NYP Gets Engaged

A New Focus on Patient and Employee Engagement

Members of the Information Technology Department, who work to create innovative tools to help patients manage their own care. Read more on page 4.
A Message from Dr. Corwin and Dr. Kelly

As you all know, one of the six new Strategic Initiatives introduced at our 2014 Kick-Off is Engagement. Building on our communication efforts, we are highly focused on engaging staff so that we can continue to strengthen the NewYork-Presbyterian culture. A strong culture guides everything we do and will help us continue to deliver the best patient care in the country while meeting the challenges ahead.

Engaged employees embrace our core organizational beliefs. They are passionate, proud, and conscientious about their work and the care they provide to our patients and their families. We know that this leads to the highest quality, most compassionate care and service, and ultimately the best patient experience. We are committed to engaging everyone at the Hospital, and later this year, we will be introducing an Employee Engagement Survey to help identify how we can work together to strengthen engagement across the Hospital.

Our employee engagement efforts include the rollout of a number of creative and exciting initiatives. This month, we are thrilled to be launching the long-awaited Steps Challenge as part of our NYPBeHealthy employee health and wellbeing program. This four-week, friendly competition will encourage all staff to get active and walk more during their daily routine. It also promotes teamwork and fun as participants work together toward their common goal. We applaud our 371 teams, which comprise over 5,000 participating staff.

Of course, part of being engaged is staying connected and informed. We hope you will continue to read NYPress regularly, and check the Infonet daily, not only for important information that will help you do your job, but for new opportunities to become engaged, share your ideas, and get involved. Please also join the conversation at monthly Town Hall meetings across our campuses and departments, and through NYP’s multiple social media sites. Effective communication and employee engagement is really the backbone of the Hospital. Just as we are committed to communicating with you, we need you to be committed to communicating with us. Through active dialogue, we can create a better workplace, and in turn, deliver even better patient care. Thanks to all of you for being a part of our amazing team.

Steven J. Corwin, MD
Chief Executive Officer
NewYork-Presbyterian Hospital

Robert E. Kelly, MD
President
NewYork-Presbyterian Hospital

Q: We are hearing that volume at the Hospital has been lower than expected this year. What are we doing to bring more patients to NYP?

A: During the first three months of 2014, the number of patients coming to the Hospital has, in fact, been lower than we anticipated. We think this trend is, in part, related to health care reform and is being seen in many hospitals in our area and across the country. We have been preparing for the financial challenges associated with lower volume in various ways. One way has been the expansion of the NYP Healthcare System. One of the reasons we are expanding is to be able to offer access to our quaternary and tertiary services to a greater number of patients with complex conditions. We are also working very closely with our medical school partners to improve and expand access for our patients – a key priority for both the Hospital and our physicians. We want patients to be able to receive care promptly, without long waits for physician appointments. This is vital not only to bringing in more patients, but to improving the patient experience.

Q: Since ‘Health and Wellbeing’ is one of this year’s Strategic Initiatives, will NYP provide free wellness workshops and exercise classes for employees?

A: I am very excited that we recently launched NYPBeHealthy to help our employees improve and maintain their health and overall well-being. This is a very important part of our mission as an academic medical center. We want to support our staff in achieving their individual health goals, so everything that we offer is free to employees. We are continuing to expand NYPBeHealthy’s programs, and we’re currently working on offering free stress-reduction and yoga classes, as well as wellness coaches available on our campuses to work one-on-one with staff.

Q: How do we maintain a culture of safety across our campuses?

A: I truly believe that a culture of safety starts with respect. Everyone needs to understand that any member of the team can speak up and say, “This is not right.” We’re all human and everyone makes mistakes, but we can provide a safety net for each other. Every member of the team should know that they can speak openly and admit when an error was made. The lines of communication need to stay open and people need to like they are working together on the same team, toward the same goal – putting the patient first.

Q: NYP/Lower Manhattan has received a lot of support since the merger. Will this continue?

A: As our sixth campus, NYP/Lower Manhattan is a part of the NYP family. It is just as important as any of our other sites. We have brought some of the most talented people from across the institution to join the NYP/Lower Manhattan team. Our Board of Trustees, our senior leadership, and I are all committed to NYP/Lower Manhattan’s ongoing success.
Reducing Delays and Improving Patient Flow: A Team Effort

Everyone plays a role. That’s the central message behind NYP’s recent and ongoing efforts to improve patient flow – ultimately benefiting patients and families. Our goal is to safely manage the flow of patients throughout the continuum of care, reduce overcrowding and delays, and increase access and patient safety. Patient flow affects quality and patient safety, patient satisfaction, access, employee satisfaction, operating expenses and revenue, and other key metrics such as hospital length of stay.

One way we are measuring patient flow efficiencies is by using TeleTracking software. The system, which promotes proactive rather than reactive management, provides a platform to identify sources of variation in processes and practice patterns, so they could be reduced or eliminated. It also allows for real-time demand capacity management.

“We are all engaged in a Hospital-wide system of patient flow and patient care. We are each part of the whole,” says Anthony Dawson, VP, Operations, NYP/Milstein. “The emergency department is connected to the ICU. The ICU is connected to the OR. The a.m. bed huddle is a planning tool for improving patient flow. The team discusses and acts upon admissions, discharges, and transfers within the Hospital and defines specific problem areas and takes actions to solve the problems.”

While everyone plays a role – and improving patient flow depends on teamwork between departments, not just individual performance – the members of the care team and support services are central to the efficient, safe, and appropriate movement of patients. A few examples of different disciplines’ roles are:

- **Patient Flow Efforts are Being Undertaken at the Organizational Level, as well as on Individual Units and Services, and Are Incorporated Within the Hospital’s Making Care Better and HERCULES Initiatives.** Some successful initiatives include barrier-reduction teams, which are unit-based teams that identify and work to reduce barriers to discharge and timely patient care; bridge programs, in which an inpatient nursing unit partners with the emergency department or PACU to improve transitions between care; early mobilization in the ICU, which aims to reduce ICU length of stay and improve outcomes by initiating physical and occupational therapies within the early phases of a patient’s ICU stay; relationships with nursing homes to improve access and timely placement from the Hospital into the nursing home or next level of skilled care for the patient; and efforts in ambulatory care settings to reduce appointment “no-shows.”

**Measures of Success**

Data collection and analysis is an important component of understanding patient flow. Some of the data that NYP is looking at include average versus expected length of stay, percent of emergency department patients who left without being seen, operating room holds and overnight stays in the PACU, turnaround time for patient escort and environmental services, availability of follow-up appointments for the discharged patient, and compliance with TeleTracking.

“This isn’t just about efficiency and reducing length of stay,” says Mr. Dawson. “It’s about moving patients to the appropriate level of care, in a patient-centered approach.”

One way we are measuring patient flow efficiencies is by using the
Empowering Patients

Hospitalized patients are often inundated with complex medical information. They may also have difficulty communicating their needs to their care team. NYP recently set out to address these challenges and increase patient engagement by providing a tablet device at the patient’s bedside. The tablets, equipped with custom-built Windows 8 apps, let patients communicate with their care team and quickly access their health information on the myNYP.org portal.

The tablets are being piloted on 7 Hudson North at NYP/Milstein and 4 Central at NYP/Weill Cornell. The next step is to roll out tablets to approximately 10 more units and eventually to most units.

“The tablets help patients become more aware about their health and their hospital stay,” says Deodat Baichulall, RN, 7 Hudson North, NYP/Milstein, who is a strong advocate for the tablets. “By learning how to use the myNYP.org portal, it gives patients an advantage and can help support better health outcomes.”

Feedback from patients and the nurses has been positive, while recommendations for improvement will be integrated as the tablets are introduced to new units. Among the upcoming enhancements is the ability for a patient to scan his or her wristband to log in to the system. In addition, patients will soon be able to anonymously play games against each other.

What Patients Can Do on the Tablets

- Track questions for their care team
- Record their pain level
- Find out more about the medications they are receiving
- Call for the nurse
- See photos of their care team
- Watch NY Med
- Access the internet, their email, and free entertainment

NYP Recognized for Innovation

NYP was recently ranked #6 in InformationWeek’s Elite 100 – a list of top business technology innovators in the U.S. – thanks to our use of the patient tablet. We were the only hospital to rank in the top 10, which included major companies in information technology, banking, pharmaceuticals, and other fields.
How can NYP improve our patient portal, myNYP.org? That was the challenge that some 60 software developers, designers, and clinicians tackled at InnovateNYP, New York’s first-ever hospital hackathon. A hackathon is an event that brings together technology experts to focus on a specific goal.

Held March 15-16, the participants worked around the clock for a day and a half with the goal of developing new features to enhance the portal and the patient experience. And what they built was “creative and outstanding,” says Helen Kotchoubey, Corporate Director of Information Services, who managed the event.

MyNYP, which allows NYP patients and employees to track their health records, coordinate doctors’ appointments, and more, is a central tool in NYP’s patient engagement efforts. A simple, convenient way to help manage one’s own health and the health of family members, myNYP.org helps patients become more informed, active, and empowered.

The hackathon was intended to solicit fresh eyes and ideas to complement the existing portal. Many members of NYP’s talented information technology staff actively participated in the event.

The competition kicked off on the Saturday morning in the Riverview Terrace at NYP/Columbia, where Aurelia Boyer, SVP and Chief Information Officer; Patrick Jordan, IT Project Leader; and Ms. Kotchoubey gave the participants, divided into 17 teams, background on the portal and NYP’s ideas and vision about improving it. The teams then began their 36-hour quest to conceptualize and develop their ideas, stopping only to eat and sleep.

On Sunday evening, the teams presented their ideas to Ms. Boyer and other influential leaders in health care technology: Cyrus Massoumi, founder and CEO of ZocDoc; Mario Schlosser, co-founder and co-CEO, Oscar; Scott Schwaitzberg from Google; and Brad Weinberg, founding partner, Blueprint Health.

The first place team developed a way for inpatients to connect with other patients through common interests, play games together, and communicate through instant messaging and video chat. It aims to build patient community and provide a vehicle to deliver education through video chat.

In third place was a team that proposed a way to streamline the appointment check-in process and provide a patient support and reward system for healthy activities, such as scheduling and showing up for doctor appointments and keeping track of medication schedules.

“We saw a number of creative and well-executed ideas at InnovateNYP, so picking only three winners was extremely difficult,” said Ms. Boyer. “We are now working with the winning participants and some runners-up, as well as with our own talented experts on staff, to implement some great ideas.”

NYP Hosts City’s First Hospital ‘Hackathon’

Making Care Better, launched earlier this year, is an initiative designed to improve the patient experience by changing the way the Hospital operates at the unit level and better coordinate how we deliver care to patients.

A goal of Making Care Better is to improve how we communicate with each other and with our patients and their families. To help support this goal, one of the 13 Making Care Better elements is educating patients about the portal, myNYP.org (see the March 2014 issue of NYPress for more details about Making Care Better). Physicians, nurses, social workers, registrars, and anyone who interacts with patients are all empowered to educate the patients about the portal.

Traditionally, patient portals have been focused on giving patients access to their medical records at home. NYP was one of the first organizations to introduce a portal view for inpatients. By being introduced to the portal and educated about its functions by a member of their care team during their hospitalization, patients have a credible source of information about its benefits.
The Innovators

Although most of the staff involved in the patient engagement technologies work behind the scenes in the Information Technology Department, they all share one commitment: We Put Patients First. They each bring different skills and experiences to join together as a team, working to give patients innovative tools to manage their care and support NYP’s clinicians. The team includes representatives from applications and web development, desktop, systems integration, unified communication/converged technology, informatics, nursing informatics, and nursing.


Dr. Laura Forese Highlights NYP’s Innovation at Westchester County Conference

How are hospitals adapting and embracing innovation in Westchester County’s changing health care landscape? In early May, Laura Forese, MD, Group SVP and Chief Operating Officer, NYP/Weill Cornell, and President, NYP Healthcare System, joined a panel of health care executives to address this question. Moderated by Ken Raske, president and CEO of the Greater New York Hospital Association (GNYHA), the panel addressed the growth of NYC-based hospitals into Westchester County, various practice and payment models, the use of innovative technology in health care, and investments in advanced specialty services. Dr. Forese highlighted NYP’s patient tablets and the recent hackathon (see pages 4–5 for details), as well as our collaborations with Microsoft and Google. She also gave a preview of NYP’s efforts to strengthen ties with Lawrence Hospital. Executives from Memorial Sloan Kettering Cancer Center, Montefiore Medical Center, and ENT and Allergy Associates rounded out the panel, which was part of Health Tech ’14, a two-day conference that brought together leaders in health care, technology, business, academia, and other areas to learn about opportunities in biotechnology and health care in Westchester County.

Awards and Honors

The New York Association for Ambulatory Care (NYAAC) recently honored Robert Guimeto, MHA, Vice President, Ambulatory Care, with its Significant Contributions to Ambulatory Care Award at its annual awards gala in April. Mr. Guimeto was recognized for providing outstanding strategic leadership for the Hospital’s Ambulatory Care Network. NYAAC is a nonprofit organization of professionals who have a strong professional commitment to ambulatory health care.

Hooman Kamel, MD, neurologist, NYP/Weill Cornell, received The Michael S. Pessin Stroke Leadership Award at the 2014 American Academy of Neurology annual meeting in Philadelphia in April. The Pessin Award recognizes emerging neurologists who have demonstrated a passion for learning and expanding the field of stroke research. As part of the honor, Dr. Kamel gave a presentation titled “Cardiac Arrhythmia and Stroke.” In addition to treating patients in NYP/Weill Cornell’s stroke and critical care division, Dr. Kamel investigates the causes of the condition, with a particular interest in the link between cardiac arrhythmias and stroke.

Dattatreyudu Nori, MD, Vice Chairman, Radiation Oncology, NYP/Weill Cornell, has been selected as a recipient of the 2014 Ellis Island Medal of Honor from the National Ethnic Coalition of Organizations. The awards celebrate patriotism, tolerance, brotherhood, and diversity, and are given annually to individuals who have distinguished themselves within their own ethnic groups while exemplifying the values of the American way of life. Dr. Nori received his award at a ceremony on Ellis Island in May.

Vickie Powell, MS, RPH, FASHP, Site Director, Pharmacy, NYP/Columbia, has received the 2014 Pharmacist Achievement Award from the New York State Council of Health-system Pharmacists. This prestigious award identifies the pharmacist who has been recognized by health-system pharmacy peers as achieving significant accomplishments in pharmaceutical services throughout his or her career. The New York State Council of Health-system Pharmacists is a professional organization of over 2,000 pharmacists, pharmacy technicians, students, industry personnel, and others interested in the advancement of pharmacy as an essential component of health care and medication-error reduction.

The Crohn’s & Colitis Foundation of America (CCFA), Greater New York chapter, recently honored Robbyn Sockolow, MD, Director of Gastroenterology and Nutrition, NYP/Komansky Center, with its Woman of Distinction in Medicine Award for her work in the field of inflammatory bowel disease (IBD). Dr. Sockolow was recognized for her commitment to patient care and her pioneering work in the field of Crohn’s disease and colitis. She accepted the award at the CCFA’s 21st annual Women of Distinction Luncheon in May.

At a benefit in April, Stephen Tsang, MD, PhD, ophthalmologist, NYP/Columbia, was honored by the Foundation Fighting Blindness (FFB) with its Visionary Award. Dr. Tsang was recognized for his care of individuals with retinitis pigmentosa and contributions in gene and stem cell therapies. Funded in part by the FFB, Dr. Tsang’s research interests include implementing personalized medicine by correlating genetics with their disease progression and treatment options. The benefit raised $1 million for research into prevention and treatment for vision-robbing neurodegenerative diseases.
NY Promotions

If you know of any promotions that have been omitted, call Human Resources at: 212-746-1448 (NYP/Weill Cornell); 212-305-5625 (NYP/Columbia).
The 2013 Patient Centered Care Awards ceremonies were held in March and April to recognize individuals and teams for excellence and achievement in patient satisfaction and services. The following types of awards were presented:

- **Press Ganey Award**: Recognizes the unit/department with the highest rated Press Ganey overall mean score, the most improved percentile ranking, the most improved mean score, and the 90th percentile award.
- **Team Achievement Award**: Recognizes groups of people who come together to develop programs and approaches to improve the patient experience.
- **Leadership Award**: Recognizes leaders who inspire members of their team to provide excellent, compassionate, and responsive care to our patients and their families.
- **Physician Champion Award**: Recognizes physicians who provide outstanding leadership and inspire members of their team to provide excellent, compassionate and responsive care to our patients and their families.

**NYP ALLEN**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 8 River West
- **Most Improved Mean Score - Department**: 8 River West

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Robin Ferrer

**Physician Champion Award**: Pasquale "Pat" Casale, MD

**NYP/COLUMBIA**

**AMBULATORY CARE NETWORK**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: Fort Washington Dental
- **Highest Rated Department**: Payson 9 Pediatrics Sedation
- **Most Improved Percentile Ranking - Department**: (2 awards)

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Nancy Ramirez, Practice Administrator

**Physician Champion Award**: Cathy Fanourakis, Patient Care Director

**NYP/WELL CORNELL MEDICAL CENTER**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 14 South
- **Most Improved Mean Score**: 611 North Inpatient Behavioral Health

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Joyce Philips, Patient Care Director

**Physician Champion Award**: Rebecca Owens, Patient Care Director

**NYP/WESTCHESTER**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 8 North
- **Most Improved Percentile Ranking - Department**: (2 awards)

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Debra Katz-Felgenbaum

**Physician Champion Award**: Joseph Safdieh, MD

**NYP/ALLEN**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 6 Hudson North

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Melissa Glassman, MD

**Physician Champion Award**: Robin Ferrer

**NYP/COLUMBIA**

**AMBULATORY CARE NETWORK**

**PRESS GANEY AWARDS**

- **Highest Rated Department**: Perioperative Services
- **Most Improved Mean Score - Unit**: 8 Med Annex

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Anne Richardson, Patient Care Director

**Physician Champion Award**: Ellen Cotter

**NYP/MORGAN STANLEY CHILDREN’S HOSPITAL**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 6 Tower
- **Most Improved Percentile Ranking - Department**: 4 Tower/8 Central

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Alba Reyes, Patient Care Director

**Physician Champion Award**: Sharon Gravelle, Manager

**NYP/WELL CORNELL MEDICAL CENTER**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 2 South
- **Most Improved Mean Score**: 2 South West Neuro ICU

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Tricia Polich, Patient Care Director

**Physician Champion Award**: Michelle Glotzer, Program Director

**NYP/ALLEN**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 6 North

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Elizabeth Farley, Patient Care Director

**Physician Champion Award**: Jo Ann Love, Patient Care Director

**NYP/COLUMBIA**

**PRESS GANEY AWARDS**

- **Highest Rated Unit**: 8 South
- **Most Improved Percentile Ranking - Department**: (2 awards)

**TEAM ACHIEVEMENT AWARD**

**Leadership Award**: Cynthia Kozmic, Patient Care Director

**Physician Champion Award**: Cathy Magure-Lombardi, Patient Care Director

**NewYork-Presbyterian**

**BOOT CAMP**

**Month #7:** Demonstrating Presence

Are your verbal and nonverbal cues aligned? At NYP we have made a professional commitment to always put our best foot forward. In order to do so and truly be present with our patients, we need to demonstrate to our patients that they have our attention and that we are actively engaged in listening to them while we are caring for them.

This year, as we focus on communication across the Hospital, we are asking everyone to take a step back and think about their nonverbal communication. Through our HCAHPS scores, our patients are telling us that they do not always perceive that we are actively listening to them. This month, as you work together as a team to demonstrate your presence, take a moment to reflect on what might be distracting you and prohibiting you from fully engaging with and listening to our patients.

The Demonstrating Presence Manager’s In-Service Guide, along with the Daily Huddle Messages and “The Power of Positive Thinking” are available on the Infonet to help you this month. Always, feel free to reach out to your PCC specialist if you need additional help.

Each month, the Hospital focuses on one of the in-service guides and topics from NYP Leadership Boot Camp. Ultimately, using these guides will help ensure NYP provides every patient and family member with an amazing experience.
For Treating Kids with Severe Spinal Deformities, a Magnet Replaces the Scalpel

A 5-year-old boy diagnosed with early onset scoliosis, a severe curvature of the spine, is the first patient in the New York area to receive a novel treatment using magnetic technology to correct this condition and avoid the need for repetitive spine-lengthening surgeries.

An alternative to traditional growing rods, which require 8-10 repeated lengthening surgeries during a child’s growing years, the MAGEC device allows surgeons to straighten and correct the spine gradually and noninvasively.

“The MAGEC (MAGnetic Expansion Control) device, which uses external magnets to control a rod implanted in the spine, is for children diagnosed with progressive early-onset scoliosis who have not benefited from nonsurgical treatments,” says the boy’s surgeon, Michael Vitale, MD, Associate Director of Pediatric Orthopedics and Chief of the Pediatric Spine and Scoliosis Service at NYP/Morgan Stanley Children’s Hospital, who performed the procedure in April.

Dr. Vitale expects this advance to improve outcomes in children with severe spinal deformities. “This new approach is designed to obviate the need for repeated trips to the operating room, as well as eliminate complications from infections and psychosocial effects of multiple surgeries.”

Children diagnosed with early-onset scoliosis, characterized by spinal curves that exceed 40 degrees, represent about 10 percent of all children diagnosed with scoliosis, says Dr. Vitale. Left untreated, children with this condition are at risk for developing cardiac and/or respiratory problems related to stunted growth and development.

Minimally Invasive Spine-Lengthening Solution

Candidates for the MAGEC device undergo an initial surgery to implant an adjustable magnetized growing rod. Once the rod is implanted, it can be lengthened externally with a hand-held magnetized device, which eventually straightens the spine.

This rod-lengthening process typically takes about 15 minutes and is performed on patients every three to six months, up until age 10. Dr. Vitale’s first patient to receive the MAGEC device in April will return in three months to initiate the lengthening process.

The MAGEC system has been used successfully to treat more than 750 children in 24 countries. For the past five years, Dr. Vitale has been part of efforts to advocate the FDA approval of the device. In February 2014 the MAGEC system, manufactured byEllipse Technologies, Inc., received clearance by the U.S. Food and Drug Administration for use in young patients with severe spinal deformities associated with, or at risk of, thoracic insufficiency syndrome.
Congratulations to the recipients of the 2014 Clinical Nursing Excellence and Nursing Support Staff Awards, who were recognized at ceremonies in May in recognition of National Nurses Week. These individuals were nominated by their managers and peers for providing exceptional care to patients, embracing the importance of collaboration with their multidisciplinary team members, and furthering nursing practice by their actions and example. See the Infonet for more details on the winners’ accomplishments.

Some of this year’s nursing award winners with their colleagues and guests. Top row: Christopher Trinh, right, with Dr. Lourdes Dominguez; Silvia Arias, right, with Linda Espinosa; Ophelia Byers with her son and daughter, high-fiving Dr. Robert E. Kelly. Bottom row: Juliana Horn, right, with Colleen McCarthy; Susan Vacca, right, with Erica Henry; Rowland Ramdass, right, with Padmini Doobay. Far right: Dr. Steven J. Corwin, CEO, and Wilhelmina Manzano, SVP and Chief Nursing Officer.

NYP/ALLEY
Patricia Choi
Patient Centered Care Specialist
Friend of Nursing Award

Mary McKenna Nolan, MSN, RN, FNP, BC
Clinical Instructor, Division of Nursing Education Advanced Practice Award

Therese Mosely-Saunders, MSN, RN, FNP, BC
Nurse Administrator Nursing Leadership Award

Christopher Trinh, BSN, RNC
Clinical Nurse I, 3 River East Clinical Nursing Excellence Award

Tamar Weetom Esty
Patient Care Associate, 2 River West Nursing Support Staff Award

NYP/COLUMBIA
Susan Carreon, BSN, RN, CCRN
Clinical Nurse I, CCU Preceptor of the Year Award

Renatta Jacobs, BSN, RN
Staff Nurse, 6 Hudson North Rookie of the Year Award

Edward Perez, BS, BSN, RN
Clinical Nurse III, Comprehensive Health Program Clinical Nursing Excellence Award

Nadeen Robinson, MSN, RN, OCN
Clinical Nurse III, 6 Hudson North Clinical Nursing Excellence Award

Marsha Sinanjan-Vasishtha, MBA, MSN, RN
Patient Care Director, McKee Pavilion and 7 Hudson South Nursing Leadership Award

Wilma Smith
Unit Assistant, McKeith Pavilion Nursing Support Staff Award

Susan Vacca, MSN, RN, CPNP
Pediatric Nurse Practitioner, School-Based Health Center Advanced Practice Award

NYP/LOWER MANHATTAN
Ophelia Byers, MSN, WHNP-BC, RNC
Patient Care Director, Mother-Baby Unit Nursing Leadership Award

Steve Brice, CST
Certified Surgical Technician, Operating Room Nursing Support Staff Award

Wen Wu (Amy) Wang, BSN, RN, CNOR
Staff Nurse, Operating Room Preceptor of the Year Award

Yan Fang Wu, MS, RN
Clinical Nurse III, 4C Medical/Surgical Telemetry Clinical Nursing Excellence Award

NYP/MORGAN STANLEY CHILDREN’S HOSPITAL
Emea Ashinyo
Nursing Attendant, 6 Tower Pediatrics Nursing Support Staff Award

Tammie Compagnone, MSN, RN
Patient Care Director, Herbert Irving 7 and Infusion Center Nursing Leadership Award

Cara Capriglione, BSN, RN
Clinical Nurse I, Cardiac ICU Clinical Nursing Excellence Award

Marietta Dublin-Pavon, MS, FNP, RNC-MNN
Clinical Nurse III, Obstetrics and Nursery Clinical Nursing Excellence Award

Pedro Gonzalez
Supervisor, Environmental Services Friend of Nursing Award

Juliana Horn, BSN, RN
Clinical Nurse I, 4 Tower Medical Surgical Unit Rookie of the Year Award

Isabel Perez
Nursing Attendant I, 6 Central Obstetrics Nursing Support Staff Award

Maria Schiaratura, MS, RNC-NIC
Clinical Nurse Specialist, NICU Advanced Practice Award

Leela Thomas, MPA, BSN, RN
Clinical Nurse I, NICU Preceptor of the Year Award

Carolyn Ross, BSN, RN, OCN
Staff Nurse, 10 Central Helen S. Tanenbaum Award

NYP/WEILL CORNELL
Silvia Arias, BA
Mental Health Worker, 5 North Nursing Support Staff Award

Margery Barnes, PhD, MA, RN-BC
Staff Nurse, 4 South Clinical Nursing Excellence Award

Audrey Drucker, MA, RN
Nurse Administrator Nursing Leadership Award

Princess Jackson, BA, BSN, RN
Clinical Senior Staff Nurse, Nicholas Cottage Clinical Nursing Excellence Award

Bridget Lennon, BSN, LMSW, RN
Staff Nurse, 2 South - The Outlook (Eating Disorders) Rookie of the Year Award

Leslie Marra, MS, RN, PMHN-BC
Nurse Practitioner, Partial Hospital Program Advanced Practice Award

Rev. Lynne Mikułak, M.Div, MSW, ACPE
Coordinator of Pastoral Care and Education, Pastoral Care Friend of Nursing Award
Hip Hop Public Health Rocks the White House Easter Egg Roll

This past Easter Monday, Hip Hop Public Health (HHPH) joined 30,000 people on the South Lawn for the 136th annual White House Easter Egg Roll. HHPH – a program that uses music to teach healthy living to children, founded by NYP/Columbia’s Dr. Olajide Williams – helped the White House celebrate this year’s theme, “Hop into Healthy, Swing into Shape.” The event provided kids and their families opportunities to dance, have fun, and learn about healthy eating. Dr. Williams and Mehmet Oz, MD, from NYP/Columbia, did the “dougie” with First Lady Michelle Obama, and HHPH program manager Monique Hedmann, renamed “Kool Mo Pea” after donning a pea costume, roamed the grounds with other HHPH team members to hand out “Songs for a Healthier America” album download cards. “It was a great honor for Hip Hop Public Health to be invited by the first lady to participate in this event. Mehmet and I and the rest of the team had a great time,” said Dr. Williams. “Hip Hop Public Health is changing the way we think about the power of music,” said Dr. Oz. “We’re not just getting people to be healthier, but to live their lives differently.”

NYP Participates in US-Arab Healthcare Summit

In late April, representatives from NYP participated in the C3 US-Arab Healthcare Summit and Business Exchange in New York. Sponsored by the U.S. Chamber of Commerce and the U.S. State Department, the summit brought together over 500 business leaders, policymakers, educators, and medical professionals from the U.S. and Middle East to discuss and share initiatives designed to improve health care delivery on a global scale. At the closing reception, which was sponsored by NYP, Robert Kelly, MD, President, spoke to the participants about the benefits of NYP’s global collaborations. In addition, Mark Rubin, MD, Director of the Institute for Precision Medicine, NYP/Weill Cornell, took part in a panel called “The Promise of Big Data Computing for Clinical Support and Personalized Medicine.”

Our Kids on Campus

On April 24, NYP welcomed more than 400 children of employees for the Hospital’s annual Take Our Kids to Work Day. They visited laboratories, operating rooms, the kitchen, corporate offices, and many other areas where their parents work each day. The day of fun and education was made possible by numerous staff who volunteered to organize activities, escort the children, and demonstrate the varied roles their parents play at NYP.
World Voice Day Celebrated at NYP/Columbia

The Wintergarden in NYP/MSCCH served as a concert venue in April, when NYP celebrated World Voice Day, an international event recognizing the importance of vocal health. Several singers who had previously struggled with vocal-health problems, but overcame them through treatment and therapy, gave musical performances. NYP’s speech-language pathologists provided visitors with free vocal-health screenings and information. The event was led by Gaetano Fava, MS, CCC-SLP, Speech-Language Pathologist, NYP/Columbia, and Chandra Ivey, MD, Director of the Division of Laryngology, Voice and Swallowing, NYP/Columbia.

Supermodel Helps Support Infant and Maternal Health

Supermodel Niki Taylor visited the Neonatal Intensive Care Unit (NICU) at NYP/Morgan Stanley Children’s Hospital in April in support of the March of Dimes’ March for Babies events, which raise funds to help find the causes of premature birth and prevent other maternal and infant health problems.

Ms. Taylor visited with Briana and Matthew Tortoso, parents of John Carlo, a recent graduate of the NICU, and Kari Mastro, VP of Nursing and Patient Care Services at NYP/MSCCH. A tour was led by neonatologist and perinatologist Helen Towers, MD.

NYP/Lower Manhattan Welcomes New NYC Aging Commissioner

In April, the Council of Senior Centers and Services of New York City (CSCS) held a welcome reception at NYP/Lower Manhattan for Donna M. Corrado, PhD, the new commissioner for the New York City Department of Aging. Formerly the head of the Catholic Charities Neighborhood Services, Ms. Corrado was appointed to her new role by Mayor Bill de Blasio in February. As commissioner of aging, she aims to improve health care outreach and delivery to the city’s seniors. Michael Fosina, SVP and Chief Operating Officer, NYP/Lower Manhattan, and David Pomeranz, VP, CSCS, spoke at the event, expressing the importance of keeping the city’s seniors healthy. NYP is a member of the CSCS and was the first hospital to join the council.

NYP/Westchester Staff Honored by Autism Speaks

Autism Speaks, an autism science and advocacy organization and organizer of the annual Walk Now for Autism Speaks, honored three NYP/Westchester staff at its recent dinner. Pamela Iodice, Supervisor, Adult Outpatient Clinic, Jami Somereve, Supervisor, General Services, and Alissa Kosowsky, Public and Community Affairs Manager, received the Volunteers of the Year award for their work in helping to organize and coordinate the Westchester/Fairfield chapter’s annual walk, which takes place on the NYP/Westchester campus.

Since NYP/Westchester began hosting the walk in 2011, the Westchester/Fairfield chapter has raised over $1 million to support Autism Speaks’ work to increase awareness about the growing autism epidemic, fund innovative autism research and family services, and advocate the needs of individuals with autism and their families. NYP/Westchester will host the 2014 Walk on Sunday, June 1. To register or for more information, visit walknowforautismspeaks.org/westchesterfairfield/nyp.

NYP/Westchester Honored at 2014 Business Hall of Fame Awards

NYP/Westchester has been honored by the Business Council of Westchester with the 2014 Business Hall of Fame Award for Corporate Citizenship. The award was presented to Laura Forese, MD, Group Senior Vice President and Chief Operating Officer, NYP/Weill Cornell, and President, NYP Healthcare System, at a ceremony in April. NYP/Westchester received the honor for fostering economic opportunity in Westchester, cultivating collaborations and partnerships to better the Westchester community, and facilitating community involvement in its operations. “There were many outstanding nominees this year and making the final selection was difficult,” said Marsha Gordon, president and chief executive officer of the Business Council of Westchester. “This fine roster of winners exemplifies Westchester County business.” The Business Hall of Fame has inducted more than 50 business leaders since its inception 13 years ago.

To report fraud or violations of NYP’s Code of Conduct, call the Compliance Helpline at 888-308-4435. Anonymous calls are accepted.

COMPLIANCE HELPLINE

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Benefits Corner

NEW BENEFIT: RESOURCES FOR LIVING

Resources for Living is a new Hospital-paid benefit to help NYP employees meet the demands of work and family. Services include assistance with locating dependable child and elder care services on a full-time or part-time basis, or in a one-time emergency. Pet care referrals are also available. Services are confidential and free of charge to you and members of your household. Call 1-800-328-4071 or visit www.MyLifeValues.com. Enter NYP for the User ID, and Benefits for the Password.

EDUCATION ASSISTANCE REMINDER

When submitting a request for tuition reimbursement for the spring semester, please remember:
• The Course Completion Form must be submitted with the following attached:
  • grade(s)
  • a bursar receipt providing details of tuition cost
• The Education Assistance Manager Approval Form should have been submitted prior to taking your course.

NEW WEBSITE FOR FSA VENDOR P&A

The P&A website has been updated with a new look and layout. The website is now more streamlined and user-friendly, making it easier to navigate. Visit www.padmin.com.

BENEFITS REMINDERS

For fast service, email Benefits, Retirement Services, and Tuition Assistance. You will receive a response within 24 hours. Include your name, employee ID, and contact number in your email request to:
• Benefits: BenefitsBridge@nyp.org
• Retirement Services: Retirement@nyp.org
• Tuition Assistance: Tuition@nyp.org

Employee Activities

AMAZING People

AWARDS & RECOGNITION

We are excited to announce that the Amazing People recognition program is now offering more ways to acknowledge staff. Effective immediately, staff can now use Applaud a Teammate to recognize the efforts of a staff member at any of the Hospital’s six campuses.

To recognize your co-worker, access the Applaud a Teammate section through the Recognition Center tab on the Amazing People platform.

plumbenefits

DISCOUNT TICKETS FOR SPORTS, THEATER, AND FAMILY ENTERTAINMENT

Plum Benefits and TicketsAtWork have merged, and NYP employees can take advantage of more offers and entertainment. You can enjoy savings of up to 60% on over 80,000 offers. Perks include:
• New website with better navigation as well as more entertainment and travel options to destinations nationwide.
• New products and special offers including rental cars, parking, movie tickets, theme parks nationwide, Las Vegas shows and more.

Use your current Plum Benefits account information to log in if you are already a member.

If you are not a member and would like to sign up, visit www.plumbenefits.com and use your NYP email address. You can also use your personal email if you include your corporate access code, which can be obtained by calling 212-660-1888. If you need assistance, contact the customer service team at 212-660-1888 or contact@plumbenefits.com.

For a complete list of discounts, go to the infonet Employees page and click on Discounts & Perks under Quick Links.

MOVIE TICKETS

Discounted AMC movie tickets can be purchased in the Gift Shops at NYP/Weill Cornell, NYP/Columbia, NYP/MSCH, and NYP/Allen. If you have any questions, please email activities@nyp.org.

EMPLOYEE DISCOUNTS

Cucina Ciano

NYP employees can receive a discount at Cucina Ciano, which offers Italian cuisine using seasonal ingredients in a casual setting. The restaurant is located at 181 East 78th Street (between Third and Lexington Avenues). Employees receive 20% off when dining in or 10% off for delivery. You will need to present your NYP ID to receive the discount. For more information or to make a reservation, visit www.cucinaciano.com or call 646-422-7550.

16 Handles Frozen Yogurt

NYP employees can visit 16 Handles’ newest location, 1161 First Avenue, between 63rd and 64th, on Tuesday, May 27, to receive a free yogurt (up to a $5.00 value). Please show a valid NYP ID. In addition, all new guests who register for a rewards card will receive another gift. Also, NYP employees receive a 10% discount at all 16 Handles locations on their purchase anytime during the year by presenting their valid NYP ID.

GREEN PAGES

CONTACT INFORMATION

Benefits Corner
212-297-5771
BenefitsBridge@nyp.org

Employee Activities
212-746-5615
activities@nyp.org

Other Green Pages News
hrweb@nyp.org
Getting to Know You

How long have you been at NYP, and how did you end up here?
I’ve been here just over two years. Before that, I was working at another hospital in Westchester County. My aunt, who works in housekeeping at NYP/Allen, encouraged me to apply here because there would be more opportunities and because NYP has such a great reputation. I wanted to go into oncology because my brother had leukemia.

What do you like about your job?
I like the relationships I form with patients. Oncology is an emotionally challenging area, for both patients and staff. Many patients are alone and might not have family support. So it’s rewarding to be able to form a connection with patients.

I love NYP. There is so much opportunity here, and the Hospital encourages professional growth and education. You’re never limited in what you can do.

Can you share your story about the recent birth of your daughter?
In January, when I was 36 weeks pregnant, I was visiting my mother in Northern Manhattan, when I suddenly began having problems. I went to the emergency department at NYP/Allen since it was so close by. Ten minutes later, I had an emergency C-section. My baby, Mia, spent two and a half weeks in the NICU there.

I have to say, the care and compassion that Mia and I experienced at NYP/Allen was outstanding. I had been planning to give birth at another hospital closer to my home. So when my entire plan was thrown out the window, it was obviously a scary time for me. But the nurses at the Allen NICU were the best! Everyone there was great – Dr. Sarah Kelly, who did the C-section, Dr. Kamath, the neonatologist, the residents, everyone. It was so reassuring to me that during such a stressful time, I knew that my baby was in good hands and everything was under control. I can’t say enough about how great the Allen team was!

When Mia was slow to nipple all her feeds because of her prematurity, Dr. Kamath enlisted the services of a feeding specialist from the NICU at NYP/Morgan Stanley Children’s Hospital. She evaluated my baby at Allen and, guess what, Mia was nipple feeding the very next day, no more tube feeding after that! And she came home within the next 36 hours.

What do you do in your free time?
Well, having an infant doesn’t give me much free time, but I do like taking my daughter out. Dr. Kamath encouraged me to engage with her in visually stimulating activities. So we go to the museum, aquarium, and other places. I also love to travel. Mia and I are going to Puerto Rico in May and Dubai in June for two weeks. I’ve always wanted to travel there, and I got a good deal on a ticket (plus, the baby flies free!).

What’s next for you?
I will finish up nursing school next year, and hope to move into pediatrics. My experience with the pediatric nurses at NYP/Allen actually inspired me to go into this area.

Raquel Reyes
Nursing Attendant I, 6 Hudson North – Oncology, NYP/Milstein

Baby Mia with her mother, Raquel Reyes, and father, Luis Lopez, and members of their care team, from left, Dr. Vasudeva Kamath, Carol Coleman-Scholtz, Aida Enaje, Heather Sheehan, Dr. Regina Myers, and Dr. Priya Jain.