

“I Am Essential!”

So said more than 400 members of NewYork-Presbyterian's Division of Support Services who participated in a recent essay contest. In their essays they movingly described not only the work they do but also what their work means, to themselves and to patients, staff and visitors.

Support Services is made up of 1,800 staff members — 10 percent of the Hospital's workforce — who are employed across all NYP sites. They work largely behind the scenes, in Environmental Services, Food and Nutrition, Patient Escort/Transport, Waste Management, Laundry/Linen Services, External Transportation, Morgue, and Mail Service.

“These essays reinforce the letters I get from patients who say that at NewYork-Presbyterian, they are cared for by hard-working staff members who are kind and understanding,” says Dr. Pardes. “I thank Support Services staff for helping us achieve our goal of providing first-rate care with empathy and compassion.”

“We are so proud of what our Support Services staff accomplishes each day,” says Jaclyn Mucaria, Senior Vice President, Ambulatory Care and Patient Centered Services. “They not only keep the Hospital functioning well but also have a profound impact on the quality of the patient experience at NYP. It's more than just the task at hand — it's how they interact with a patient that's so important. We are grateful for all they contribute.”

The prize-winning essays of Support Services staff appear here.

Jennifer Sandiford-Nicholson
Housekeeping Worker, NYP/MSCHONY

Photo location: Ms. Sandiford-Nicholson
in the Pediatric Emergency Department





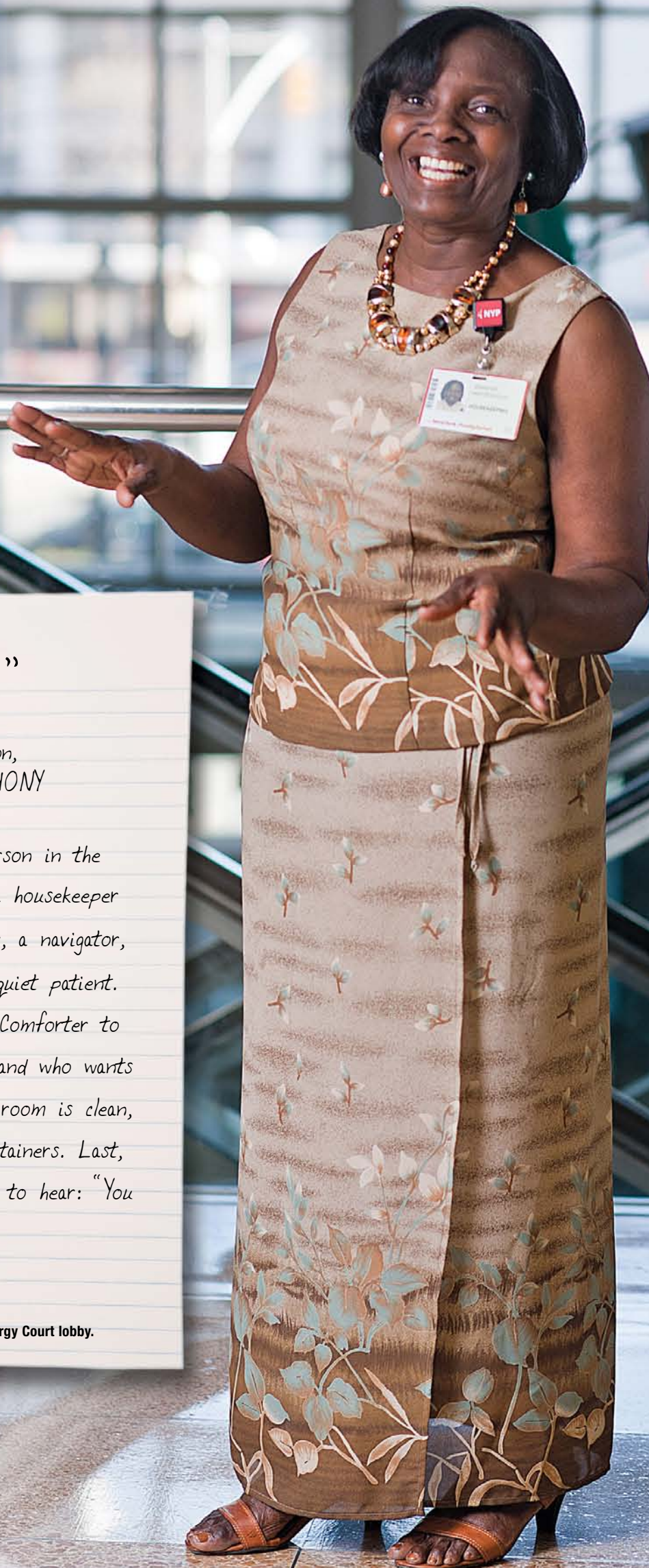
ESSAY
CONTEST
GRAND PRIZE
WINNER

"I Am Essential!"

*by Jennifer Sandiford-Nicholson,
Housekeeping Worker, NYP/MSCHONY*

I serve as an extremely important person in the Peds ED. I am essential first of all as a housekeeper in my everyday tasks. I am an interpreter, a navigator, a clown to a crying child. A singer to a quiet patient. A consoler to an angry overnight parent. Comforter to a fearful person whose report is delayed and who wants to know the outcome. More so when the room is clean, supplies are placed in their respective containers. Last, but not least, after my days off it's nice to hear: "You were missed" and "Glad to see you!"

Photo location: Ms. Sandiford-Nicholson off duty in the Energy Court lobby.





“I Am Essential!”

Happy New Year! We hope you enjoyed the holidays and found time to celebrate, relax and rejuvenate. We want to thank you for your dedication, teamwork, and commitment to our patients – you helped to make 2010 a banner year for NYP. Despite the ongoing challenges, our operating and financial results this year were strong, and our quality and safety performance extremely strong. Although we did not reach our 2010 patient satisfaction target score, we did achieve our highest overall patient satisfaction score to date – 84.4 for the fourth quarter, one full point higher than in 2009.

As we begin a new year, we know that the environment will remain difficult and uncertain. Regardless of health care reform’s final design, academic medical centers will be affected significantly. To meet these challenges, we will need to think creatively about how to care for our patients in smarter, more efficient ways while remaining absolutely true to our commitment to We Put Patients First. By striving to always provide the highest quality, most compassionate care and service to our patients and their families, NYP will meet the challenges ahead and continue to do amazing things well into the future. This will be the focus of discussion at our upcoming Kick-Off in January — how we can work together to make sure that “We Put Patients First ... ALWAYS.”

At NYP, each of us is part of a spectacular team that makes a difference in the lives of others every day. We take great pride in the meaningful work that we all do, and we look forward to continuing this great work in the year ahead.



Herbert Pardes, M.D.
President and
Chief Executive Officer



Steven J. Corwin, M.D.
Executive Vice President
and Chief Operating Officer

I feel like I am an essential part of the NYP team. As a transporter, every step I take is a step for each patient that brings them one step closer to recovery.

When I first started as a transporter here, the person who was training me said that I shouldn’t work so hard because there was no recognition in transport. Eight Falcon awards and an Employee of the Month nomination later, I can say that I proved that person wrong.

Every test that I take patients to, every smile I put on a child’s face after saying something to ease their fears, every parent I take to meet their baby for the first time proves to me that I am essential.

Dr. Kelly once said, “Transport is the oxygen of the institution.” I feel in my heart that we are. Every day I strive to be the best transporter that I can be. I may not be a doctor, surgeon or nurse, but I am an essential part of the NYP team. I am the driver on the patients’ road to recovery.

David Rodríguez
Transporter-Messenger
NYP/MSCHONY



David Rodríguez

NYPpress

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The University Hospital of Columbia and Cornell

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Andria Lam
Copy Editor
Jima Ware
Production Assistant

CONTRIBUTORS
Jaclyn Mucaria
Senior Vice President,
Ambulatory Care and Patient
Centered Services
Jolie Singer
Vice President and Chief of
Staff to the Executive Vice
President and Chief
Operating Officer
Rick Evans
Vice President, Support
Services and Patient
Centered Care

Carol LeMay
Director of Internal
Communications
Kathy Thompson
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Eliza O’Neill
Contributing Writer
Anna Sobkowski
Contributing Writer
Susan Drake
Communications Specialist
Kathleen Stanley
Benefits Manager

Joy Rhodes
Benefits Supervisor
Kimberly Ann Solop
Senior Awards and
Recognition Specialist
Kathy Suero
Specialist, Awards &
Recognition/Employee
Activities
Photography by
Richard Lobell,
Charles Manley,
Rene Perez, Eve Vagg
and John Vecchiolla

Public Affairs Office at NewYork-
Presbyterian/Columbia:
627 West 165th Street, 6-621
New York, New York 10032
PH: (212) 305-5587 (ext. 55587)
FAX: (212) 305-8023 (ext. 58023)

Public Affairs Office at NewYork-
Presbyterian/Weill Cornell:
425 East 61st Street, 7th Floor
New York, New York 10065
PH: (212) 821-0560 (ext. 10560)
FAX: (212) 821-0576 (ext. 10576)

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41 AMES



Rufus Youngblood



Carol Dyer

I have been working in the Food and Nutrition Department since 1974.

As a child growing up in Montgomery, Alabama, I realized I always had a passion for making people happy. As a young adult, I moved to New York and immediately searched for a position that could satisfy my need to be around and please people. Life has granted me the opportunity with all these fruitful years as a part of the NYP family.

I serve patients based on a set of core values that I apply to my personal and professional life. These values stand for the acronym "RIGHT," meaning always doing the right thing. These values, which were instilled in me as an adolescent, are respect, integrity, genuine caring, hospitality and teamwork. I have applied them through making people who are experiencing trials and tribulations feel special.

When I think of what makes me enjoy my job at NewYork-Presbyterian, it is not only the interactions I have with my fellow crewmates but also those between myself and the patients I have been afforded the opportunity to serve. All the patients I serve always come to know my name and smile each time we are both lucky enough to spend a moment together.

My peers respect and value me not only as a co-worker, but also as a family member. Each and every day I go above and beyond not only to complete my individual responsibilities but also lend a hand to fellow co-workers. My achievement lies in not what I can do for myself, but what I can do for others.

Though I understand the department I work for may not be as revered as the phenomenal medical staff we employ, I believe that receiving this honor would not be an individual reward but rather an acknowledgement of the dedication and prosperity of the entire service team throughout all these years. Though I appreciate all of the individual awards and accolades I have received, I have and will always consider these achievements to be a team reward. At times I am the leader, and at times I am the glue. Through it all, I am essential!



Rufus Youngblood
Nutrition Assistant
NYP/Westchester

Some people would believe that a housekeeper is not a major player in the health care team because the job does not involve direct patient care.

However, I believe that I am an essential part of the health care team because without a clean and safe environment, the Hospital would not be able to accommodate customers and patients. For example, cleaning and washing beds and facilities is very important in preventing the spread of infections in the Hospital.

On a daily basis I enter each patient's room with a positive attitude. While I am performing my daily chores, I always sing to the patients, and when they hear me sing, I get a very positive response. The patients believe that I'm always very happy so they feel very uplifted when I sing for them.

I inform the nursing staff, or if there is something I can do, I spare a few minutes and have it done for the patient.

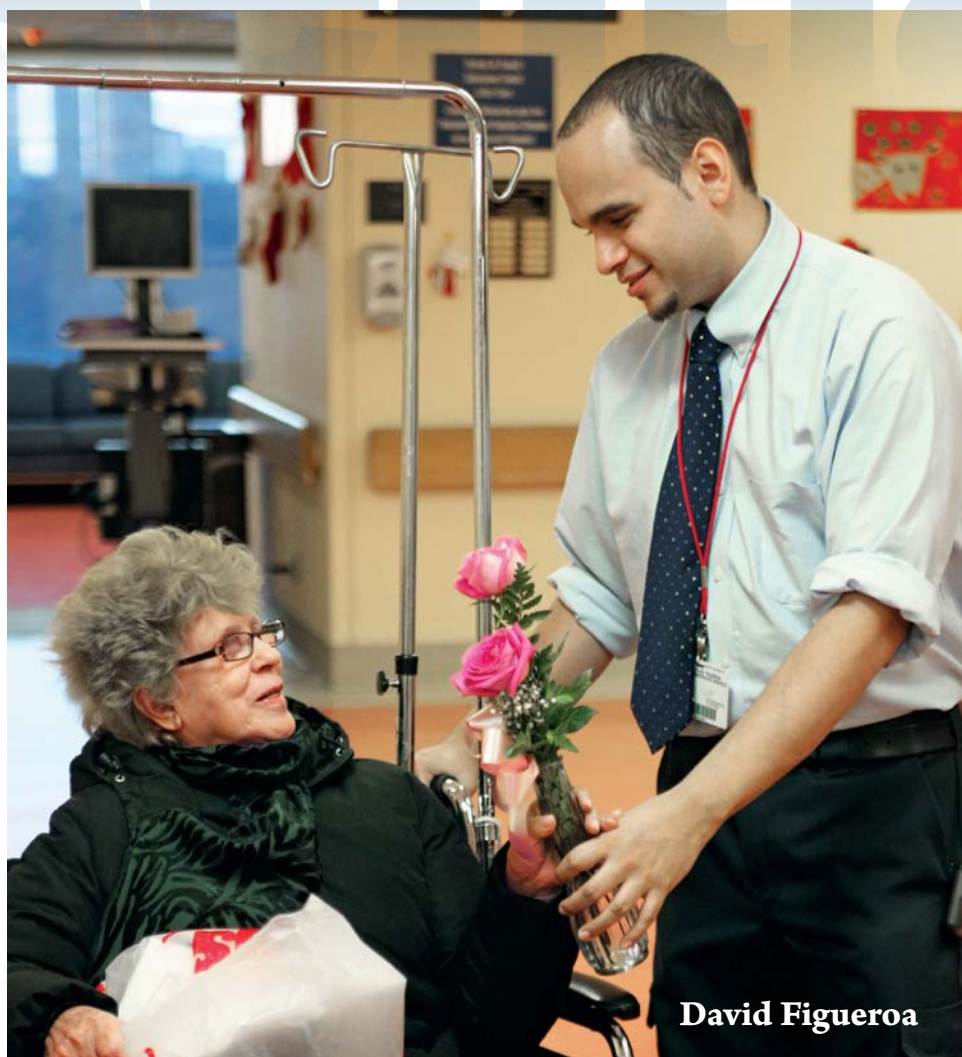
I also go the extra mile to give directions to customers who are unable to find their way around the Hospital.

Another reason why I believe that I am essential to this Hospital is because I do the very best I know how, the very best I can, and I mean to keep on doing it to the end.



Carol Dyer
Housekeeping Worker
NYP/Allen

Essential IV



David Figueroa

A Patient Escort's job consists of moving patients from point A to point B in the fastest and most efficient way possible. But we are not simply package handlers that deliver boxed goods from one location to the next. We are the life boats that carry the ill and the weary across a sea of troubling, confusing questions to a place of solutions and health. Without the Patient Escort team, our patients would suffer long wait times and poor customer experiences.

I experienced my importance when about a year ago, I moved a patient from one unit to another unit who had been there for months. His mother, who he had been living with, had passed away, and the only family he had was living in Cuba. I felt helpless. Here was a man that was sick in the hospital, his only immediate family gone, with no close relatives to visit, and he still had a long ways to go to recover. There was only one thing I could truly contribute ... and that was to listen. During that brief time I transported him, he told me of his woes, and I listened. In the end he thanked me [for] transporting him and helping him onto his new bed.

In the weeks that followed I saw him at least once a week, being transported by another team member. He would wave hello and ask me about my favorite baseball team, the Yankees, and how terrible they were (apparently he was a Mets fan). We would exchange jibes about whose team was better, talk about Cuba little bit, and he would even give me some advice on the importance of school and progressing myself. Eventually he was able to roam the halls on his own, exercising his legs and getting used to being mobile once again.

With time came healing. He became an outpatient, and with that our little chats became nonexistent. Then one day, after many months of not seeing him, I saw him in the cafeteria. I barely recognized him; he had gained weight and even grew a full head of hair. He came up to me and thanked me for "keeping him going." I didn't really understand at that moment why he thanked me. I thought he was referencing our chats about baseball. I didn't have a real opportunity to question him about his gratitude, because I had to get to work, and we were walking in opposite directions. Looking back though, I understand what he thanked me for ... a sense of family.

Patient Escorts provide the fast and safe expedition of patients to their destination, but we also provide an important step on their road to recovery. On an emotional level, we provide nutrition to feed their souls.

We move patients, but patients sometimes move us.

David Figueroa
Patient Transporter
NYP/Columbia



Ronnie Francis

A nutrition assistant's main role at a hospital is to serve food or Ensure, Osmolite, PediaSure or other sources of nourishment to patients. We serve breakfast, lunch and dinner.

I look at the food service differently. I don't just drop off food to the patients, but I serve them in a way that makes them feel special. Just as medication is important to a patient's health and recovery, breakfast, lunch and dinner and the services I provide are also important.

When entering a patient's room, I knock and then walk in with a smile, greet them and tell them why I am there. I make each patient feel that he or she is very important so that if they ever get sick again, they would definitely want to come back to NYP because of how good the service was in their past experience.

I met this patient recently when I was serving dinner. His name was Mr. F. and he was elderly. The tray that I served Mr. F. did not have what he wanted. The food was wrong; he wanted decaffeinated tea but got regular.

I spoke to his wife, Mrs. F., and told her that I was sorry for the mistake and assured her that I would take care of it for her. I went downstairs to the kitchen and got him a turkey sandwich and a couple of decaffeinated teas and brought them back to him. Mrs. F. was so happy, and she stated, "Thank you for going the extra mile for Mr. F."

I felt like I made a difference at that moment, making them both feel important. After that, every time I worked I would check on Mr. F. to make sure he was comfortable and had everything that he needed. Mrs. F. and I got closer because she was grateful that I took the time to visit her husband.

I don't know how to explain the timing, but one day I was serving lunch on Mr. F.'s floor. Mr. F. was my second patient. I went into his room, and I saw Mr. F. lying on his bed. I thought he was asleep. Then Mrs. F. walked in the room and told me Mr. F. is gone! I was in shock. I felt so bad for her. She came to me and hugged me and was so sad. She told me she was very grateful to me for being there for Mr. F. while he was at NYP.

As a result of this experience I see that nutrition assistants are here not only to serve food to the patients but also to provide the best service to our patients and customers. We go above and beyond our role. This is why I think I am essential.

Ronnie Francis
Nutrition Assistant
NYP/Weill Cornell





COMPLIANCE HELPLINE

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

classifieds



■ **FOR SALE:** One-bedroom, one-bath condo near ocean in Hallandale Beach, Florida. Updated kitchen with stainless appliances. Patio faces pool, intercoastal view. Free access to beach through city walkway. Clubhouse has library/TV room, pool table. Near restaurants, shopping, casino; 30 minutes to Fort Lauderdale and Miami airports. No pets. Price: \$130,000; maintenance: \$248/month (includes basic cable, water, trash, common area, building insurance, one space assigned parking). Board approval required. Call Richard at (917) 705-7122.

■ **FOR SALE:** One-family Cape Cod with four bedrooms, 2.5 baths in Cortlandt Manor, New York. Large, eat-in kitchen with granite; walkout finished basement with wood stove in family room and a summer kitchen. Large grassy yard, new walkway and three-car driveway on fenced 1/3-acre property. Great school district in northern Westchester County. 40 minutes to New York City via Metro North. Price: \$379,000. Contact Evelyn at (917) 414-4273 or evelynmontanez@hotmail.com.

■ **FOR SALE:** Renovated, four-story, multi-family Harlem brownstone. Two 1,200-foot floor-through apartments and parlor/garden duplex. Custom, eat-in kitchens with granite counters, mahogany cabinets and exposed brick; custom-built master bedroom dressing room. Includes six bedrooms, seven baths, three balconies, seven working fireplaces, sauna, wine cellar, video intercoms, oak wood floors, high ceilings. Located on a quiet, tree-lined street steps from buses and subways B, C, 2, 3. Price: \$2.4 million. For appointment, call J. Rambaran at (917) 499-6216.

■ **FOR SALE:** Two-bedroom, two-bath, sixth-floor apartment on Riverside Drive with full river views. Three blocks from NYP/Columbia. All windows have north or west exposure overlooking Hudson River and George Washington Bridge. Open kitchen with island. Recently renovated building has gym and garage, 24-hour doorman. Price: \$895,000. Contact owners at (212) 717-7612 or e-mail rosaddsm@gmail.com.



promotions

Human Resources reports the following promotions as of November 30, 2010.

NYP/ACN

Charlene Everett
Patient Fin Advisor-Pat Accts, Medical Group Practice

Gretchen Kehde
Clinical Nurse III, Family Medicine Program



Gretchen Kehde

Candida Martinez
Certified Medical Assistant, SBC Robin Hood

Atilano Morillo
Patient Fin Advisor-Pat Access, Medical Group Practice

Leylanie Ortega
Patient Fin Advisor-Pat Access, ACN Audubon Practice

Evelyn Torres
Program Coordinator, ACN-Exec Administration

NYP/ALLEN

Susanna Abdurakhmanova
Lead Ultrasound Tech, Cardiac Diagnostic Center



Susanna Abdurakhmanova

Marilyn Garcia Rose
Transporter - Messenger, Allen-Patient Transport

Wally Santos
Accounts Rep-Allen, Distribution -Allen

Denise Wynter
Patient Care Associate, 2 Field West - Allen

NYP/MSCHONY

Sandra Almeida Januario
Clinical Nurse II, CHT 4 Medical Surgical Unit

Jennifer Burns
Nurse Practitioner-Rotating, CHNY Neonatal ICU Coverage

Wyllis A. Caesar McEwan
Admin Asst, IP 7 Children's Oncology Center



Wyllis A. Caesar McEwan

Kerry ChinShue
Clinical Nurse III, CH 4N PACU Days Stay

Elizabeth Polanco
Dir-Nursing, Children's Nursing Office

NYP/COLUMBIA

Salman Abouzieed
Clinical Nurse II, M9GN - Psychiatry

Sarai Adames
Telemetry Technician, SB-5 Telemetry

Jeannette A. Alayon
Lab Technologist - 2 Licenses, Core Lab-Chemistry

Emefa Ashinyo
Periop Pat Care Asst, Oper Rms MB-3-4

Evelyn Maria Banguela
Patient Fin Advisor-Pat Access, CT Scanning Atchley

Novely Bishop
Lead Plant Mechanic, Engineering-Preventive Maint

Joan Blake
Periop Pat Care Asst, EI-4 Ambulatory Eye Surgery

Shaquana R. Carroll
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Nicholas Cheung
Section Supervisor-Core Lab, Clin Chem Emerg Lab



Nicholas Cheung

Desire Cruz
Staff Assistant, Kidney Acquisition Program

Nadia Echavarría
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Shyga Elder
Waxer - Stripper, Environmental Services-Admin

Morline Goodwin-Oulai
Social Worker, Social Work-Milstein

Santa Green
Periop Pat Care Asst, Oper Rms MB-3-4

Kimberly Hicks
Periop Pat Care Asst, Oper Rms MB-3-4

Melissa Irizarry
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Donna D. James
Periop Pat Care Asst, Eye Institute- 7th Floor

Diana E. Jordan
Periop Pat Care Asst, Oper Rms MB-3-4

Walter C. Lew
Manager - IS, Medical Informatics Svcs

Orlando Lopez
MRI Tech - Certified, MRI Milstein Basement

Ivette D. Lugo
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Francine Marable
Periop Pat Care Asst, Oper Rms MB-3-4

Lancelot Moncrieffe
Anesthesia Technician III, Anesthesia

Barbara Morris-Dixon
Periop Pat Care Asst, Oper Rms MB-3-4

Nairobi Perez
Periop Pat Care Asst, Oper Rms MB-3-4

Miguel Quinones
Periop Pat Care Asst, Eye Institute- 7th FL

Syed Rahaman
Periop Pat Care Asst, Oper Rms MB-3-4

Mary G. Savage
Clinical Nurse II, MB-8GS Neuroscience ICU

Sara Schaefer
Clinical Nurse II, MB-8HS Neurology

Staycey T. St. Germain
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Lisa M. Tubens
Patient Fin Advisor-Pat Access, Mammography-API

Lynn Utsey
Staff Assistant, OFO-Corporate Engineering

Virgilio Vasquez
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Priscilla Vicioso
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Lili Xu-Kehrli
Lead Ultrasound Tech, Echocardiology PH-9C

NYP/WEILL CORNELL

Cynthia Auburn
Proj Leader-Internal Audit, Internal Audit & Compliance

Jason F. Berg
Sr Staff Nurse-RN, Critical Care-Med Team

Melanie Bongiovanni
Sr Staff Nurse-RN, NUR-6N & 6NR WCH PEDS

Yelena Bortnovskaya
Patient Care Director, OR

Monica Cabrera
Sr Staff Nurse-RN, NUR-8C VASC SURG

Danielle Castro
Exec Asst, Patient Services

James Cox
Mgr - IS, Desktop Support - East

Nicolette De Busschere
Admin Assistant, Patient Services

Katherine Elizabeth Duke
Sr Staff Nurse-RN, Critical Care Nsg - Emerg Room

Courtney Epps
Sr Staff Nurse-RN, NUR-8N Surgical SDU

Elena Gonta
Sr Staff Nurse-RN, OR

Ella R. Guy
Sr Staff Nurse-RN, NUR-B15 SHORT STAY SURG

Christina-Maria Jakosalem
Sr Staff Nurse-RN, NUR-8C VASC SURG

Inna Kamlet
Lead Technologist, Microbiology

Alanna Kendig
Sr Staff Nurse-RN, Critical Care-CCU

Mary Koshy
Mgr Operational Audit, Internal Audit & Compliance

Sandra Leon
Nurse Clinician-RN, NUR-14N BARIATRIC/GI

Lisa Marcano
Sr Staff Nurse-RN, Critical Care-CCU

Nadia Miller
Sr Staff Nurse-RN, OR

Raymond Ng
Staff Nurse-RN, W&C Health-PICU

Catherine Roberts
Spl, Talent Acquisition, HR-Employment Services

Nechama Rosenstock
Clin Spl PhysTher, Rehab Medicine

Frank Schiavone
Engr-Supr Watch, Eng Plant Svcs

Lisa Schmutter
Sr Staff Nurse-RN, NUR-6N & 6NR WCH PEDS

Elinor Schwimmer
Dir-Strategy, Strategy & Regulatory Planning

Nisa Semkow
Sr Staff Nurse-RN, Critical Care-Med Team

Nida Shekhani
Black Belt-Z1, NYPH Revenue Cycle Admin

Yevgeniy Sirota
Sr Staff Nurse-RN, OR

Debora Turczan
Clin Spl PhysTher, Rehab Medicine

Behzad Vakil
Supervisor-Cytology, Cytology

Michael Wright
Clinical Mgr, Amb Surg OR

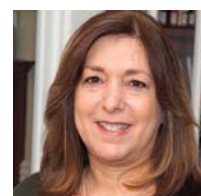


Michael Wright

Yuming Zhang
Sr Staff Nurse-RN, Critical Care-CCU

NYP/WESTCHESTER

Debbie Hazucha
Sr Social Worker, Adolescent 7N



Debbie Hazucha

If you know of any promotions that have been omitted, please report them to Human Resources at these numbers: 746-1448 (Weill Cornell); 305-5625 (Columbia).

NYP/Westchester Honors Those Who Serve, and Served, Our Country



Security Officer Jose Sanchez participated in NYP/Westchester's Veterans Day observance.

On Veterans Day, November 11, a special breakfast and flag-raising ceremony honored NYP/Westchester's veterans as well as its staff and faculty who have family members in active military service. All the branches of the military — the Army, Navy, Air Force, Marines and Coast Guard — were recognized.

The group of about 25 heard Sedrick O'Connor, Manager of Human Resources, tell the story of how Veterans Day came into being in America in 1921 with the recognition of an unknown soldier from World War I symbolizing all those who died. Patient Care Services sponsored the event.



Cashier Rita Traver served with the Navy during World War II.

Rita Traver, 86, a World War II Navy veteran, who has worked as a cashier at NYP/Westchester for nearly 30 years, was one of those attending the Veterans Day ceremony. Ms. Traver was a bookkeeper for the Navy, based at the Pentagon from 1944 to 1946.

"I make sure to attend every year," says Ms. Traver, who still loves coming to work every day. "It's wonderful that our Hospital recognizes its veterans this way."

Art Describes the Experience of Cancer

When Eliot Lable was diagnosed with prostate cancer in 2003, he reacted to the news through the medium he knew best — art. During the course of his treatment at NYP, Mr. Lable, a professional sculptor, created 21 drawings, which he later collected and published as a book, *Intensity: The Milstein Series*.

"Because this type of expression helped me cope, I thought it could help others, too," says Mr. Lable, who after his treatment became a committed volunteer and was named NYP Volunteer of the Year in 2009. "The care I received at NYP was truly exceptional, and I wanted to give back somehow."

About two years ago, Jackie Shrier, Program Manager in Oncology, began working with Mr. Lable on introducing art therapy to hospitalized cancer patients.

"I went from bed to bed offering 7-inch cardboard tiles and markers," Mr. Lable says. "While some patients insisted they couldn't draw, in the end they were always happy to participate. We've had professional artists among the patients, but even those who have never picked up a marker in their lives often create evocative and moving artwork."

That artwork was unveiled on October 25 at an event in the Milstein oncology unit on 6 Hudson North and South, where two murals, consisting of about 85 tiles, collected and organized by Mr. Lable, have been hung in the patient lounge areas.



"These tiles strike a chord with everyone and provide some relief and distraction," says Ms. Shrier, who adds that the tile creation is continuing and expanding into the cancer outpatient infusion unit and other areas. "We thank Eliot for his time and service, and most of all for helping us 'Put Patients First' through artistic expression."



Eliot Lable (second from right) joined NYP/Columbia Oncology staff members at one of the murals created by patients.

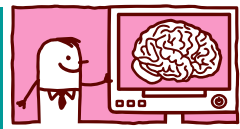
104, and Still Fit and Fabulous!

In 1998, when she was 91, Lillian Sharky received a new heart valve at NYP/Weill Cornell in a procedure performed by Attending Cardiothoracic Surgeon Karl Krieger. In November Ms. Sharky turned 104.

She celebrated the milestone at a party at the Hospital's Cardiac Health Center, where she works out three times a week. WNBC-TV was on hand to capture the birthday bash.



Lillian Sharky's birthday party included time on the treadmill.



volunteers needed

BRAIN AGING AND PHYSICAL FITNESS STUDY We are seeking healthy adults between the ages of 60 and 75 to participate in a brain and physical fitness study at Columbia University Medical Center.

Participants must be Sedentary and Employee, Retiree or Alumnus of Columbia, Presbyterian Hospital or NYSPI.

If you're not yet eligible, get your parents, grandparents, or older friends involved!

Qualified individuals will play a scientifically-based video game in our laboratory, exercise at a gym and be tested to determine the effects on attention, memory, and cognitive performance.

Participants will be compensated for their time.

Contact the Division of Cognitive Neuroscience: Study hotline: 212-851-5590.

Taking Pride in 2010 While Looking Ahead to 2011



For the past several years, patient and employee satisfaction at NYP has improved significantly, and our **2010 Survey results are the highest to date.** Through the teamwork and dedication of all NYP staff, we are making the Hospital a better place for our patients, their families and our co-workers. We begin 2011 confident we can continue this trend, further enhance Respect at NYP and engage more staff in Making It Better planning as we work together to fulfill our promise of “We Put Patients First.”

Press Ganey Patient Satisfaction Survey

Overall patient satisfaction scores as measured by Press Ganey improved from 83.3 in 2009 to 84.4 by the end of 2010. In addition, 16 of the 18 areas where patient satisfaction is measured have improved their scores this year. These include the NYP/Allen Emergency Department, which improved 4.4 mean score points, and the NYP/Weill Cornell Emergency Department, which improved 2.9 mean score points.

Some areas of the Hospital have also seen impressive increases in their percentile rankings, which indicate how they score in relation to other hospitals. **Areas showing the most improved percentile rankings this year include Ambulatory Surgery at three NYP campuses:** NYP/Columbia's scores have gone up 35 points,

NYP/Weill Cornell's have risen 25 points, and MSCHONY's are up 31 points. **Congratulations to the staff in these Ambulatory Surgery areas for their achievements!**

HCAHPS (Hospital Consumer Assessment of Health Providers and Systems)

On the publicly reported HCAHPS Patient Satisfaction Survey, NYP also saw increases in every section of the Survey. Our most recently reported scores show that 78 percent of patients would definitely recommend our Hospital, up 2 percent from last year. These scores also indicate that 71 percent of patients would rate our Hospital a 9 or 10 on a scale from 0 to 10, an improvement of 3 percent this year.

Employee Satisfaction Survey

NYP's Employee Satisfaction Survey scores also increased significantly in 2010, with overall job satisfaction rising to 83 percent from 81 percent. Our highest scoring dimension on the Survey was Concern for Patient Care, which increased to 85

percent from 82 percent. Each dimension is composed of several questions, and our highest scoring question was “**This Organization Is a Good Place to Work,**” with 91 percent of Survey participants responding favorably. We also made great strides in the area of Respect, which increased 4 percentage points, and Making It Better planning, which increased 7 percentage points.

Planning for Continued Success in 2011

One of the ways we have improved the patient experience is by consistently using nationally recognized best practices. Discharge Phone Calls, Quiet Times, Hourly Rounding and a robust Service Recovery Program are just a few of the best practices adopted by NYP. In 2011, we are focusing on instituting Leadership Rounding for Outcomes, a program in which leaders regularly round in their areas to meet with staff and better understand the patient and employee experience. Open dialogue between staff and leaders is essential to making this program a success. In addition, we will work to consistently follow our current best practices as we strive to create a “culture of always” at NYP. ■

TIPS For Creating a Positive Experience for Our Patients

Each of us has a role to play in creating a positive experience for our patients and their family members. Any time we are in front of patients or visitors we are “on stage.” Little gestures can make a big difference. Here are some tips everyone can follow to create a more welcoming environment:

- ✓ **Allow patients/visitors to exit the elevator before you step in.**
- ✓ **Help direct patients/visitors who seem lost.**
- ✓ **Be mindful of the volume of your voice in patient care areas.**
- ✓ **Make eye contact, smile and say, “Good morning” or “Good afternoon” to patients/visitors.**
- ✓ **Do not have personal conversations or discuss patient information in elevators and corridors.**
- ✓ **Do not use your cell phone, Blackberry, iPod or Bluetooth in the presence of patients/visitors.**
- ✓ **Do not take breaks in areas that are reserved for patients and families.**

An MSCHONY Nurse Wins a National Honor



Josephine Marcantonio

Josephine Marcantonio, a Clinical Nurse Specialist in pediatric cardiology and neurology at MSCHONY, has been named the 2010 *Nursing Spectrum* National Nurse of the Year for Mentoring. She appeared on the cover of the magazine's November issue.

In a December 9 award presentation, Ms. Marcantonio was recognized for being an exemplary mentor and motivator and for creating programs that promote learning and improved patient care.

Lori Armstrong, MSCHONY Vice President, Patient Care Services, praised Ms. Marcantonio and pointed to the increasing importance of mentoring in today's complex medical environment, especially at large academic medical centers. “The key to making a successful nurse is mentoring,” said Ms. Armstrong. “Having that key person who inspires others is critical.”

Ms. Marcantonio, who has designed a pediatric certification review course and worked with nurse practitioners to create the first nursing-only, IRB-approved study at NYP, mentors both new and experienced nurses. She is a clinical instructor at the nursing school of Staten Island's Wagner College and visits middle schools to speak to students about careers in nursing and health care.

“Mentoring is the favorite part of my job,” Ms. Marcantonio said. “When you mentor someone, you change their life and yours forever. And sometimes it's not just that new nurse you help to grow, but it's the parent who decided to go to nursing school or the patients you inspired to be nurses when they grow up.” ■



Benefits Corner



BLUE VIEW VISION

Blue View Vision, our new vision care plan, offers a large network of experienced ophthalmologists, optometrists and opticians. Blue View Vision's network also has convenient retail locations, including LensCrafters, Target Optical, Sears Optical, JCPenney Optical, Pearle Vision, and New York-based Empire Vision and Davis Vision Centers. Many of these retail locations have evening and weekend hours for your convenience. More information is available on *the Employee Benefits* page on the NYP Infonet by clicking on the link for *Medical Plans* under *Benefit Plans*.



THE TAX-SHELTERED ANNUITY (TSA) 403(b) PLAN

For 2011, the Voluntary TSA 403(b) plan contribution limit is \$16,500 for the year for employees under the age of 50. If you are age 50 or older, you can defer an additional \$5,500 for a total of \$22,000 for the year.

You can set up and manage your account directly on the Diversified website. To access the website on the Infonet, click on *For Employees*, and under *Quick Links*, select *Diversified Investments*. Click on *Sign In to Your Account*. If you need step-by-step instructions, under *Retirement Plan Resources*, click on *How to Access Your Account*.



HEALTH CARE SPENDING ACCOUNT DEADLINES REMINDER

You have until March 15, 2011, to incur eligible expenses for your 2010 Health Care Account. The deadline for submission of eligible expenses for reimbursement is no later than April 30, 2011.

Requests for reimbursement of these expenses must be submitted to P&A. Reimbursement forms are available on the NYP Infonet. Look under *Benefits Forms* on the *For Employees* page. If you need additional information, call P&A directly at (800) 688-2611.

Employee Activities and Services

TICKETS AVAILABLE AT ERRAND SOLUTIONS

Movie tickets and the sports and family entertainment tickets listed below are available for purchase at your site's Errand Solutions Desk. Tickets can be purchased by check, money order, cash or major credit cards. You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets.

For discounts on additional sports and family entertainment tickets, contact Plum Benefits, Monday through Friday, from 9 a.m. to 5 p.m., at (212) 660-1888, or log on to www.plumbenefits.com.

If you have any questions, please e-mail activities@nyp.org.

Please note: All tickets are limited to four per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.



The Phantom of the Opera

Thursday, January 13
Majestic Theatre
Seating TBD
8 p.m.

\$52 (Children 2 years and older must purchase a ticket.)



Disney on Ice

Madison Square Garden
Saturday, January 22
Seating TBD
7 p.m.

\$32.50 (Children 2 years and older must purchase a ticket.)

Sesame Street Live

Madison Square Garden
Sunday, February 20
Seating TBD
5:30 p.m.

\$35 (Children 2 years and older must purchase a ticket.)



New York Knicks vs. Washington Wizards

Monday, January 24
Section 324
7:30 p.m.

\$35 (Children 2 years and older must purchase a ticket.)



NURSERY SCHOOL PROGRAM

The YM&YWHA of Washington Heights and Inwood offers the following nursery school programs: full day from 9 a.m. to 3:30 p.m. and extended full day from 9 a.m. to 6 p.m. for children born in 2007 and 2008. Half-day programs are also available. NYP employees receive a free membership (fitness center excluded), valued at \$200 to the YM&YWHA, which is necessary to participate in the nursery school program. The program is facilitated by experienced early childhood educators and incorporates music, art and dance within a discovery-based early childhood program.

For more information and fees, visit their website at www.ywashhts.org, or call Susan Herman at (212) 569-6200, ext. 224.



CRUNCH FITNESS DISCOUNT

Crunch Fitness is offering a discount on monthly memberships for NewYork-Presbyterian employees. Join by January 31, 2011, and pay an enrollment fee of \$79.99 (regularly \$249.99) and \$79.99 per month (regularly \$99.99). In addition, sign up for your membership early in January and receive the rest of the month free.

To take advantage of the discounted membership or to obtain a five-day free pass, stop by any Crunch Fitness Club and present your Hospital ID. For more information, please contact Amy Hart, Corporate Account Executive, at (212) 993-0340 or amy.hart@crunch.com.

KICK OFF THE NEW YEAR WITH ERRAND SOLUTIONS

Errand Solutions wants to help you with your resolutions for 2011! Whether your goal is to lose weight, organize your life, or expand your travel experiences, Errand Solutions can help. Contact your site representative today for assistance in realizing your goals.

And remember, they have gift cards and stamps on site, and site representatives are always available to assist with research projects, including travel booking and online shopping.

It's also never too early to start planning for a romantic Valentine's Day. For gift ideas such as baskets, chocolates and jewelry, and for discount travel options and online shopping deals, visit your Errand Solutions site representative today!

Errand Solutions is also available to patients and their loved ones. You can reach Errand Solutions by dialing *99 from any Hospital telephone.

errand solutions at **NYP**

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

New Beginnings

NYP Liver Transplant Program Expands

Daniel Cherqui, M.D., to Lead Hepatobiliary Surgery and Liver Transplantation at NYWC

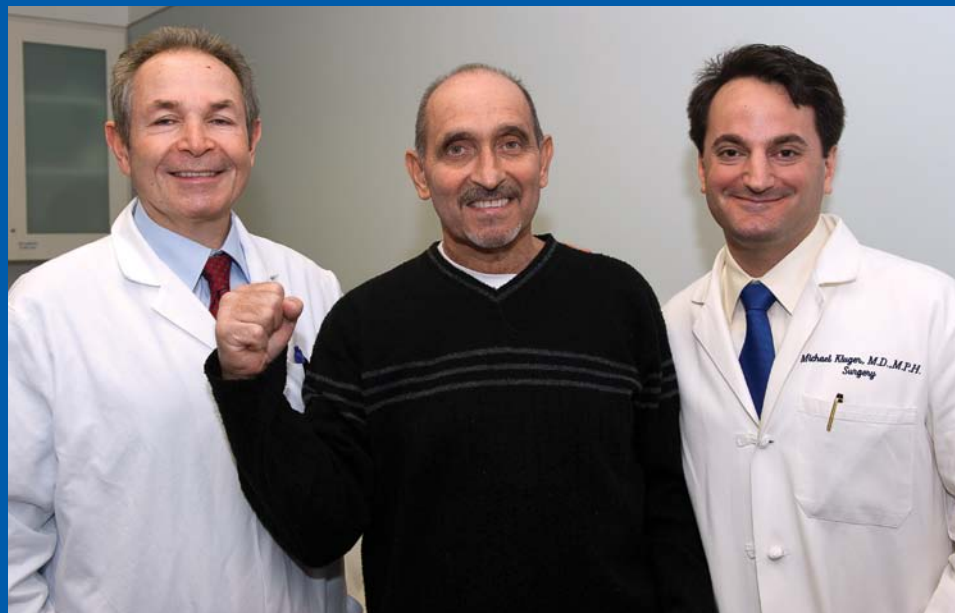
This Thanksgiving, doctors told Pete Pizzuti to go easy. A little turkey, some stuffing, maybe even a small slice of pumpkin cheesecake, all fine, but not too much. For Mr. Pizzuti, a Brooklyn bus driver, remaining vigilant in the face of all that temptation was pretty easy, because the best part of Thanksgiving had nothing to do with the traditional spread. It was about his family and friends, and the fact that Mr. Pizzuti was there at all.

On October 24, Mr. Pizzuti became the first patient to receive a liver transplant at NewYork-Presbyterian Hospital/Weill Cornell Medical Center. The new transplant section expands upon the successful program at NewYork-Presbyterian Hospital/Columbia University Medical Center. Mr. Pizzuti, who suffered from hepatitis C and liver cancer, was on his way out the door for dinner when he got the call

that a liver had become available. A few hours later, Daniel Cherqui, M.D., and Michael Kluger, M.D., began the transplant operation.

Dr. Cherqui, one of the world's leading liver surgeons, recently joined NewYork-Presbyterian Hospital/Weill Cornell Medical Center as Chief of the new section of Hepatobiliary Surgery and Liver Transplantation, where he will oversee a comprehensive surgery program for the liver, pancreas and bile ducts. Dr. Cherqui holds an appointment as Professor of Surgery at Weill Cornell Medical College and Adjunct Professor of Surgery at Columbia University College of Physicians and Surgeons. Dr. Kluger is an Assistant Professor of Surgery at Weill Cornell, adjunct Assistant Professor of Surgery at Columbia University College of Physicians and Surgeons, and Attending Surgeon at NYP.

"It feels very good to be able to perform our first transplant so soon after we started the program," Dr. Cherqui said. "Mr. Pizzuti was the perfect case. The patient



The smiles of (from left) Daniel Cherqui, M.D., Pete Pizzuti and Michael Kluger, M.D., reflect the fact that Mr. Pizzuti's liver transplant at NYP/Weill Cornell "was a great first case."



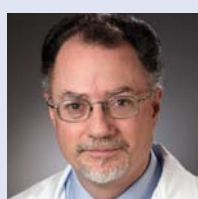
Dr. Cherqui and Mr. Pizzuti (seated, left to right) were joined by other members of Mr. Pizzuti's transplant team: (second row, from left) James Spellman, N.P.; Natalia Ivascu, M.D.; Dr. Kluger; Michael Weissman, R.N., Staff Nurse; Peter Savard, M.D.; and Gene Sirota, R.N., Senior Staff Nurse.



"With our new expanded liver transplantation program,

we are building on our abilities to offer innovative, life-saving treatments to patients suffering from serious liver disease."

Fabrizio Michelassi, M.D.
Surgeon-in-Chief at NewYork-Presbyterian Hospital/Weill Cornell Medical Center



"NewYork-Presbyterian Hospital has long had the world's most successful transplant program. To be able to bring Dr. Cherqui here — whom I

have known for 25 years — and expand this program that has meant so much to so many people struggling with liver disease is a wonderful thing."

Jean Emond, M.D.
Chief of Transplantation at NewYork-Presbyterian Hospital/Columbia University Medical Center

did very well and was home eight days later. A great first case."

"We are looking forward to having a very successful program, a very busy program, and to working with an exceptional liver team," Dr. Cherqui continued. "We are expanding an already excellent liver transplant program established at NewYork-Presbyterian/Columbia, and it feels great to have completed the

first transplant here at Weill Cornell."

Mr. Pizzuti is feeling pretty great himself. "Every day, I get a little better, a little stronger," he said. "I was so blessed to have Dr. Cherqui and Dr. Kluger, and this whole hospital. Everyone here, from the people who park your car, to the admitting people, to the surgeons, doctors, nurses and entire staff — they really care about you." ■

An Honoree Turns the Tables

Barbara Walters, the television personality famed for her probing interviews with statesmen and stars, came to NYP/Columbia on November 18 to accept an award and to say thank you.

At a luncheon where she was honored by the Columbia Presbyterian Health Sciences Advisory Council, Ms. Walters said, "I'm not here to be honored but to honor all of you, especially the doctors who saved my life."

Last year Ms. Walters underwent a procedure at NYP/Columbia to replace a heart valve. Craig Smith, M.D., the Hospital's Surgeon-in-Chief, performed the surgery.

Six months after the surgery, Ms. Walters said at the luncheon, "I do feel so well." She recalled being fed hot dogs so she would gain weight, and she praised her caregivers in intensive care, saying, "I had the most wonderful nurses." Of her cardiologist, Attending Physician Jerry Gliklich, M.D., she said, "I felt I was in the best possible hands."

In February Ms. Walters will host a television special on heart disease, particularly as it affects women. ■



Shown with television personality Barbara Walters are (from left) Lee Goldman, M.D., Executive Vice President for Health and Biomedical Sciences and Dean of the Faculties of Health Sciences and Medicine at Columbia University Medical Center; Jerry Gliklich, M.D.; Joseph Murphy, Chair, Health Sciences Advisory Council; Craig Smith, M.D.; and Dr. Pardes.