better served. Working with WCA Hospital to ensure high-quality cancer care and treatment is provided here locally is very satisfying.”

“We are so grateful to the extraordinary commitment the Italian American has to WCA and to the improvement of the cancer prevention, treatment, and services we can provide,” explains Betsy T. Wright, President/CEO of WCA. “We continue to be overwhelmed by the generosity of these dedicated individuals which results in improved outcomes and lives saved. Together, we continue our fight against cancer.”

This year’s event was held at Holiday Valley in Ellicottville and marked the tournament’s 40th anniversary. This begins another three-year commitment to WCA to raise funds for the purchase of a minimally-invasive lung navigation system (called Electromagnetic Navigation Bronchoscopy) which will result in earlier diagnosis and treatment options for lung cancer patients.

The Italian American Charity Golf Association event was the brainstorm of a small group of community-minded men who wanted to raise money for a local charity. Their dream was to create a golf tournament where one member of each two-man team was of Italian descent and the partner was of another nationality.

IA Completes $150,000 Pledge

The Italian American 2009 Event committee chairs present the final installment of their 3-year pledge to support cancer care to Betsy Wright. From left, Jack Munella, Joe Paterniti, Betsy Wright, WCA President/CEO, Sebby Baggiano, and Pete Pillitteri.
Auxiliaries say it is a joy to be part of the WCA Auxiliary, but never more so than when they see the community come together to support their local hospital. The WCA Auxiliary celebrated their success recently when they presented Betsy Wright with a $70,000 check - the second installment of their 3-year, $106,000 pledge to support WCA’s *Sharing the Gift of Health* capital campaign for a new Emergency Department. Pictured, front row (L to R) Judy Littlejohn, Auxiliary Vice President; Sara Vail, Auxiliary Secretary; Uma Vejendla, Auxiliary President; and Betsy Wright. Back Row (L to R) Amy Reinhardt, WCA Volunteer Coordinator; Karl Sisson, WCA Director of Development; Judith Burgett, WCA Board Chair; Mary Phaneuf, Auxiliary Treasurer. This gift represented the proceeds from several fund-raising activities conducted by the Auxiliary. The gift also included a $20,000 grant from the W.C.A. Foundation, Inc., through the Hoag Family Fund, an endowed fund which supports WCA Hospital through the Auxiliary. *For the complete press release, visit www.wcahospital.org/press releases.*

**WCA Family Meets Ralph C. Sheldon Foundation Matching Challenge**

In addition to the gracious $2 million dollar lead grant to support the construction of WCA’s new Emergency Department, the Ralph C. Sheldon Foundation also issued a $500,000 matching challenge grant. In order to receive the additional $500,000, it was necessary for WCA to receive $500,000 in gifts and pledges from the WCA Family by December 31, 2009. Thanks to the WCA Hospital Medical Staff, Boards of Directors for WCA Hospital and the W.C.A. Foundation, Inc., and Administration/Management employees of WCA, that ambitious goal was met! “I could not be more pleased with the leadership of our organization who personally stepped forward to financially support this vital campaign,” said Betsy Wright, WCA President/CEO. “For our physicians, board members, and employee leadership to make this statement is very meaningful in our community’s decision to support this necessary project and to the overall success of our campaign.” *For the complete press release, visit www.wcahospital.org.*

**Sharing The Gift of Health**

**Tim Hortons Pledges $10,000**

The *Sharing the Gift of Health* capital campaign for WCA’s new Emergency Department is getting support from Jamestown-area Tim Hortons franchise owners Victor and Brenda Tarana who pledged $10,000 toward the hospital’s capital campaign and unveiled commemorative, limited edition, stainless-steel travel mugs now available for sale at Tim Hortons. One thousand mugs feature the Tim Hortons logo on one side and WCA Hospital’s 125th anniversary logo on the other. To purchase a mug, you can visit any one of the three local Tim Hortons locations (Brooklyn Square in Jamestown, Fairmount Avenue in Lakewood, and E. Second Street in Falconer), or the gift shop at WCA. The stainless-steel mugs are sold for $8.95, with the net proceeds from each sale going directly to support the construction of the new Emergency Department. Patrons who purchase the commemorative travel mug will receive ten cents off all 16 oz. refills of coffee or hot beverage at any of the Tim Hortons locations. *For complete press release, visit www.wcahospital.org.*
People say “if you like what you do, you do your best.” It is obvious that Brian Pumford, Inpatient Chemical Dependency Case Manager, loves what he does because he does his best according to accolades from co-workers who selected Brian December’s Employee of the Month.

Fellow workers say his actions are true to the hospital’s mission. “Brian is willing to help patients and staff without worrying that it may go beyond his own job responsibilities,” said one co-worker. “He provides compassionate support, leadership, and has developed a wonderful way to connect with his patients.”

As a social worker and discharge planner, Brian serves as a valuable resource for patients and their families as they prepare for discharge from the hospital. He has been employed at WCA for three years. According to colleagues, Brian is an incredible addition to the case management team. “He makes our patients feel comfortable.” Brian truly emulates the hospital’s standards of excellence!

Ellen Merchant, Patient Account Representative, has been chosen as Employee of the Month for January. With a pleasant disposition, Ellen’s fellow workers say they have never seen a more dedicated employee. “Ellen has shown WCA and her co-workers her commitment to WCA, specifically her job as a Medicaid collector,” said Karen Beals, Patient Financial Services Manager. “She places her job as one of her top priorities in life.”

Ellen has been at WCA for six years. Employees pointed out that, “Ellen is the type of employee who always goes the extra mile and gives 100 percent to all those she assists.” The staff nominating Ellen said she is one of those rare individuals who goes beyond the call every day. “She’s a true blessing.”

The Employee of the Month award recognizes employees who demonstrate the hospital’s mission of excellence. This month, we recognize Ellen as one of those individuals who lives our mission daily. Thank you!
Karen Soderberg, Patient Registrar, has been selected our Employee of the Month in February. She was selected for her outstanding acts of kindness and compassionate care to our patients as she assists them to their medical appointments at WCA.

“If I could clone Karen, I definitely would,” said Karm Messina, Patient Access Coordinator. “Her compassion is genuine and she displays a gentleness that really puts our patients at ease.”

A member of the WCA Family since September 9, 1999, Karen is always pleasant and courteous and leads by example according to her co-workers. “She is always ready to lend a hand to help others.” “Karen puts our patients and families at ease and we can always count on her in a very busy Emergency Department.”

One nominee said it best, “If I were in need of medical treatment, I could only pray that Karen would be there when I arrived.” Karen, you richly deserve this award!

Steven Kilburn, March’s Employee of the Month, is one of those unique individuals you want to be around.

A Counselor III on the Chemical Dependency Unit, Steve has been a member of the WCA Family since August 28, 1989. Colleagues said Steve has a special talent for guiding patients who are struggling through recovery. “He makes it easy for patients to talk.” “Steve is a role model who exhibits wonderful talents as a counselor.” “He is highly respected and admired and continually sought after.”

Ann Gustafson, Inpatient Chemical Dependency Program Manager, remarks, “Steve is a consistent stable force and he deserves a gold medal for his work.” Staff says he is first to offer assistance and volunteers if a task needs to be completed. “His professionalism is beyond compare and we truly cannot think of anyone more deserving of this honor.”

One employee sums it up nicely, “Steve is one of those people you want on speed-dial!”
THE PEOPLE YOU KNOW . . .
THE PROFESSIONALS YOU TRUST
Behind Every Great Hospital Are The People Who Make It Special!

WCA understands the importance of maintaining a clean and orderly facility. Our April Employee of the Month, Crystal Consla, completes her job as an Environmental Services Attendant, with a touch of excellence. Every day, you will find Crystal busy working to make sure the hospital is neat and well-kept, all the while greeting patients and employees alike with a smile and kind word as they arrive at the hospital.

“Crystal is never still, always in motion, deep cleaning our hospital,” said one nominee. Staff echoed that Crystal is always concerned about the quality of her work. “She is constantly busy and looking for other areas to clean while paying great attention to detail.”

Since October of 2008, Crystal has been serving our patients. There is nothing better than helping someone feel better and staff say, “She warms the hearts of everyone she meets.” Her attention to detail and friendly spirit makes Crystal a perfect choice for this special honor!

This month we are pleased to recognize Renee Prechtl, MS, R.N., Staff Development Educator, our May Employee of the Month. Renee, a member of the WCA Family since August 25, 2008, actively engages hospital staff in new learning tools and techniques with the objective of providing high quality care. Nominations stated that Renee has outstanding human relations skills and is well-respected in her dealings with employees and community partners during the course of a day. “Renee takes pleasure in facilitating the success of others,” said one nominee. “You can really count on her to be there.”

According to her nominations, Renee is kind, caring and intuitive in addressing the educational needs of staff at WCA. “She demonstrates confidence and poise and is willing to take on extra assignments to assist with positive patient-centered outcomes,” said Mary Sue Pawlak, Nurse Manager, 4D, who has worked alongside Renee on many projects. Described as possessing a ‘can do’ attitude, we congratulate Renee for her great team spirit!
“A rushed ride to WCA Hospital recently ended in my 8-year old son receiving five stitches beside his knee. He had fallen on a pipe at the neighborhood creek and badly cut it. He had never received stitches before and was very nervous and frightened. I was nervous and frightened for him, but promised myself I would keep a stiff upper lip - no matter what.

The experience at WCA was better than I could have hoped for all due to the staff on duty that evening. I am sorry I did not get all of their names as they each deserve recognition.

Nurse Johnny was the first to assist us and his gentle, sincerely caring nature immediately set a calm tone. Even after the intake, Johnny came in with a blanket for my son, David, whom he had noticed trembling in the waiting room.

The two female nurses who attended to David were patient and warm-natured. The doctor had a very calm demeanor, moved slowly and created a comfortable atmosphere.

David was, of course, afraid as the doctor prepared to stitch his wound. The doctor called a paramedic (David named him King Colton) to come over and talk to Dave about his job duties and to generally keep the atmosphere as stress free as possible.

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**Photo Spotlight ~ WCA Image Gallery**

Volunteer of the Year, Laura Swanson (center)

Nurse of Distinction, Erica Alekson (center)

Physician of the Year, Bill Toms, MD (center)

WCA receives Chautauqua County Tobacco Free Honors!

2010 Italian American Winners: Craig Lundgren, left, and Rob Foti. Proceeds from golf classic support WCA Cancer Care Program

EMT of the Year, Robert Clark (far right), Service Award, John Congdon (second from left)

Student, Nathan Haglund (front), displays his Abstract Art at WCA

2010 Employee Service/Awards & Recognition Group
Introducing the Historic Wall

Prominently placed in the Main Corridor of WCA Hospital, a new Historic Wall was created to celebrate WCA’s 125th Anniversary, displaying the rich history of the hospital dating back to 1885. The wall displays several photos of the medical and technological advancements and facility developments that characterize WCA’s commitment to state-of-the-art care, and exemplifies the one constant through the years at WCA—our pledge to improve the health and well-being of those we are so privileged to serve.
Calendar of Events . . .

**July**
- **WCA Health Minute**
  *Health Topic: Wound Care Center Offers Exceptional Treatment For Chronic Wounds*
  Time Warner Cable, Channel 8. Aired every Monday during news broadcasts

**July 16**
- **Commencement Exercises ~ WCA School of Medical Technology Class of 2010**
  WCA Hospital Auditorium ~ 1:00 p.m.

**July 22 & 23**
- **Community Blood Bank Bloodmobile Drive**
  WCA Hospital Auditorium, Thursday, Noon - 5 p.m., Friday, 7 a.m. - Noon
  Walk-ins Welcome. Please give the gift of life

**August**
- **WCA Health Minute**
  *Health Topic: The Surgical Hospitalist ~High Quality, Timely, Emergency Based Care*
  Time Warner Cable, Channel 8. Aired every Monday during news broadcasts

**August 2**
- **LINKS Charity Pro-Am Golf Tournament & Banquet & Silent Auction**

**August 3**
- **LINKS Charity Golf Clinic & Scramble**
  Go to: www.linkscharity.com to register to golf or donate, or call (800)851-2812
  Spectators Invited To Monday Golf Pro-Am. Proceeds benefit WCA Cancer Care Program

**August 7**
- **WCA Auxiliary Presents: “Glimpses of India” A Taste of Indian Food & Culture**
  6:30 p.m. Clarion Hotel & Conference Center Downtown Jamestown
  Tickets On Sale in the WCA Hospital Gift Shop or by calling 664-1365. Proceeds Benefit WCA

**August 13**
- **WCA Hospital & The Bemus Bay Pops Present: Barbra & Frank (Streisand & Sinatra), “The Concert That Never Was”**
  8 p.m. On The Floating Stage, Bemus Bay
  VIP & Preferred Seating available. Go to: wcahospital.org to complete reservation form
  Proceeds benefit WCA Capital Campaign for our new Emergency Department

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**Send Your Well Wishes Online!**

Send a patient greeting to a friend or loved one hospitalized at WCA Hospital right from the convenience and comfort of your home! Visit www.wcahospital.org and check out our “new” e-Greeting Card Service online. It’s free & easy!

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*For questions, comments, story ideas, or additional copies of publication, contact Linda Johnson, Managing Editor, at 664-8614.*