

# NYPpress

NewYork-Presbyterian  
The University Hospital of Columbia and Cornell

The newsletter for employees and friends of NewYork-Presbyterian • Volume 14, Issue 1 • January 2012



# 2012



## A Message from Dr. Corwin and Dr. Kelly

Happy New Year, NewYork-Presbyterian! As we begin 2012, we celebrate the conclusion of the Hospital's most successful year in its history. There were many challenges, but you have continued to work as a team — physicians, nurses, managers, and staff — to deliver outstanding and compassionate care and service to our patients and families. In addition, you've done so while managing more efficiently and effectively than ever before. We are so grateful for, and proud

of all of your efforts and couldn't be more excited to be working with you as we begin the next phase of our journey to be the best in care and caring in the country.

Later this month, our managers and physician leaders will convene off-site for our Annual Kick-Off — a half-day session during which our senior leaders will share the Hospital's goals and objectives for the coming year. One of the important themes emerging this year is that it will be more critical than ever to work in tandem with our physicians and medical school partners, Weill Cornell and Columbia. We all

share the same fundamental goal — to take the best possible care of our patients. Given the nation's changing health care system, we will all need to work together more closely, and in new and more innovative ways. This will help assure our collective success in the future.

We are delighted to share that as this past year drew to a close, our Board of Trustees approved NYP's next eight-year Capital Plan. This is an exciting milestone and you will soon begin hearing more about how we plan to transform our buildings and facilities over the next decade, to provide the best possible care

experience for our patients.

There is much to look forward to and accomplish in the year ahead, and we are confident that we will continue to do amazing things together. Thank you again for an extraordinary 2011, and best wishes to you and your families for a very happy and healthy 2012. ■

### Steven J. Corwin, MD

Chief Executive Officer  
NewYork-Presbyterian Hospital

### Robert E. Kelly, MD

President  
NewYork-Presbyterian Hospital

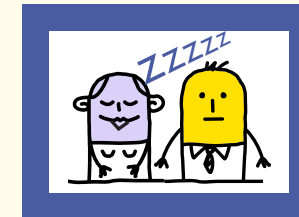


Dr. Corwin at a recent Town Hall meeting.



(From left) Anthony Dawson, VP Operations, NYP/Milstein; Dr. Clifford Chao, Radiation Oncologist-In-Chief at NYP; and Dr. Kelly at the Gamma Knife ribbon cutting.

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## Heard at CEO Town Hall Meetings with Dr. Corwin

As Chief Executive Officer, Dr. Corwin wants to meet as many staff as possible, encourage open dialogue, and learn from our NYP team. To help accomplish this, he is holding monthly Town Hall Meetings with staff and small breakfasts with managers at all Hospital sites. Meetings are department-specific and staff receive invitations from their Vice Presidents.

Dr. Corwin recently held meetings and breakfasts with several departments at NYP/Weill Cornell and East 38th Street. These include Facilities, Security, Support Services, EMS, Information Services, Human

Resources, Patient Accounts and Finance. Questions raised, as well as Dr. Corwin's answers, include:

### *How can we help the Hospital get through these challenging economic times?*

The best thing that each of us can do is to deliver unbelievably good patient care and be really sensitive to the people coming through our doors. We want to make sure people feel that if they come to NewYork-Presbyterian they will receive great care. People will then want to come here and the Hospital will generate the money required to do all the things we need to do for patients, families and staff.

Staff can also identify areas within their departments, units and divisions where there are opportunities to make processes more efficient and avoid

waste. The people at the front lines are in the best position to suggest where we can improve. I encourage all of you to continue to share your cost-saving ideas with your managers or email them to the HERCULES Project leadership at [hercules@nyp.org](mailto:hercules@nyp.org).

### *Recently I saw a reality TV program about Johns Hopkins Hospital. Can NewYork-Presbyterian Hospital be featured in a reality TV series as well?*

Yes! In fact, last year, ABC News, which produced "Hopkins 24/7" and "Boston Med," filmed on various NYP units at each campus to create a prime-time television documentary series about us. We can all look forward to seeing our staff in action on TV caring for patients and their families in the summer of 2012. ■

## NYPpress

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# A Mighty Response to Health Reform

Designed to meet the challenges of health care reform by finding opportunities to reduce costs, while maintaining our commitment to *We Put Patients First*.

## HERCULES

is a key Hospital-wide initiative that is helping us find opportunities to become more efficient and enhance our revenue, in order to meet the challenges of health care reform while continuing to provide the highest-quality, most compassionate care and service to our patients. ■

## Hercules in 2012

Laura Forese, MD, Group Senior Vice President, Chief Operating Officer and Chief Medical Officer of NYP/Weill Cornell, will head the HERCULES initiative in 2012, taking over from Dr. Kelly, who led the effort in its first year. In 2011, HERCULES achieved its goal: We reduced NYP's 2012 budget by \$60 million and developed many innovative projects to provide the highest quality of care and enhance the experience for our patients.

In 2012, the HERCULES goal is to achieve savings of another \$60 million through implementation of our 2011 projects and continuing to come up with new ideas to ensure the best care for our patients.

We spoke with Dr. Forese to learn more about her vision for HERCULES:

### What do you consider the most important Hercules accomplishment of 2011?

The fact that we could work together with all parts of the institution to set a target and then achieve it. We got everyone, from the CEO to frontline staff, to focus on HERCULES. We showed we could make change and at the same time keep the patient foremost in our minds.

### How important are NYP employees to HERCULES' success?

Employees' ideas are extremely important. Last year more than 50 ideas, such as cutting the cost of unneeded supplies and

eliminating excess printing, came from frontline staff.

We found [hercules@nyp.org](mailto:hercules@nyp.org) to be a successful channel for getting employees' ideas. Through it we got a lot of feedback directly from staff.

Employees can also talk to their managers about their ideas for how we can deliver the best care in the most efficient way.

### How important is HERCULES to NYP?

HERCULES defines the future. It is the vehicle through which we will deliver care in the changing landscape in health care.

Under health care reform, NYP will be called on to demonstrate the quality of care we deliver.

Patients and payers will know our results. We must deliver the best care without waste and variation in practice. Eliminating these will lead to reduced cost of care.

NYP has been and will continue to be about putting patients first, working with employees who are the best in health care.

### What are your hopes for HERCULES in 2012?

We're coming off a very successful 2011. We will build on our success and momentum.

In 2011 we set out to change the way we do our business, looking at best care and standardization, increasing efficiency and financial improvement. We had more than 200 projects, ranging from supply utilization to the revenue cycle, from length of stay to clinical redesign.

Our first priority for 2012 is to implement all of the 2011 ideas. But HERCULES involves a cycle; we'll incorporate new ideas and then look for the next round of new ideas.

### What will be new in 2012?

We've established a new team, Operational Excellence, that will focus on helping managers understand best practices, the best way to use resources to deliver the highest-quality services.

We will focus on the same areas but will look for new opportunities. We will work even more closely with our clinical leaders and physician partners to achieve our goals. ■



Laura Forese, MD

## Share Your Ideas



We need everyone's help, so please share your project ideas with your manager or e-mail them to [hercules@nyp.org](mailto:hercules@nyp.org).

## NYP's Green Efforts Honored

NYP/Weill Cornell's building at 525 East 68th St. received ENERGY STAR certification last month, in recognition of the Hospital's record for energy management. No other hospital in New York achieved this honor in 2011. NYP has earned six ENERGY STAR awards since 2005 — more than any other hospital in the country.

ENERGY STAR certification means that NYP was in the top 25 percent nationally for meeting strict energy standards set by the U.S. Environmental Protection Agency, emitting 35 percent

less greenhouse gas emissions, on average, than similar hospital buildings nationwide without tradeoffs in performance or comfort.

NYP/Weill Cornell has been recognized for its 7.5-megawatt cogeneration plant, which converts gas into electricity while excess heat is used to generate steam for heating and cooling. The plant is reducing carbon dioxide emissions by more than 27,000 tons each year, the equivalent of pulling 4,600 cars from the road. It's also reaping

financial benefits for the Hospital, resulting in \$6.1 million in energy savings every year.

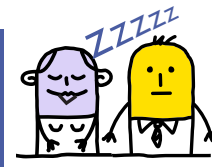
NYP/Columbia's Vivian and Seymour Milstein Family Heart Center features recycled materials and is estimated to be 30 percent more energy efficient than a standard structure. It received Leadership in Energy and Environmental Design (LEED) Gold Certification from the Green Building Certification Institute. NYP is one of only six hospitals nationwide to achieve a gold or platinum designation.



■ **FOR SALE:** By owner, large, nicely maintained, two-family house in Leonia, New Jersey, only 5 to 10 minutes from NYP/Columbia. Approximately 5 to 6 bedrooms, three baths. Many updates. Near schools and transportation to NYC. Excellent tax deductions on expenses, repairs, utilities. Price: \$595,000. Call owner at (201) 450-2544.

■ **FOR SALE:** One-bedroom, one-bath condo on Riverside Drive in Hamilton Heights area of Manhattan. Completely renovated, prewar home has high ceilings, hardwood floors, crown moldings, modern kitchen and bath with stainless steel appliances, granite and marble tiles. Priced for quick sale. Please call Alex at (201) 707-9861.

■ **FOR SALE:** Two co-ops at 631 Academy St., between Vermilyea and Broadway near Inwood Hill Park in Northern Manhattan. Close to many stores and good school district. Near West Side Highway and FDR Drive and No. 1 and A trains. One-bedroom apartment (#3E) available for \$165,000; two-bedroom apartment (#3A), for \$215,000. Contact vpolanco@skyriseequity.com.



## Free Screening for Sleep Apnea

The Weill Cornell Center for Sleep Medicine will conduct sleep apnea screening for NYP and Weill Cornell Medical College employees on Tuesday, January 24, from 1 p.m. to 5 p.m.

The center is located at 425 East 61st Street, 5th floor. Reservations are not required, but bring your employee ID.

For more information, call the center at (646) 962-7378, or go to [www.weill.cornell.edu/sleepcenter](http://www.weill.cornell.edu/sleepcenter).



## art show

The 21st Medical Complex Art Show will be on view in the Weill Cornell Medical College Library at 1300 York Avenue through January 31, 2012. It includes paintings, photographs, sculpture, handicrafts and other works of art created by faculty, staff and students of NYP/Weill Cornell, Weill Cornell Medical College and Graduate School of Medical Sciences, Memorial Sloan-Kettering Cancer Center and Rockefeller University. The library is open Monday through Friday from 7 a.m. to midnight, Saturday from 9 a.m. to 8 p.m., and Sunday from noon to midnight.



## promotions

Human Resources reports the following promotions as of November 30, 2011:

### NYP/ACN

**Assitan Gakou**  
Certified Medical Assistant, Urgi Care Center 166th

**Flobien Galbreath**  
Social Worker, ACNC Social Work

**Svetlana Khaimova**  
Sr-Staff Nurse RN, Women's Health Svcs Support

**Julia Lopez-Moreno**  
Clinical Nurse III, Clinic-Eye Adult

**Patricia Peretz**  
Mgr-CCH, ACN-Exec Administration

**Melissa Quinn**  
Supv-Radiology Services, PH 12 OB Ultrasound Unit

**Melissa Rodriguez-Reyes**  
Staff Assistant, Ambulatory-Inter. Med



Melissa Rodriguez-Reyes

### Devin Shelley

Mgr-CCH, ACN-Exec Administration

**Miriam Torres**  
Mgr-CCH, ACN-Exec Administration

**Glenda Vargas**  
Supv, Stockamp Implementation Team

### NYP/ALLEN

**Mustapha Braimah**  
Unit Assistant, 2 Field West - Allen

### NYP/MSCHONY

**Natasha Ali**  
Periop Patient Care Assistant, CHNY 3N Endo-Broncho Suite

**Kimberly Callender**  
Clinical Nurse III, CH-Emergency Room

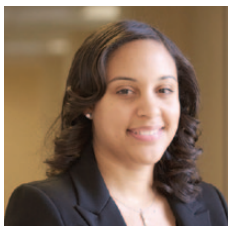
**Mini Kallarackal**  
Nurse Practitioner, Admin OBS/GYN

**Josef Lehmkuhler**  
Supv-OR Inventory, CH-Emergency Room

**Cinthya Lopez**  
Patient Fin Advisor-Pat Access, X-Ray Children's Hosp-3

### Florence Daniels

Practice Administrator, Clinical - Genetics



Florence Daniels

**Michael Lynch-Simmons**  
Patient Fin Advisor-Pat Access, X-Ray Children's Hosp-3

**Larizza Martinez**  
Unit Assistant, CHONY Periop Administration

**Keisha Murphy**  
Periop Patient Care Assistant, CH-Operating Room

**Yilvis Rochez**  
Unit Assistant, CHT 4 Medical Surgical Unit

**Rosalinda Salva**  
Clinical Nurse III, CH-Emergency Room

**Davanan Sankar**  
Supv-OR Inventory, CH-Diagnostic Imaging Suite

**Mary Yeosock**  
Clinical Nurse III, CH 4N PACU Days Stay

### NYP/COLUMBIA

**Francis Aponte**  
Patient Fin Advisor-Pat Access, AIDS Medical Program

**Barbara Cagliostro**  
Admin Mgr-Clin Svc Line, Service Line-Cardiac

**Isaiah Cain**  
Waste Disposal Attendant, Environm Svcs-Waste Management

**Angel Canario**  
Sys Hardware Analyst III - IS, Desk Top Support - West

**Sandro Canela**  
Maintenance Mechanic II, FACE

**Esleiry Castillo**  
Spec Proc Tech - Certified, Mammography-API

**Gilbert De Sotto**  
Clinical Nurse II, MB-4HN MICU

**Michael DeFilippo**  
Dir-Food-Nutrition, Food Serv-Administration

**Evans Dieudonne**  
Patient Fin Advisor-Pat Access, New Patient Access Milstein ED

**Haydee Figueroa**  
Periop Patient Care Assistant, Oper Rms MB-3-4

### Daniel Fontanez

Periop Patient Care Assistant, CH-Operating Room

**Barry Gallison**  
Dir-Nsg Qual-Impmt Initiative, Central Corporate Nursing

**Shirley Ghany**  
Nurse Coordinator, E.R. Administration

**Nashira Gonzalez**  
Patient Fin Advisor-Pat Access, Mammography-API

**Ellen Harrigan**  
Sr Asst-President-COO, C.O.O. Administration

**Eileen Hernandez-Valdez**  
Nurse Coordinator, Emergency - A

**Marva Hinkson**  
Secretary 1199, Operating Room Scheduling

**Janice Hou**  
Staff Nurse, MB-7GS AM/PM Surgery

**Roberto Hunte, Jr.**  
Supv, Radiology-Central Scheduling

**Donna Joseph**  
Periop Patient Care Assistant, EI-4 Ambulatory Eye Surgery

### Julete Kirby

Clinical Nurse II, Eye Institute- 7th Floor

**Elisabeth Manso**  
Asst-Social Work, Social Work-Milstein

**Silverio Martinez**  
Transporter - Messenger, Emergency - A

**Giulliano Martinez**  
Waxer - Stripper, Environmental Services-CH

**Juan Martinez**  
Unit Assistant, MB-7HN Surg Telemetry

**Eric McKenzie**  
Periop Patient Care Assistant, CH-Operating Room

**Carlos Mendez**  
Warehouseman, Sterile Supplies

**Rommel Milanez**  
Clinical Nurse III, HH Cardiothoracic ICU

**Sheikh Mohamed**  
Supv-Lab Services, Core Lab Hematology

**Sharon Nesmith**  
Pharmacy Technician, Pharmacy-Administration

**Shayna Nolasco**  
Patient Fin Advisor-Pat Access, Census Management

### Farley Obusan

Nurse Coordinator, Emergency - A

**Michelle Pagan**  
Administrative Assistant, Service Line Division

**Karen Reid**  
Staff Nurse, MB-7GN Orthopedics

**Marcia Ricketts**  
Patient Fin Advisor-Pat Access, Mammography-API

**Carmen Rios**  
Periop Patient Care Assistant, CH-Operating Room

**Gina Rivera**  
Periop Patient Care Assistant, CH-Operating Room

**Evelys Rodriguez**  
Coord-Accommodations, Environmental Services-Admin

**Ma Christina Santos**  
Nurse Coordinator, Oper Rms MB-3-4

**Majumbee Saundo**  
Clinical Nurse I, Oper Rms MB-3-4

**Geraldine Smith**  
Clinical Nurse III, MB-7GN Orthopedics

### Edna Smith

Patient Fin Advisor-Pat Access, Patient Access I

**Neal Stevens**  
Coord-Accommodations, Environmental Services-Admin

**Bevoline Thomas**  
Patient Fin Advisor-Pat Access, Mammography-API

**Daniel Torres**  
Plumber A, Plumbing Dept

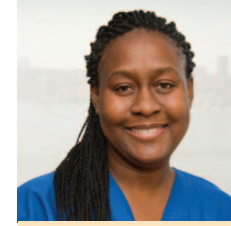
**Vina Joy Trinidad**  
Clinical Nurse III, MB-7GS AM/PM Surgery

**Rosanna Vargas**  
Spl-Hlth Priorities, Patient Navigator Program

**Mini Varghese**  
Clinical Nurse III, MB-7GN Orthopedics

**Jonathan Veras**  
Patient Fin Advisor-Pat Access, Mammography-API

**Trevior Willie**  
ICU Technician, MB-8HN Neurosurgery



Trevior Willie

(Continued on page 6)

## Transplant Reunions Celebrate New Lives

More than 100 lung transplant recipients, their families and those still on the waiting list gathered at the Riverview Terrace at NYP/Milstein last month to reunite with their doctors, nurses and others who provided them with a second chance at life.

Since 1989, doctors in the NYP/Columbia Lung Transplant Program — one of the oldest programs of its kind in the nation and largest of the region — have performed more than 630 transplants.

A similar reunion event was hosted earlier in the month by the NYP Center for Liver Disease and Transplantation, which is among the top 10 centers in the country for liver transplants. The center has performed more than 1,400 since 1998. About 100 recipients, their families and donors came together at MSCHONY.

“We want to applaud all of you for being here,” said Selim M. Arcasoy, MD, Medical Director of the Lung Transplant Program. “This is truly a celebration of life.” ■

**(Right) Jessie Wilt, MD, Associate Medical Director for NYP/Columbia's Lung Transplant Program, with lung transplant patient Alanna Ambrosio at a lung transplant reunion event at NYP/Milstein last month.**

**(Below) Jean Emond, MD, Vice Chair and Chief of Transplantation at NYP/Columbia, right, with liver transplant patient Robert Capobianco at a liver transplant reunion event at MSCHONY last month.**



## A Respite for Families of Sick Children

The Family Resource Center at MSCHONY opened in November in space that was formerly part of the Hospital's entrance.

The Family Resource Center was created under the auspices of the Hospital's Family Advisory Council, which is comprised of parents whose children have been treated at the Hospital and who advocate for the family's perspective in patient care. The Family Resource Center's volunteers listen and offer support, while a full-time bilingual medical librarian helps parents learn more about a diagnosis or procedure. Computers and medical journals are available as resources. Since its unofficial opening in August, the center has

served more than 400 people.

“We see people at their most vulnerable, and it's great to be able to help them in some small way, to provide them with reliable information and empower them,” says Toni Millar, Director of Child Life at MSCHONY.

“To see the Family Advisory Council's vision realized in such a beautiful setting speaks volumes about that mission,” says Lawrence Stanberry, MD, PhD, MSCHONY Pediatrician-in-Chief.

“I'm so excited for patients and families,” said Ann O'Connor, Chair of the Family Advisory Council. “This Hospital deserves to have this great space.”



Lawrence Stanberry, MD, MSCHONY Pediatrician-in-Chief, with Toni Millar, center, Director of Child Life at MSCHONY, and Ann O'Connor, Chair of the Family Advisory Council, officially open the Family Resource Center, which offers information and respite to patients' families.

## Power Rangers Visit Komansky Center



Angelo Fogliano, 8, and other young patients at NYP/Weill Cornell's Phyllis and David Komansky Center for Children's Health practiced their superhero ninja moves during a visit by Power Rangers, sponsored by the Lollipop Theater Network.

# Healthy Eating Just a Bite Away



**Pedro Vargas, Chef and Supervisor for Food and Nutrition; Maudlyn Christian, First Cook; and Rafaella Lopez, Clinical Nutritionist, at NYP/Allen, prepare roasted Portobello mushroom, vegetable and goat cheese wraps with yogurt dressing, and carrot-cranberry slaw at the Pavilion Café for National Start Eating Healthy Day. NYP and the American Heart Association have teamed up for the past three years to encourage patients, families and employees to make healthy eating choices. The day in November featured cooking demonstrations, taste testings and nutrition information at all NYP campuses.**

## New Kudo Recognizes Years of Hard Work by NYP/Westchester

NYP/Westchester has been named a “Designated Planetree Patient-Centered Hospital” by Planetree Inc. for its focus on healing and nurturing body, mind and spirit. NYP/Westchester is the first behavioral health hospital in the world to receive this designation.

The Planetree model of patient-centered care focuses on personalizing, humanizing and demystifying health care for patients and their families. Leaders at Westchester have used staff retreats to enhance training in patient-centered care as well as made improvements in its healing environment. These include reconstructing the main entrance, renovating the chapel, and creating a patient resource library and a small café.

“Creating an environment where patients feel respected and creatively engaged in their recovery promotes healing,” says Philip J. Wilner, MD, Vice President and Medical Director of Behavioral Health at NYP/Weill Cornell. “We are very proud to be honored with this special designation and grateful to

Planetree for its support.”

Splashes of soothing blues, browns and beiges color the walls of NYP/Westchester, while paintings of nature bring the outside in. The quiet waiting room features a built-in fish tank. The serene, bucolic grounds — including winding roads, landscaped courtyards and a labyrinth — are conducive to meditation and reflection. Pet therapy with specially trained dogs provides comfort and relaxation.

“Along with Planetree’s many benefits for patients, we are also committed to creating a culture that nurtures our staff,” says Linda Espinosa, RN, MS, Vice President of Patient Care Services at NYP/Westchester. “We want our employees to feel cared for and supported, because increased staff satisfaction is uplifting to everyone, especially as it positively impacts the patient experience.” ■



### 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.



## promotions

Human Resources reports the following promotions as of November 30, 2011:

### NYP/WEILL CORNELL

**Rick-Jay Brown**  
Mgr-Maj Proj Equipt  
Plng Impln, Procurement/Strategic Sourcing



Rick-Jay Brown

**Jose Don Agregado**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Kathryn Albert**  
Nurse Epidemiolgst, Epidemiology

**Laura Ambrogi**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Rozetta Amin**  
Patient Registrar,  
Oncology Treatment Center

**Elizabeth Aracena**  
Office Assistant, Kidney  
Acquisition Program

**Michelle Ayala**  
Staff Nurse-RN, NUR-10C/10S MEDSURG (ONC)

**Richard Barrett**  
Mgr-Ops F-N, Food & Nutri Svc

**Tara Benziger**  
Nurse Clinician-RN,  
NUR- 10N MSURG ACE

**Anna Berg**  
Sr-Staff Nurse RN,  
Ambulatory-Workforce Hlth Sfty

**Thelma Blackstock**  
Sr Analyst-Fin-Mgd Care, Managed Care-Finance

**Edmund Blanding**  
Patient Assistant,  
Amb Surg OR

**Bryce Clark**  
Nurse Clinician-RN,  
Center/Special Studies Adult

**Anna Dee**  
Sr-Staff Nurse RN,  
NUR-10C/10S MEDSURG (ONC)

**Stephanie Delgado**  
Executive Assistant,  
HR Support Services

**Anthony Falcaro**  
Mgr-IS, Clinical Information Systems

**Orin Fraser**  
Coord-Patient Svcs,  
Patient Services-Emergency Dep

**Stephanie Genoio**  
Staff Nurse-RN, NUR-7N WCH OBS (CCN)

**Tasha George-Kimble**  
Staff Nurse-RN, NUR-7N WCH OBS (CCN)

**Natalie Hellmers**  
Sr-Staff Nurse RN,  
Critical Care-CCU

**Mark Huntington**  
Accountant, Accounting

**Alimata Ibriga**  
Telemetry Technician,  
Telemetry

**Jason Ilardo**  
Project Leader - IS,  
Clinical Information Systems

**Enalynn Jack**  
Nurses Aide, NUR-B15  
SHORT STAY SURG

**Tina Jones**  
Mgr-Budget, Business  
Operations Analysis

**Emily Ju Youn Kim**  
Sr-Staff Nurse RN,  
NUR- 2SW CRIT. NEUROICU

**Patricia Keane**  
Sr-Staff Nurse RN,  
NUR-8N Surgical SDU

**Ayman Khalil**  
Pharmacist, Pharmacy

**Helen Kotchoubey**  
Corp Dir-IS Clinical,  
IT Corporate Systems

**Jamile Lewis**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Aliza Lipschitz**  
Staff Nurse-RN,  
NUR- 5N MED SURG

**Jennifer Luby**  
Nurse Clinician-RN,  
Critical Care-Med Team

**Joan Lynaugh**  
Sr-Staff Nurse RN,  
Recovery Room G-3

**Madeleine Mason**  
Sr-Buyer, Procurement/  
Strategic Sourcing

**Barbara Matonis**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Cassandra McGeachey**  
Staff Nurse-RN, NUR-5W CRIT CARE (MED SDU)

**Joan McNeil**  
Sr-Staff Nurse RN,  
Recovery Room G-3

**Naomi Meyer**  
Coord-Volunteers,  
Volunteer Services

**Mary Jane Milo**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Marianne Moore**  
Patient Care Director,  
Med/Surg-Geriatric

**Anita Nath**  
Controller, Financial  
Controls

**Yohana Odeh**  
Sr-Staff Nurse RN,  
NUR-2N MEDSURG (TRANSPLANT)

**Lauren Petrillo**  
Sr-Staff Nurse RN,  
NUR-B15 SHORT STAY SURG

**Dawn Pile**  
Sr-Staff Nurse RN,  
NUR-2N MEDSURG (TRANSPLANT)

**Karen Price**  
Sr-Staff Nurse RN,  
NUR-B17 MEDSURG (REHAB)

**Gay Rodriguez**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Pamela Ross**  
Sr-Buyer, Procurement/  
Strategic Sourcing

**Sormeh Saei**  
Sr-Staff Nurse RN,  
NUR-4W CRIT CARE (CTICU)

**Maria Saraceni**  
Sr-Staff Nurse RN,  
Recovery Room G-3

**Shanique Scott**  
Patient Registrar,  
Echocardiography Lab

**Monika Tello**  
Nurse Clinician-RN,  
NUR-14S MEDSURG (AM)

**Aboubacar Toure**  
Unit Coordinator,  
Emergency Dept

**Bridget Townsend**  
Staff Assistant, Workforce Health & Safety

**Ernest Velez**  
Zone Mechanic,  
Engineering Maint

**Alexandra Watson**  
Child Life Therapist,  
L9 Pediatric Proc & Recovery

**Michael Williams**  
Dir-Food-Nutrition,  
Food & Nutri Svc

**Irina Yagudayeva**  
Sr Analyst-Financial,  
Financial Planning

**Rafika Zarari**  
Coord-Patient Svcs,  
Client Relations

### NYP/WESTCHESTER

**Anthony Bailey**  
Data Technician,  
Health Information Mgmt

**Samuel Criss**  
Sr-Staff Nurse,  
Nursing Second Chance - 3 North

**Anthony DeDonatis**  
Sr-Staff Nurse, Nursing  
Crisis Stabilizat - 6N

**Efrain Diaz**  
Cook, Dietary-Kitchen

**Deborah Gorman**  
Administrative Sr Staff  
RN, Nursing Eating Disorders

**Susan McTernan**  
Sr-Staff Nurse, Nursing  
Crisis Stabilizat - 6N

**Rebecca Rosen**  
Sr-Staff Nurse, Nursing  
Schizophrenia -3 South

**Christel Ferrell**  
Supv, Access Services



Christel Ferrell

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).

## Benefits Corner



### EMPIRE MEDICAL ID CARDS

All NYP employees and their family members who are participants in the Empire BlueCross

BlueShield medical plans should have received a new ID card for 2012. If you did not receive your new card, please call Empire at (800) 342-9816.



### EDUCATION ASSISTANCE REMINDER

Effective with classes beginning in January 2012, tuition reimbursement has

been raised to \$3,000 per year. For details of our Educational Assistance Program, including program eligibility, go to the *Employees* page on the Infonet, and under *Resources and Guides*, click on *Education Assistance Program*.

As part of our Educational Assistance Program, NYP offers a Prepaid Tuition Program. This program provides employees with a prepaid tuition benefit of up to \$3,000 when attending a participating college.

Colleges participating in the Prepaid Tuition Program are Baruch College, Borough of Manhattan Community College, Bronx Community College, Brooklyn College, College of Staten Island, Columbia University, Downstate Community College, Empire State College, Hunter College, LaGuardia Community College, Lehman College, Long Island University, Mercy College, NYU, Pace University, SUNY Purchase College, Queensborough Community College, SUNY Delhi, The City College of New York and Westchester Community College.

For details of the Prepaid Tuition Program, go to the *Employees* page on the Infonet, and under *Forms*, click on *Education Assistance Agreement*.



### IMPORTANT REMINDER FOR NJ & PA RESIDENTS REGARDING STATE TAXES

For federal tax purposes, gross salary can be reduced by contributions to a 403(b)/TSA program and all Flexible Spending Account (FSA) programs. However, different states have various tax regulations regarding contributions to a 403(b)/TSA program or any Health Care, Dependent Care, Adoption, Mass Transit or Parking FSA program.

If you are a resident of New Jersey, for New Jersey state tax purposes, your gross salary cannot be reduced by contributions to a 403(b)/TSA program or any Health Care, Dependent Care, Adoption, Mass Transit or Parking Flexible Spending Account. These voluntary contributions must be included in the amount claimed as income when filing New Jersey state taxes.

If you are a resident of Pennsylvania, for Pennsylvania state tax purposes, your gross salary cannot be reduced by contributions to a 403(b)/TSA program or a Dependent Care Flexible Spending Account. However, contributions to Health Care, Adoption, Mass Transit and Parking FSAs are exempt from Pennsylvania state taxes.

Voluntary contributions to a 403(b)/TSA program or a Dependent Care Flexible Spending Account must be included in the amount claimed as income when filing Pennsylvania state taxes.

If you are a resident of New York, your gross salary for both federal and state tax purposes can be reduced by contributions to a 403(b)/TSA program and all flexible spending accounts.

Contact your tax preparer, or go to [www.IRS.gov](http://www.IRS.gov) for more information.

## Employee Activities



### DISCOUNT TICKETS MOVIE TICKETS

Discounted AMC movie tickets can be purchased at your site's Gift Shop.

### SPORTS AND FAMILY ENTERTAINMENT TICKETS

Discounted sports and family entertainment tickets are available online from the following:

#### ► Plum Benefits

Log on to [www.plumbenefits.com](http://www.plumbenefits.com) or call (212) 660-1888, Monday through Friday, from 9 a.m. to 5 p.m.

#### ► TicketsAtWork.com

Log on to [www.ticketsatwork.com](http://www.ticketsatwork.com) or call (800) 331-6483. The company code is **NYP**.

#### ► Working Advantage

Log on to [www.workingadvantage.com](http://www.workingadvantage.com). The NYP member ID number is **99042364**.

#### ► GoldStar

Log on to [www.goldstar.com](http://www.goldstar.com).

#### ► Corporate Offers

Log on to [corporateoffers.com/corporateaccess/offers/broadway.php](http://corporateoffers.com/corporateaccess/offers/broadway.php).

You can also access theater and sporting events on the *Employees* page of the Infonet by clicking on *Discounts & Perks* under *Quick Links*.

If you have any questions, please e-mail [activities@nyp.org](mailto:activities@nyp.org).



### FITNESS DISCOUNTS Boom Fitness

Boom Fitness, located at 1438 Third Avenue (at 81st Street), is offering

a special discount on their enrollment fee to NewYork-Presbyterian employees. The enrollment fee is normally \$199 with a \$29.99 monthly membership fee. If you join now through January 31, the enrollment fee is \$49 with \$29.99 monthly membership fees. Boom Fitness is open 365 days a year, 24 hours a day during the week and 8 a.m. to 8 p.m. on the weekend.

For more information, contact Chris Kremer at (212) 879-6013 or [ckremer@boomfitness.com](mailto:ckremer@boomfitness.com).



### YogaWorks

YogaWorks is offering a 35 percent discount to NYP employees on their membership fees.

Membership to the employee's choice of one studio is \$85 per month, and access to all five locations is \$115 per month. YogaWorks has locations in Manhattan and Westchester:

Eastside: 1319 Third Avenue, 2nd Floor (between 75th & 76th Streets)

Westside: 37 West 65th Street, 4th Floor (between Central Park West & Columbus)

Soho: 459 Broadway at Grand Street

Union Square: 138 Fifth Avenue, 4th Floor (between 18th & 19th Streets)

Westchester: 50 South Buckhout Street in Irvington

For more information, contact Brendan Gibbons at (212) 965-0801 or [brendang@yogaworks.com](mailto:brendang@yogaworks.com).

## GREEN PAGES CONTACT INFORMATION



**Benefits Corner**  
(212) 297-5771  
[BenefitsBridge@nyp.org](mailto:BenefitsBridge@nyp.org)

**Employee Activities**  
(212) 746-5615  
[activities@nyp.org](mailto:activities@nyp.org)



**Other Green Pages News**  
[hrweb@nyp.org](mailto:hrweb@nyp.org)



Do you have an idea for how to make NYP better for patients or employees? E-mail your suggestion to [makingitbetter@nyp.org](mailto:makingitbetter@nyp.org).

# Hourly Rounding

## Enhancing Patient Safety and Satisfaction

**I**ntroduced at NYP in 2010, Hourly Rounding is an evidence-based, nursing best practice designed to enhance patient safety and satisfaction. During Hourly Rounds, nursing staff proactively address patients' pain, toileting needs, and positioning and comfort, making a positive difference in their experience. Research has shown that Hourly Rounding can reduce call-light frequency by 30 percent, significantly reduce patient falls, and increase a patient's overall satisfaction by up to 20 points.

At NYP, one of the ways we measure inpatient satisfaction is with the Press Ganey Patient Satisfaction Survey. This survey includes the question, "During your stay, did members of the staff conduct hourly rounds to take care of your care and comfort needs?" Our 2012 goal is to have 90 percent of our

patients respond "yes" to that question. To achieve this goal, we must do Hourly Rounding consistently. NYP has put a strong Program in place, led by dedicated Clinical Leaders at each campus who champion Hourly Rounding with nurses and nursing assistants and promote the 8 Behaviors of Hourly Rounding (see box below). They also work with Patient Centered Care Specialists and Nursing leadership to further the consistent use of this best practice by coaching staff and performing "validation" interviews with patients.

Hourly Rounding is only one of the numerous ways NYP staff provides our patients and their families with the highest-quality, most compassionate care and services. Working together, we can create the best experience possible for our patients and fulfill our promise of **We Put Patients First**. ■



"Placing structure around how often we see patients and families is crucial for their comfort and safety. They should leave our Hospital feeling as though all their needs were met proactively. Patients should think, 'Wow, I never had to ask for a thing. They anticipated my every need.'" — Robert Dembicki, RN, MSN, Director of Nursing for Critical Care and Surgical Specialties and PCC Clinical Leader for Hourly Rounding at NYP/Weill Cornell, shown with Nurse's Aide Sara Yanez.



"Hourly Rounding Validation provides an opportunity for leaders to directly speak with patients regarding how well our staff are meeting their comfort needs and observe our 'best practices' in action. Many patients tell me they don't need to use the call bell because someone is always checking on them." — Donna Tinling-Solages, MPA, RN, Director of Nursing and PCC Clinical Leader for Hourly Rounding at NYP/Allen (left), shown with Katie Lenhardt, CNI.

### Hourly Rounding Behaviors

8 Behaviors of Hourly Rounding for Nurses and Nursing Support Staff:

- Use opening Key Words, such as name, title, and purpose of the rounds.
- Accomplish scheduled tasks.
- Address the "Three P's" — pain, personal needs and position.
- Address additional comfort needs.
- Conduct environmental assessment.
- Ask "Is there anything else I can do for you? I have the time."
- Tell each patient when you will be back.
- Document the Rounds.