

Unity Connection

Employee Wellness
Promotion Committee



A publication for the employees and volunteers of Unity Health System

www.unityhealth.org

March / April 2011

Unity Helping Employees to Live Well in 2011



Employees of the Edna Tina Wilson Living Center enjoy a healthy walk on the grounds. (l to r) Kim Matava, therapy supervisor, Physical Medicine and Rehabilitation; Janine Delorme, dietary technician, Clinical Nutrition; Todd Schojan, supervisor, Materials Management, Sterile Processing; and Susie Gatewood, manager, nursing services.

This year, Unity is implementing the most robust employee wellness plan in its history with more health resources and education to help employees be their healthiest selves.

"We want our employees to be healthy and happy," said Patty Ryan, manager of Employee Health Services. "Research shows that employees actually perform better when they are in optimal physical and psychological health.

We are encouraging employees to take advantage of all of the great education we are offering and to participate in as many programs as possible."

Just one example of the many positive changes will be healthier food selections in all Unity cafeterias. Reduced-portion selections will be available, along with low-fat foods, enhanced fruit and salad bars, and nutritional information.

To keep the wellness program fresh and top of mind, Unity continues to have an Employee Wellness Promotion Committee, a group formed several years ago to share information and plan events to improve employee health. The Committee is a collaborative effort, comprised of employees from a wide range of de-

partments within Unity.

Renee Elwood (previously with the Corporate Communications department) recently joined the Human Resources team in a role dedicated solely to wellness. Cassandra Claboine, senior director of Human Resources, explains that although Unity has great events and programs for wellness, a dedicated position was needed to tie all of these great events together with a strategy.



Renee Elwood, Unity's new employee wellness coordinator

Research shows that there are five distinct areas in which Unity employees need education and assistance. These are: diabetes, cholesterol, stress, high blood pressure, and back pain. "We will develop activities targeted towards information and disease management in these five areas," Claboine said.

Unity is looking forward to a year of exciting wellness activities, such as the Eat Well Live Well Challenge, community runs, and educational events, to name a few.

As the year progresses, employees can learn more about the wellness programs and resources available at Unity. In the meantime, for more information, employees may contact Renee Elwood, employee wellness coordinator at 368-3733 or relwood@unityhealth.org.

Employee Survey Available in April

Share Your Input to Help Make Unity a "Great Place to Work"

From April 4 to April 15, employees are asked to share their opinions about working at Unity Health System by taking the 2011 Employee Survey. "We depend on our employees to tell us what we're doing well and what we can be doing better to make Unity a great place to work," said Maryalice Keller, vice president, Brand & Talent Management.

The 2011 survey will contain nearly 60 questions, which ask about the level of pride employees have in their work and in Unity, the level of trust employees have in our leaders, and the quality of their relationships with leaders and co-workers. The survey is administered by the Great Place to Work Institute. All responses and comments are sent directly to the Institute and are completely confidential. The surveys are designed so individuals cannot be identified. Results of the survey will be available in May.

Employees can take the survey online or on paper: employees with a GroupWise account will receive an email that provides a unique username and password, and a link to the survey online. Employees who don't have a Unity email account will receive a paper copy of the survey in a sealed envelope from their department director. In addition to the survey, the envelope will include a stamped, business reply envelope so the completed survey can be returned through the U.S. mail directly to the Great Place to Work Institute.

The 2009 employee survey results revealed the need for improvement in the areas of communication, recognition, and leader visibility, as well as employees' desire to gain a better understanding of the entire Health System. Administrative leaders took action to make positive changes through initiatives which include the new Peer Recognition Program, YOUR Day, Administrator Apprentice Day, and the revamped Unity Intranet, to name a few. Action plans were also developed by department leaders with their staff members to address improvement opportunities at the department level.

"We are interested to know if our actions have indeed had a positive impact and to learn what more we should be doing," said Keller. "I encourage all employees to take 20 minutes to participate in the survey. By doing so, you will help make Unity a great place to work."

ACM Global Central Lab Makes Key Appointments in Asia Pacific as Global Footprint Expands

ACM Medical Laboratory recently announced two new members of its Clinical Trials team in Mumbai, India: Nandan Rao, general manager, Asia Pacific, and Sonal Deshmukh, head of Project Management, Asia Pacific. Initially, Rao will have oversight of trials conducted with ACM Global's partner lab in the region. He will also be building the ACM Global infrastructure and team throughout Asia Pacific, as a result of increased demand.

Rao has had an impressive career comprised of both sales and operational responsibilities with pharmaceutical, diagnostic, and services organizations. Most recently, he held the position of general manager with SRL, the largest clinical reference laboratory network in India and Southeast Asia, where he was instrumental in building the clinical trials operations.



(l to r) Tracy Hendershott, vice president, Global Clinical Trials Operations; Nandan Rao; Sonal Deshmukh; Angela Panzarella, president, ACM Medical Laboratory

Sonal has worked more than seven years within the central lab industry, and possesses considerable experience in setting up operations for a range of central laboratory services. Most recently she held the position of senior manager of operations at a leading

central laboratory in India.

Adding Nandan and Sonal to the team marks a very important stage of ACM growth, as India has become a critical market within the clinical trials industry.

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2011 United Way Campaign to Kick Off March 21st

LIVE UNITED




Caren Jennings and Marla Shannon, Unity's United Way campaign co-chairs

Unity Health System will again participate in the United Way of Greater Rochester's annual campaign; this year entitled "My Community, My Fund." This year's campaign is targeted towards making great changes to meet community needs.

Caren Jennings, training associate with Education Services, and Marla Shannon, Picture Archival Computer System (PACS) project coordinator in Diagnostic Imaging, are Unity's Campaign co-chairs for 2011. "We are thrilled to be a part of this campaign," said Shannon. "Caren and I plan to spread the word of giving back to our community with excitement and energy!"

"Through this fund, Unity employees can help make childhood more enriching, students more successful, older age more of a golden age, disabilities less debilitating, and crisis less frightening to those in our community," added Jennings.

The Campaign co-chairs say that there are new elements and events this year, one of which is the addition of a Unity Steering

Committee, supported by Executive Vice President and Chief Operating Officer Stewart Putnam. The Committee's role will be to oversee each department's involvement in the campaign effort.

Unity hopes to raise \$210,000 through the 2011 campaign. "We ask employees to help us with enthusiasm to meet our goal," said Jennings. Employees who would like to support Unity through the United Way may do so on their pledge form - just designate a Unity service for your contribution. One hundred percent of your gift will be designated to Unity.

2011 UNITED WAY EVENTS: Pacesetter Campaign for Unity Leaders

March 31 – April 4: Managers will be asked to "set the pace" of the campaign.
Kick-Off Luncheons

March 21: Unity Hospital, Education Center, 12 – 1 p.m.

March 22: Unity St. Mary's Campus, Bell Board Room, 11 a.m. - 1 p.m.

A representative from each department will be asked to attend a luncheon to gather information about their department's role in the Campaign.

Annual Day of Caring

May 11: United Way's largest volunteer event. Details on participating with the Unity team will be announced.

Park Ridge Child Care Center Participates in QUALITYstarsNY Field Test

The Park Ridge Child Care Center provides care to over 100 children of Unity employees and the community. The Center is constantly pursuing ways to further develop its Child Care Center, demonstrated by the current facility expansion, which is expected to be complete in fall of 2011. The Center is also interested in helping improve child care in the community as a whole. So, when the Center was chosen to participate in the QUALITYstarsNY (QSNY) Field Test, the directors there knew it was the right thing to do.

QSNY is New York State's Quality Rating and Improvement System - designed to help increase levels of quality in all regulated "early learning environments" including child care centers, family child care programs, registered nursery schools, and preschools. Any regulated child care provider in New York State can apply for a quality rating through QSNY. Providers are rated on learning environment; family engagement; qualifications & experience; and management & leadership. QSNY's goal is to provide rating information on the pro-

grams to parents so that they can make informed decisions about their children's care, as well as to help improve child care program quality overall.

QSNY decided to perform a field test to help shape and improve the rating system going forward. To participate in the test, Tracey Frank, director of the Park Ridge Child Care Center, was asked to complete an assessment. Next were visits to the center and classroom observations and interviews by the Quality Improvement team. The last phase included meetings with the QSNY consultant to discuss results and draft a Quality Improvement Plan. The Quality Improvement Work Group will release the final report on the field test in early 2011.

"I feel confident that the results from the field test will help QSNY implement their rating system," said Frank. "This is another tool that will help families in New York State access the information they need to select the best care possible for their children. What could be more important than that?"



Tracey Frank, director of the Park Ridge Child Care Center



Janice Phillips, child care teacher at Park Ridge Child Care Center, with the 2-year olds in her classroom

Message from Warren

Unity's Wellness Program is the "Right Thing to Do"

Free health screenings at our Wellness Wednesday events. Free or reduced registrations at fun events that promote healthy lifestyles, like Unity Health System Flower City Challenge and the Chase Corporate Challenge. Pedometers at no cost for Unity staff participating in the Eat Well, Live Well Challenge, discounts and allowances for gym memberships. Free and confidential counseling services for employees needing support during a difficult or stressful time in their lives. To promote wellness and good health, we are offering these wellness initiatives and many others to our staff and volunteers.

Hypertension, diabetes, poor weight management, back problems, and stress account for most of the health insurance claims among our employees and their insured family members. Many of these, if detected early, can be managed and even eliminated. With the proper preventive health measures and education, others may be avoided altogether. We know that people who are healthy and feel good are happier. Our health and well-being have an impact on ourselves, our loved ones, and the quality of our work.

A growing number of companies are providing employee wellness programs. A national study released last year by MetLife found 61% of large organizations surveyed offer wellness programs and benefits to staff, compared to 46% in 2005. Research finds that companies with a healthier workforce have a reduction in disability and Worker's Compensation claims, lower health insurance costs, and less turnover. These factors influence the overall well-being and the bottom line for Unity and for our



Warren Hern, president & chief executive officer, Unity Health System

people. This year, while health insurance rates for many companies rose up to 15 percent, Unity was able to keep rate increases to four percent. Having a healthier workforce makes the difference.

Unity, Rochester General Health System, the University of Rochester Medical Center, and Excellus BlueCross BlueShield are collectively researching best practices in employee wellness initiatives across the U.S. As four of Rochester's top 10 employers, we hope to be able to collaborate

on developing resources to help our employees be the healthiest in our community over the next several years.

Our Core Values state that above all else, we care about our people and that we are committed to their well-being. Our goal is to have all those in our Unity Family take advantage of our wellness programs. For example, the walks and races Unity supports are open to everyone. Whether you have an interest as an active runner, a jogger, or a first time participant as a walker, we encourage you to join us for the events Unity will support this year. We urge you to make time to visit one of the many employee health fairs we offer to get free health services, including blood pressure checks, cholesterol testing, and flu shots. We hope to have our highest participation ever in this year's Eat Well, Live Well Challenge, which kicks off in April.

For these reasons and more, we offer an employee wellness program and we are seeking to enhance it. We are how health care should be: ensuring our people have access to programs designed to improve their quality of life is the right thing to do, and that's what we strive to do.

ACM Clinical Trials Specimen Processing Expands to New Facility



Alyssa Bungo, specimen processing technician (l), with Renay Moore, director of Clinical Trials Support Operations in the new ACM Global facility

If you travel west along Route 531, you might notice a new lighted sign for "ACM Global" adjacent to the sign over ACM Medical Laboratory's headquarters at 160 Elmgrove Park. ACM's Clinical Trials (C.T.) Specimen Processing Department recently completed a successful move to 150 Elmgrove Park. This department is responsible for opening packages containing specimens shipped to ACM from around the world for testing, sample quality control, and specimen documentation. Delivery of specimens and processing in the new space officially began on January 17.

The move to the new facility was prompted by the very strong growth in the demand for ACM's clinical trials support services. The C.T. Specimen Processing Department outgrew the space available in ACM's headquarters. Eleven new workstations for speci-

men processing were added to the seven that were moved from 160 Elmgrove Park to the new building on January 14. The facility will house eight -80°C freezers, five -20°C freezers, and a liquid nitrogen tank available for specimen storage. OPI (Operational Process Improvement) was actively involved in the design of the new facility, providing suggestions for improving both process flow and standard operations.

The specimen processing department continues to work closely with ACM's Logistics Department to ensure that specimens are picked up frequently each day for delivery and testing.

The department is headed by Renay Moore, director of Clinical Trials Support Operations. Moore has been with ACM for over six years and was recently promoted from her role as a senior project manager.

living well AT UNITY

Kathy Auberger was working in her office at the Evelyn Brandon Health Center when she heard the sounds of lively activity down the hall. Curious, Auberger, director of Personalized Recovery-oriented Services, Unity Chemical Dependency, went to see what was going on. She discovered it was a Wellness Wednesday Health Fair, a regular event at the Unity campuses which offers free flu shots, cholesterol and glucose screenings, stress reduction tips, and other health-related information. An ACM Medical Laboratory employee working at the fair approached her regarding a cholesterol screening. Auberger agreed to the simple blood test and went back to work. A few days later, she received a letter in the mail. She had high cholesterol. "I said to myself - 'what?'" Auberger shared. "I couldn't believe it."

Auberger noted that only three years prior, she'd had a cholesterol screening and her levels were within the normal range. "That's why I was so surprised to find that I had high cholesterol," she said.

Auberger learned from her doctor that it was not her diet that caused her high cholesterol, but family history. According to her doctor, had she not found out about the high cholesterol, Auberger would have been at risk for heart disease and stroke. Now, Auberger is on medication and continues to exercise regularly to manage her cholesterol level.

"It's important for everyone to get tested," Auberger said. "It only takes two minutes out of a busy day. Even if you've already been tested in the past, your cholesterol level can change with age and it's not easily visible."



Kathy Auberger, director, Personalized Recovery-oriented Services

Shedding the Pounds – Success with Weight Watchers at Work



Peggy Hurst, clinical manager, Intensive Care Unit

Peggy Hurst had no hope of losing weight when she attended her first Weight Watchers at Work meeting five years ago at Unity Hospital. Hurst, clinical manager in the Intensive Care Unit, had fluctuated in her weight for years, and was starting to think that there was no answer to her weight management. "Because I was in my fifties, I had it in my mind that I couldn't lose weight. I had almost given up, but I decided on Weight Watchers because it intrigued me," Hurst said. "It seemed like it was different from anything else I'd tried." Hurst was right. Through the Weight Watchers at Work program, Hurst lost 42 pounds and has kept off 30 of it over a five-year period.

Hurst says that at first some of the people at the meeting, including herself, weren't very

comfortable discussing eating related issues in front of co-workers. "As we all talked in the meetings, these feelings melted away," she said. "It was great because there was a group of us in the program from I.C.U., so we were able to support each other every day, instead of just once a week at the meetings."

Although Hurst says she is in the process of losing 12 pounds to get back to her goal weight, she thinks that the program was definitely successful for her. "Now I can go up and down the stairs and chase my grandchildren without gasping for breath," she said with a smile.

Hurst's advice to others who are considering Weight Watchers is to "stick with it and follow it."

THE UNITY advantage

Below are highlights of Unity's great wellness benefits:

Medical Services Discount program: offers employees and their immediate family members discounts for using Unity services. These services include visits with physicians and specialists with "Unity" in the practice name; inpatient, outpatient, and Emergency Center care at Unity Hospital; and visits at the Walk In Care Center.

Behavioral health resources: free Employee Assistance Program (EAP), free seminars, referrals for chemical dependency and mental health.

Fitness activities: "WalkAbout" Maps of four Unity campuses, discounts to Unity Health System Total Sports Experience, annual 5K races and walks, and Wegmans' Eat Well, Live Well Challenge. A reimbursement towards a gym membership is available through Excellus to employees benefited through Unity.

Health education and programs: evaluations of work stations and ergonomic adjustments, regular "Let's Talk Health" seminars on disease management and healthy behaviors.

End-of-Life Planning: Health-Care Proxy and Living Will assistance, information available through Excellus' website (www.excellusbcbs.com - search for "compassionate care").

Rewards/recognition for success: Unity celebrates success and recognizes employees who achieve healthy goals. Employees with "health success stories" are featured in *Unity Connection*.

Return to Work Program: short-term disability and Workers' Compensation plans for employees to return to work in light duty areas before transitioning into their previous positions.

Safe Patient Handling (SPH) Program: training for all direct patient/resident caregivers provided by a physical therapist and safety specialist to prevent injuries and physical overuse.

Employee Health Services department: provides annual health reviews, immunization updates, education and counseling on personal health issues, and help obtaining a primary care physician and specialists.

Health Fairs at Unity facilities: free flu shots and health screenings such as cholesterol and glucose screenings, and blood pressure checks. Also smoking cessation counseling, nutrition, fitness, exercise, and stress reduction tips.

And more... health insurance discounts provide benefits for children's fitness activities, LASIK surgery, and hearing aids.

For more information regarding these benefits, employees should contact a human resources representative.

Unity Apothecaries Save Employees Money on Prescriptions

New Trial Delivery Service from Park Ridge Apothecary Will Also Save Employees Time



Jim Della Rocco, director, Pharmacy Services

In a tough economy, it's smart to save every penny that you can. Unity is doing its part to help employees save money by encouraging them to fill their prescriptions at one of the two Unity apothecaries – one in the Professional Office Building on the Unity Park Ridge Health Care Campus (Park Ridge Apothecary) and one at the Unity St. Mary's Campus.

"Some employees may not know that if they are enrolled in a Unity health insurance plan and fill their prescriptions at a Unity apothecary, they can save up to 50% off of other pharmacies' prices," said Jim Della Rocco, director, Pharmacy Services. "These savings are significant!"

Cheryl Thompson, LPN, staff nurse at Unity's McCree-McCuller Wellness Center, says that she's happy that she recently started using the Unity Apothecary on the Unity St. Mary's Campus. "I use it because of the convenience of the location and because the co-pay is less - it's cheaper to come here," she said.

Della Rocco says that Unity now offers a medication delivery service to employees who work on the Unity Hospital Campus, on a trial basis. Monday through Friday, a pharmacy technician brings all medication deliveries via a cart to the first floor concourse of Unity Hospital - near Hallway 5 leading to Surgical Services. The pharmacy technician will remain at this location from 2 - 3:30 p.m. or until all prescriptions have been picked up. The service was created in response to employee feedback that a delivery service would be helpful to staff.

"After the trial period, we'll evaluate the value of the delivery service to employees," said Della Rocco. He says that the

service may expand to other Unity locations in the future.

To encourage employees to use a Unity apothecary, the Park Ridge Apothecary will also be offering Unity Hospital Campus employees an additional 10% off of total purchases of non-prescription products with their first prescription fill (delivery or non-delivery). Said Della Rocco, "We really want to make getting prescriptions easy and inexpensive for our employees – because that's how health care should be."

For maximum convenience, ask your doctor to fax your prescription directly to the apothecary. Unity St. Mary's Campus Apothecary – phone: 368-3928, fax: 368-3929. Park Ridge Apothecary – phone: 723-7340, fax: 723-7044.



Employee Medication Delivery Service

Unity Hospital

Put Cash in Your Pocket with Free Income Tax Preparation

Once again, Unity Health System has joined with the Rochester C.A.S.H. program to offer free tax preparation for employees and volunteers whose household income is \$50,000 or less.

C.A.S.H. (Creating Assets, Savings and Hope) is a community coalition led by the Empire Justice Center and United Way of Greater Rochester. Established in 2002,

C.A.S.H. helps working families increase their incomes through greater use of the Earned Income Credit (EIC), and other tax credits and benefits.

During the 2010 tax season, C.A.S.H. volunteers provided free tax return assistance to more than 12,000 households and helped return \$19 million to our community. In addition, C.A.S.H. volunteers helped families

open free bank accounts, gain access to subsidized health insurance, and enroll in financial literacy programs.

Last year, Unity volunteers completed 282 returns for employees and volunteers, and helped them obtain over \$498,000 in federal refunds.

Interested employees with a household income of \$50,000 or less can call the Unity

Health System C.A.S.H. Hotline at 368-3940 for more information or to schedule an appointment now through April 8 at the Unity St. Mary's Campus and at Unity Hospital.

All eligible employees are encouraged to take advantage of this free service, and make use of the Earned Income Credit (EIC) and other tax credits and benefits.

UNITY scenes



Residents of Unity Living Center (ULC), located at the Unity St. Mary's Campus, enjoyed a pizza party on February 8 as part of their monthly "themed lunches," in which ULC teams with Unity Food & Nutritional Services to offer a special meal. (l to r) Krista Campbell, ULC dietician; Resident Debbie Willis; Holly Jones, ULC recreation coordinator; and Resident Pat Stone.

Warren Hern (l), president and chief executive officer of Unity Health System, and Dave Karpowich, director, Food & Nutritional Services, dish out a delicious meal to Zita Cole, Food Services assistant, at the Food & Nutritional Services' holiday banquet held in January at the Unity St. Mary's Cafe.



David Anderson, delivery driver, braves the slippery roads on February 25 to deliver meals to Unity Care at Home clients, despite the huge winter storm.



Eleanor Dale, a Woodland Village resident, demonstrated making her family favorite, Noodle Kugel, at the February 9 Chef's Showcase at The Villages, with help from Sous Chef Jimmy Klein.

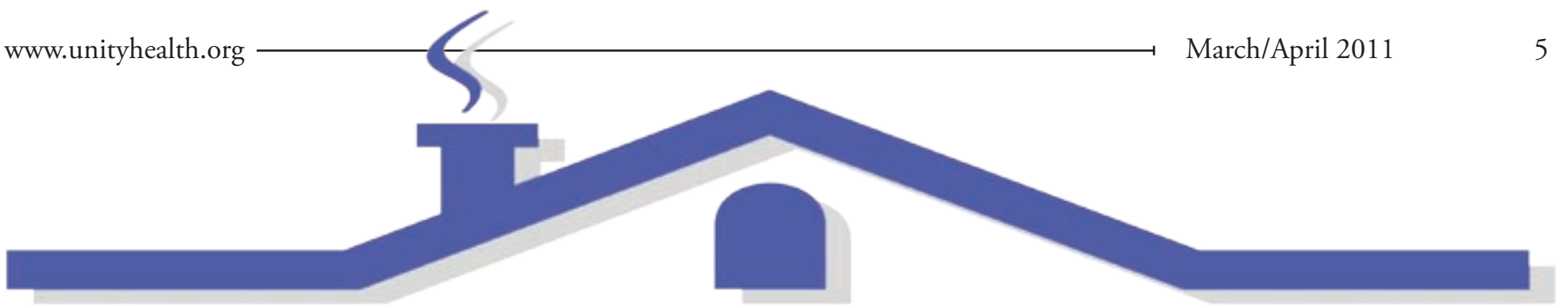
(l to r) David Ngyen, senior nuclear medicine technologist; Kristin Peters, cardiac sonographer; Christy Quaranto, R.N., cardiology practice nurse; Rebekah Kepple, R.N., manager, Cardiology; and Marilyn Konezny, clinical diabetes educator helped promote Go Red for Women Day at Unity Hospital on February 4- reminding us that heart disease is the #1 killer of American women.



Unity Connection and more photos highlighting Unity people and programs are available online! Visit www.unityhealth.org and click on Staff Tools in the upper right hand corner of the homepage.



Mary Adams donated 400 Pop-Tarts to the Healthy Start Center after winning 1,000 pastries in an online Kellogg's contest. (l to r) Alise Gintner, manager, Community Perinatal Programs, Healthy Start Center, and Mary Adams, senior systems analyst, Information Systems Software Applications.



30 Homes Purchased Through Unity's Employee Home Ownership Program

A total of 30 Unity employees have saved up to \$9000 each in closing costs for the homes they purchased in southwest Rochester, thanks to the Employee Home Ownership Program (EHOP). Five of these purchases occurred just last year.

EHOP assists employees who meet eligibility requirements in purchasing any homes in the Sector 3 or Sector 4 areas of the City of Rochester. Employees do not need to be first time homeowners to receive the Unity grant, and employees of all household income levels are eligible.

"It's the best program in the city," said John DeMott of the Sector 4 Community Development Corporation (CDC), which partners with Unity for the program. "There are nine other employers in Rochester that offer the program, but Unity offers twice the grant to their employees than the others do." Unity offers \$6000 for qualified applicants, and the City of Rochester offers an additional \$3000 through the program. Unity has provided nearly \$150,000 in EHOP grants over the nine-year life of the program.

Cynthia Jackson, a Shelter Plus care coordinator/case manager at Unity's Genesee Specialty Care, used EHOP to purchase



her home. "I had a perfect experience," she said. "I thought it would be more difficult, but from start to finish, it was a streamlined, stress-free process. I began my housing search in February 2010 and closed on my new home in June 2010. I couldn't have asked for a more positive experience."

Jackson says that in addition to the grant, the guidance she received from Unity and the City throughout the entire home-buying process was invaluable, particularly the information she received at the required pre- and post-purchase courses.

Said Jackson, "I've heard horror stories from new home buyers who succumbed to predatory lenders or discovered structural damage after they purchased their homes. The knowledge you gain and resources made available through this program greatly reduce your chances of having a negative experience like that."

DeMott said, "We're glad to help employees experience the pleasure of home ownership. It's especially rewarding to help people

who would have otherwise needed to save for several more years, buy a less expensive home, or not be able to buy one at all."

DeMott also encourages potential home buyers to attend the City of Rochester's "City Living Sundays" event on March 27. The event features seminars, affordability counseling, loan details, school/neighborhood information, and more. For more information about "City Living Sundays," call 428-CITY or 546-7829, ext. 10.

"There is a wide spectrum of homes in Sectors 3 and 4 - from modest to very elegant," said DeMott. "If you want to own a home in this area, you won't find a program more helpful than this one."

"It's a wonderful program that Unity provides to their employees. I recommend that employees looking to purchase a home take advantage of this awesome benefit. Unity is a great place to work!" said Jackson.

Employees interested in EHOP should contact the Sector 4 CDC office at 328-5750 or via email at sector4cdc@yahoo.com to learn more.

Cynthia Jackson, a Shelter Plus care coordinator/case manager at Unity's Genesee Specialty Care, stands proudly in front of the home she purchased in June of 2010 using EHOP.

Help Unity Show Appreciation During National Volunteer Week

Nearly 900 volunteers gave 116,000 hours of their time to Unity Health System in 2010. These numbers illustrate the amazing commitment and dedication of Unity's volunteers, who not only save Unity time and money, but bring special gifts and talents to the organization that just can't be measured.

During National Volunteer Week, April 10-16, Unity would like to thank their volunteers for their time and efforts. "We want to recognize our volunteers for helping our staff and those we serve," said Marianne Coleman, director of Volunteer Services at Unity.

The week-long celebration will include receptions with refreshments, raffles, ice cream hour, and presentations of recognition buttons. All volunteers will receive a thank you card and an invitation to a volunteer appreciation event to be held in June.

Coleman says that over the past five years there has been a 26.5 percent increase in volunteer participation. "Help-

ing out at Unity is rewarding for our volunteers," said Coleman. "It goes two ways. While they're here giving, they're also getting something in return - feeling part of a team, making new friends, or even testing the waters for their careers."

She's received many heart-warming comments over the years about the volunteers' favorite experiences. "One volunteer said she likes making a happy moment for someone. Another said he likes working with the elderly...hearing their stories, reading them poems...listening to their jokes, and laughing!" Coleman said.

Unity is accepting volunteers in many areas including clerical, roving ambassadors, Transport, Spiritual Care, Environmental Services, Adult Day Care Recreation, Park Place Gift Shop, patient advocacy, and the Information Desk. Individuals interested in volunteering may go to www.unityhealth.org and click on the "Jobs at Unity" tab, then "Volunteering," or call 723-7101.



(l to r) Volunteers Violet Mitchell, Odessa Parker, Mattie Session.

Join in on the
Unity Health System
Rochester Flower City
Challenge
Two Days, Four Races –
You Pick!



The Unity Health System Rochester Flower City Challenge is Saturday, April 30 and Sunday, May 1. This two-day event includes the Rochester River Challenge Duathlon and Paddle Triathlon on April 30, and the feature event – the Unity Health System Rochester Flower City Half Marathon and Family 5K on May 1.

Unity will reimburse employees their registration fee for one event of their choice (Half Marathon, 5K, Duathlon, or Triathlon). Family members and friends of staff are encouraged to participate as well, but Unity will only reimburse registration fees for employees. Reimbursement will only be given to employees once they complete the event they register for.

For more information and to register online, go to: www.flowercitychallenge.com or visit Fleet Feet Sports, 2210 Monroe Avenue.

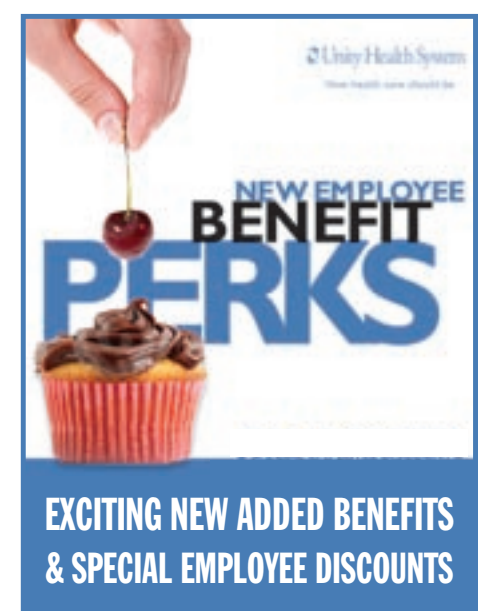
New Employee "Benefit Perks" Coming Soon

Unity will be rolling out new "Benefit Perks" during the month of March.

"We're happy to introduce new 'Benefit Perks' to enhance our current benefits package," said Joanie Szczupakowski, Benefits representative. Szczupakowski says that Unity will be offering great new perks to employees, such as discount tickets to the Strong Museum of Play, onsite pick-up and delivery of dry-cleaning, and national shopping and entertainment discounts.

During the coming weeks, employees will be hearing more about the new "Benefit Perks." Details will soon be available through the Unity Intranet, department leaders, and Unity's Human Resources Benefit representatives. Stay tuned for details about an upcoming "Benefit Perks Fair" in May.

"We are very pleased to offer these new perks to employees," said Szczupakowski. "And we believe our employees will appreciate having access to additional services and discounts."



news BRIEFS

Unity's Third Annual Diabetes Symposium March 26

Unity will host a symposium titled "Controversies in Diabetes Management" on March 26. The lineup of national experts will present the latest findings in diabetes clinical care and research – and answer some of the questions they raise for our current treatment approaches:

- How Tight Should Control Be? Review of the ACCORD Study – Hertz C. Gerstein, M.D., MSc, FRCPC, McMaster University
- Gastric Bypass Surgery: Does it Cure Diabetes? – Philip Schauer, M.D., Cleveland Clinic Bariatric and Metabolic Institute
- Inpatient Diabetes Management – Guillermo Umpierrez, M.D., Emory University Hospital
- What's on the Horizon for Diabetes Medications? – Robert James Bingham, M.D., Unity Diabetes Center

The symposium will be held from 7:30 a.m. to 12:15 p.m. at the Unity Hospital Education Center. Registration is free and space is limited. Visit www.unityhealth.org/symposium to register online, or call 368-3000.

Unity Awarded "Best of the Rest" by SDI

SDI, a health care market insight and analytics firm, recently announced that Unity Health System was ranked in their "Best of the Rest" report for the Northeast region. "Best of the Rest" recognizes those integrated health care networks (IHNs) that performed well within their geographic region for hospital utilization, financial stability, physician participation, services and access, contractual capabilities, outpatient utilization, integration, and integrated technology.

Unity Vascular Surgery Moves to New Location



Unity Vascular Surgery moved into a new office space at Unity at Ridgeway on March 11. All patients will now be seen at the new location, 2655 Ridgeway Avenue, Suite 240, Rochester, NY 14626. This new office provides more space with brand new patient rooms and a more comfortable waiting area. The phone and fax numbers will remain the same. Audwin Pangilinan, M.D., Toufic Rizk, M.D., and Jerry Svoboda, M.D. will continue their practices from this location.

Leadership Rochester Visits Unity

On February 11, Stewart Putnam, executive vice president & chief operating officer of Unity Hospital, met with members of Leadership Rochester at the Unity St. Mary's Campus to educate them on the state of health care in the Rochester area. Leadership Rochester is a group that strives to help Rochester leaders understand and respond to the quality of life challenges facing this community. Members of Leadership Rochester who attended came from the Center for Disability Rights, Hillside Work Scholarship Connection, RIT, ESL, U of R, and Lenel. Jamie DiMarco, an outpatient social worker with Unity Behavioral Health, also attended the meeting as a member of Leadership Rochester. Putnam talked about Unity's commitment to the Unity St. Mary's Campus and the communities it serves, and discussed current events in health care.



Robert James Bingham, M.D. will discuss "What's on the Horizon for Diabetes Medication?"



Stewart Putnam, executive vice president and chief operating officer, Unity Hospital

ACM Employees Collaborate "Across the Pond" to Enhance Clinical Trials Information Systems

Members of the ACM Global Central Lab team in the UK and ACM Medical Laboratory's information technology team in the U.S. met in January to kick off a project to enhance clinical trials information technology systems. Individuals involved in the meeting included: Gerry Paganin, chief information officer, ACM Laboratory, U.S.; Andrew Bascom, director, Clinical Trials Data Management, ACM Global Central Lab, U.S.; Jerry Boxall, managing director, ACM Global Central Lab, UK; and Sam Singh, director of Information Systems, ACM Global Central Lab, UK. The initial meeting was the first phase of development to determine the requirements for this critical part of worldwide expansion. The implementation of the project is expected to be complete by 2012.



Kathy Council, executive assistant, Unity Hospital Administration

Kathy Council Passes NY Notary Public Examination

Kathy Council, executive assistant, Unity Hospital Administration, recently passed the NY notary public exam, and is now able to support the Health System with any notary requests. Said Candace Smith, chief nursing officer, Nursing/Patient Care Services. "Kathy is an asset to Unity in many ways. This is another way for her to give to our Unity community."

Unity St. Mary's Campus Gets a Face Lift

A flurry of activity at the Unity St. Mary's Campus aims to provide a more comfortable and welcoming environment for Unity's staff, patients, residents, and visitors. "The recent renovations have been exciting additions for the various departments located on the first floor of St. Mary's," said Robert Pyykkonen, operations supervisor in Facilities Engineering.

A large section of the second floor was renovated to accommodate the Home & Community Based Services programs: Unity at Home, Care at Home, and Park Ridge at Home – which have been consolidated into one location. Unity Living Center is also being renovated with new flooring and paint in the main living areas. A number of office suites on the main floor – Cashier, Corporate Communications, Education Services, Human Resources, and Unity Living Center Administration are being updated as well.



Finish work being completed on the ground floor of St. Mary's

upcoming EVENTS AND CLASSES

march

MARCH 22 THE MYSTERY OF SLEEP AND HOW TO MAKE IT BETTER Presented by Robert Israel, M.D., medical director at Unity Sleep Disorders Center. Dr. Israel will discuss the nature of healthy sleep and some of the common sleep disorders. 7 – 9 p.m. Jewish Community Center, 1200 Edgewood Avenue, Board/Conference room. Free and open to public.

MARCH 26 CONTROVERSIES IN DIABETES MANAGEMENT SYMPOSIUM 7:30 a.m. - 12:15 p.m., Unity Hospital Education Center, 1555 Long Pond Road. For health care professionals involved in the care of patients with diabetes, this program is designed to keep professionals up-to-date on the emerging treatments for glycemic control and demonstrate ways to interact with patients to encourage the types of behavior change needed for optimum self-care. Free registration, free parking. For questions, email Jean Bauch at jbauch@unityhealth.org.

MARCH 29 EXPLORING EIGHT CRITICAL QUESTIONS FOR WHEN SOMEONE DIES Sponsored by Unity, a community seminar for those experiencing grief in their lives. Led by Alan D. Wolfelt, Ph.D., author, educator, and grief counselor. 6 - 9 p.m. (5:30 registration) Asbury First United Methodist Church, 1050 East Ave. Register at 720-6000 before March 22. No fee to attend.

MARCH 29 INTEGRATIVE TREATMENTS FOR LOWER BACK PAIN Presented by Joanne Wu, M.D., Spine Center at Unity Hospital. Dr. Wu will discuss how to integrate treatment approaches to holistically manage lower back pain. 7:15 - 8:15 p.m., Fleet Feet Sports, 2210 Monroe Ave. Free and no registration required. Call 697-3338 for more information.

MARCH 30 EXPLORING THE SPECIAL FEATURES OF SUDDEN DEATH, TRAUMA LOSS, AND SUICIDE GRIEF Sponsored by Unity, a seminar for caregivers and the bereaved led by Alan D. Wolfelt, Ph.D., author, educator, and grief counselor. 9 - 11:30 a.m. Lifetime Care, 3111 Winton Rd. South. Registration at 720-6000 before March 22. No fee to attend.

MARCH 30 WELLNESS WEDNESDAY HEALTH FAIR Free flu shots, cholesterol and glucose screenings, blood pressure and BMI checks, and more. 12 – 1 p.m. 95 Canal Landing, Conference Rooms.

april

APRIL 9 AMERICAN HEART ASSOCIATION HEART WALK Blue Cross Arena. Registration at 8 a.m., walk begins at 10 a.m. Information: contact Kathy Ross at 368-4371 or Dianna Hohman at 368-7351.

APRIL 10 – 16 NATIONAL VOLUNTEER WEEK A time for Unity to thank their volunteers for their dedication and commitment.

APRIL 28 LET'S TALK HEALTH – BACK & NECK PAIN Question and answer session with a panel of experts led by Mary Dombrov, M.D., medical director of the Spine Center at Unity Hospital. Health screenings 6 – 6:30 p.m./Seminar 6:30 – 7:30 p.m. Mario's, 2740 Monroe Avenue. Register at unityhealth.org/letstalkhealth or 368-3000.

APRIL 30 – MAY 1 UNITY HEALTH SYSTEM FLOWER CITY CHALLENGE Rochester River Challenge Duathlon and Paddle Triathlon on April 30, and Unity Health System Rochester Flower City Half Marathon and Family 5K on May 1. Walkers and joggers are welcome. Unity will reimburse employees the registration fee for one event. To register, go to www.flowercitychallenge.com.

Unity Hospital Modernization and Expansion Update



Progress continues in the former Park Ridge Living Center. Crews are focusing on preparing spaces on the ground floor – the future home of Unity Dialysis, Unity Endoscopy, and Unity Center for Aging Administration. These departments are scheduled to move into their new space by January 2012.

Noise disruptions will also continue this spring above the third floor at Unity Hospital as preparations are made to the roof and columns for the new fourth floor.

Many clinical and non-clinical departments are working together to manage the largest construction project in Unity's history. "We are grateful to the entire Unity Community for their teamwork and flexibility during the construction period," said Bob Donahue, vice president, Ancillary and Support Services.

Employee feedback and questions are welcome and can be directed to the Building Better Care Helpline at 585-723-7001 or buildingbettercare@unityhealth.org.

Project Milestones

2011

Phase 1 – Opening of the former Park Ridge Living Center

- December – Opening of new facilities:
 - Unity Dialysis Services
 - Unity Endoscopy
 - Long-term care administrative offices

2012

- New café opens
- New auditorium opens
- Pharmacy relocates to second floor
- Kitchen expands
- Cardiology moves to new space

2013

Phase 2 – Opening of renovated 200/300 units

- New fourth floor complete – first two units open including the new Joint Replacement Center
- Main entrance and lobby reopen

2014

Phase 3 – Opening of renovated 100/400 units

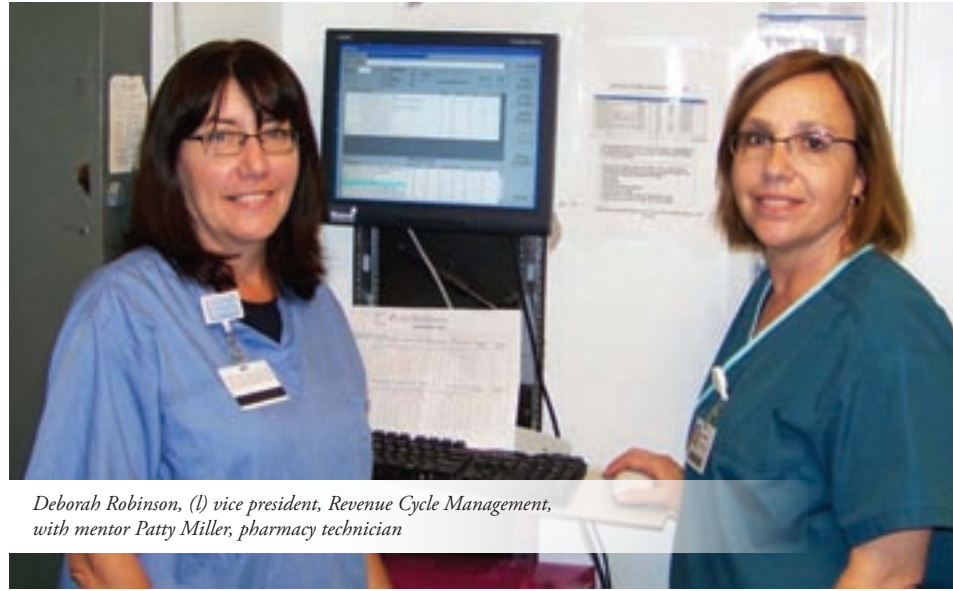
- Two additional units on new fourth floor open
- Golisano Restorative Neurology and Rehabilitation Center opens

Administrator Apprentice Day - On the Flip Side

Last September, departments from across Unity Health System invited administrators to share a “day in the life” of their jobs – called Administrator Apprentice Day. The feedback was so positive, that in December, many of the administrators reciprocated by inviting their department mentors to attend a meeting or activity with them.

Stewart Putnam, executive vice president and chief operating officer at Unity Hospital, invited his mentors, Karen Lada and Debra Montagliano, both registration specialists in the Emergency Center, to the December Performance Improvement Committee meeting. Lada says it was interesting to observe the Committee reviewing a list of incidents of patient acquired conditions to determine whether the standard of care was met or not met, and whether opportunities existed for improvement in each case. “The doctors in the meeting expressed a great level of care and dedication to the patients’ well-being that left a lasting impression on me,” said Lada.

Barb Tripi, director, Health Informa-



Deborah Robinson, (l) vice president, Revenue Cycle Management, with mentor Patty Miller, pharmacy technician

tion Management, attended a Health Care Group Finance meeting as a guest of Tom Crilly, senior vice president and chief financial officer. Tripi says she found the meeting interesting because she never realized the

amount of information and detail that goes into the budgeting and planning process to ensure that Unity is meeting its financial goals. Tripi says she was especially impressed with the Board of Directors. “They

were obviously so involved and committed to Unity. I could see that they really believe in the Unity Brand Promise – delivering the best possible health care experience. It’s refreshing that people outside of Unity are interested and committed to the company,” she said. “I got a strong feeling of teamwork between the Board and our Administration working together for the common goal. The team was in sync with each other when they were reporting. It was very organized, and it was actually enjoyable to watch the interaction.”

Deborah Robinson, vice president, Revenue Cycle Management, invited her mentor, Patty Miller, a pharmacy technician, to a pharmacy billing committee meeting, focused on Medicaid and Medicare reimbursements. “I’ve been in the System a long time, and I think that more departments should shadow each other,” said Miller. “Our goal is to work better with one another. The directors put a lot of effort into this and we should reciprocate.”

Unity’s Cardiac Rehabilitation Celebrates 30 Years of Service

On January 26, 1981, Roxanne Walther, Alvani Santos, M.D., and staff from the Coronary Care Unit of the former St. Mary’s Hospital opened the doors to Rochester’s first Phase II Cardiac Rehabilitation program – a facility which started strictly as a monitored exercise program for people who had experienced either a heart attack or coronary artery bypass surgery.

Kathy Ross, R.N., a Cardiology practice nurse with the facility for 30 years, said that the program has grown steadily. “When we first opened, we only had two full-time people and we were open three times a week for limited hours. Now we have four full-time and two per diem people, and we’re open five days a week,” she said.

In 2002, Unity’s Cardiac Rehabilitation program became the first to be nationally certified in Rochester. In 2010, it moved to a new location on the second floor of Unity at Ridgeway. “We have at least four to five times more space now than what we originally had,” said Ross.

Karen Pyle, cardiology practice team

leader, says that the facility is much more state-of-the-art than it was in the early years, which is a benefit to patients. “Technology has advanced and we have, too,” she said. Ross adds that the facility now has more equipment and choices that allow the patients to continue treatment. “Now we have a recumbent stepper and recumbent bicycles for the elderly. Even if a person has low mobility, we can keep helping them well into maintenance,” Ross said.

Today, Unity Cardiopulmonary Rehabilitation is a multidisciplinary program which incorporates risk factor modification and changing lifestyle with a monitored exercise program. The program has helped countless patients to lose weight, manage diabetes, reduce stress, stop smoking, and develop improved exercise habits. “If patients leave, and I see them out in the community, or they come back, it’s nice to know that you had an impact on them being as active and productive as they are,” said Ross.

The staff is currently working on a book of photos to show the history of Cardiac Rehab as well as a 30th anniversary cookbook. “We’ve been here 30 years and we’re going to be here another 30!” Pyle said with a laugh.

Kathy Ross, R.N., Cardiology practice nurse, helping patients at Unity Cardiopulmonary Rehabilitation’s new location at Unity at Ridgeway.



Walk With the Unity Team for Heart Health on April 9

Rochester’s 21st American Heart Association Heart Walk is approaching, and Unity is forming its team, led by the Cardiopulmonary Rehabilitation staff. “The staff here has a special bond with the American Heart Association, since our work directly benefits Unity patients and their families every day,” said Kathy Ross, R.N., Cardiology practice nurse.

The Heart Walk will be held on April 9 and starts at Blue Cross Arena. The team goal is to raise \$10,000 this year. All Unity employees, as well as their family members and friends, are invited to join for this three mile walk. An indoor



Kathy Ross, R.N., Cardiology nurse, is the team leader for Unity’s Heart Walk this year

route will also be available for those who do not want to walk the outdoor route.

Ross explains that the walk is important to raise awareness in our community that heart disease and stroke rank first and third among causes of death in the United States. The American Heart Association is currently funding 21 studies and contributing \$3.8 million to heart research in the Rochester area.

Employees with questions about the Heart Walk may contact Kathy Ross at 368-4371, Dianna Hobman at 368-7351, or visit the Heart Walk web site at www.rochesterheartwalk.org.

LIVING THE BRAND promise

Even while her patients at Unity at Home are sleeping, you can be sure that Catherine Ricketts, one of the primary overnight home health aides at Unity at Home, will be there and ready to help whenever she’s needed. According to Claudia Dreifus-Pesce, supervisor at Unity at Home, Ricketts consistently responds to the needs of her patients, including picking up extra hours and shifts. Said Dreifus-Pesce, “Catherine is cheerful, competent, and conscientious.”

Dreifus-Pesce recalls a situation in which a patient released from Unity Hospital late one evening needed 24-hour care, and the condition of the patient’s apartment was extremely poor. Dreifus-Pesce phoned several aides for help with no luck. Even after a detailed description of the situation, Ricketts was the only one to accept the challenge, saying only, “This patient needs me.” Ricketts stopped everything she was doing and rushed to help the patient in need. As she cared for the patient, she rolled up her sleeves, and cleaned



Catherine Ricketts, home health aide, Unity at Home

the apartment as well. A huge thanks goes out to Ricketts for providing the best possible health care to our patients.

Join the “Eat Well, Live Well” Challenge Program Initiates New Challenges in 2011

For the fifth year in a row, Unity is joining the hundreds of employers in six states across the U.S. for Wegmans’ Eat Well, Live Well Challenge. The goal of the eight-week challenge is to encourage individuals to move more, increase the amount of fruits and vegetables consumed, and learn how to lead healthier, better lives.

New features in 2011:

- “Choose your challenge” - create your own challenge such as joining a team sport or trying one new vegetable a week, and invite others to join
- Track blood pressure weekly
- Report “half plate healthy” daily - filling half of your plate with fruits and vegetables, and the remaining half with anything else
- Post comments, “check in,” and earn virtual “badges” for successes so teammates and challengers can see progress
- Track your progress on single page on the website (www.eatwelllivewell.org).

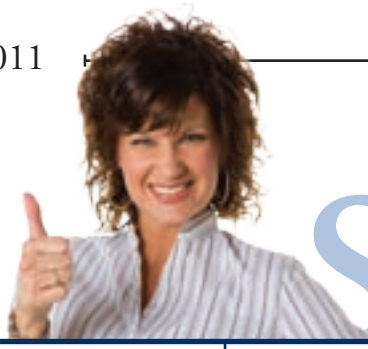
The Eat Well, Live Well Challenge will be held from March 20 through May 14. Unity will support participants by helping to organize teams, hosting special healthy “tastings” at the cafeterias, and more.

To join the challenge, contact Renee Elwood, employee wellness coordinator, at 368-3733 or relwood@unityhealth.org.



Participants from past years are being featured in this year’s promotional campaign. Unity’s Zeneida Ramirez, shown here, in a poster promoting the 2011 campaign.

UNITY



salutes



Unity Guardian Angel Program

Unity Health Foundation's Guardian Angel program allows grateful patients and family members the opportunity to support Unity Health System while paying tribute to their special caregiver – the individual or group of individuals who made a difference in their visit or stay at a Unity facility.

Billie Amatore, R.N.****	Michelle Masonis, R.N.
Mary Ellen Balla, L.P.N.	Linda McCullough, R.N.
Kim Blanchard, R.N.**	Donna Medeiros, R.N.
Nicole Bond, R.N.	Linda Montalvo, C.A.
Judith Borbas, M.D.	Casey Molitor, R.N.
Cassandra Cammarata, C.A.	Jodi Moore, R.N.
Deb Capers, R.N.**	Iga Ntheketha, R.N.
Nancy Cardozo, C.A.	Michelle Oneil, R.N.
Brittanie Cioppa, C.A.	Lester Marie Pascual, C.A.
Patricia Ciulla, R.N.	Paul Price, R.N.
Linda Coby	Thyda Prumchhim
Carrie Cooper, R.N.	Mary Pullybank, R.N.
Maryann Cropp, R.N.**	Kathryn Radell, R.N.
Michael DiMarco, C.A.	Courtney Rawleigh, R.N.
Aloisius Dloniak, C.A.	Barbara Richards, C.A.****
Robin Enderlin, R.N.*****	Linalée Rivera, C.A.
Remona Ervin	Tony Robbins, C.A.***
Alesha Ezell, C.A.	Abby Rutherford, R.N.**
Abimbola Famuyiwa, C.A.	Lisa Ryan, R.N.*****
Teresa Flaherty, R.N.	Ronald Ryan, C.A.
Susan Grillo, R.N.***	Tracy Sage, C.A.
Cara Grosshans, R.N.	Ljubica Salkic
C. Michael Haben, M.D.	Christine Scibilia, R.N.
Lindsay Hammond, R.N.	Linda Schultz, C.N.A.**
Sarah Helper	Matthew Selover, R.N.
Phoneouthith Homiyom, R.N.*****	Jennifer Sikorski, R.N.
Heather Jones, C.N.A.**	Shana Snowden, L.P.N.
Josephine Keane, R.N.**	Charles Taylor, C.A.
Renetta Kelly	Anna Tobin, R.N.**
Julianne King, R.N.	Ashley White, C.A.
Nadine Knapp, R.N.	Laurie Wiese, P.T.
Jason LaMartina, R.N.**	Anna Yankevich, R.N.***
Baret Martusciello, C.A.	Stacey Yaw, R.N.

* Indicates number of times nominated

On the Spot Awards

Unity recognizes employees and volunteers whose job performance exceeds customer service standards with On the Spot Awards.

For the weeks of January 1 through February 21, 2011

Abena Agyeiwaa	Heidi McCarthy
Blandina Bergado	Will McClinton
Danilo Bergado	Zachary McMullen
Hans Bors	Kathleen Meier
Wendi Borsching	Keith Meyer
Victoria Briggs	Paul McNeerney
Walneice Buckingham	Vincent Minter
Amy Burnside	Maureen Anne Mitchell
Ronny Rembranth Castro	Michael Ockrin
Maryanne Cestra	Mary Olney
Natalie Cio	Hector Perez
Linda Coby	Jaclyn Pilgrim
Jerry Collado	Paul Price
Constance Coots	Mary Pullyblank
Kathy Council	Cathleen Radford
Shawna Davies	Carol Reimer
Felice Dubois	Irma Reyes
Troy Duncan	Betty Riley
Doreen Farley	Ruben Rodriguez
Beverly Fort	Jim Russo
Sandra Fostano	Stuart Sacks
Natasha Foster	Carmen Sanabria
Maribeth Fravel	Mayeline Santiago
Corrina Gaillard	Angela Sellitto
Doretha Gibbs	Tyrone Shaw
Becky Graham	Sandra Sheffield
Ashley Grant	Charles Taylor
Tammy Haas	Jill Taylor
Tonya Hanks-Jackson	Kimberly Taylor
Cathy Heinrich	Denise Thomas
Sarah Hepler	Sarah Thomas
Margeann Hillengas	Anna Tobin
Charlotte Holmes	Janet Troicke
Asia Hooker	Edward VanDyne
Antoine Jeffries	Shana Verdine
Dustina Johnson	Amy VerHulst
Elizabeth Kenyon	Kathryne Wahl
Alecia Leach	Mary Wiersma
Barbara Lingg	Mary Yost
Darlene Manning	

Congratulations

to the following dedicated employees who will celebrate five years or more of service to Unity from March through April 2011.

5 Years

Laurie E Adjivon	Elaine Lanni
George Amoabin	Stephanie R Lewis
Kelly D Appleton	Vicky Liu
Joanne Banos	Felicia Lofton
Jessica L Bellis	Molly Wiest Logothetis
James H Brady	Laura A Manners
C Steven Brown	Marizela Mehanovic
Tiffany Bush	Renee Miller
Michael T Callaghan	Shannon Nash
Akia A Calvin	Clement Odita
Barbara J Carris	Patrice Pasquale
Brittney Curtiss	Bedain M Quintero
Gonzalo DeJesus Jr.	Shantea L Roberts
Lan B Diep	Mary Robinson
Rosetta Eaddy	Mary Ellen Ryan
Jean E Faber	Kenneth D Saffer
Stephanie Fortman	Cathy Scarpulla
Shirley Freeman	Benjamin L Scott
Kerrie L Gianvecchio	Katherine Sawrey Smith
Rachel Gill-Guilford	Kiara Smith
LaShanda S Glenn	Elvira Stephens
Bianca T Guevara	Keith J Stone
Kiersten M Hasse	Sue Anne Stuckless
Mary Ann Heinrich	Nancy Lee Symes
Joshua D Hernandez	Betsy Tascione
Charlotte Holmes	Hector L Vazquez
Laura J Howell	Shana Verdine
Rose Hudson	Shaundel Louise Wise
Renae Charlene Johnson	Michele A Yax

10 Years

Shelly Attili	Susan E Kesselring
Maria E Barbosa	Nicole Kilmer
Kimberly Batz	Marie A Larsen
Kelly M Bloom	David Maddox
Jodi Brown	Nancy Mikels
Carol Burke	Joseph P Morgan
Ketelie M Dornelus	Christine Palmeri
Wendy Ferrer	Sarah K Peers
Jennifer B Fleming	Heather Roberts
Tina Gilbert	Caitlin A Ryan
Catherine Gustafson	Nonna Serosyan
Alethea Hayes	Nancy L Squires
Judith Hennen	Heather L Stratton
Karen A Hofschneider	Weston Sacy
Debbie Jackson	Linda Urban
Gregory L Johnson	Jane M Wamser
Albert P Jones M.D.	Melissa M Weezorak
Jennifer Keiser	Jaroslav Zydowicz

15 Years

Barbara Beck	Michael R Lapp
Nancy C Bigham	Tracy A Scholze
Susan K Hall	Kristy Totter
Mack A Harris	Maryjane Venuti
Ronald Hobbins	

20 Years

John Battaglia	Diane Powers
Carolyn Cowan	Prakash P Reddy M.D.
Lisa Kenyon	Kathryn Jean Reidosh
Sheila Lacagnina	Christopher M Smith
Linda Marriott	Nancy Sprague
Tammy L Marthage	Teresa Sullivan
Sharyl Morton	

25 Years

Alan Bowman	David R Perry
Annette M Hare	

30 Years

Sandra Baymer	Joyce Scalzo
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35 Years

Betty Reardon	
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A LETTER OF

Our dear Nancy is gone from your [Unity's] loving care. She loved everyone on the 2200 and 2100 wings that gave her such wonderful care and attention and who became like family.

If I were to name names, it would include not only the very loving and caring nurses and tech staff, but also everyone from the physicians' assistants, the secretaries and the housekeeping staff. Each in your own way was very special to Nancy and to our entire family.

Our sincere gratitude and much love to all of you.

Family Member of Patient, Unity Hospital

thanks

DID YOU CATCH SOMEONE LIVING THE UNITY BRAND PROMISE?

Share your story with Corporate Communications at 368-3091