

NYP Press

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

The newsletter for employees and friends of NewYork-Presbyterian • Volume 14, Issue 2 • February 2012

2012 Kick-Off

Special Edition of *NYP* Press

LEADING THE WAY



We Put Patients First

We Put Patients First

2012 Kick-Off

2012 KEY TARGETS & GOALS

PATIENT SATISFACTION

- Press Ganey **86.5**
- HCAHPS **73.0**

EMPLOYEE SATISFACTION 84%

FINANCIAL & OPERATIONAL

- Net Additional Discharges **2,478**
- LOS Reduction **0.25 Days**
- Revenue Cycle **\$30.2 M**
- Strategic Sourcing **\$23.5 M**
- HERCULES **\$60 M**
- Operating Surplus **\$100 M**



Heard at CEO Town Hall Meetings with Dr. Corwin

Each month, as part of his commitment to encouraging open dialogue and learning from the NYP

our systems with each other so that they are perfectly reliable and provide useful information. We are further along than just about any other Hospital, but we are not as far as we need to be.

team, Dr. Corwin meets with staff across our Hospital sites. In late January, he held two Town Hall Meetings at East 38th Street. At the meetings, he stressed the important role all staff play in NYP's success. "What matters most is that our patients and families feel cared for in our Hospital," said Dr. Corwin. "Everyone who works here should feel that he or she contributes in some way to that care."

These meetings provide an opportunity for staff to ask questions of Dr. Corwin. Here are just a few of the questions and answers that came up on 38th Street.

Can you speak a little about the future of Information Technology at NYP?

We will continue to invest in information technology, particularly for clinical systems. Systems need to be more efficient and user-friendly. They should provide us with the information we need to know about the patient — information that can enable us to help the patient get better in a shorter time. We are investing a lot in those types of systems. We are also investing in our IT infrastructure. We want to extend our system to the thousands of physicians we work with who are outside of our walls. We need to connect all

Can you speak about People Development and what prepared you to be CEO?

I had a lot of people help me along the way — my parents, family, mentors, leaders, people who promoted me — and I have been lucky at the same time. So I feel very strongly that people who come into our Organization should have a way to move up. They should feel supported by supervisors and managers who are interested in recognizing talent and encouraging their employees to explore different things. We all need help and we all have people who help us in our lives. I believe that part of my responsibility as a leader is to make sure that our leadership team helps nurture the people in our Organization so they have an opportunity to grow professionally. ■



NYP/38th Street

2012 Kick-Off



OUR STRATEGIC INITIATIVES



OUR VALUES

Respect

Every Person Counts

Empathy

Listen, Understand, and Respond

Teamwork

Working Together

Innovation

Creative Ideas, Cutting Edge Solutions

Excellence

Exceptional Quality and Service

Responsibility

Honoring Our Past, Ensuring Our Future



LEADING THE WAY BECOMING THE BEST IN CARE AND CARING

2012 Kick-Off: Leading the Way

Last month, more than 1,200 managers, physician and Medical School leaders, Trustees, System representatives, and industry partners convened at our 2012 Kick-Off. This year's theme was **Leading the Way**. Together with our Medical School Partners, Weill Cornell and Columbia, we are focused on *Leading the Way* to becoming the best academic medical center in the country. We will face challenges and economic pressures, but we will remain unwavering in our commitment to being preeminent in care and caring.

We were delighted that new Weill Cornell Dean, Dr. Laurie H. Glimcher, and Columbia Dean, Dr. Lee Goldman, joined us to speak about the power of our partnership and their perspectives on how we can work together to meet the challenges ahead. 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 need to work together more closely and in new, innovative ways to assure our collective success.

The Kick-Off is one of the ways we start the new year at NYP and also review the previous year's accomplishments. 2011 was extraordinary — patient and employee satisfaction, and our performance on quality and safety measures, were the highest they have ever been. We also delivered the best financial and operating results to date. These accomplishments reflect the patient-centered culture that has evolved since our merger, and the high-quality, compassionate care and service you deliver to our patients every single day.

We want to build on these achievements, and at the Kick-Off, we also spoke about how we will continue to invest in our people to further foster our patient-centered culture and enhance patient access. We stressed the importance of delivering "value" by improving quality, reducing costs, and providing care more efficiently, while remaining committed to **We Put Patients First**. Finally, we introduced our new, eight-year Capital Investment Plan that will transform our campuses to accommodate growth, respond to future clinical demands, and provide a truly patient-centered experience.

The highlight of the session was hearing directly from four of our patients: Evan Levy, Jessa Scott, Carrie Kramer, and baseball Hall-of-Famer Reggie Jackson. They each spoke about how the treatment, care, and compassion they received at NYP gave them their lives back. They serve as a reminder that while the environment may be challenging, we can feel very proud of the amazing work we do. We applaud and thank our doctors, nurses, managers, and staff for contributing to our achievements and for your continued commitment to *Leading the Way* as we move forward in 2012.

Steven J. Corwin, MD

Chief Executive Officer
NewYork-Presbyterian Hospital

Robert E. Kelly, MD

President
NewYork-Presbyterian Hospital

Kick-Off Presentations

Providing Value Through New Models of Care Delivery

Given our nation's evolving health care landscape, there will be numerous government mandates, care delivery redesign initiatives, and reimbursement models in which we may participate. All have significant implications for academic medical centers. Regardless of how these models differ from one another, one thing remains constant: As an enterprise, we must continue to provide "value" in the care we deliver to our patients. Value is defined as Quality divided by Cost. Therefore, to provide value, we must increase quality and decrease cost. Going forward, we will continue to focus on achieving our Quality and Patient Safety goals, as well as strive for efficiency and operational excellence. This includes improving care coordination and communication, using best practices to reduce variation, and identifying ways to reduce costs, while providing the best possible patient experience.

Physician Strategy: Designing a Roadmap for Clinical Excellence

Strong collaboration between the Hospital and our physicians is key to providing the best care to our patients and to our success as an enterprise. Aligning our priorities as well as sharing data and information will be crucial to maintaining the highest standards of excellence. As we better understand and explore joint participation in redesigned models of care delivery and government reimbursement, such as "bundling," it will be critical for the Hospital and our partner Medical Schools to be working very closely. By enhancing our collaborative culture we can jointly invest in systems to collect, analyze, predict, and distribute relevant data; identify and align incentives; standardize processes and care pathways; and identify and contract with other providers in the care continuum. Ultimately, we will all be better positioned to respond to health reform while delivering outstanding care to our patients.

Evolution of Our People and Patient-Centered Culture

Following the NewYork-Presbyterian merger over a decade ago, we have focused on cultivating a single, patient-centered culture across our campuses. We have seen a strong relationship between increased employee and patient satisfaction, and going forward, we will need to build on and continue this upward trend. We have seen much progress, but we must continue to invest in our

people and provide them with the relevant tools, resources, training, and recognition they need to foster a positive workplace and strengthen our culture of **We Put Patients First**. Positively influencing staff behaviors will help to enhance access to our doctors and clinical programs, leading to happier patients and enterprise-wide growth.

Transforming Our Campuses for the Best Patient Care

NewYork-Presbyterian is committed to becoming the nation's preeminent academic medical center, and we have had a longstanding history of capital investment in people, space, equipment, and technology. At the end of 2011, our Board of Trustees approved our next eight-year Capital Investment Plan. This \$2.8 billion Plan will support the Hospital's strategy to deliver the highest-quality, safest, and most compassionate care and service, recruit and retain the best physicians, offer innovative leading-edge clinical treatments and technologies, and improve the patient experience through information technology. Further, this Plan will transform our campuses to accommodate growth, respond to future clinical demands, provide a truly patient-centered experience, and ensure that we will "lead the way" in delivering the best care and caring. ■

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KICK-OFF 2012 PRESENTATION TEAM



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



Robert E. Kelly, MD
President
NewYork-Presbyterian Hospital



Laurie H. Glimcher, MD
Provost for Medical Affairs at
Cornell University and the
Stephen and Suzanne Weiss Dean at
Weill Cornell Medical College



Lee Goldman, MD
Dean of the Faculties of Health
Sciences and Medicine
Executive Vice President for Health and
Biomedical Sciences, Columbia University



Phyllis Lantos
Executive Vice President,
Corporate Chief Financial Officer and Treasurer
NewYork-Presbyterian Hospital

Michael G. Stewart, MD
Professor and Chairman of the Department of
Otolaryngology and the E. Darracott Vaughan,
Jr., MD Senior Associate Dean for Clinical
Affairs at Weill Cornell Medical College, and
Otolaryngologist-in-Chief at
NYP/Weill Cornell

Wilhelmina Manzano, MA, RN
Senior Vice President and Chief Nursing Officer
NewYork-Presbyterian Hospital
Chief Operating Officer, NYP/Allen



Laura L. Forese, MD, MPH
Group Senior Vice President
Chief Operating Officer and
Chief Medical Officer
NYP/Weill Cornell

Louis U. Bigliani, MD
Frank E. Stinchfield Professor and
Chairman of Orthopedic Surgery
Orthopedic Surgeon-in-Chief
NewYork-Presbyterian Hospital/
Columbia University Medical Center



Mary D'Alton, MD
Vice President, NYP Medical Board
Chair, Obstetrics/Gynecology,
Sloane Hospital for Women
NYP/Columbia

Jaelyn Mucaria
Senior Vice President,
Ambulatory Care and
Patient Centered Services
NewYork-Presbyterian Hospital

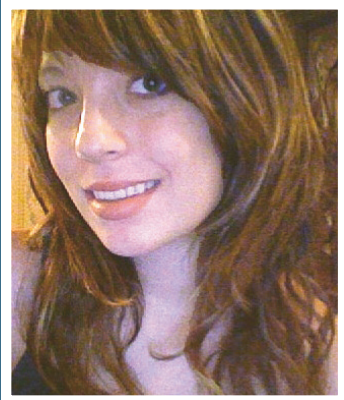


Andria Castellanos
Senior Vice President and
Chief Operating Officer
NYP/Milstein

Sharon Greenberger
Senior Vice President,
Facilities Development & Engineering
NewYork-Presbyterian Hospital

LEADING THE WAY FOR OUR PATIENTS

JESSICA (JESSA) SCOTT



By the time she was a teenager, New Jersey native Jessa Scott could barely get out of bed. A hole in her heart had gone undetected for years, and as a result, at 14, she was diagnosed with pulmonary hypertension. Referred to pediatric cardiologist Dr. Erika Berman Rosenzweig at NYP/MSCH, Jessa received unique and advanced medical therapies through clinical trials at NYP's Pulmonary Hypertension Center, one of the few that treat both adults and children. Jessa did well for a few years, but then rapidly declined. Once again, Jessa was back at NYP/MSCH, very sick and bleeding in her

lungs. Dr. Berman Rosenzweig mobilized a multidisciplinary medical team, beginning with interventional pediatric cardiologist Dr. Alejandro Torres, who implanted coils in Jessa's lungs to stop the bleeding. Jessa was put on the lung transplant list and then moved to the Milstein Medical ICU, where thoracic surgeon Dr. Matthew Bacchetta placed her on extracorporeal membrane oxygenation (ECMO). Jessa remained in the ICU for one week under Dr. Daniel Brodie's watch. Then, when lungs became available, in a long and complex operation, Dr. Hiroo Takayama repaired the large hole in Jessa's heart, while transplant surgeon Dr. Frank D'Ovidio implanted Jessa's new lungs with the help of thoracic surgeons Dr. Bacchetta and Dr. Josh Sonnett. Just nine hours after surgery, Jessa told her doctors

"There is a huge banner saying 'Amazing Things Are Happening Here.' I look at it and just smile and say: 'You are absolutely right.'"

— **Jessa Scott**

that she felt better. Now under the care of pulmonologist Dr. Lori Shah, one year later, Jessa has graduated college with a degree in fashion, loves kickboxing, and is living life to the fullest.

EVAN LEVY



Evan Levy was a busy, active senior at Cornell University. He had always dreamed of becoming a doctor and was about to begin applying to medical schools. After mysteriously developing severe, prolonged gastrointestinal symptoms, he began a course of medical therapy prescribed by physicians in his home state of Florida. His condition became so debilitating that he had to put his applications on hold and almost didn't make it to graduation. When he wasn't getting better, Evan and his mom flew up to NYP/Weill Cornell, where they saw gastroenterologist Dr. Brian Bosworth. It was immediately apparent that Evan had severe ulcerative colitis and needed surgery right away. Within days, Evan was in the OR with colorectal surgeon Dr. Toyooki Sonoda. He began a series of multiple surgeries and

"I am lucky to have had the option to choose what hospital I wanted to go to, and I chose NewYork-Presbyterian because it is the best."

— **Evan Levy**

procedures that spanned over the next 10 months to remove Evan's entire large bowel and remodel his small intestine to restore bowel function. Less than a year since his last surgery, Evan is healthy with no disease recurrence. His dreams of becoming a doctor never dimmed; in fact, he now aspires to be a surgeon. Evan took the MCATs during his ordeal, scoring in the 99th percentile. So far, Evan has been accepted to seven medical schools, including our own Weill Cornell Medical College.

AMAZING THINGS ARE HAPPENING HERE

CARRIE KRAMER

Carrie Kramer was eight months pregnant with her fourth child when she learned she had a cancerous tumor on her tonsil and palate. Another hospital told Carrie that to remove the tumor she'd have to undergo a grueling operation to open her lip and jaw bone. She also would then face radiation and chemotherapy. As a young wife and pregnant mother of three, fearing these aggressive approaches, Carrie came from Connecticut to see Dr. David Kutler, otolaryngologist and head and neck surgeon at NYP/Weill Cornell. He felt that minimally invasive surgical techniques could help Carrie. Concerned given her pregnancy, they consulted with OB/



"I felt like I was part of the process. I was treated like a real person with a family and a life. Dr. Kutler respected that and treated me like a human being. I wouldn't be here with my four kids and my husband if I wasn't led to this Hospital."

— **Carrie Kramer**

GYN Dr. Mehmet Genc to determine the best timing for her surgery. First, Carrie delivered a healthy, full-term baby boy, and shortly thereafter, Dr. Kutler removed Carrie's tonsil cancer using robotic surgery. Carrie is now cancer-free with no need for follow-up treatment. She is now back to running a busy household and being a mom to her four beautiful boys.

REGGIE JACKSON

Major League Baseball Hall of Famer and New York Yankee legend Reggie Jackson spent 21 years hauling in fly balls from right field, firing the ball to cut off base runners and slugging his way to league pennants and World Series titles. Asked to throw out the ceremonial first pitch at one of last fall's Yankees vs. Angels games, Reggie's shoulder arthritis had become so severe and painful that he wasn't able to throw from the pitcher's mound to home plate. Although residing on the west coast, Reggie came cross-country to see Dr. Christopher Ahmad, Orthopedic Surgeon at NYP/Columbia, and Head Team Physician for the New York Yankees. Reggie needed shoulder replacement surgery, but Dr. Ahmad knew it would be challenging, given Reggie's musculature and the physical demands that would impinge on his reconstructed shoulder. Three months ago, Dr. Louis Bigliani, Chief of the Center for Shoulder, Elbow and Sports Medicine at NYP/Columbia, and Dr. Ahmad successfully replaced Reggie's shoulder using newly designed, cutting-edge techniques, developed right here at NYP/Columbia. With his new and improved shoulder, Reggie is continuing his rehabilitation, feeling strong, and gearing up to throw out the first pitch this April.

"Hopefully on opening day, I will be on the mound with the Yankees and be able to throw the ball all the way from the pitcher's mound to home plate."

— **Reggie Jackson**



photo credit: Courtesy of the NY Yankees

THE CHALLENGING LANDSCAPE



The Physician Experience: Collaboration Key to Current, Future Success

NewYork-Presbyterian Hospital, Columbia University College of Physicians and Surgeons and Weill Cornell Medical College are strongest when the three institutions work in concert. This was the overarching message from Dr. Lee Goldman, Dean of the Faculties of Health Sciences and Medicine and Executive Vice President for Health and Biomedical Sciences at Columbia University Medical Center, and Dr. Laurie H. Glimcher, the Stephen and Suzanne Weiss Dean of Weill Cornell Medical College, both of whom spoke at the annual Kick-Off last month.

"I look forward to continuing our collaboration," Dr. Goldman said. "Columbia, NYP, Weill Cornell — together the sky's the limit. Our goal is to be the best, and do it together."

"In my mind, our institutions are inextricably linked," Dr. Glimcher said. "If we work together, we will truly be 'Leading the Way' to the very top of the nation's academic medical centers and, ultimately, to the very best in patient care."

Over the course of the past century, this collaboration has fostered revolutionary medical advances and will serve as the wellspring for untold future discoveries, Dr. Glimcher said.

"We must never lose sight of the fact that the center of our universe is the patient," she said. "Continuing to provide the very best patient care through clinical practice and through the development of novel, game-changing therapeutics, devices and surgical procedures must always be our overarching goal."

Last year was one of the best years in recent memory on the CUMC campus, Dr. Goldman said. After implementing a new curriculum three years ago, the number of



Lee Goldman, MD

accepted students who chose to come to the College of Physicians and Surgeons for the Class of 2015 was the highest in 30 years. Research awards from the National Institutes of Health went up 6 percent, and the school had its most successful fundraising year in its history.

Columbia University Medical Center is also improving its facilities. Dr. Goldman unveiled several building projects at the Kick-Off, including plans for a new medical and graduate education building on Haven Avenue on the Washington Heights campus and newly renovated space for the ColumbiaDoctors practice, adjacent to Rockefeller Center.

In addition, the Jerome L. Greene Science Center, a research and teaching facility, is under construction at Columbia's new Manhattanville campus, which is located primarily on the four large blocks from 129th to 133rd Streets between Broadway and Twelfth Avenue. The center will serve as the intellectual home for Columbia's Mind, Brain, Behavior Initiative.

Dr. Glimcher said that by 2018, Weill Cornell and NYP together will have built more than 1 million square feet of space on the Upper East Side, including the already-built Weill Greenberg Center and

the Feil Building as well as the Belfer Research Building, which is now under construction. In addition, the institutions plan to open new clinical facilities in lower Manhattan and on the West Side.

"We have the opportunity available to very few other academic medical centers," Dr. Glimcher said. "We can develop clinical care, graduate education and biomedical research that will translate into direct benefits for our patients at NewYork-Presbyterian." ■



Laurie H. Glimcher, MD

2012 NYP Leadership Circle Winners

Founded in 2006, the President's Circle Leadership Award

honors director-level staff on a yearly basis. The award celebrates and acknowledges employees for their ongoing, outstanding contributions to NYP, caring relationships and teamwork, and commitment to excellence. Award winners are selected by a team of senior leaders from among nominations submitted by staff and leadership at each campus. We are proud to salute the winners.



Debra Hollenberg, RN, MSN
Director, Clinical Excellence

Debra is responsible for many of the Hospital's ongoing Quality and Patient Safety programs, as well as monitoring the accuracy of our various quality databases. In her more than 30 years at NewYork-Presbyterian, Debra has been a tireless advocate for improving the quality of patient care and fostering a culture of patient safety. A well-respected mentor and coach to her staff, Debra is deeply committed to *We Put Patients First*, clearly reflected through her interactions with staff, patients, and their families.

Karen Feeley
Director, Audit Integrity & Business Analysis

During her 30 years at NYP, Karen has had a direct and profound impact on NYP's revenue cycle and billing compliance, helping to preserve our financial stability in very challenging economic times. Colleagues characterize Karen as a leader who personifies the NewYork-Presbyterian Hospital's Values and a consummate steward of the Hospital's finances.



Vinni Schek, RN, MPH
Director of Nursing, NYP/Columbia
Vinni is a dedicated leader who is deeply committed to improving the quality of patient care at the bedside. A member of the Hospital staff for the past nine years, Vinni has spearheaded many efforts at NYP, including leading the first wave of nursing units to implement Relationship Based Care, serving as the leader of the Pain Resource Nurse Program at Milstein, overseeing Eclipsys implementation at NYP/Columbia, and leading the Hand-Off Communications initiative.

Diana Muscente, RHIA, CPHQ
Director,
Health Information Management

For more than 21 years, Diana has made significant contributions to NewYork-Presbyterian, including playing an instrumental role in helping the Hospital create a paperless medical record. Highly respected by her colleagues as an expert in quality, information technology, and health information management, Diana is always closely involved as each new online system is rolled out, assisting with Hospital-wide implementation and training efforts.





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. ■

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.

HERCULES@nyp.org: Keep Your Ideas Coming

SAVING MONEY FOR NYP without compromising patient care was a high priority for staff members in 2011. Using their experience on the front lines of patient care, they helped the Hospital achieve its goal of becoming a leaner, more efficient organization by emailing their suggestions to hercules@nyp.org. Their ideas paid off: NYP achieved its 2011 HERCULES goal of identifying \$60 million in cost savings for 2012.

Two suggestions from employees appear below, along with the actions taken to implement them.

SUGGESTION 1: "Staff nurses on our unit are concerned that the printers associated with Eclipsys are constantly printing unnecessary requisitions for all orders, including discontinued and pending orders. This default property of our ordering system is operating 24 hours. We discard hundreds of [paper] copies of orders each day!"

IMPLEMENTATION: A HERCULES team is looking at Eclipsys requisitions department by department. In some cases the requisitions can simply be eliminated completely. In other cases they can be turned off if the system is automated. Staff are exploring ways to enhance automation so that information can be delivered to different

departments electronically rather than in print.

ESTIMATED SAVINGS: \$40,000.

SUGGESTION 2: "Please look into the supplies that are wasted. I try to bring into the patient room only what is needed but find that there are enough supplies to last a month. [They are] thrown away upon discharge home."

IMPLEMENTATION: A Nursing Supply Utilization HERCULES group is working to increase awareness of nurses as to which supplies need to be brought into a patient room and which supplies can be disinfected and reused. The team is also looking for more efficient ways to redistribute supplies, and it is evaluating what are the most appropriate quantities of such supplies as lubricants, tape and dressings. In some cases smaller containers can be used and less of the product will be wasted. **ESTIMATED SAVINGS:** \$1.2 MILLION.

Many more employee suggestions are being worked on, and HERCULES leaders value your ideas and ask you to continue sending them to hercules@nyp.org. This year we need to identify another \$60 million in cost-saving opportunities. Everyone's help is needed! ■

Staff + Email = Help for HERCULES

NYP employees in 2011 emailed to hercules@nyp.org more than 100 ideas for cutting costs. The individuals named here made suggestions that are now being implemented.



Gary Allard
Julio Batista
Patricia Cassidy
Marisol Dullavin
Jessie Gallinaro
Keri Galuskin
Jonathan Gordon
Sharon Granville
Elizabeth Haertlein
Christine Karch
Loida Lao
Nicole Leahy
Lauren Petrillo
Jacqueline Pfeffer
Keila Soto
Traci Steinberg



You Wanted to Know

Some of our staff also emailed questions to hercules@nyp.org. Two are answered here.

Q: "Is it helpful to shut down one's computer and turn off the monitor/printer at the end of each day? Also, can reminder stickers be placed on light switches asking us to turn off the lights when we leave the room?"

A: The answer is YES! Guidelines for our NYPgreen efforts to conserve energy may be found on the NYPgreen page of the Infonet. The policy asks staff to turn off computer monitors and adjoining printers when they will not be in use at the end of each day or shift. Note that computer hard drives cannot be turned off. Log off, but leave the power on to enable updates to come through.

NYP purchases 2,000 Energy Star-rated computers each year. If we turned off 50 percent of these computer monitors at night, we could save 1,455,155 pounds of carbon dioxide — an amount equivalent to

removing 120 cars from the road, planting 150 acres of trees or providing energy to 56 homes per year!

Reminder stickers asking employees to turn off the lights when they leave the room are available from each campus's Green Captain. To learn how to acquire stickers, please email nypgreen@nyp.org.

Q: "If you add more vendors to the list, we can find the best prices. For example, I needed a refrigerator for my area. The one from Weeks Lerman was \$300+ and in Target the same exact refrigerator was \$150, but because the petty cash limit is \$50 and Target is not on the approved list, I had to get it from Weeks. I find their prices are high compared to other places."

A: Jack Fleischer, VP, Strategic Sourcing, says, "This is a very good question, and the answer has two parts. First, the prices stated in the Weeks Lerman catalog are NOT the

prices the Hospital actually pays. Weeks Lerman gives discounts off these quoted prices and they vary by customer and by item. NYP's discount is sometimes as high as 50 percent.

"Second, our Strategic Sourcing Department partners with specific vendors like Weeks Lerman because of the services it provides. With Weeks we have delivery directly to the location doing the ordering, 90-day billing terms and batched invoices, budget-controlled and online ordering, dedicated staff to handle problems and returns, and a corporate rebate program that further lowers our net cost. So while occasionally retailers may advertise seemingly lower prices, we are interested in the total cost of acquiring goods, not just the price we pay for individual items.

"Also, sometimes we want to restrict the purchase of certain items, i.e., space heaters, microwaves, storage devices, etc., for safety, quality or security reasons, and that is easier to do with a controlled single source." ■

Benefits Corner



NYP LIFE INSURANCE BENEFICIARY INFORMATION

NYP provides employees with life insurance at no cost to you. This plan is portable, and additional coverage can be purchased to supplement the 100 percent Hospital-paid life insurance.

Please check to make sure that your beneficiary information is accurate. Step-by-step instructions for viewing your life insurance beneficiary are available by clicking on *How To View Your Benefits* under *Benefits Information* on the Benefits Infonet page. For instructions on updating your beneficiary information, click on *How To Enroll*.

More information about the NYP life insurance plan is available on the Benefits Infonet page under *Benefit Plans*. Click on *Term Life Insurance and AD&D*.



2011 HEALTH CARE FLEXIBLE SPENDING ACCOUNT DEADLINE

Eligible expenses for your 2011 Health Care Flexible Spending Account must be incurred by **March 15, 2012**, and submitted no later than **April 30, 2012**.

Requests for reimbursement of eligible expenses for your 2011 Health Care Account are submitted directly to the spending account vendor, the P&A Group. For reimbursement forms, log on to the P&A website at www.padmin.com.

If you need additional information, call the P&A Group at (800) 688-2611.



PREPAID TUITION DEADLINE FOR SUMMER SEMESTER

As part of our Educational Assistance Program, NYP offers a Prepaid Tuition Program.

This program pays up to \$3,000 tuition costs in advance for employees attending a participating college.

The deadline to submit an Education Assistance Agreement for prepaid tuition for summer classes is **Monday, May 14, 2012**. The form and a list of participating colleges can be found on the Infonet under *Employees / Forms / Education Assistance Agreement*.

Completed forms should be submitted to the HR-Benefits/Tuition Department:

- Fax: (212) 585-6656
- Mail: Box 38007
- Scan: tuition@nyp.org

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 or call (212) 660-1888, Monday through Friday, from 9 a.m. to 5 p.m.

► TicketsAtWork.com

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

► Working Advantage

Log on to www.workingadvantage.com. The NYP member ID number is **99042364**.

► GoldStar

Log on to www.goldstar.com.

► Corporate Offers

Log on to 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 email activities@nyp.org



EMPLOYEE DISCOUNT

BJ's Wholesale Club Membership

BJ's Wholesale Club is offering a discount to NYP employees on two of its membership selections. Membership allows shopping access to a large selection of top-quality brands and products such as electronics, home decor and appliances, fitness, health and beauty, toys, jewelry, and much more. Specialty services are also offered that can save your family time and money.

Choose from:

- Inner Circle Membership — \$43.55 for two cards effective for 15 months (3 months free)
- Reward Membership — earn a 2 percent payback on most purchases; \$87.10 for 2 cards for 15 months (3 months free)

For more information, contact Neil Cohen at ncohen@bjs.com or (718) 514-4297.



WEIGHT WATCHERS AT WORK PROGRAM

NewYork-Presbyterian/Columbia:

The Weight Watchers at Work Program at NYP/Columbia is beginning a new 17-week session on February 22. The sessions will take place on Wednesdays from 5 to 6 p.m. at:

Hammer Health Sciences Building
701 West 168th Street &
Fort Washington Avenue
Room 110 on Lower Level 1

For more information and to register, contact Christine Rein at cmr2146@columbia.edu or (201) 346-7014.

NewYork-Presbyterian/Weill Cornell:

If you are interested in participating in a Weight Watchers at Work Program onsite at NYP/Weill Cornell, please contact Liz Millen at elm9081@nyp.org or (212) 746-3560.



Sesame Street Live: 1-2-3 Imagine

The Theatre at Madison Square Garden
February 16 – 26

Ticket Prices: \$75, \$50, \$25 (regular \$30) and \$10 (regular \$15)

Order tickets online: www.showvite.info/B1r
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If you have any questions, contact Keith Laxman at (212) 631-5266 or keith.laxman@msg.com.

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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.



NYP/MSCHONY

Patient Safety Fridays

Last month, NYP celebrated the fourth anniversary of Patient Safety Fridays, commemorating patient safety and quality successes over the past year and kicking off the 2012 QPS goals.

More than 400 employees gathered at their respective NYP campuses to celebrate the milestone and honor the accomplishments they made last year, meeting or exceeding goals set for 2011. For example, hand hygiene rates are at unprecedented levels, overall outcomes in many clinical disciplines are exceptional, and rates of preventable readmission are on the decline, said Dr. Eliot J. Lazar, Senior Vice President and Chief Medical Officer for Quality and Patient Safety.

Patient Safety Fridays began in 2008 to help ensure the highest degree of quality and safety for patients, as well as keep employees prepared for regulatory agency surveys. "Our institutional commitment starts at the top," said Dr. Lazar.

"Dr. Corwin, Dr. Kelly and the entire senior leadership team's commitment to the program, over the last four years, have made it a remarkable success." ■



NYP/Allen



NYP/Columbia



NYP/Weill Cornell

Since 2008, Patient Safety Fridays staff conducted thousands of clinical and environmental tracers. Some highlighted results:

- Compliance for health care providers **using Purell or washing their hands** before and after examining a patient increased from 94 percent in 2008 to 98 percent in 2011.
- Timely staff **response to patients' call bell or alarm** increased from 89 percent in 2008 to 95 percent in 2010 and 2011.
- **Cleanliness of wheelchairs and stretchers** increased from 91 percent in 2008 to 97 percent in 2011.
- **Knowledge in how to use a fire extinguisher** increased from 91 percent in 2008 to 96 percent in 2011.



NYP/Westchester