



2024
NURSING REPORT



Remain **centered** around the patient and family



Be **accountable** to patients and each other



Show **respect** and integrity



Provide **excellence** in all we do

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Message from Don Boyd

President and CEO

The leadership team and I are proud to celebrate our nurses who provide expert care, support patient safety and advance the nursing profession. Our nurses serve as trusted advocates, compassionate caretakers and passionate educators. Every day, we witness our nurses sharing their incredible skills and talent in order to provide excellent care for our patients and community.

As we continue to perform Listening Leader rounds across our various locations, we appreciate our nursing team's feedback so that we can continue to recruit and retain the best nurses and be the healthcare provider of choice as well as the employer of choice for our community.

On behalf of our Board of Directors and the Kaleida Health management team, thank you to our nurses for taking care of our patients and always leading with CARE.



“Our nurses
serve as trusted
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“Nurses
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Message from Marjorie Quint-Bouزيد, DPA, RN, NEA-BC

Chief Nurse Executive

Nurses make an impact on communities every day in immeasurable ways. The profession of nursing continues to be rated by the public as the most trusted profession.

2023 was – by all measures – a year of significant disruption in our work environment. We experienced record numbers of new team members who were new to practice and required our support. We experienced periods of surged capacity demands while trying to do our daily tasks and needing more hands. Despite all the changes, you persevered.

While there is still more work to be done to stabilize and sustain a viable workforce, we will continue to partner with you to ensure we can achieve that. Kaleida Health's executive leadership team and nurse leaders remain committed to supporting and improving the health and wellbeing of our nurses and those we serve.

In closing, everything we have collectively worked on in 2023 and our continued efforts for 2024 and beyond will focus on our guiding principles that every Kaleida Health nurse deserves:

- ✓ A healthy work environment
- ✓ Professional autonomy and shared governance
- ✓ Excellence in their practice environment
- ✓ A profession that reflects those it serves

Thank you for your commitment and dedication, and I look forward to our continued service.

A handwritten signature in black ink, appearing to read 'M. Quint-Bouزيد', with a stylized flourish at the end.

Nursing Plan of Excellence

Nursing excellence simply put **is clinical excellence.**

The following areas of strategic focus for nursing services are necessary to create the foundations of a positive practice environment – one in which nurses and the entire clinical team can optimally contribute to patient care and safe quality outcomes.

Throughout this plan, you will see strong team-based care strategies, fostering collaboration, communication, and support across the team. Driving nursing excellence is not just a good idea; it makes good fiscal sense. It makes good sense to recruit and retain the best and the brightest.



Strategic Focus for Nursing Services



BUFFALO GENERAL MEDICAL CENTER/GATES VASCULAR INSTITUTE

RN/LPN Model: 13 North

Cassandra Grefrath, BSN, MBA, RN, NE-BC, director of nursing services

Buffalo General Medical Center/Gates Vascular Institute

In June 2022, 13 North (13N) became the first unit at Buffalo General Medical Center (BGMC) to introduce licensed practical nurses (LPNs) into its staffing model. At that time, LPNs were primarily travelers, and only a few were Kaleida Health staff members. This model proved to be extremely helpful as the unit dealt with staffing issues in the midst of COVID-19. The team's registered nurse (RN) staff members were grateful for added assistance with medication passes and nursing-based tasks. The LPNs have assisted with tasks such as wound care, tracheostomy care and peripheral IV starts, among other responsibilities.

The LPN program helped shift 13N's staffing model back to a team-based approach. The LPNs work alongside a team of RNs and patient care assistants (PCAs). The RNs delegate care to the LPNs with the goal of encouraging LPNs to "own" the patients they serve. Delegating more

responsibility requires the RN to be knowledgeable of what is within the LPN's scope of practice.

Due to the program's success, 13N's staffing model permanently changed to an LPN-based unit. They have hired all positions with Kaleida Health staff LPNs, which allowed the team to further adapt the program. In fact, LPNs have branched back out into acute care at BGMC, including areas such as the Emergency Department. Staff members on 13N have noted their satisfaction with the LPN program, highlighting their ability to give more patient-centered care. 13N patients have noted increased satisfaction with additional staff members able to assist in providing the care that they need.

We thank all the LPNs working at BGMC as they have been an extremely helpful part of the team in the acute care setting!





Shared Governance in the Neuroscience ICU

**Megan Bahleda, BSN, RN, ENLS, nurse manager, and
Melissa Caldwell, BSN, RN, assistant nurse manager**

Neuroscience Intensive Care Unit, Buffalo General Medical Center/Gates Vascular Institute

Shared governance is a collaborative model in which clinical staff have a voice in determining clinical practice, standards and quality of care. It empowers staff to use their clinical knowledge and expertise to develop, direct and sustain their own professional practice within the unit, with the ultimate goal of improving nurse satisfaction and patient outcomes.

The Neuroscience Intensive Care Unit (NSICU) started the Unit Practice Council (UPC) structure with a shared governance focus. The UPC is comprised primarily of nurses (as well as unlicensed assistive personnel and other professional disciplines) who help determine the unit's goals and priorities. They make decisions affecting nursing practice, patient care and projects. The goal is to discuss and implement changes they wish to see and ultimately improve care.

While the UPC is still a work in progress, the unit has already seen great benefits. For example, staff members were dissatisfied with the frequency of CT scans, especially at night for patients with no neuro changes or changes to their medical care based on the scans.

The UPC met with the Neurosurgery team to review the necessity of the CT scans and have subsequently reduced the number of CT scans performed. Decreasing the number of tests and unnecessary movements of critically ill patients has positively impacted our patient population. It has improved staff satisfaction for those providing the transportation and stopped them being pulled from other tasks on the unit.

After discussing supply issues, the UPC relocated the External Ventricular Drainage cart to the front of the unit and installed a locking cabinet to help maintain their own stock. They also met with the Sterile Processing Department manager to discuss redoing the order stickers and reorganizing our supply rooms. The goal is to have the staff decide where the equipment goes, but also ensure the proper labels are on the bins for reordering purposes.

UPC has positively impacted NSICU. This council has provided an outlet for nurses to bring solutions to their concerns. It has allowed the unit to come together with the common goal of improving day-to-day workflow and patient care. The staff are leading the change they wish to see.



DEGRAFF MEDICAL PARK

DeGraff Emergency Department Continues to Thrive

Annette B. Andrews, MSN, RN, CNS, nurse manager
Emergency Department, DeGraff Medical Park

DeGraff Medical Park's Emergency Department ended 2023 with a record-breaking volume of more than 20,000 patients receiving care. The DeGraff emergency nursing team maintains low turnover rates and is comprised of all experienced nurses. This engaged team has much to be proud of, with the results speaking for themselves.

Nursing Sensitive Quality Indicators, 2023 highlights:

- 97% medication safety scan rates
- Patient experience scores consistently exceed 90th percentile

- Arrival to check out times exceeding annual goals
- Left without being seen closed the year in the outstanding category, with only 1.3%

DeGraff Emergency Department nurses continue to lead the way with their quality, safety and patient care excellence. Congratulations to this team for their accomplishments!

DEGRAFF REHABILITATION & SKILLED NURSING FACILITY

Recruitment and Retention a Focus for Long-Term Care

Audrey Bertozzi, RN, director of nursing for long-term care
DeGraff Rehabilitation & Skilled Nursing Facility

While staffing challenges continue, DeGraff Rehabilitation & Skilled Nursing Facility continues to make progress in recruiting new staff and reducing use of agency staff. The team successfully trialed and implemented 12-hour shifts for RNs. The nurse aid training program has helped attract new certified nurse assistants (CNAs). Recruiters continue to offer onsite open interviews each month at both long-term care locations. Critical staffing bonuses are still offered as needed.

The leadership team held Town Hall meetings for staff to share feedback. Staff requested the shower room on SNF 2 be remodeled to make more room for our residents, and remodeling was completed in June 2023.

With the assistance of our dedicated, compassionate and highly-skilled staff, we will continue to increase our nursing competencies, allowing us to care for more complex patients and provide the best possible care for all our residents and sub-acute patients.



HIGHPOINTE ON MICHIGAN

A Return to “Normal” – Positive Trends in Long-Term Care

Jonathan Hart, vice president of long-term care
Kaleida Health

HighPointe on Michigan continued to work its way back into a post-COVID normal state. The facility’s 2023 census stabilized, and all previously closed beds were re-opened and available for admission. In fact, HighPointe admitted more than 500 new residents throughout the year, 97 percent of whom were from a Kaleida Health acute care site.

HighPointe completed an assessment of the facility’s ability to meet the needs of the health system. This assessment resulted in HighPointe applying for and being awarded a \$1.2 million New York Statewide Health Care Facility Transformation grant to add 10 more adult ventilator beds, convert three pediatric medically complex beds to dual-certified medically complex/ventilator dependent beds, and add a 4-chair in-home dialysis den.

The team made great strides with filling open direct care positions, filling all nursing leadership positions for the first time since before COVID-19, and cutting

agency usage by over 50 percent from the previous year. Through Kaleida Health Foundation support, the long-term care division also hired a volunteer coordinator.

In June 2023, HighPointe became a New York State Department of Health (DOH) approved nurse aide certification testing site, which complements the facility’s successful nurse aide training program by allowing graduates to test close to their graduation dates.

HighPointe continues to strengthen its affiliation with Oishei Children’s Hospital (OCH). OCH’s medical providers continued to oversee the care of HighPointe’s children. Under their leadership, HighPointe’s Pediatric Pavilion discharged three children to a lesser level of care, two to home and one to a community group home. OCH also provided much-needed nursing leadership support, sharing OCH Emergency Department Manager Betty Beyer with HighPointe to oversee the Pediatric Pavilion unit for eight months until the facility recruited and onboarded a permanent assistant director of nursing for pediatric services in December.



JOHN R. OISHEI CHILDREN'S HOSPITAL

New Women's Specialty Care Unit Elevates High-Risk Maternal Care in WNY

Christina Mills, BSN, MBA, RN, CNOR, chief nursing officer

John R. Oishei Children's Hospital

Since opening in November 2023, the Women's Specialty Care Unit at John R. Oishei Children's Hospital (OCH) has been "home" to many high-risk maternal patients awaiting the arrival of their precious baby – or babies! Through the dedication and expertise of maternity nurses and the collaborative efforts of healthcare professionals and community partners, this unit has become a beacon of hope and healing for high-risk expectant mothers and their families.

The high-risk floor went through months of careful planning prior to construction, with valuable input provided by nurse-driven workgroups to outfit it with the best possible infrastructure, equipment and spaces to provide high-quality specialized care to patients.

Maternity nurses met weekly to drive the creation and design of the new unit. They put thought into every detail of the space to make sure their long-term, high-risk patients would feel as comfortable as possible.

Their goal was to give the unit a warmer, homier feel than the standard hospital floor to better suit the special needs of their patients.

Since opening day, the nurses have collaborated with OCH's artist-in-residence, volunteers from Ronald McDonald House and other experts to address their patients' needs from a holistic approach, making sure to incorporate family-centered care. The nurses have enjoyed setting up activities for their patients to do together, including stretching yoga, pet therapy, music therapy and crafts such as rock painting and making scarves.

The opening of the Women's Specialty Unit represents a significant step forward in enhancing maternal care services. By prioritizing patient wellbeing, fostering collaboration and embracing innovation, the unit will remain at the forefront of maternal healthcare delivery in Western New York, ensuring that each expectant mother receives the specialized care and support she deserves.





MILLARD FILLMORE SUBURBAN HOSPITAL

Amplifying the Voice of Nursing – Positive Outcomes for Our Patients

Wendy Allen-Thompson, DNP, RN, NEA-BC, CEN, EMT, chief nursing officer
DeGraff Medical Park and Millard Fillmore Suburban Hospital

The Millard Fillmore Suburban Hospital (MFSH) Mother Baby Unit (MBU) continues to lead the way with an evidence-based shared governance model that launched in 2022 and engages the nursing care team with identifying areas needing change and becoming the key drivers to make it happen. Shared governance models empower the bedside nurse's voice to be heard and decentralizes the decision making, allowing nurses to truly own the care they are providing.

The MBU UPC is comprised of day and night shift workers, charge nurses, lactation consultants, bedside nurses, union representatives and nursing leadership. Here are some examples of what the council has accomplished in the past year:

- Instituted suggestion box for frontline workers with follow up process
- Updated guidelines
- Changed from black and white to colored birth certificates
- Additional medications added to the Pyxis to support patient needs
- Reviewed and adjusted the rounding process to promote patient comfort and rest
- Coordinated the roll out of technology
- Equipment tracking
- Reviewed and updated patient flow

- Recommended and arranged chair replacements
- Accomplished collaboration improvement between team members
- Implemented quiet time for the patients
- Team engagement activities
 - Rock Out Hunger contest
 - Pet board
 - Kudos recognition program

Quality Outcomes:

- In the 99th percentile for delivery of newborn screens within 36 hours
- Consistently in the top third of New York State-reported suitable specimens
- Consistently high 90th percentile ranking for patient experience
- 100% compliance with infant safe sleep guidelines and pending gold accreditation
- Implementation of several strategies to reduce falls with no falls since
- Breastfeeding rates improving with focused education

The research and current practice are clear that shared governance models lead to positive results. We are looking forward to sprouting many more shared governance models throughout MFSH and enjoying the benefits that are sure to follow.

VISITING NURSING ASSOCIATION OF WESTERN NEW YORK, INC.

Social Determinants of Health in Heart Failure Patients

Sarah Sweeney, senior director of clinical operations

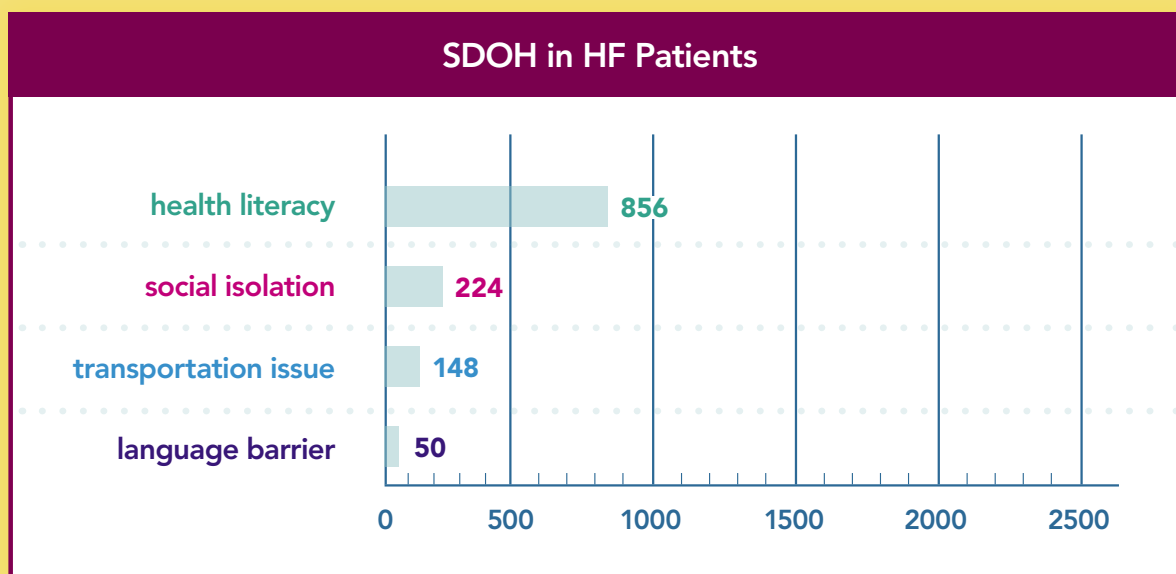
Visiting Nursing Association of Western New York, Inc.

Last year in this report, we highlighted the VNA's role in assessing and addressing the social determinants of health (SDOH) impacting our patients. Since then, we began collecting data about prevalent SDOH in specific patient populations. We first looked at our heart failure (HF) patients since they have a high re-hospitalization rate and are at risk for overall health decline. We performed a quantitative chart review of 2,180 patients with a primary or secondary diagnosis of HF who were treated at home from January 1-July 4, 2023. During the nurse's initial assessment, we collected information on language barriers, transportation issues, social isolation and health literacy issues.

Health literacy and social isolation are this population's largest SDOH. To help address these issues, the VNA received a grant through the Home Care Association of New York from the Mother Cabrini Health Foundation.

This grant aims to address social isolation for the homebound elderly and medically vulnerable by offering Virtual Senior Center (VSC) services through home care. The VSC offers a senior-friendly interface, connection to peers, online health education, interactive, live programs, social games, brain-fitness, and ability to chat with your VNA care provider. Classes are in English, Korean, Mandarin, Russian and Spanish. In a pilot program, the VSC participants demonstrated improved confidence in managing chronic health conditions, reduced fears and frustrations about health, and improved social isolation and self-management skills.

The VNA is proud to be the only home care agency in the Buffalo/Niagara region to have received this grant. The VNA began identifying patients for the VSC and hopes to onboard 20 patients over the next several months.



UPPER ALLEGHENY HEALTH SYSTEM

Supporting Staff through Education and Training

Jennifer Ruggles, MSN, RN, chief nursing officer
Bradford Regional Medical Center and Olean General Hospital

As Upper Allegheny Health System (UAHS) continues to navigate the current healthcare environment and aftermath of COVID-19, staffing remains a significant challenge. In 2023, UAHS focused on nurse recruitment and retention to help accommodate increased volumes, lower expenses due to agency costs, and enhance the quality of patient care.

Over 50 nurses (25 graduate nurses (GN) and 30.4 experienced RNs) joined the organization in 2023. Turnover rates also reached an all-time low due to retention efforts, which provided staff with the education and resources necessary to feel supported and empowered in their roles.

The newly-launched New Grad Residency Program is a 12-month program that provides GNs with didactic and clinical education to enhance their confidence in their roles. Along with education, nursing leadership was engaged, providing GNs with valuable feedback and

giving them access to express concerns and feel heard. UAHS is happy to report a 100% retention rate with the recently onboarded GNs!

Resuscitation quality improvement (RQI), a valid and reliable program through the American Heart Association, has improved competency in the nursing staff. The program was made available to staff on all shifts. The results of the educational training doubled the compliance rate to 90% and increased confidence in CPR skills.

A change in organizational culture continues to drive these new initiatives to advance health care in the Southern Tier. Through innovative ideas and accommodating needs, UAHS has made strides to not only support its workforce, but to empower and equip them with the necessary education, training and resources to meet the healthcare needs of the region.



BROOKS-TLC HOSPITAL SYSTEM, INC.

Post-pandemic Recruitment Strategy Pays Off as Revitalization of Nursing Staff is Realized

Julie Morton, MS, BSN, RN, chief operating officer, chief nursing officer

Brooks-TLC Hospital System, Inc.

With post-pandemic burnout, stress and retirements challenging staffing levels, it is essential to invest in a positive environment and culture for our nurses.

In 2022, Brooks-TLC Hospital System launched the “Why Choose Us” and “Red Carpet Roll Out” initiatives as well as a reintroduction to rounding. We were able to hire 39 RNs from February 2022-January 2024. Retention numbers have also increased while use of agency staff has decreased. Participation in our student nurse collaboration with the local community college has increased, thus feeding our Graduate Nurse Program. In addition, the reorganization of three key nursing leadership roles has brought significant and positive changes over the last six months.

Our nurses are working in an environment of transparency, individual accountability and with a team spirit that has successfully improved patient satisfaction scores. Clinically, our nursing team has seen increased responsibility and has been successful in the education and implementation involved in the transition to new IV pumps and defibrillators. Changes to medication

reconciliation have helped facilitate appropriate medication reconciliation completion.

One of the biggest changes was in the area of communication. Communication is occurring on a daily basis between our patients and nurses due to the implementation of the Bedside Report. Communication between providers, nurses, quality, case management and managers has improved because of a daily 3 p.m. team meeting.

In addition, a nurse-driven initiative created a safer work environment and improved the patient experience in our operating rooms. Brooks-TLC received the AORN Go Clear Award thanks to these efforts to better protect staff and patients from the hazards of surgical smoke. Brooks-TLC is one of only 67 hospitals nationwide to have achieved this designation in 2023. Congratulations to Carrie Fearman, CRNFA, and Lisa Barone, director of surgical services and infection prevention.

We are proud of our team and grateful for the individual accomplishments of our nurses and support staff. Congratulations!









CLINICAL EDUCATION

Supporting Nursing Excellence through Clinical Education

Debra Brownsey, MS, RN, NE-BC, senior director of clinical education
Kaleida Health

In the past year, Kaleida Health has achieved significant milestones in elevating the standard of care and professional development for our nursing staff. The introduction of the Pediatric Advanced Life Support (PALS) program stands as a testament to our commitment to excellence in patient care. The clinical education team put in countless hours to train and prepare to deliver a class with excellence. The classes are now being offered for staff at both our northtown and downtown campuses.

Additionally, Kaleida Health has taken a proactive approach to support our graduate nurses in their

journey toward licensure. The initiation of an NCLEX-review class underscores our dedication to ensuring our nursing team is well prepared for this crucial examination. The staff has access to online educational resources as well as an in-person class for personalized attention to prepare for the examination.

We are so grateful for our nurse educators who work tirelessly to support the personal and professional growth of our nursing staff. Their dedication and expertise play a pivotal role in shaping the skills and knowledge of our nurses, ultimately contributing to the delivery of exceptional patient care at Kaleida Health.

NURSING OPTIMIZATION

Essential Clinical Dataset Reduces Caregiver Workload

Sophia Wierenga, electronic medical record (EMR) content coordinator
Kaleida Health

In early 2024, the Cerner Essential Clinical Dataset (ECD) Nursing Admission Medical History (Hx) optimization project went live, impacting all inpatient nurses across Kaleida Health.

The aim of the ECD is to enable more patient-focused nursing time, as well as to identify opportunities for improvement in the quality of captured data. The ECD is a national evidence-based dataset for the Nursing Admission Hx intake form focused on:

- Eliminating redundant and non-relevant documentation
- Reducing time completing Admission Hx form
- Reducing number of clicks

Below are metrics identifying pre-ECD, post-ECD week one, and post-ECD week two implementations. Thank you to the bedside nurses, nurse managers, clinical

educators, project manager, clinical informatics team, quality team, IT analysts, project participants and the chief nursing officers who supported this important initiative.

Results:

- Time to complete the Admission Hx form decreased by 36.5% for adult and 40.2% for pediatrics
- Number of clicks decreased by 36% for adult and 40% for pediatrics
- Percentage of all data categories completed in one documentation sitting increased by 76% for adults and 81% for pediatrics
- Percentage of how often a nurse is documenting the entire form and signing off in one sitting increased by 2% for adults and no change for pediatrics

Metrics	Time to complete Nursing Admission HX (mm:ss)		# of Clicks		% of all data categories completed in one documentation sitting		% of how often a nurse is documenting the entire form and signing off in one sitting	
	Adult	Pediatric	Adult	Pediatric	Adult	Pediatric	Adult	Pediatric
Pre ECD	04:34	03:09	69	68	14%	11%	89%	86%
Post ECD Week 1	03:02	02:13	43	41	79%	91%	92%	79%
Post ECD Week 2	02:54	01:53	44	41	90%	92%	91%	86%

Advancing Nursing Careers

Nurses Continue to Advance Careers through Clinical Progression Model

Nurses across Kaleida Health continue to advance their careers through the Kaleida Health Clinical Progression Model, which recognizes and rewards the clinical expertise and performance of nurses.

The goals of the Clinical Progression Model are to:

- Reward nurses who demonstrate excellent clinical knowledge, competence and performance
- Improve patient care through increased clinical expertise and education
- Increase job satisfaction, employee engagement and retention
- Promote leadership and career advancement

Letters of Intent and applications for the program are accepted throughout the year.

Congratulations to the following employees who acquired new RN statuses through the Kaleida Health Clinical Progression Model:

Buffalo General Medical Center

Lisa Boyer, RN IV
 Adrienne Dornink, RN III
 Patricia Keller, RN III
 Courtney Okhamvilaysack, RN III
 Karen Ryan, RN III

Millard Fillmore Suburban Hospital

Sarah Christopher, RN III
 Doreen Grobe, RN IV

Oishei Children's Hospital

Tracy Dankanich, RN IV
 Tracy Meyer, RN IV
 Bradley Sprague, RN IV

1199SEIU Training & Upgrading Fund

The 1199SEIU Training & Upgrading Fund (TUF) is a unique collaboration between healthcare workers and their employers that provides career and educational advising, adult education, skills enhancement programs, tuition vouchers/reimbursement, and professional development opportunities.

Benefits immediately upon hire for 1199SEIU and CWA members:

- Education and career counseling, including online resume support
- Free online learning:
 - College placement prep
 - 24/7 live tutoring in partnership with Tutor.com
 - Access to review and preparation classes for professional certifications
 - Non-credit courses in Medical Terminology, Microsoft Excel, Spanish for Healthcare, and other topics
 - Self-paced learning at your convenience – at home, on your phone, on your schedule

Benefits after your 90-day anniversary for 1199SEIU and CWA members:

- Tuition assistance and book reimbursement for those pursuing a college degree in health care
- Reimbursement for continuing education units, review courses and professional development for full-time employees
- Tuition assistance and continuing education are prorated for eligible part-time employees*

**Part time must work a minimum of 3/5 of a full-time schedule.*

Stipend program for full-time employees pursuing their LPN or ASN:

This benefit is for full-time employees pursuing their Licensed Practical Nursing certificate or Associate's Registered Nursing degree. Participants will receive a 1-day paid work release stipend from the Training Fund to offset the reduction in salary from taking time off for school. This additional day off provides participants more time to study and to complete their program at quicker rate. Applicants must attend mandatory information sessions prior to applying.

Program deadlines:

Deadlines apply. Please contact the TUF for specific program deadlines. For questions or more information, please contact the TUF at (716) 995-3755, email upstateinfo@1199funds.org or visit <https://www.1199seiubenefits.org/upstate/>.

Please note: The TUF does not cover testing fees. See information in the next column on the Kaleida Health Nursing Endowment Scholarship, which does cover testing fees.

Kaleida Health Nursing Endowment Scholarship

Thanks to our Kaleida Health Foundation, nursing scholarships are available for nursing college tuition and national certifications.

- Academic scholarships up to \$5,000 may be available to those who want to become a nurse and are pursuing the start of a nursing degree or those who want to advance their current degree within nursing
- Kaleida Health employees who are enrolled in an accredited nursing program, have a 3.0 GPA (no pass/fail grades), and are in good academic and employment standing are eligible to apply
- Nursing certification scholarships up to \$400 are also available for nurses who wish to expand their knowledge base and grow within the nursing field with a national nursing certification or re-certification
- Individuals must be employed by Kaleida Health for one year to be eligible to apply
- Union employees must use the 1199SEIU Training & Upgrading Fund (TUF) prior to distribution of scholarship funds; non-union employees must use Kaleida Health's reimbursement process prior to scholarship

Applications are accepted from February-April each year. Scholarship awards are conditioned upon one-year post-graduation employment as a Registered Professional Nurse in any open position within Kaleida Health.

See page 26 for a list of the 2023 Kaleida Health Nursing Endowment Scholarship recipients.

KALEIDA HEALTH AWARDS AND RECOGNITION

2024 Nursing Award Recipients

Congratulations to our Nursing Award recipients for their outstanding dedication and commitment to their patients, colleagues, community and the nursing profession.

Nurses of Distinction

Charlotte Muchinhaupt, RN
Bradford Regional Medical Center

Jonathan Miller, RN
Buffalo General Medical Center/
Gates Vascular Institute

Michael Radel, RN
Millard Fillmore Suburban Hospital

Robin White, RN
Oishei Children's Hospital

Meagan Winer, RN
Olean General Hospital

Maureen Sigler, RN
Visiting Nursing Association of WNY

Nurses of Distinction (Education)

Rachel Windsor, RN
Bradford Regional Medical Center

Christina Rodriguez, RN
Buffalo General Medical Center/
Gates Vascular Institute

Tracy Simonick, RN
Millard Fillmore Suburban Hospital

Nadine Tricoli-Billingsley, RN
Oishei Children's Hospital

Frances Perez, RN
Olean General Hospital

Outstanding Staff RN

Ann Kriner, RN
Bradford Regional Medical Center

Bonita Bernard, RN
Buffalo General Medical Center/
Gates Vascular Institute

Lauren Phelps, RN
DeGraff Medical Park

Joseph Caldwell, RN
Millard Fillmore Suburban Hospital

Louise Kayumba, RN
HighPointe on Michigan

Tracy Dankanich, RN
Oishei Children's Hospital

Katie Weaver, RN
Olean General Hospital

Katie Alviti, RN
Visiting Nursing Association of WNY

Rising Star RN

Garyson M'Coy, RN
Buffalo General Medical Center/
Gates Vascular Institute

Simone Paduano, RN
DeGraff Medical Park

Connor Fayle, RN
HighPointe on Michigan

Katherine Gross, RN
Millard Fillmore Suburban Hospital

Kristy White, RN
Oishei Children's Hospital

Melissa Baxter, RN
Visiting Nursing Association of WNY

Outstanding Licensed Practical Nurse (LPN)

Chelsea Hacker, LPN
Buffalo General Medical Center/
Gates Vascular Institute

Jackie Sayeta, LPN
DeGraff Rehabilitation and
Skilled Nursing Facility

Demetrius Davis, LPN
HighPointe on Michigan

Jacqueline Ester, LPN
Oishei Children's Hospital

Jesse Barnes, LPN
Olean General Hospital

Megan Ognibene, LPN
Visiting Nursing Association of WNY

Outstanding Care Partner

Stefanie Buley, ED Technician
Bradford Regional Medical Center

Luis Gonzalez Colon, PCA
Buffalo General Medical Center/
Gates Vascular Institute

David Agosto, Jr., PCA
DeGraff Medical Park

Alice Douglas, Unit Secretary
DeGraff Rehabilitation and
Skilled Nursing Facility

Amanda Stallworth, CNA
HighPointe on Michigan

Lindsey Lobur, PCA
Millard Fillmore Suburban Hospital

Tracy Brown, NA
Oishei Children's Hospital

Amy Hayman, Unit Coordinator
Olean General Hospital

Jean Vendetta, HHA
Visiting Nursing Association of WNY

KALEIDA HEALTH AWARDS AND RECOGNITION

Nurse Recognition

2023-2024 DAISY Award Winners

Melissa Berdine, RN
Buffalo General Medical Center/
Gates Vascular Institute

JoJo Failey, RN
Millard Fillmore Suburban Hospital

Jill Otto, RN
Oishei Children's Hospital

Rosalie Pfohman, RN
Millard Fillmore Suburban Hospital

Amber Rowe, RN
Buffalo General Medical Center/
Gates Vascular Institute

Samantha Shivers, RN
Buffalo General Medical Center/
Gates Vascular Institute

Ann Marie Stucke, RN
Millard Fillmore Suburban Hospital

Danielle Winsor, RN
Oishei Children's Hospital

2023-2024 DAISY Nurse Leader Award Winners

Kathy Scherer, BSN, RN, CWCN
Millard Fillmore Suburban Hospital

Rebecca Thompson, RN
Buffalo General Medical Center/
Gates Vascular Institute

Loni Zelle, MSN-Ed, RN
Visiting Nursing Association of WNY

Visiting Nursing Association of WNY Bravo Winner

Crystal Pereira-Finely, RN

Bradford Regional Medical Center Star Award Winner

Terrie O'Brien, RN

Olean General Hospital Star Award Winners

Katelyn Spears, RN

Kristyn Wilber, RN

Upper Allegheny Health System Nightingale Award Winners

2nd Quarter (2023)
George Walsh, RN
Olean General Hospital

3rd Quarter (2023)
Amanda Wehler, RN
Bradford Regional Medical Center

4th Quarter (2023)
Erin Langworthy, LPN
Olean General Hospital

1st Quarter (2024)
Ashley Ameis, RN
Olean General Hospital

Western New York Healthcare Hero Award

Veronica Hook
Buffalo General Medical Center/
Gates Vascular Institute

Stan Thompson Award for Outstanding Service in the Care for Injured Children in Western New York

Sarah Kline (2022) and Jane Stockman (2023)
Oishei Children's Hospital

Dr. Dinesh Lahoti Nurse Education Scholarship

Sarah C. Prymak, RN
Olean General Hospital



KALEIDA HEALTH AWARDS AND RECOGNITION

Completed Degrees

Brooks-TLC Hospital System, Inc.

Tammy Mekus, BSN

**Buffalo General Medical Center/
Gates Vascular Institute**

Deb Blady, AAS
Tyler Carpenter, BSN
Arianna Coleman, AAS
Karlie DiChristopher, AAS
Emily Didylowski, DNP
Autumn Frost, BSN
Michael Foy, FNP
Deborah Isham, BSN
Heather Pasqual-Nagy, BSN
Felicia Petrucci, AAS
Betty St. Jean, AAS
Ryan Zulawski, FNP

**DeGraff Rehabilitation &
Skilled Nursing Facility**

Jenita Cook, AAS

HighPointe on Michigan

Jonathan Dempsey, BSN
Cherese Hicks, MSN
Nechelle Morelle, BSN

Millard Fillmore Suburban Hospital

Mackenzie Barone, BSN
Taylor Barone, BSN
Hailey Bolognese, BSN
Isabella Bona, BSN
Emily Caple, AAS
Anthony Caruana, AAS
Carina Davide, BSN
Katherine Eck, NP
Matthew Eldridge, AAS
Denise Fisher, AAS
Shaina Franco, AAS
Andrew Frost, BSN
Jacob Gaydos, AAS

Darcy Geis, AAS
Erica Graue, AAS
Destini Griffith, AAS
Connor Henner, BSN
Jalesa Holmes, AAS
Alicia Kelsey, AAS
Jessica Kostorowski, AAS
Natalie Ligammari, AAS
Cindy Lin, BSN
Anastasia McCollin, AAS
Samantha McKeown, BSN
Shannon Menegay, AAS
Michelle Mitchelle, BSN
Ann Montague, BSN
Anna Nikolova, AAS
Kristen Page, AAS
Sonu Patel, BSN/BA
Jenna Peterson, BSN
Nina Pica, AAS
Zachary Polk, AAS
Jessica Ratigan, BSN
Christin Raymond, AAS
Nicola Santoro, AAS
Samantha Sawyer, BSN
Holly Schupp, BSN
Daniela Soto, BSN
Lolita Shalumova, BSN
Kelsey Tretter, AAS
Ryan Vezina, AAS
Deanna Winde, AAS

Oishei Children's Hospital

Bryan Adams, BSN
Jessica Bender, BSN
Alexi Berst, BSN
Christina Calak, BSN
Brianna Calmes, BSN
Abbigail Castiglione, BSN
Brianna Churakos, BSN
Rachel Cichocki, BSN
Kayla Croom, BSN
Olivia Cudney, BSN

Naomi DeBerry, BSN
Taylor Dewey, BSN
Sarah Dlugosz, BSN
Kristen Fanara, BSN
Lindsay Fisk, BSN
Tyler Hagenbach, BSN
Sarah Hobbs, BSN
Brooke Layman, BSN
Kristen Lelonek, BSN
Isabella Lotempio, BSN
Taylor McGhee, BSN
Tonia McNulty, BSN
Adrian Mellinger, BSN
Christina Olszewski, BSN
Deisha Paulk, ASN
Alexa Perna, BSN
Lauren Pinney, BSN
Alycia Pontello, FNP
Madilyn Potter, BSN
Megan Pszonak, FNP
Samantha Reese, BSN
Meghan Roche, BSN
Amanda Smart, BSN
Laura Smith, BSN
Megan Wagner, ASN
Madeline Ziemba, BSN
Alissa Zwelling, ASN

Upper Allegheny Health System

Chloe Aldrich, BSN
Kaleigh Donavon, BSN
Jennifer Salerno, BSN
Jennifer Taylor-Johnson, BSN
Amanda White, BSN
Samantha Zambanini, BSN

Visiting Nursing Association of WNY

Zandra Billingsley, ASN
Rachel Cinquino, BSN
Krysta Logsdon, BSN
Amanda McNeely, ASN
Crystal Pereira-Finley, AAS
Nate Tomasik, ASN
Loni Zelle, MSN-Ed

KALEIDA HEALTH AWARDS AND RECOGNITION

Certifications

Brooks-TLC Hospital System, Inc.

Sara Couchman, CEN
 Carrie Fix, CAP
 Rachel Johnson, PRI/Screener
 Kenny Long, ATC
 Lucy Rosario, ICRA
 Sydney Swan Essek, ATC

Buffalo General Medical Center/ Gates Vascular Institute

Megan Bahleda, ENLS
 Rose Brown, CCRN
 Isabella Gordon, CCRN
 Colleen Kozlowski, CCRN
 Madison Kozlowski, CCRN

Millard Fillmore Suburban Hospital

Jennifer Breitwieser, CWCN
 Sarah Christopher, CWCN
 Rikki Gozdzak, CWCN
 Allysha Hartke, ACLS
 Michelle Mitchell, ONS
 Amber Sherwood, ACLS
 Betty Thompson, LPN

Oishei Children's Hospital

Julia Cascio, ATCN
 Christina Courtney, ATCN
 Alaina Ede, CMSRN
 Shadoe Fowler, ATCN
 Chris Kaplewicz, CPEN
 Ian Kolb, CPN
 Amanda Lagoda, CNOR
 Amanda Liberatore, ATCN
 Kara Lukowski, ABNN
 Kelly Nichols, ATCN
 Razia Pathan, ATCN
 Monica Shouldice, IBCLC
 Kristen Skora, IBCLC
 Robin White, CLC



KALEIDA HEALTH AWARDS AND RECOGNITION

2023 Nursing Endowment Scholarship Recipients

Scholarships to complete degree programs:

Phol Be
 Brianna Booker
 Holly Bradley
 Tyesha Brown
 Colleen Chamberlin
 Eduardo Delgado Fuentes
 Fawn DiPalma
 Denai Ferguson
 Mackenzie Hadaway
 Alan Henry
 R. Paige Hollingsworth
 Julie Holloway
 Alexa Jackson
 Molly Jennings
 Joanna Jones
 Rebecca Mancuso
 Nicole McCoy
 Nechelle Morrell
 Kelly Naab
 Ebony Nelson
 Jenna Panaro
 Cara Reilly
 April Roulley
 Rebecca Schiltz
 Kimberly Smith
 Luci Takas
 Sarah Toole
 Christina Wright

Scholarships to complete certification exams:

Barbara Aceti
 Lisa Boyer
 Anya Cyr-Ohngemach
 Hope Dalrymple
 Allison DeMartin
 Brittany Dorsey
 Kara Esford
 Amy Feger
 Deborah Jacobi
 Colleen Kozlowski
 Julia Lawley
 Karen Ryan

2023 Highmark Blue Cross Blue Shield of Western New York Blue Fund Scholarship Recipients:

(Available for nurses of color at Oishei Children's Hospital or Oishei Children's Outpatient Center pursuing a Bachelor of Science in Nursing)

Tashayla Holt
 Kyla Mingo
 Ebony Nelson
 Sonya Thigpen Green
 Kayla Thomas

KALEIDA HEALTH

Nurses in the Community

Nurses Serving on Boards

Buffalo General Medical Center/ Gates Vascular Institute

Barbara Kuppel
Buffalo Prenatal Perinatal Network Board
Member and Trocaire College Board of
Trustees Member

James Reiter
Surgical Technology Program Advisory
Committee, Niagara County Community
College

Johnson Scaria
Surgical Technology Program Advisory
Committee, Trocaire College

Oishei Children's Hospital

Sharon Barron
New York State Perinatal Association Board
Member

Mary Ellen Creighton
Ronald McDonald House Board Member

Ashley Kerr
Advisory Council for Surgical Technology
Program at Trocaire College Member

Vicki Landes
Northpointe Council Board
Member, Western Regional Planning
Consortium Board Member, and
SnapCap Board Member

Christina Mills
Spirited Athletes Bold At Heart
Board Member

Caroline Novotny-Schulefand
Synova Certification Advisory Board Member

Visiting Nursing Association of WNY

Luke Tackentien
Cuba Memorial Hospital Board Member

Peggy Weissend
Genesee County Chamber of Commerce
Board Member and Member of the Advisory
Board for the Genesee County Office
for the Aging

Local and National Conference Presentations

Oishei Children's Hospital

Tiffany Fabiano
Pediatric Trauma Society National Annual
Conference – Presented Abstract on Blunt
Abdominal Trauma and Speaker on Early
Riser Panel Discussion – Building a Regional
Trauma Research Consortium

Nurses Volunteering in the Community

Visiting Nursing Association of WNY

Peggy Weissend
Pembroke-Corfu-Darien
Kiwanis Club volunteer





YOU
MAKE A
DIFFERENCE

NURSES WEEK MAY 2023



Kaleida Health

mission

Our mission is to advance the health of our community.



#YouMakeaDifference
#NursesWeek
#NursesMonth



NURSES MONTH
AMERICAN NURSES ASSOCIATION



Kaleida Health

Bradford Regional Medical Center

Buffalo General Medical Center/
Gates Vascular Institute

DeGraff Medical Park

DeGraff Rehabilitation &
Skilled Nursing Facility

HighPointe on Michigan

John R. Oishei Children's Hospital

Kaleida Health Ambulatory Care Network

Kaleida Health Laboratories

Millard Fillmore Suburban Hospital

Olean General Hospital

Visiting Nursing Association of WNY



Kaleida Health
kaleidahealth.org