

# nyp@night



**Amazing Things  
Happen Around the  
Clock, Thanks to  
Antonio Sardou, RN,  
and His Night Shift  
Colleagues**

*story on p. 4*

# A Message from Dr. Corwin and Dr. Kelly

Last month, NewYork-Presbyterian Hospital hosted its own version of the Academy Awards. Winners walked the red carpet at NYP's Patient Centered Care Award ceremonies that took place across our campuses. Enthusiasm was in the air in celebration of their amazing efforts to provide exceptional care and compassionate service to our patients and families, as we strive to reach and sustain the 90th percentile in patient satisfaction. Congratulations to all award recipients and nominees.

Everything we do supports our core mission of We Put Patients First, and our first priority is providing the safest and highest quality care. NYP has continued to make significant progress in our quality and patient safety efforts by accessing real-time clinical data, closely monitoring our performance for over 700 quality and safety metrics, and reinforcing our commitment to using the best quality and safety practices through innovative Institution-wide programs such as Patient Safety Fridays and our Housestaff Quality Councils. We are thrilled to share that the National Quality Forum and the Joint Commission honored NewYork-Presbyterian as one of two national winners of the prestigious 2011 John M. Eisenberg Patient Safety and Quality Award. This recognition truly validates the great work of our physicians, nurses, managers, and staff, in collaboration with our Medical School partners.

Delivering compassionate, high quality patient care is what we do around the clock, 24/7, 365 days a year. In this issue of *NYP*Press, you will read about some of the people who make this happen and keep the Hospital running when most of us are at home. We would like to recognize our 3,500 clinicians and staff who work throughout the night and on weekends to care for our patients and families. Thank you for being an important part of the NYP team. ■

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

**Robert E. Kelly, MD**  
President  
NewYork-Presbyterian Hospital

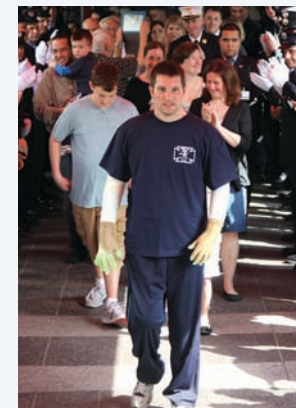


Dr. Corwin with NYP employees at Patient Centered Care Awards at NYP/Weill Cornell.



Dr. Kelly with Employees of the Month at NYP/Columbia.

## Inside This Issue



Firefighter Goes Home pg. 6

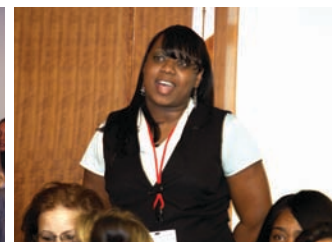


Baby Gifts pg. 7



Patient Centered Care Awards pg. 10

## 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 team, Dr. Corwin meets with staff across our Hospital sites. In February, he held a Town Hall Meeting at NYP/Morgan Stanley Children's Hospital. Here are just a few of the questions and answers that came up at this meeting.

### What is the timeline for the renovation of the well-baby nursery?

We received a \$1 million donation for this project, which is being given to us over time. We expect to renovate the nursery on the sixth floor fairly soon and to develop a new nursery on the fifth floor after a new antepartum unit is constructed. This is part of a larger capital plan and we have a lot of work to do on the inpatient units, as well as some ambulatory areas.

### Will repairs be made to 8 Central and other areas as well?

We are a world-class children's hospital. I appreciate your question and I understand that you want to care for our patients in the best possible facility. Hospital-wide, we spend over \$200 million a year on capital improvements. We could probably spend double that and are trying to raise more money. We have to balance investments in information technology, equipment, and infrastructure. A lot has been accomplished at the Columbia campus — the Vivian and Seymour Milstein Family Heart Center, the Morgan Stanley Children's Hospital, and the Alexandra and Steven Cohen Children's Emergency Department. We will be making some significant

improvements to the patient rooms on 8 Central this year. But there is still a lot for us to do and as we move forward with our ambitious Capital Investment Plan, continued improvements will be made here.

### Will space be added for nursing education and learning activities?

We are committed to improving all our clinical education resources. Education for all clinicians, including nurses, is becoming increasingly important as advances in care and technologies become more complex. We are working with Columbia to create a simulation center in their education facility on Haven Avenue that will add approximately 15,000-20,000 square feet for our joint use. ■

## NYP

Volume 14, Issue 4 • April 2012

**NYP**Press is published by the Public Affairs Department.

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Photography by Richard Lobell,  
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# A Mighty Response to Health Reform



## Clinical Pathways

### A Guide to Get Us Where We Want to Go

In our ongoing effort to provide the highest quality care while improving efficiency and managing costs, the Hercules Clinical Resource Optimization team has charged the Standardized Care Committee to create clinical pathways. Eliot Lazar, MD, SVP and Chief Medical Officer for Quality and Patient Safety; Richard Liebowitz, MD, Chief Medical Officer, NYP/Columbia; and Karen Scott, MD, VP, Quality and Patient Safety, along with Georgia Persky, RN, MBA, VP, Patient Care Services, NYP/Columbia, are leading this effort.

Clinical pathways are day-to-day guidelines that consider the whole continuum of a patient's care, including what takes place before the person is admitted and what follows upon discharge.

"Clinical pathways provide a template for all types of caregivers," says Ms. Persky. "Developed by NYP expert clinicians for a given disease process, a new nurse or intern can look at clinical pathways and learn what care we should predict for the patient and in what sequence."

The team is developing 10 clinical pathways that are multidisciplinary guidelines on how to standardize care for the average patient with a predictable clinical course, based on the evidence. Clinical pathways chart the different tasks caregivers will perform and their sequence. "We ask how to make all the pieces of care better for the patient and for the Hospital," Ms. Persky says.

The 10 clinical pathways



**NYP's Clinical Resource Optimization team leaders recently met at NYP/Columbia and NYP/Weill Cornell. Jackie Mucaria, SVP, Ambulatory Care and Patient Centered Services (at head of the table shown on screen), and Eliot Lazar, MD, SVP and Chief Medical Officer for Quality and Patient Safety (at head of the table in the foreground), are the team's executive sponsors.**

in development include pneumonia, sepsis, asthma, chronic obstructive pulmonary disease, liver transplant, psychoses, leukemia, red blood cell disorders, seizure disorder and congestive heart failure, which together represent some of the most complex diagnoses for admission.

Multidisciplinary teams, made up of physicians and nurse practitioners, physician assistants, nurses, social workers, care coordinators, case managers, and respiratory, physical and occupational therapists are working on each clinical pathway. A bicampus leadership steering committee meets weekly to review the progress of each team's work and address cross-cutting issues. "When there are varying

points of view, we look at the evidence in medical, nursing, and other specialized journals, as well as the experiences of peer hospitals," Dr. Scott says.

Standardizing care is important because more than one clinical group may work with patients with the same diagnosis. Patients with a heart problem, for example, may be treated by both a cardiologist or an internist, who may bring different perspectives to their work. Through analyzing the evidence on the best approach, clinical pathways will create the best process for all to follow. Clinicians then consider these processes while individualizing care to meet a patient's unique needs. "We are not requiring perfect compliance," says Dr. Liebowitz. "There are always variances."

Variances occur in patients with co-morbidities, such as heart disease and diabetes; in Hospital systems that don't allow patients to receive care in a predictable way; and when personnel do things in different ways. "We must acknowledge patient variances," Ms. Persky says, "and continuously improve system and personnel variances."

Plans call for several clinical pathways to be implemented in April.

According to Dr. Lazar, "We expect the result to be higher quality, improved efficiency and more predictable care. There will be better physician communication, and the whole team will be able to prescribe the course of care to a patient. Everyone will be on the same page." ■

#### **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 email them to [hercules@nyp.org](mailto:hercules@nyp.org).**

# nyp@night

As a leading provider of health care 24 hours a day, seven days a week, 365 days a year, NewYork-Presbyterian employs a team of some 3,500 highly-skilled clinicians and support staff across its five campuses to continue delivery of first-rate care when the traditional business day or week ends. Here are just a few of the people who keep the Hospital running and support our mission of putting patients first during the evening and overnight hours. ■



**Maria Arimont, Environmental Services, MSCHONY**

With purple latex gloves on her hands, Maria Arimont plucks a medical disinfectant surface wipe from its container and scrubs a metal table affixed to the MRI machine on the third floor of MSCHONY.

She heads to the adjacent seven-bed recovery room a few minutes later, making a beeline to a now-empty patient bed. She strips the dirty sheets from the mattress, disinfects the stretcher, and redresses it with fresh linen.

Ms. Arimont works from 3 p.m. to 11 p.m. in the Environmental Services Department at MSCHONY, and at night it is her sole duty to clean the third floor for patients and their families.

"I love my job," said Ms. Arimont, a five-year employee of NYP. "I love working with the people, especially the

kids. They are so innocent and need more attention."

Her job is to sterilize the patient tables adjoined to diagnostic equipment, the recovery room and the isolation rooms on the third floor. She also cleans the floor's waiting areas, two examination areas, three procedure rooms and four bathrooms.

"I'm extremely proud working for the Hospital, especially here at Morgan Stanley," she said. "I love working with the staff."

And her colleagues can't stop raving about her.

"We adore Maria," said Nancy Raptopoulos, an RN on the floor. "She has an excellent work ethic and always has a smile. We love her." ■



**Antonio Sardou, RN, NYP/Milstein**

Antonio Sardou needs no convincing that NYP is at the vanguard of exceptional clinical care. The evidence is there every time Mr. Sardou, a registered nurse, reports to the transplant unit at NYP/Milstein for his night shift.

"Whenever I hear the phrase, 'Amazing things are happening here,' I think 'exactly,'" says Mr. Sardou. "For me, this Hospital is life-changing. I really do find it amazing. With transplants you can save lives."

Mr. Sardou sees the preeminence of NYP up close. From 7 p.m. to 7:30 a.m., 13 days a month, he cares for patients who receive the gift of life by being given donor organs that are expertly implanted by NYP surgeons: lungs, kidneys, livers, hearts and small intestines. He reviews lab results, ensures patients receive their anti-rejection medication on time, makes sure they are stable, speaks with doctors about drug regimens and

closely monitors patients — some of whom need all-night supervision. Each patient's success is the unit's success.

"We have a beautiful team," he says. "We help each other and support each other, and that's what makes us work as a unit — we all work together."

Mr. Sardou became enthralled with the medical profession when he was a teenager. He was pre-med at college and aspired to become a doctor, but life took him in other directions.

Mr. Sardou established a home catering business in New York, working for ambassadors to the United Nations. But through the years, he never lost his ambition to one day work in medicine.

One day, a few years ago, Mr. Sardou's wife mentioned nursing school as a way to fulfill his life-long goal.

He trained as a nurse, landed his first job at NYP and has never looked back. ■



## Yvonne Dutton, Unit Clerk, NYP/Weill Cornell

From the moment Yvonne Dutton joined what was then New York Hospital as a nurse's aide in 1981, she knew she'd found a life-long career.

"It's been so nice working here," she says. "I've learned a lot, and I've gotten to work with good people."

Ms. Dutton's career at NYP has taken her all across the Hospital. Eight months in the Emergency Department. Seven years at the Payson ICU. A decade at Baker. Three years at acute care and at the medical/surgical unit. Five years at the former outpatient ambulatory care service.

Seven years ago, when a night clerk position at the Burn Unit on 8 West opened up, Ms. Dutton jumped at the opportunity to try something new.

When patients and their families come to the unit — usually stricken with panic and grief — she's often the first person they see. She greets everyone with a smile. She hands tissues to those who are sobbing and asks if there is anything she can do to help.

Ms. Dutton maintains a log of every patient who is admitted, transferred or discharged from the floor. She takes patients' calls when they need assistance, and she pages the staff to help. And she does it all with that warm, welcoming smile.

"It's been a pleasure working at the Hospital," she says. "This is a very rewarding place to work." ■



## Noris Blackman, Pharmacy Technician, NYP/Allen



Under a darkened sky, when most people are cozily tucked away in their beds, Noris Blackman is working at NYP/Allen delivering medications, syringes and intravenous fluids to patients throughout the night.

While her station is in the Pharmacy located deep inside the hospital, Ms. Blackman, a Pharmacy Technician, is usually found on the floors, stocking the Emergency Department, operating rooms and every other unit with the necessary pharmaceutical supplies.

She and her Pharmacy colleagues are responsible for filling the medication needs of the Hospital and, she says, "There's no such thing as a quiet night."

Ms. Blackman joined NYP nearly two years ago

after two decades working as a Pharmacy Technician for Duane Reade. A fan of medical TV drama shows, she stumbled upon "House, MD" a few years back and became intrigued by the hospital environment.

"I wanted to know if what I saw on TV is what it's really like," she said.

She quickly found out those shows are pure fiction. But what she did discover was even better: a love for the hospital pharmacy, the many areas in the hospital that she helps support and her fellow team members at NYP. ■

## Matthew Soares, Security Sergeant, NYP/Westchester

Just as the sun begins to set, Sgt. Matthew Soares climbs into a white NewYork-Presbyterian Hospital security SUV and begins his patrol.

At a deliberately measured pace, he drives around the narrow, winding roads that encircle the bucolic NYP/Westchester campus, keeping an alert eye out for trespassers and illegally parked cars.

The supervisor for the 4 p.m. to midnight shift, Sgt. Soares leads a team of three or four security officers.

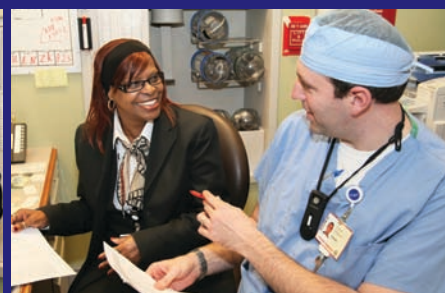
"Security is a small department and we work together to get things done," Sgt. Soares says. "Our major goal is to make sure the grounds are safe for our patients and staff during the evening hours."

When there is a psychiatric emergency, he's there to help resolve the conflict. When patients visit the evaluation center, he's there to log in their personal belongings. When patients are admitted, he offers words of encouragement.

"It feels good when I can help out as much as possible," he says.

An eight-year employee of NYP, Sgt. Soares can't see himself working anywhere else but NYP/Westchester.

"It's a great place to work," he says. "It's like a family here. This campus is beautiful. It's kind of a hidden oasis. And the 4 p.m. to 12 a.m. shift was made for me." ■



## NYP Celebrates Donate Life Month

As the leading transplant Hospital in the nation, NewYork-Presbyterian is committed to raising awareness that organ donation saves lives. Each year in the U.S. more than 112,000 men, women and children need life-saving organ transplants. Yet in 2011 fewer than 22,000 transplants took place.

In an effort to increase awareness of the importance of organ donation, NYP is working with the New York Organ Donor Network to share information with staff and visitors. During April, Donate Life Month, representatives from the New York Organ Donor Network will join NYP employees at tables in public areas at NYP/Allen, NYP/Weill Cornell, NYP/Columbia and the East 38th Street site. Individuals can learn how to become organ donors and can enter a raffle for tickets for New York Giants memorabilia. Check out the Infonet for detailed information about locations, dates and times.

Presentations on organ donor awareness are planned for Patient Safety Fridays and key personnel meetings. At the NYP/Columbia meeting, an MSCHONY heart transplant recipient will speak about her personal journey and the importance of thanking the families of organ donors. She also will speak April 14 at St. Patrick's Cathedral.

In addition, plans are underway for an organ donor family celebration of life.

NYP is working with the New York Giants to raise awareness among fans across the country about organ donation.

If you would like to learn more about how to become an organ donor, please visit our website at [www.nyp.org/transplant](http://www.nyp.org/transplant) or [www.donatelife.net](http://www.donatelife.net). ■

### TV SPECIAL

**On April 14 WABC-TV (Channel 7) will air a special report on organ donor awareness at 7 p.m. NewYork-Presbyterian will be prominently featured.**

## In the News

### Firefighter, Severely Burned in December Blaze, Leaves NYP/Weill Cornell

Slowly, methodically, he strides into the room, as cheers reverberate around him.

His still-healing burned arms wrapped neatly in green and beige bandages, he takes a seat next to his wife and children, while his brethren and medical team stands proudly before him.

Just three months ago, New York firefighter Robert Wiedmann, 38, had a 60-70 percent chance of succumbing to the burns he sustained as he battled an inferno at a Crown Heights brownstone Dec. 19.

In a recovery defying expectations, Mr. Wiedmann was released from NewYork-Presbyterian/Weill Cornell March 23, going home to his family after three months, 13 days on a respirator and 10 operations requiring skin grafts.

"I never thought that I wouldn't walk out of here," Mr. Wiedmann said during a press conference minutes before he left the hospital, choking up. "It took three months, but I knew I could do it."

Mr. Wiedmann and firefighter James Gersbeck were part of a five-person rescue crew from Rescue 2



Surrounded by family, friends, NYP medical staff, fellow firefighters and the media, New York firefighter Robert Wiedmann leaves NYP/Weill Cornell after three months of treatment at the Hearst Burn Center. Mr. Wiedmann sustained burns to more than 54 percent of his body while battling a fire at a Crown Heights brownstone December 19.

who were first to respond to a blaze on the top floor of a Brooklyn brownstone that early Monday morning. The building was empty, but the firefighters didn't know that as they scoured the four smoke-filled bedrooms searching for victims. Suddenly, a fireball engulfed firefighters Wiedmann and Gersbeck.

The two men were brought to the Hearst Burn Center at NYP/Weill Cornell. While Mr. Gersbeck was released in late December, Mr. Wiedmann sustained burns to more than 54 percent of his

body — including his head, face arms and back — and remained in extremely critical condition.

His recovery has been nothing short of a miracle.

"He's been through a lot of rehab and knows that he's got a road ahead of him," said Roger Yurt, MD, director of the Hearst Burn Center. "He couldn't be here today without the fortitude he has to get through this. The biggest thing is having a team that's working together and having the resources this institution provides to make that happen." ■

AMAZING THINGS ARE HAPPENING HERE



### More Amazing Patients in Ad Campaign

Ninety-three-year-old Eugenie Kaye (above) is one of four new patients who will be featured in new ads for the Hospital's "Amazing Things Are Happening Here" advertising campaign. Eugenie's story will focus on a new way, pioneered by the Hospital, to fix heart valves without open-heart surgery. The campaign will begin on Monday, April 9, and will continue until Sunday, May 20. The ads will run on all of the major networks, PBS and many of the cable stations. Watch all the amazing stories at [nyp.org/amazingthings](http://nyp.org/amazingthings).

## ABC Update

The ABC News medical documentary recently filmed at NYP is now scheduled

to air in the fall/winter season, a time of year when television viewership is high.

The series will be a fresh look at life inside a top-ranked academic medical center and will focus on dramatic and inspirational stories told in the words and from the point of view of patients and their health care providers.



**calendar** 

- **April 12** — NYP's Cancer Prevention Program will provide free screening for oral cancer to men and women 18 and older at NYP/Weill Cornell (1305 York Avenue, 5th floor) from 1 p.m. to 4 p.m. No appointment necessary. For more information, call (646) 962-5355.
- **April 18** — Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 p.m. to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **April 26** — NYP's Cancer Prevention Program will provide free screening for oral cancer to men and women 18 and older at NYP/Columbia (622 West 168th Street, 8th floor) from 9 a.m. to 3 p.m. No appointment necessary. For more information, call (212) 305-9054.
- **April 26** — The NYP Komansky Center for Children's Health Department of Pediatrics, Allergy and Immunology is offering all NYP and Weill Cornell Medical College staff, their friends and families free screening for asthma and allergy for both children and adults. The screening will take place from 1 to 3 p.m. at the Helmsley Medical Tower (505 East 70th Street, 3rd floor, Pediatric Sub-specialties Clinic). No appointment necessary; walk-ins welcome.
- **May 2** — Literature at Work will meet from 12 p.m. to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **May 2** — NYP's annual Gala will take place at the Waldorf-Astoria, with cocktails at 6:30 p.m. and dinner at 7:30 p.m. For more information, contact Lucia Falco-Sardana at (212) 342-0792 or luf9001@nyp.org.
- **May 8** — NYP's Cancer Prevention Program will sponsor free screening for skin cancer at NYP/Columbia (Herbert Irving Pavilion, 12th floor, and 16 East 69th Street, 3rd floor, Suite 300) from 2 p.m. to 5:30 p.m. No appointment necessary.
- **May 11** — NYP's Cancer Prevention Program will sponsor free screening for skin cancer at NYP/Weill Cornell (1305 York Avenue, 9th floor) from 1 p.m. to 4 p.m. No appointment necessary.



## Presents for Youngest Patients

For two years the staff of the Ronald O. Perelman and Claudia Cohen Center for Reproductive Medicine at NYP/Weill Cornell have chosen to use the money they formerly spent on holiday gifts for one another to buy presents for units of the Hospital.

In 2010 their generosity resulted in 15 Play Station Portable devices and games purchased for children in the Pediatric Intensive Care Unit and the inpatient Pediatrics Department.

In 2011 they raised nearly \$3,000, which they used to purchase MP3

players on which parents record their voices. Attached to the incubators in the Hospital's Neonatal Intensive Care Unit, the MP3 players enable the infants to hear their parents' voices even they aren't present.

"Staff participate eagerly in the holiday donation project," says Joanne Libraro, MSN, RN, the Center for Reproductive Medicine's Patient Care Director.



**Tiny presents — MP3 players — keep parents present by playing their voices for tiny newborns in their NICU incubators. The devices were holiday gifts from Reproductive Medicine staff members (pictured from left) Alan Levin, RN, MSN, Director of Nursing; Jackie Stahl, RN, IVF Nurse Coordinator; Lauren Calabrese, RN, Nurse Coordinator; Joanne Libraro, RN, MSN, Patient Care Director; and Theresa Ciliberti, IVF Nurse Practitioner.**

## A Day-Brightening Room for Sick Children

For the seriously ill children at NewYork-Presbyterian Phyllis and David Komansky Center for Children's Health, a welcoming new room opened earlier this year. The Starlight Site Care Room has a New York City theme carried out in colorful art, checkered floor tiles that feature a Statue of Liberty medallion, a height chart shaped like the Empire State Building and a wall-mounted, flat-screen television set. The overall effect is to calm sick children, distract them and engage them in the treatment process.

At a ribbon cutting ceremony Gerald Loughlin, MD, Pediatrician-in Chief at the Komansky Center, expressed gratitude to the Starlight Children's Foundation of New York, New Jersey and Connecticut, longtime Hospital donors, and The Frances Davis Fund, who jointly made the room possible. "A hospital visit can be scary for young patients, and this Care Room will create a special environment that helps them feel comforted and calm," he said.



**Richard Ross, the donor of the Starlight Site Care Room (with scissors), was photographed at the room's ribbon cutting with his wife, Diane Ross (far right); their friend Stacy Scheine (far left); Dr. Gerald Loughlin; and Elaine Siver, Executive Director of the Starlight Children's Foundation.**



**Cheerful colors and attention-getting art soothe children undergoing treatment.**



# promotions

Human Resources reports the following promotions as of February 29, 2012:

## NYP/ACN

**Stevenson Douglas**  
Patient Fin Advisor-  
Pat Access, Stockamp  
Implementation Team

**Joselyn Garcia**  
Health Educator,  
SBC Robin Hood

**Brenda Lincoln**  
Patient Fin Advisor-  
Pat Access, Medical  
Group Practice

**Jeneava Washington**  
Patient Fin Advisor-  
Pat Access, Center for  
Community Hlth & Ed



Mayleen Cruz

**Mayleen Cruz**  
Certified Medical Asst,  
SBC Robin Hood

## NYP/ALLEN

**Angel Gonzalez**  
Patient Fin Advisor-  
Pat Access, Allen  
Geriatrics

**Jasmine McElroy**  
Unit Assistant,  
Allen Per Diem Pool



Karlene Smith

**Karlene Smith**  
Clinical Nurse III,  
2 Field West - Allen

## NYP/MSCHONY

**Yasmin Bahar**  
Clinical Nurse II,  
CH-Emergency Room

**Wanda Kimber-Winfree**  
Clinical Nurse III,  
CHC Labor Delivery  
& Triage

**Luis Martinez**  
Patient Fin Advisor-  
Pat Access, CH-  
Admitting Patient  
Access



Smily Tapia

**Smily Tapia**  
Patient Fin Advisor-  
Pat Access, CHONY  
E.D. Registrars

**Francis Rosell Aponte**  
Transporter - Messenger,  
CH-Emergency Room

**Kalpna Shenoy**  
Coord-Care, Children's  
Nursing Office

## NYP/COLUMBIA

**Carmen Baez**  
Rehab Therapy Aide,  
Inpatient Rehabilita-  
tion Therapy

**Ramon Burgos**  
Waxer - Stripper,  
Environ Services-CH

**Ralph Cabrera**  
Senior Dietary Worker,  
Pantry Food Service

**Anthony Colon**  
Rehab Therapy Aide,  
Inpatient Rehabilita-  
tion Thera

**Shauna Coyne**  
Prgrmr Analyst II - IS,  
Transplant Data Unit

**Jose Gonzalez**  
Sr-Security Officer,  
Security - Admin

**Philis Harris**  
Emergency Room  
Technician,  
Emergency - A

**Kristen Kidder**  
Sr-Major Gifts Officer,  
Development

**Sharon King**  
Lab Technologist - 2  
Licenses, Core Lab-  
Chemistry

**Denis Pohja**  
Sys Hardware  
Analyst II - IS, Desk  
Top Support - West

**Garfield Pollard**  
First Cook, Central  
Food Purchase

**Sammy Rivera**  
Transporter - Messenger,  
Emergency - A

**Tania Ruiz**  
Staff Assistant, Lung  
Transplant Program

**Alan Sanchez**  
Inventory Control  
Clerk, Distribution  
Center

**Veronica Santiago**  
Coord-Program,  
Columbia-Pediatric-  
Supr Phys

**Apriele Slawski-  
Kennedy**  
Administrative Asst,  
Circulatory Physiology

**Rosalind Smith-Wright**  
Patient Fin Advisor-  
Pat Access, New  
Patient Access  
Milstein ED

**Michael Valentine**  
Senior Dietary Worker,  
SAGE

**Austin Wrubel**  
Mgr-Campaign,  
Development



Susan Fulton

**Susan Fulton**  
Mgr-Clinical  
Nutrition, Nutrition  
Svc Pavilion

**Soon Yang Juhng**  
Mgr-Clinical Nutrition,  
Nutrition Svc Pavilion

## NYP/WEILL CORNELL

**Tara Benziger**  
Nurse Practitioner,  
Palliative Care

**Maria Florez**  
Sr Analyst-Financial,  
Operational Efficiency

**MaryEllen George**  
Supv-Speech  
Pathology, Rehab  
Med-Speech Pathology

**Anna Gracia**  
Nurse Practitioner,  
W&C Health-NICU

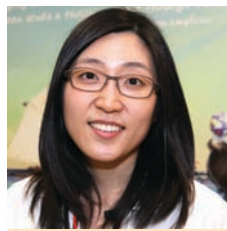
**Lawrence Gutman**  
Clinical Spl Physi-  
cal Therapy, Rehab  
Medicine

**Jenny Liu**  
Staff Nurse-RN, NUR-  
5N MED SURG

**Hariott Maughn**  
Patient Registrar,  
Emergency Dept

**Rhea Natividad**  
Staff Nurse-RN, OR

**Novleen Nelson-Green**  
Emergency Med Tech,  
EMS



Jeong-Eun Kim

**Jeong-Eun Kim**  
Lead Pharmacist,  
Pharmacy

**Zhani Pellumb**  
Info Sys Spl Prgrmg - IS,  
UNIX/DATA Base Adm

**Fatumata Sillah**  
Office Assistant,  
Food & Nutri Svc

**Anand Singh**  
Coord-Valve Ctr,  
Service Line-Cardiac

**Kristi Skehill**  
Emergency Med Tech,  
EMS

**Deepak Srinivasan**  
Sr Analyst-Financial,  
Financial Planning

**Joel Vidal**  
Technical Specialist -  
IS, UNIX/DATA Base  
Adm

## NYP/WESTCHESTER

**Julia Ball**  
Social Worker Adv Clin,  
Adult Outpatient Clinic



Julia Ball

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).

# EXPress

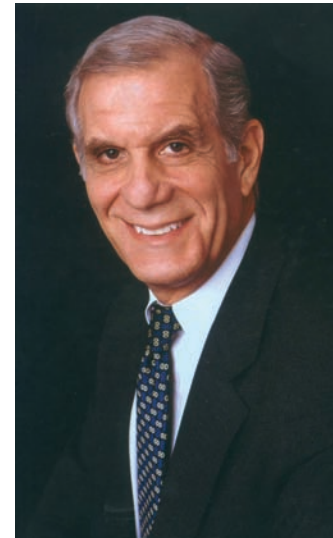
News about people, places and programs at NYP

## NYP Physicians Awarded King Faisal International Prize for Medicine

The 2012 King Faisal International Prize for Medicine has been awarded jointly to James Bruce Bussel, MD, attending pediatrician, NYP/Weill Cornell, and Richard L. Berkowitz, MD, attending Ob/Gyn, NYP/Columbia. Drs. Bussel and Berkowitz have worked together for more than two decades to study the natural history, optimal diagnostic criteria, and management of pregnant women having infants affected with Alloimmune thrombocytopenia. This disease causes intracranial hemorrhage either *in utero* or during the neonatal period, causing death or substantial disability in 10 percent of untreated cases. Prizewinners receive their awards in a special ceremony held in Riyadh under the auspices of the King of Saudi Arabia.



James Bruce Bussel, MD



Richard L. Berkowitz, MD

## classifieds



- **FOR SALE:** Condo studio in the Catskills' Grandview Palace (formerly Brown's Hotel) in Liberty, New York. Fully furnished, fully loaded (china, etc.). Laundry, large gym, sauna, indoor and outdoor pools, tennis courts on site; golf course nearby. 24/7 security guards. Free parking area. Near 24-hour Shoprite. Close to Bethel Performing Arts Center. 90 miles from New York City. Price: \$20,000, negotiable. Contact Alison at (212) 663-9445.
- **FOR SALE:** One-bedroom co-op on 259th Street and Broadway in Riverdale, across from Van Cortlandt Park. Sale price: \$119,000. Credit check will be done by the board. Please contact Juvy at (845) 367-1108.
- **FOR SALE:** Tri-level townhome in the Lakeside at Bedford complex in Bedford Hills (Westchester). Two bedrooms with soaring ceilings plus spacious, skylit loft. Updated kitchen and baths, including granite; new appliances; fireplace. Two decks and a stone patio, two-car attached garage, private driveway, new stone entry. 40 minutes from NYP/Columbia. Taxes \$3,688/year. Low common fees. For sale by owner. Asking \$475,000. Call (917) 359-6845.
- **SUMMER HOUSE RESIDENTS WANTED:** Hamptons summer house seeks singles/couples, 50s-60s. May-September. Educated, athletic, fun-loving group. Pool, tennis court. Walk to beach/town. Near jitney/LIRR. Photos available. Contact mtc01605@gmail.com.



## 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.

## Benefits Corner



### EDUCATION ASSISTANCE PRE-PAID TUITION

The deadline to submit an Education Assistance Agreement for pre-paid tuition for the summer semester is Monday, May 14, 2012. Completed forms should be submitted to HR-Benefits/Tuition Department:

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



### HEALTH CARE SPENDING ACCOUNT DEADLINE REMINDER

You have until March 15, 2012, to incur eligible expenses for your 2011 Health Care Account. The deadline for submission of eligible expenses for reimbursement is April 30, 2012.

Requests for reimbursement of expenses for your 2011 Health Care Account must be submitted to P&A. Reimbursement forms can be obtained from the P&A website at [www.padmin.com](http://www.padmin.com). If you need additional information, please call P&A directly at (800) 688-2611.



### SOCIAL SECURITY NUMBERS FOR DEPENDENTS ON BENEFITS PLANS

Please make sure you have provided Social Security numbers for all your covered dependents under the NYP Medical and Dental Plans. This is necessary to comply with government regulations, which require that we have Social Security numbers on file for all covered spouses and dependents.

You can use PeopleSoft Employee Self Service to confirm the information for your dependents. PeopleSoft Employee Self Service can be accessed from the NYP Infonet or online at [www.nyp.org/benefits](http://www.nyp.org/benefits).



### NYP PENSION PLAN PARTICIPANTS ANNUAL FUNDING NOTICE

This month, a comprehensive statement of the NewYork-Presbyterian Hospital Retirement Plan is being mailed to employee participants. This is part of the amendments to the Pension Protection Act of 2006, which require pension plans to provide participants with an annual funding notice. The statement includes the description and value of the plan's assets, liabilities and benefits guaranteed by the Pension Benefit Guaranty Corporation.



### CHANGE IN DIVERSIFIED ELECTRONIC ACCOUNT SUBSCRIPTIONS

NYP employees who view their Diversified quarterly statements online through their e-statement subscription will receive new options. Diversified has expanded its e-delivery services to include mutual fund prospectuses and transaction confirmations. Unless you choose to opt out, if you are registered for e-statement subscriptions you will automatically begin receiving email alerts when these documents are ready for you to view online. If you wish to opt out, please notify Diversified by April 30, 2012, by signing into your account at [divinvest.com](http://divinvest.com) or calling (800) 755-5801.

## Employee Activities



### DISCOUNT TICKETS MOVIE TICKETS

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

### SPORTS, THEATRE 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 email [activities@nyp.org](mailto:activities@nyp.org).



### EMPLOYEE DISCOUNTS Oasis Day Spa

Oasis Day Spa offers a 15 percent discount off individual spa services and product purchases to NewYork-Presbyterian employees. Services include facials, massages, body scrubs, body wraps, manicures and pedicures. Present your NYP ID at check-in to take advantage of the discount at any Oasis Day Spa location.

For more information about Oasis Day Spa, visit their website at [www.oasisdayspanyc.com](http://www.oasisdayspanyc.com).

Visit any of their three locations in Midtown Manhattan and Westchester (Dobbs Ferry):

- **Oasis Day Spa**  
1 Park Avenue, NYC  
(212) 254-7722

- **Oasis Day Spa & Fitness Center**  
The Affinia Dumont Hotel  
150 East 34th Street, NYC  
(212) 545-5254

- **Oasis Westchester**  
50 Livingstone Avenue, Dobbs Ferry, NY  
(914) 409-1900



### Dell's Member Purchase Program

Dell's Member Purchase Program (MPP) gives NewYork-Presbyterian

employees access to the best prices on consumer PCs from Dell as well as exclusive offers and savings on PCs, electronics and accessories. Log on to [www.Dell.com/MPP/NYP](http://www.Dell.com/MPP/NYP) or call (800) 695-8133 and use the NYP Member ID number: HS31704453.



### East End Kitchen April Discount

NewYork-Presbyterian employees and one guest can receive a 20 percent discount during the month of April on breakfast, lunch or dinner at East End Kitchen, located at 539 East 81st Street. East End Kitchen is an American bistro offering organic produce, sustainably sourced seafood and pasture-fed meats.

Please present your Hospital ID during the following hours to receive the discount:

**Breakfast/Lunch:** Monday through Friday  
Breakfast 7 – 11 a.m.  
Lunch 11 a.m. – 2 p.m.

**Dinner:** Monday through Sunday  
5:30 – 10 p.m. (Sundays until 9 p.m.)

The discount does not apply to weekend brunches or drinks and cannot be combined with other specials. This offer is good until April 30, 2012.

For more information, call (212) 879-0450.

## 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)

# Celebrating Success and Recognizing Excellence at NYP

We Put Patients First



“We are a special institution in which we have created a strong spirit of empathy and caring. I am extremely proud of our award winners and congratulate them for providing outstanding, compassionate care to our patients and families, and making *We Put Patients First* a way of life.”

— Steven J. Corwin, MD, Chief Executive Officer



“Our goal is for all areas of the Hospital to reach the 90th percentile in patient satisfaction, but more importantly to make sure that every patient interaction is a positive one. Although there are challenges, if we stay focused, work as a team, and all feel responsible for doing the very best we can for each individual patient and family, I am confident that we will achieve our goal.”

— Robert E. Kelly, MD, President

“The impressive patient satisfaction scores that we are celebrating at these award ceremonies are comprised of thousands of interactions that our staff has with patients and family members every day. The significant improvements in scores at NYP indicate that these individual interactions are becoming more meaningful, more consistent and more satisfying to our patients, and that is what putting patients first is all about.”

— Jaclyn Mucaria, Senior Vice President, Ambulatory Care and Patient Centered Services



## 2011 Patient Centered Care Awards

Our Annual Patient Centered Care Awards celebrate the accomplishments of areas throughout NYP that have enhanced the patient experience. We recognize departments for significant improvements or achievements in patient satisfaction scores as well as teams, leaders and physicians who are nominated by their colleagues for their contributions to creating an excellent patient experience at NYP. Here is the link for a complete list of winners:

<http://inonet.nyp.org/Attach/2011%20PCC%20Award%20Booklet.pdf> ■

