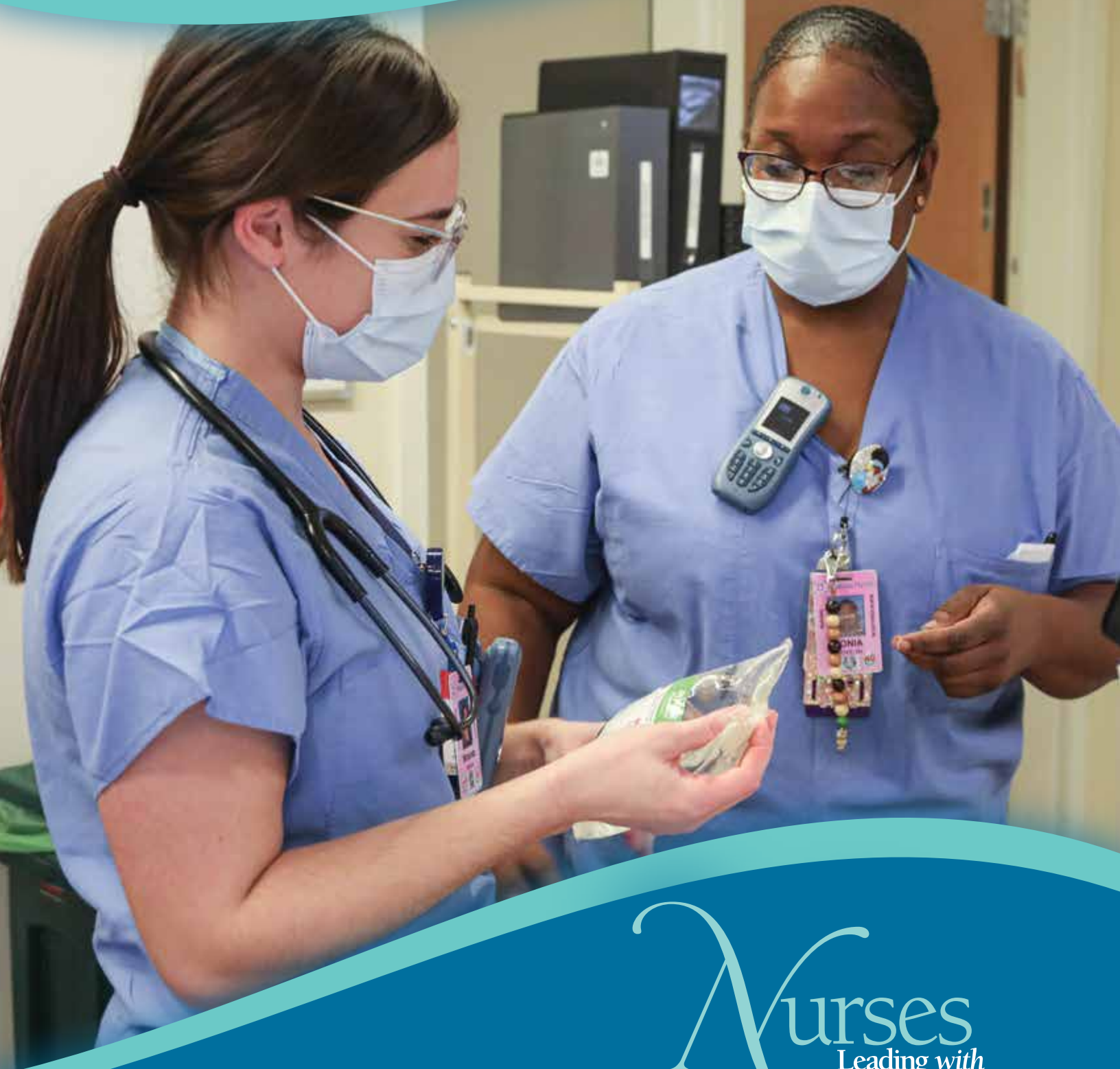




Kaleida Health

2022 NURSING REPORT



Nurses
Leading with
CARE



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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Robert J. Nesselbush
Chief Executive Officer

Message from Robert J. Nesselbush

As we continue to face challenges like staffing shortages, State and Federal mandates, high patient volumes and COVID-19 surges, thank you to our nurses who have been nothing short of inspirational.

We have been battling the COVID-19 pandemic for two years, and I know our workforce has been stretched. I also know that COVID fatigue is real, and our employees are mentally and physically exhausted.

Despite all of this, our nurses continue to rise to the challenge and be there for our patients and our community when they need us most. Your compassion, tireless commitment and incredible skills and talents are what makes Kaleida Health the trusted healthcare leader and provider for Western New York and beyond.

So, on behalf of our Board of Directors and the Kaleida Health management team, we say thank you to our nurses for taking care of our patients and always leading with CARE!

A handwritten signature in black ink that reads "Robert J. Nesselbush". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Message from Nursing Leadership

In 2010, Former President of the United States Barack Obama, said “America’s nurses are the beating heart of our medical system.”

Those words ring as true today as they did then. As your chief nursing officers, we would agree that the compassion, empathy and expertise each of you has shown – in yet another intense year of providing care in the midst of the COVID-19 pandemic – demonstrates that nursing is at the core of our amazing healthcare teams at Kaleida Health.

As we take time to evaluate our care models in conjunction with the New York State staffing legislation, the foundation of our past Nursing Plan for Excellence remains – as each of you do – at the center of our mission to advance the health of our community based on high quality and safe care. This report exemplifies your hard work and dedication to the nursing profession, and we could not be more proud. As a team of nearly 4,000 nurses, you are irreplaceable, and we appreciate you each and every day.

Thank you for all you do for our patients, our teams and our community in each caring moment. Please enjoy this report and the celebration of our profession!

Pamela Anderson, MHA, BS, RN
Chief Nursing Officer
Millard Fillmore Suburban Hospital
and DeGraff Medical Park

Gail Bagazzoli, BSN, RN
Chief Nursing Officer
Olean General Hospital

Audrey Bertozzi, BSN, RN
Director of Nursing
DeGraff Rehabilitation &
Skilled Nursing Facility

Judy Capruso, BSN, RN
Director of Clinical Operations
Visiting Nursing Association
of Western New York

**Dianne S. Charsha, RN,
DrNP, FACHE, NEA-BC**
Chief Nursing and Chief Operating Officer
Buffalo General Medical Center/
Gates Vascular Institute

**Cassandra Church, MSN, RN,
NEA-BC, CCRN-K, RNC-NIC**
Chief Nursing Officer
John R. Oishei Children’s Hospital

Garynique Ferguson, AAS, RN
Director of Nursing
HighPointe on Michigan

**David Monroe, MBA, BSN,
RN, CCRN**
Chief Nursing Officer, Director of Nursing
Bradford Regional Medical Center

Julie Morton, MS, BSN, RN
*Chief Nursing Officer and
Chief Compliance Officer*
Brooks-TLC Hospital System, Inc.



BUFFALO GENERAL MEDICAL CENTER/ GATES VASCULAR INSTITUTE

Multidisciplinary, Multisite Collaboration Brings Innovation

Cassandra Grefrath, BSN, MBA, RN, NE-BC, director of nursing services, Buffalo General Medical Center

As our acuity and demographics change within the hospital, we found telemetry usage was at an all-time high, and there was a backup of patients waiting for telemetry beds.

The team investigated and found that there was a misconception that placing a patient on telemetry improved the nurse-to-patient ratios and provided continuous pulse ox monitoring. We also found that once a patient was put on telemetry, they often stayed on telemetry until they were discharged, despite improvement of their condition because there was no process to re-evaluate the need for monitoring.

A multidisciplinary team came together from both adult sites to collaborate on a protocol that would allow the hospital to have telemetry monitoring available for the patients whose diagnosis required monitoring. The evidence-based solution was to set criteria for proper usage of this technology and to reassess the patient's status to potentially remove telemetry as the patient's conditions improves.

A telemetry policy was created that establishes admission criteria for telemetry monitoring as well as a provider and nurse-driven discontinuation protocol. The nursing staff drives the daily discussion of the need for telemetry during multidisciplinary rounds for patients who have a diagnosis that specifically requires telemetry.

For the patients who are on telemetry without a diagnosis that specifically requires telemetry, the protocol becomes nurse driven. The nurses answer a series of questions in the EMR based on their assessment of the patient to determine if the patient can safely come off telemetry. If they answer "Yes" to all of the questions, they notify the provider that the patient meets discontinuation criteria.

Although the process is new, with continued support from our clinical educators, providers and nursing leaders, we are seeing an improvement in the number of telemetry monitors that are available each day for admissions.



DEGRAFF MEDICAL PARK



Building a Team during COVID-19

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



In May 2021, I became the onsite leader at DeGraff Medical Park and focused on creating a cohesive team environment through learning and building trust.

One of the first things I did was join my team in learning Point of Care Testing. Together, we learned how to perform several diagnostic blood tests and the frequent quality checks that are required on each of the machines. The fast turnaround on these machines played a huge role in managing our 30-50 percent volume increase. With just 17 rooms in the Emergency Department (ED), rapid turnaround is key to reducing those Left without Being Seen (LWBS) and keeping the waiting room from backing up.



The increased volume continued through the rest of the year with patients traveling from all over Western New York because they saw online our low door-to-provider time. Historically, patients rarely had to sit in the waiting room, but with the significant increase in volume, the waiting room was regularly full. Adapting to the influx, our ED physicians began to consult with and order tests for patients in the waiting room. By the time the patient got into a room, their results were back, and they were quickly dispositioned. We also began to use areas such as the trauma room and bereavement area to evaluate lower acuity patients.

As their leader, I worked side-by-side in the clinical setting when we were either short-staffed or experiencing a higher-than-normal census. We also added overlapping positions as the day shift transitioned to evening to accommodate volume increases during that time. The nurses that filled the positions were experienced ED nurses from Buffalo General Medical Center and Millard Fillmore Suburban Hospital.

I am so proud of this entire team and thank all of them for embracing me as their nurse manager. I am so grateful for all their hard work and the excellent patient care they provide.



JOHN R. OISHEI
CHILDREN'S HOSPITAL

Nurse Works With Baby She Cared for 23 Years Ago

Elizabeth Ortolani, senior public relations specialist, Kaleida Health

Amy DeSantis, RN, BSN, has been a nurse for 24 years in the region's only Level 4 Neonatal Intensive Care Unit (NICU) – first at the former Women & Children's Hospital of Buffalo (WCHOB) and now at John R. Oishei Children's Hospital (OCH). During her career, Amy has cared for hundreds of premature babies who require a high level of specialized care that only she and her colleagues can provide.

One of those babies, Courtney Schiersing, was born at just 26 weeks gestation. She weighed a little over one pound and spent 72 days in the NICU. For over two months, Amy was Courtney's primary nurse – spending days and nights caring for her and providing support to her parents, Jackie and Dave Schiersing. When Courtney finally left the hospital, she weighed just over five pounds and required supplemental oxygen and a heart monitor. However, Courtney was fortunate to have very few health complications growing up, except for a bout of asthma during grade school.



Courtney went on to excel academically and was a cheerleader at West Seneca East High School. Amy remained a constant presence in Courtney's life at birthday parties, graduations and other milestones. Courtney, who showed an interest in nursing at a young age, also frequently volunteered in the NICU at the former WCHOB.

When Courtney graduated from Niagara University with a nursing degree, she went on to begin a preceptorship in the NICU at OCH – working alongside Amy where it all began. Courtney, now a BSN, RN, celebrated her twenty-third birthday in the NICU at OCH – but this time as a nurse caring for others the way she was cared for over two decades ago.

While Amy and many of her colleagues stay in touch with former patients and their families, it's not often they have the opportunity to mentor and work alongside a baby they cared for as an infant. "To watch her grow into such a strong and talented young woman – and now to work alongside her as a nurse – has been a privilege," said Amy. Courtney added, "Things may have started out a bit rocky for my family and me, but it brought Amy into our lives, and now I have the chance to do what I love and be a symbol of hope for other families. I want to show them what a NICU baby can become."

LONG-TERM CARE

Facing the Pandemic Together

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



Although long-term care and skilled nursing facilities remained at the center of the COVID-19 pandemic this past year, the nursing teams at both HighPointe on Michigan and DeGraff Rehabilitation & Skilled Nursing Facility continued to meet the challenges presented during these unprecedented times.

One of the positive changes this past year was the lifting of restrictions to visitation, and families finally gained access to their loved ones after being separated for more than a year. When the doors opened, nursing staff stood witness to many happy and tearful reunions. It was a momentous celebration for all. Although nurses no longer needed to act as “surrogates” in the absence of family, they continued doing what they do best: serving as healthcare advocates, offering comfort and care, and being a sounding board when needed. Nursing staff has continued to follow the strictest safety standards to minimize the risk of COVID-19 infection, ensuring a safe environment for all residents. They also continued to serve as a direct link to families offering transparency in communicating changes in COVID-19 status while also calming fears and addressing concerns.

Staffing is a challenge that all industries, including health care, continue to face during the pandemic. HighPointe and DeGraff have utilized every resource and tool available to fulfill important nursing roles including offering critical staffing bonuses, using agency support, holding job fairs and hiring a long-term care recruiter whose focus is dedicated to satisfying these crucial positions. HighPointe and DeGraff, in collaboration with Erie BOCES 1, are developing a certified nursing assistants training program and plan to present the inaugural event this coming year. This ambitious program endeavors to generate more qualified healthcare professionals to meet the long-term care needs.

COVID-19 continues to impact the long-term care facilities, and despite the obstacles nursing encounters, the teams at HighPointe and DeGraff set a standard of professional excellence and remain steadfast in their mission to provide the utmost care for the residents they serve.

*Alone we can
do so little,
together we can
do so much.*

HELEN KELLER



MILLARD FILLMORE SUBURBAN HOSPITAL

The Highs and Lows of COVID-19 in the ICU

Mike Radel, BSN, RN, CCRN, nurse manager, Intensive Care Unit, Millard Fillmore Suburban Hospital

After months of watching COVID-19 spread throughout the world, it arrived in Western New York in March 2020. The initial days of the pandemic were challenging, and there have been many more challenging days since. We have had several brief stretches when the number of new COVID-19 patients admitted to the hospital and the Intensive Care Unit (ICU) have decreased, but these stretches have been short-lived and often followed by a surge of new COVID-19 patients.

With each surge, the evidence about interventions that are effective against COVID-19 and interventions that are ineffective have increased. The interventions have required interprofessional and interdisciplinary collaboration on a level that we have not previously experienced. This has included the coordination between nursing and respiratory to reposition patients and the conversations between providers and Pharmacy regarding different treatment options and doses.

The one thing that has not changed, and has not become any easier, are the many difficult conversations between nurses and providers with patient's loved ones regarding goals of care. These conversations – often made impersonal due to the challenges of COVID-19 visitation – are filled with tears, and they often end with a second nurse being summoned to witness a phone consent to make the patient a Do Not Resuscitate or Comfort Measures Only.

We have had several positive outcomes recently, including a patient who celebrated his 21st birthday in the ICU, was transferred to rehab a couple days later, and eventually returned to thank the staff. We recently lined the hallway of the ICU to clap and cheer as a 44-year-old who spent Thanksgiving, Christmas and New Years on life support was transferred out of the ICU to the step-down floor.

The COVID-19 numbers continue to decline in the community, in the hospital and in the ICU. We are hopeful that this will continue, and life can return to the good old days.



VISITING NURSING ASSOCIATION OF WESTERN NEW YORK, INC.



Keeping Patients Home

Lisa C. Greisler, BSN, RN, president, Visiting Nursing Association of Western New York, Inc.



With the continued shift of health care into the community setting, especially during the pandemic, VNA nurses continue to focus on their patients, rise to new challenges and embrace opportunities to care for people in their homes.

One of the most important parts of home health nursing and a measure of the effectiveness of our care is the hospital readmission rate. While not every readmission can or should be prevented, VNA nurses and the entire care team continue to utilize home health best practices to reduce the number of avoidable hospital readmissions.



At the start of care, each patient is assessed for risk factors and assigned a risk level for hospital readmission. For those at highest risk, an interdisciplinary case conference is held within the first few days of the start of care in order to develop a comprehensive plan to mitigate the risk factors and avoid a rehospitalization. Care plans are front-loaded with in-person and telehealth visits to maximize patient contact during the first few weeks of care. Patients receive instructions on symptoms and actions to take depending on symptom severity and, most importantly, to call us first before heading to the Emergency Department.

VNA has been utilizing this approach over the past several years with sustained improvement and significant results. The national reference for home health

hospital (all cause) readmissions is 23.4 percent with the VNA rate currently at 20 percent. Our VNA of Northwest PA team has reduced readmissions even further to 16.2 percent! Kudos to all of our nurses and the rest of the members of the care team on keeping people at home where they want to be.

During 2021, VNA nurses made over 280,000 visits to patients throughout 10 counties of Western New York and into Northwest Pennsylvania. In each of these visits, they were able to spend one-on-one nursing time with patients and their caregivers. Although it is by no means easy, it is extremely rewarding to see the impact our nurses make on people's lives.



Upper Allegheny Health System OLEAN GENERAL HOSPITAL

Resilience: Now and in the Future

Gail Bagazzoli, BSN, RN, chief nursing officer, Olean General Hospital

The word “resilience” became a popular word during COVID-19 and will continue to be a term we need to use and practice as we face ongoing challenges such as the nursing shortage.

Nurses, like so many other healthcare disciplines, have been under tremendous stress throughout the pandemic. Nurses are always there to care for the needs of others, often ahead of their own needs, which can lead to compassion fatigue.

During COVID-19 and in the future, nurses need to show resilience as we adapt to current workforce shortages and pick up the pieces left by this pandemic. Together, we can foster resiliency through creating a safe and positive work environment, shared decision making, increasing autonomy and supporting goal attainment. We need to support one another, particularly during this difficult time.

It is important to remember that we are making a difference in patients’ lives every day. The smallest acts of kindness can help our patients and one another as we are all going through this together. Having an “attitude of gratitude” can help us feel more positive and resilient.

Resilience does not eliminate stress or erase life’s difficulties. People who possess this quality understand that setbacks happen. They still experience the negative emotions that come after a tragedy, but their mental outlook allows them to work through these feelings and recover.

There are steps everyone can take to build resiliency, such as looking at negative situations differently, not blaming or brooding over what cannot be changed, looking at how to tackle a problem and making little changes that will help. Help is available, such as the employee assistance program, for those who need support as they learn to cope with difficulties.



Upper Allegheny Health System

BRADFORD REGIONAL MEDICAL CENTER



David Monroe, MBA, BSN, RN, CCRN, chief nursing officer, director of nursing, Bradford Regional Medical Center, also contributed to this article.



Managing stress is another key factor in building resiliency. There are many ways to manage stress, such as practice relaxation, exercise daily, eat well, get enough sleep, and manage your time. Some of these may take a little effort but are worth it to become resilient. If you practice resiliency, as many of you did during COVID-19, you will be able to work through not only your personal life stressors but be prepared to handle the future of health care.



In the spirit of moving forward and being resilient, nurses at Bradford Regional Medical Center (BRMC) and Olean General Hospital (OGH) found creative ways to handle the unprecedented stress they were under during the pandemic.

At OGH, a "quiet room" was established as a place to seek refuge, unwind, have a snack, listen to soothing music, relax and recharge. A similar room is in the planning stages at BRMC. Staff were also provided spiritual counseling through pastoral care. A group of OGH nurses held fun activities like a karaoke contest, and nurses organized and competed in a cart decorating contest for Rock Out Hunger/Knock Out Hunger. In addition, a relaxation day is planned for Hospital Week.



After putting all community events on hold due to the pandemic, staff participated in the Corporate Challenge 5k, and OGH staff held a Summer Fun Day for children and their families with a variety of health information, safety tips and first aid.

There are steps to getting through difficult times and getting back to normal, small as they may seem, but we are on our way.



BROOKS-TLC HOSPITAL SYSTEM, INC.

Something Old is New Again as Revitalized Nursing Team Adapts Recruitment Strategy

Julie Morton, MS, BSN, RN, chief nursing officer and chief compliance officer, Brooks-TLC Hospital System, Inc.

We in health care are all too familiar with the negative effects the COVID-19 pandemic, national nursing shortage and COVID-19 vaccine mandates have had on hospital systems and health care. We have cross-trained staff, temporarily suspended inpatient services in our Maternity and Obstetrics Department, fast-tracked newer nurses with advanced ability to critical care, and like hospitals everywhere, hired outside agency nurses to help us get through.

Nurses have been true healthcare heroes as we rolled up our sleeves and rolled with the punches. We adapted, filled in and made the transition look effortless and seamless – all while providing the same quality care along the continuum. But the short-term fix is nowhere near sustainable in the long term.

However, some positives came from the pandemic. We became more creative in our recruitment, interviewing and onboarding processes for nurses. We also learned how to better market ourselves.

Though still in the early phases of implementation, some of our initiatives include: *Why Choose Us?* and *Red-Carpet Roll-Out*, recruitment and interviewing campaigns, and a reintroduction of rounding – a multidisciplinary team effort, aimed at improving communication with our patients and those on the treatment team. Of course, our focus continues to be on our patients first, but what we realized while developing these initiatives is that we are reinventing ourselves.

We reflected and remembered why we chose this career – this hospital – in the first place. We reassessed what and who is important, and also reaffirmed our commitment to being “healthcare heroes.” All of this has affected us in the most profound and important way. We are revitalized and ready to face the future with a renewed sense of self and belonging. And we are ready to welcome a new class of recruits with an excitement and newness we have not experienced in a couple of years.

None of us will ever lose sight of what we have been through, but our team is stronger, and our focus is clear. We are looking forward to a new normal...and we are ready!







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 in Kaleida Health Clinical Progression Model:

Buffalo General Medical Center/ Gates Vascular Institute:

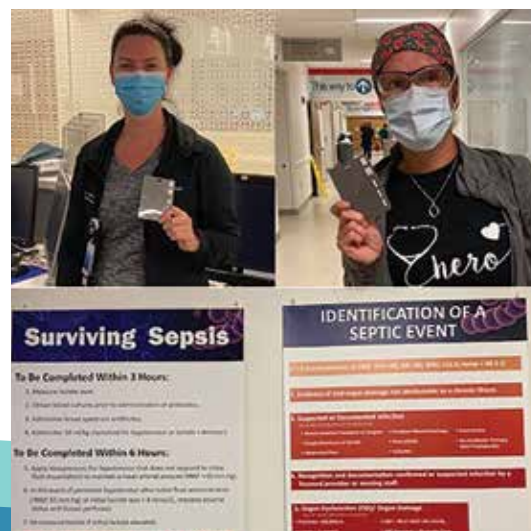
Lisa Boyer, RN IV
Kristen Brand, RN III
Adrienne Dornick, RN III
Patricia Keller, RN III
Courtney Okhamvilaysack, RN III
Karen Ryan, RN IV
Carol Varga, RN IV

DeGraff Medical Park:

Vicki Remigio, RN III

Oishei Children's Hospital:

Lisa Brown, RN IV
Christine Ostwald, 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 more! Self-paced learning at your convenience—at home, on your phone, on your schedule

Benefits after your one-year 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 and professional development for full time employees
- Tuition assistance and continuing education are prorated for eligible part-time*

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

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/>.

Kaleida Health Nursing Endowment Scholarship

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

Nursing degrees support improved patient safety, satisfaction and quality. Applications are accepted each year from February through April for Kaleida Health Nursing Endowment Scholarships for Kaleida Health employees who are pursuing a nursing degree, specifically: RN, RN to BSN, and BSN to MS.

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.

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

See page 20 for a list of the 2021 Kaleida Health Nursing Endowment Scholarship recipients.

KALEIDA HEALTH AWARDS AND RECOGNITION

2022 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

Amanda Brinker, RN
Bradford Regional Medical Center

Michael Nelson, BSN, RN, CCRN
Buffalo General Medical Center/Gates Vascular Institute

Hope Dalrymple, MS, RN, NPD-BC, OCN (Education)
Millard Fillmore Suburban Hospital

Deborah Wagner, RN
Millard Fillmore Suburban Hospital

Heidi Cober, RN
Oishei Children's Hospital

Lori Hamed, RN
Olean General Hospital

Julie Hepker BSN, RN (Education)
Olean General Hospital

Margaret Weissend, BSN, MHA, RN
Visiting Nursing Association of Western New York

Outstanding Staff RN

Kyra Spadaro, RN
Bradford Regional Medical Center

Carol Varga, BSN, RN, CCRN
Buffalo General Medical Center/Gates Vascular Institute

Sandra Cecere, RN
DeGraff Medical Park

Shannon Josker, RN
Millard Fillmore Suburban Hospital

Jill Otto, RN
Oishei Children's Hospital

Jade Maybee, RN
Olean General Hospital

Thomas Weise, BSN, MHA
Visiting Nursing Association of Western New York

Rising Star RN

Breann Carpenter, BSN, RN
Buffalo General Medical Center/Gates Vascular Institute

Sarah Pilat, BSN, RN
Millard Fillmore Suburban Hospital

Emily Southworth, RN
Oishei Children's Hospital

Donelle Piscitilli, BSN, RN
Visiting Nursing Association of Western New York

Outstanding Licensed Practical Nurse (LPN)

Karen Butler, LPN
Bradford Regional Medical Center

Catherine Gamel, LPN
Hertel-Elmwood Medicine Center

Sara Costello, LPN
VNA of Northwest PA

Outstanding Unlicensed Assistive Personnel (UAP)

Lauren Rosehart, PCA
Buffalo General Medical Center/Gates Vascular Institute

Danielle Serianni, PCA
DeGraff Medical Park

Christy Evans, PCA
Millard Fillmore Suburban Hospital

Outstanding Home Health Aide

Tina Sabat, HHA
Visiting Nursing Association of Western New York

KALEIDA HEALTH AWARDS AND RECOGNITION

Nurse Recognition

2021-2022 DAISY Award Winners

Lisa Brown, RN
Oishei Children's Hospital

Ashley Carney, RN
Buffalo General Medical Center/Gates Vascular Institute

Caitlin Kijowski, RN
DeGraff Medical Park

Melisa Linton, RN
Oishei Children's Hospital

Janet Ryan-Ogiba, RN
Oishei Children's Hospital

Cynethia Sanders, RN
Buffalo General Medical Center/Gates Vascular Institute

Darcy Searer, RN
Millard Fillmore Suburban Hospital

Kimberly Williams, RN
Millard Fillmore Suburban Hospital

2021-2022 DAISY Nurse Leader Award Winners

Karen Allman, RN
Buffalo General Medical Center/Gates Vascular Institute

Kerry Caldwell, RN
Millard Fillmore Suburban Hospital

Audrey Tobin, BSN, RN
Oishei Children's Hospital

Visiting Nursing Association of WNY Bravo Winners

Bonnie Hayne, LPN

Jean Vendetta, HHA

Louis Fucina, LPN

Olean General Hospital Star Award Winners

Michele Cleveland, RN

Kristyn Hayman, RN

Jade Maybee, RN

Brenda Smith, LPN

Upper Allegheny Health System Nightingale Award Winners

1st Quarter (2021)
Crystalyn Hughes, RN
Bradford Regional Medical Center

1st Quarter (2021)
Heather Faulkner, RN
Olean General Hospital

2nd Quarter (2021)
Heather Ward, RN
Bradford Regional Medical Center

2nd Quarter (2021)
Joshua Clayson, RN
Olean General Hospital

3rd Quarter (2021)
Rebecca Nodler, LPN
Olean General Hospital

4th Quarter (2021)
Carley Frisina, RN
Bradford Regional Medical Center

4th Quarter (2021)
Frances Perez, RN
Olean General Hospital

1st Quarter (2022)
Dianna Cox, LPN
Bradford Regional Medical Center

1st Quarter (2022)
Walter Keim, RN
Olean General Hospital

2021 Allegheny Mountain Collegiate Conference's Woman of the Year

Katherine Frascella, RN
Olean General Hospital

Brooks-TLC Hospital System, Inc. Recognition

John Rudyk RN, CNOR
*Completed the RNFA Program through the
University of Rochester School of Nursing*

KALEIDA HEALTH AWARDS AND RECOGNITION

Completed Degrees

Buffalo General Medical Center/Gates Vascular Institute

Matt Chowaniec, MBA.HC
James Reiter, RNFA
Barb Sedita, MS

Bradford Regional Medical Center

Monica Crawford, MSN/NP

DeGraff Rehabilitation & Skilled Nursing Facility

Michelle Gulla, AAS/RN

Millard Fillmore Suburban Hospital

Jennifer Bachiochi, MSN
Jennifer Cavarello, BSN
Stephanie Davis, MSN
Willette Fernandez, AAS/RN
Emily Hannah-Albon, AAS/RN
Megan Hemmer, MSN
Jessica Ickowski, AAS/RN
Mike Radel, MSN
Jenna Richey, MSN/NP
Melissa Spriggs, MSN
Bonnie Thompson, MSN
Kimberly Williams, BSN

Oishei Children's Hospital

Liz Cline, MSN
Heidi Cober, MS
Mary Miller, MSN
Caroline Novotny-Schulefand, MS
Alicia Saad, MS
Moni Walker, AAS

Olean General Hospital

Jennifer (Ashley) Landuyt, BSN
Chantel McDowell, BSN
Tara Plath, BSN
Cindy Smith, MS

Visiting Nursing Association of WNY

Esteli Araujo, RN
Angelo Caruso, BSN
Victoria Fontana, BSN
Heather Haberman, BSN
Matthew Isenberg, BSN
Meaghan Milone, BSN
Emily Snyder, BSN
Ashley Strazzella, BSN
Diane Walker, MS, BSN
Margaret Weissend, BSN, MHA

KALEIDA HEALTH AWARDS AND RECOGNITION

Certifications

Buffalo General Medical Center/ Gates Vascular Institute

Karen Amborski, NE-BC
Tracy Frattura, CVRN-Level III
Mercedes Kalin, CCRN
Tracey Olson, CNOR
Justin Ragusa, CCRN
Stephanie Rodriguez, CCRN
Colleen Sawyer, CGRN
Linda Sheehan, VA-BC

Millard Fillmore Suburban Hospital

Joel Lines, CCRN
Cilicia Williams, AORN

Oishei Children's Hospital

Sharon Barron, CPN
Arlene Brown, PFCCS
Emily Dollendorf, CLC
Mariah Greiner, FNP-BC
Lisa Haase, FNP-BC
Y'Keeta Henderson-Wilson, PRI & Screen
Patricia Hunt, NP-BC
Sarah Judkiewicz, PNP-BC
Ben Kasper, PFCCS
Jill Koons, PNP-BC
Susan Lignos, FNP-BC
Patty Lindner, CDE
Denise Piechowski, PNP-BC
Jackie Rohde, CCRN
Alicia Saad, CNOR
Patti Sorrentino, PNP-BC
Kim Utech, FNP-BC

Olean General Hospital

April Giberson, OCN
Sami Placer, CASC

Visiting Nursing Association of WNY

Hanna Burkhart, INS
Judith Kazmierczak, SAFE
Melissa Pollock, CCM

KALEIDA HEALTH

2021 Nursing Endowment Scholarship Recipients

Scholarships to complete degree programs:

Vera Calix
Marcie Cortez
Eduardo Delgado Fuentes
Karen DiPirro
Ashley Estes
Ethan Farkas
Kristine Ferguson
Tracey George
Jennifer Gibas
Emily Hannah-Albon
Timothy Heavern
Christine Herman
Angelina Howe
Nathan Jankowski
Ja'Nay Jones

Colleen Kellerman
Kris Kolden
Jessica Kramer
Amanda Lagoda
Stephanie Lotito
Sara Montgomery
Sara Nabozny
Simone Paduano
Michael Reese
James Reiter, Jr.
Kyle Rusert
Katelyn Schelble
Danielle Serianni
Amber Sherwood
Jehrid Steger
Megan Wagner
Margaret Weissend

Scholarships to complete certification exams:

Maureen Bligh
Nicole Drake
Chelsea Gigante
Megan Hemmer
Kim Huber
Rebecca Kempf
Melissa Leaskey
Derrick McCoy
Jennifer McDermott
Michele Natwora
Ivey Joy Perez
Michael Radel
Linda Sheehan
Bradley Sprague
Michelle Szeffler
Haley Vosburg
Shelly Williams
Heather Wilson



Kaleida Health

mission

Our mission is to advance the health of our community.

Bradford Regional Medical Center

Buffalo General Medical Center/
Gates Vascular Institute

DeGraff Medical Park

DeGraff Rehabilitation and
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



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