

From the Desk of the
Vice President of Clinical Services



Honor Martin, RN

Quality improvement is a process which challenges us to look at the procedures and workflows of our medical practice on a regular basis. These intense reviews guide us in our effort to deliver high-quality care and service. Through this process, we can learn a great deal about the way we practice medicine. But in the current health care landscape, rapid changes and new developments are happening daily, and learning about ourselves cannot be the end of the story. In this important educational journey, we must identify those things about us that help us work well as a team: providers, managers, and staff. In that effort, we have been developing ways to transform our medical practice to serve YOU better; our most important Team Member. More than communicating information, Team Work is the facilitation of care through all of the people who touch our lives every day. Behind the scenes, you may not be aware of the nurse who reads your lab report and sends it to a provider to review, or the provider who ensures you have everything you need to stay healthy. Those needs may include the last minute prescription refill you call in before your medication runs out. Whether it's the reception staff who respond to your urgent call for an appointment or the manager who reviews your visit notes for quality after you leave the Health Center, each member of the Team is involved in providing you with the best patient experience. In this journey of transformation, we will continue working toward improving how we work, how we communicate, how we provide care and how we involve you in decision-making and goal setting. Our mission is simple. We serve at your pleasure; we will work to earn your trust every day.

Patient Engagement and Education at Aspire of WNY

At the Aspire Health Center, our staff is devoted to encouraging and empowering our patients, as well as helping them live their lives to the fullest through individualized care.

In August, the Health Center became a member of Context Media. Context Media provides our Health Center with health promotion education on a simulated TV broadcast and provides tablets for patients to use interactively. Chronic disease, nutrition, exercise and lifestyle changes are important education topics that assist Health Center providers in creating visual messaging for patients. Our goal is to engage our patients, their families, and caregivers while they spend time in the waiting room and then in their assigned exam rooms. We hope that this new feature will provide our patients with the education and motivation they need to become more informed consumers of their health care.

The materials can be customized to reflect specific health issues, so watch for new messages and join in the visual experience that the new service offers you and your family. Take advantage of our touchpad educational systems located in the exam rooms and touch your way to better health!

Grand Rounds



Dr. Raphael Blochle

On Friday, December 9, 2016, Aspire Health Center hosted a Grand Rounds presented by Dr. Raphael Blochle. Dr. Blochle, a Vascular Surgeon and member of the Aspire Board, provided an intimate look at Vascular Health, covering topics such as: Carotid Stenosis, Deep Vein Thrombosis, Aortic Aneurism, Intermittent Claudication and other conditions affecting vascular well-being. Dr. Blochle also presented the latest vascular treatments and surgical procedures, which afforded providers and nurses an in-depth look at ways to prevent vascular problems from beginning and promote healthier lifestyles for patients.

KNOW YOUR NUMBERS!

Keeping your blood pressure under control is very important to your health! High blood pressure is often a key element in chronic illness such as heart and respiratory disease and diabetes. When you come in for a visit with your health provider, be sure you ask for "your numbers." Your Provider can advise you on what his or her expectations are for you to stay in your personal, healthy range. If you know your numbers, you can work with your provider to make any lifestyle or nutrition changes necessary to stay on track!

Medical Provider Education at Aspire Health Center



Karen Peltan



Michael Murray

Spring and Fall at Aspire Health Center brought two new providers-in-training to our primary care suites. Karen Peltan, a Nurse Practitioner Student from D'Youville College and Michael Murray, a fourth-year medical student from SUNY at Buffalo Medical School (Internal Medicine/Pediatrics) Program, became part of the Health Center's health care and service delivery operations. Karen had the opportunity to work with Aspire's Senior Nurse Practitioner, Jane Blake, to gain experience in caring for our complex disabled and developmentally challenged population. Similarly, Michael had the opportunity to spend many hours with each of the Aspire Primary Care physicians to gain a better understanding of how primary care in an integrated multi-disciplinary medical setting is provided. Both Karen and Michael became part of the Health Center family easily, as though they had always been part of the Team. We wish them both success as they begin their careers in this new age of health care.

THE NATIONAL WITNESS PROJECT



Members of the Aspire Health Center Management Team and The National Witness Project pose for a picture with Dr. Margaret Libby (center, sitting) at the recent Open House.

In early November, Aspire Health Center and The National Witness Project formally aligned in a major collaboration to provide health care and services to a new WNY population. Originally founded in Arkansas to

support the health care needs of African-American women for breast cancer and pap smear screening, Witness today is now a national movement to provide primary care, preventive screening and health services delivery not only to African American women, but to immigrants, **Hispanic women and men** in need of health care. The Aspire Health Center welcomed potential Witness patients at a recent Open House held at the Health Center on November 12, 2016. Individuals who do not have a primary care provider and who are in need of health care, may call (716) 505-5634 to schedule an appointment.

HEALTH TIPS FROM THE ASPIRE MEDICAL DIRECTOR

Many times we don't think about how our emotional health affects our body's ability to fight illness and infection. When we are under stress, like dealing with the loss of a loved one, experiencing money **problems** or even planning for a joyful celebration like a wedding, emotions can often become the focus in our daily life. Sometimes emotional health can create physical signs or **symptoms** such as a change in appetite, extreme tiredness, inability to sleep, aches and **pains** or an upset stomach. Poor emotional health can also weaken our immune system. When emotions have a hold on our life, it is easy to forget the things that we should be doing to maintain good health. This opens the door for infection and sometimes serious illness. Dealing with emotions can sometimes be overwhelming and create stressful situations for many. If you are in the middle of a stressful time in your life, here are a few things to think about:

- Share how you are feeling with your health care provider. It's important for your provider to know about the things that are making you feel stressed, **sad** or anxious.
- Take time to recognize the beautiful and calming influences in your life and focus on these thoughts to help you through difficult days.
- Take care of your body's needs. Make sure you are getting enough sleep and that you are eating healthy foods to strengthen your immune system. Remember, drugs and alcohol are not a solution for feeling better and can often make you feel worse.

Most important, however, don't allow emotions to define who you are. Recognize where the emotional upset is coming from and tell yourself that you can deal with it sensibly and effectively.

— Dr. John Yowpa

Employee Recognition

Two long time employees of the Aspire Health Center were recently awarded Employee Recognition awards for outstanding service at the Agency's annual Employee Celebration Event. Melinda Toomey, Medical Practice Operations **Manager** and Debra Haynes, Physical Therapy **Supervisor** were honored for their exceptional work ethic with regard to patients of the Health Center over many years. Together, they represent extraordinary dedication and values in action in their care for those we serve.



Pictured left to right: Honor Martin, Melinda Toomey, Debra Haynes, Martha Farewell gather at the Employee Celebration Event.