

Celebrating NYP "All Night Long"  
— see page 5



# 3,000 and Counting!

May is a month of celebration at NewYork-Presbyterian. We began by celebrating our nurses, nurse managers and nurse leaders during Nurses Week. As part of the celebration, our nurses were honored at Yankee Stadium as well as across our campuses, including the Hospital's annual Nursing Clinical Excellence Awards. Congratulations to the 2010 award winners, and thank you for serving as role models and providing exceptional care and compassionate service to our patients. We are also celebrating the achievements of a number of our senior leaders. Wilhelmina Manzano, R.N., M.A., our Chief Nursing Officer, was awarded the Distinguished Clinician Award from the NYU College of Nursing; and Karol Wollenberg, Vice President of Pharmacy, received the 2010 Pharmacist Achievement Award from the New York State Council of Health-System Pharmacists. We will also be honoring our esteemed colleague, Dr. Antonio M. Gotto, Jr., the Stephen and Suzanne Weiss Dean of Weill Cornell Medical College, one of this year's two winners of the Maurice R. Greenberg Distinguished Service Award. We are happy to be recognizing his outstanding leadership of the College on the 30th anniversary of this special award.

NYP will also celebrate the launch of two new programs this month. At our Weill Cornell Center, we are announcing a generous gift by Trustee Iris Cantor to create the Iris Cantor Men's Health Center on East 61st St. The center will complement our Iris Cantor Women's Health Center and will offer "one-stop-shopping" by allowing patients to see multiple physicians on a given day. It will be completed in 2012. At our Columbia Center, we will celebrate the start of a significant expansion of our radiation oncology services, part of our Herbert Irving Cancer Center. A new Radiation Oncology Treatment Space will be constructed under the Garden. It will offer patients state-of-the-art treatment in a light-filled, patient-friendly environment. It, too, will be completed in 2012.

As we busily celebrate these happenings and continue delivering the best possible patient care and service, let's be sure to take time to remember, honor and celebrate our moms!



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



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

# 3,000 and Counting!

A surefire way to get into the Major League Baseball Hall of Fame is to collect 3,000 hits.

NewYork-Presbyterian Hospital hit its own hall of fame milestone in April with its 3,000th kidney transplant. To celebrate the occasion, the Hospital welcomed hundreds of transplant patients, donors and their families — including Alex Fonseca, who was the recipient of transplant number 3,000 — to The Armory in Washington Heights on Wednesday, April 21, for the Circle for Life Renal 3,000 event.

## A First in 1969

"Since the first transplant was performed here in 1969, our program has become one of the most active in the country," said Andria Castellanos, SVP and COO, Milstein Hospital Building, NYP/Columbia. "I am thrilled to welcome back so many of you who have undergone organ transplantation here at NYP/Columbia. The tremendous challenges that you have faced and the gifts you have given and received are an inspiring example of what people can accomplish in their lives."

Making the celebration even more special, Manhattan Borough President Scott Stringer proclaimed the day "Renal 3,000 Celebration Day," saying, "NewYork-Presbyterian/Columbia and Weill Cornell have performed more kidney transplants than any other hospital in the country since 2005, and that is an extraordinary accomplishment."

## A Revolutionary Approach

After performing the first kidney transplant in 1969, NYP/Columbia in 2006 became the second center in the U.S. — and the first in the New York City region — to successfully complete a three-way kidney swap. NewYork-Presbyterian/Columbia is now a national leader in the performance of multiple paired living-donor kidney transplantation, a revolutionary approach that may dramatically improve the opportunity for patients in need of kidney transplants to find a compatible donor.

"There are thousands of patients and hundreds more on the waiting list and today, I can't always tell who is the donor and who is the recipient — which tells me we're doing a pretty good job," said Lloyd Ratner, M.D., F.A.C.S., Director of Renal and Pancreatic Transplantation at NYP/Columbia. "When this all started — to take a kidney from one person and transplant it to another person, making them healthier and giving them a better and longer life — it was science fiction."

Mark A. Hardy, M.D., F.A.C.S., Director Emeritus and Founder, Transplantation Program, NYP/Columbia, was instrumental in proving such "science fiction" could be a reality. He, along with David J. Cohen, M.D., Medical Director, Renal and Pancreatic Transplantation, spoke at the celebration.

"When I got here, it was almost a flip of a coin if the kidney was going to last one year," Dr. Cohen said. "Today, one-year success rates are 95 percent."

## One Patient's Story

Physicians like Drs. Hardy, Cohen and Ratner — and a hospital like NYP — are the reason why Terence Boyle, himself a recipient of four kidney transplants, most recently in 2002, was able to take the podium and address a gymnasium full of patients and peers.

At 19 Mr. Boyle was diagnosed with polycystic kidney disease, the same disease that took his father's life at 38, and the same disease that has caused his three siblings to undergo a total of four kidney transplants.

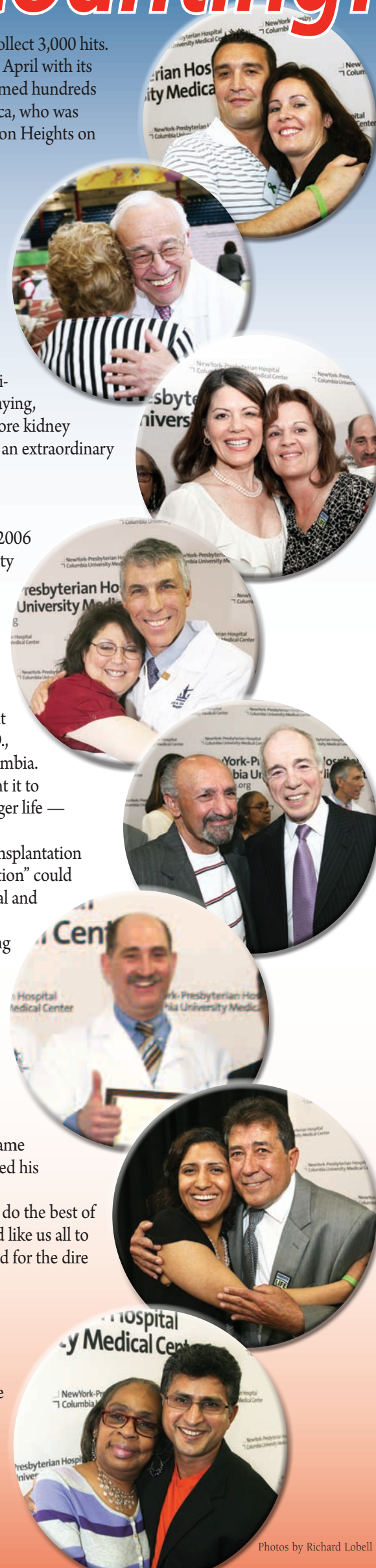
"I am here because of families, who at the worst of times, thought to do the best of things," Mr. Boyle said. "In addition to celebrating this milestone, I would like us all to leave here today with an ever stronger commitment to spreading the word for the dire need for more organs."

## Face-to-Face Meetings

A handful of donors and recipients were able to meet face to face for the first time. By participating in a daisy chain kidney swap, willing donors who were incompatible with the family or friend they intended to donate to were rematched with compatible recipients they hadn't previously known.

Hugs, hand shakes and a seemingly endless stream of "thank yous" filled up the cavernous Armory.

"I feel so good," Mr. Fonseca said, still a little fragile from his transplant. "I am so lucky to be here." ■



Photos by Richard Lobell

## NYP's Kids Learn on the Job

**N**YP celebrated Take Our Children to Work Day on April 22 by welcoming 200 children to all its campuses to learn how a big city hospital works.

Selected in March by a raffle, the children started the day with breakfast before separating into groups and touring different departments of the Hospital.

Each group of 10 children was led by two Hospital employees who had volunteered to spend the day with them. The children put on scrubs in operating rooms, explored the inside of an ambulance, and even made their own pizzas in the Hospital's kitchen.

"We wanted them to see all the people it takes to make the Hospital a success," says Wendy Sherman, Manager, Recognition and Engagement.

Ten-year-old Laura Laporta, whose mother, Maria Guarnieri-Laporta, is Director of Project Management in Facilities Development, said, "It was fun learning about all the jobs in the Hospital." Laura wants to come back next year.

Kimberly Solop, Senior Awards and Recognition Specialist, and Kathy Suero, Specialist, Employee Activities, planned and coordinated the day. ■



NYP/Weill Cornell's Security staff show the children of employees how ID badges are made.

Amelia Panico

## people on the move

### Kevin Hammeran Named to Top Post at Morgan Stanley Children's Hospital



Kevin Hammeran

**K**evin Hammeran has been appointed Senior Vice President and Chief Operating Officer of NewYork-Presbyterian/Morgan Stanley Children's Hospital and the Sloane Hospital for Women at NewYork-Presbyterian Hospital/Columbia University Medical Center. In this role, he is responsible for managing day-to-day operations and operating and capital budgets and for implementing clinical strategy.

"My entire professional career has been dedicated to children's hospitals," Mr. Hammeran said. "I can't even imagine going back to the adult world. I love the kind of people that children's hospitals attract and their commitment to our mission."

Mr. Hammeran comes to NYP with more than 30 years of health care management experience, having served for the last six years as the Executive Vice President and Chief Operating Officer at Miami Children's Hospital. Earlier he served in leadership roles at various children's hospitals across the country — including

Children's Hospital Boston; Janet Weis Children's Hospital at Geisinger Medical Center in Danville, Pennsylvania; Riley Hospital for Children in Indianapolis; and St. Christopher's Hospital for Children in Philadelphia.

In addition, he spent 15 years as a consultant surveyor for The Joint Commission.

Born and raised in Cincinnati, Mr. Hammeran received his bachelor's degree in health administration from the University of Cincinnati. He holds a master's degree in hospital and health administration from Cincinnati's other major university, Xavier University, and completed the Program in Health Systems Management at Harvard University.

He and his wife, Karen, have been married for 34 years. They met each other in high school and were each other's prom date. Ms. Hammeran also worked in hospital administration for many years.

They have two children: Keith, who graduated from the Tisch School of Arts at New York University and is now in his first year at Fordham University School of Law; and Sarah, a junior athletic management major at Indiana University in Bloomington. ■

### NYP Leaders Take on Expanded Roles

**R**ichard S. Liebowitz, M.D., has been appointed Vice President of Medical Affairs and Associate Chief Medical Officer. In his current role as Vice President of Medical Affairs he will continue to direct the Hospital's medical staff activities, and as Associate Chief Medical Officer, he will work closely with the Chief Medical Officers to manage service lines, develop clinical programs and recruit physicians.

"I look forward to maintaining the high level of quality care we currently provide to all our patients," Dr. Liebowitz said. "I also would like to help identify and recruit the next generation of clinical leaders."

When Dr. Liebowitz came to NYP in 2006, it was a homecoming for the Brooklyn native. "I always knew I wanted to come back to New York, but I never knew it would take 23 years," he says.

A graduate of Rutgers Medical School and the internal medicine program at the University of Massachusetts, Dr. Liebowitz earlier was the Medical Director of Strategic Initiatives and Network Business Development at Duke University. He is the father of two.

David Alge has been appointed Vice President, Strategy and Finan-

cial Planning. He will maintain his responsibilities in the Office of Strategy and in his expanded role will manage the Hospital's corporate and service line business planning, decision support and strategic pricing programs. He will also provide strategic and financial planning support to the NYP Healthcare System.

Mr. Alge was named the System's Vice President, Operations, in 2004. He worked to develop and implement key strategic initiatives and served as the primary System liaison for information technology, legal and planning issues.

He earlier worked in management positions at the Mount Sinai Medical Center.

He holds a Bachelor of Arts degree in psychology from Southern Illinois University and a master's degree in business administration from Baruch College.

When Mr. Alge came to New York in 1980, it was to pursue a career in dance, which he did professionally for three years. After another eight years in the restaurant business, he went back to school to get an MBA.

Mr. Alge lives in Yonkers with his wife, Nan Mutnick, and their 15-year-old daughter, Julia. ■

# Getting to Know You

Bernadette Charles, NYP/Columbia



Richard Lobell

**Bernadette Charles**

**Q: What is your name, and what is your job here at NewYork-Presbyterian?**

**A:** My name is Bernadette Charles. I am a Laboratory Attendant in Laboratory Support. I collect blood samples in outpatient areas in the Presbyterian Hospital (PH) Building, Morgan Stanley Children's Hospital and the Harkness Pavilion and take them to the Core Lab in PH 3.

**Q: How long have you been at NYP?**

**A:** I've been at NYP for almost 15 years.

**Q: What's the best part of your job?**

**A:** It keeps me fit. I walk at least seven hours a day — 3.6 miles a day, 937 miles a year. My mileage was documented by the Hospital's Be Fit to Benefit Program, which encourages healthy lifestyles.

**Q: What path did you take to get to your current job?**

**A:** I used to be a Nursing Assistant. Then I got my associate's degree from Long Island University and trained to be a Lab Technician, but I never practiced it. I applied for this job, and I like it.

**Q: Why did you choose NYP as the place you wanted to work?**

**A:** I chose to work at NYP because it's an institution that gives you an opportunity to grow. And I like to feel that I'm doing something for patients.

**Q: What's your favorite type of music?**

**A:** I like gospel, country, all types of music. I like the music of different cultures. Music is like a therapy for stress; it makes me feel better.

**Q: What kinds of vacations do you enjoy?**

**A:** I like to travel to know different places and different cultures. My most recent vacation was to Puerto Plata in the Dominican Republic. But my favorite vacation was in Las Vegas!

**Q: What's on your personal to-do list?**

**A:** I walk every day, I eat well, I exercise to keep in shape. I would like to help other people to eat well and be healthy.



Richard Lobell

**Bernadette Charles sees that blood samples from outpatients reach the Hospital's Core Lab for testing.**

## Celebrating NYP "All Night Long"



**T**hey may not have partied all night long, but the more than 1,000 friends of NewYork-Presbyterian who came to the Waldorf-Astoria Hotel on April 15 for the Hospital's annual Gala did raise more than \$2.4 million for Pulmonary Services and Thoracic Surgery.

Singer-songwriter Lionel Richie, whose "All Night Long" and other pop, soul, and rhythm and blues recordings have sold by the hundreds of millions, entertained the party-goers. His appearance was sponsored by Sir Howard Stringer, an NYP Trustee.

NYP Trustee Co-Chairs were David Komansky, Mark Schwartz, Ronald Stanton and Howard Stringer. Faculty Co-Chairs were Attending Cardiothoracic Surgeon Nasser Altorki, M.D., Attending Physician Ronald Crystal, M.D., Attending Surgeon Joshua Sonett, M.D., and Attending Physician Byron Thomashow, M.D.



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2



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**1. (From left) Mrs. Ronald Crystal, Lionel Richie, Dr. Pardes, Ronald Crystal, M.D., and Nasser Altorki, M.D. 2. (From left) Sir Howard Stringer, Dr. and Mrs. Joshua Sonett, Lionel Richie, Dr. Pardes, Dr. and Mrs. Byron Thomashow. 3. Dr. Pardes and David Komansky. 4. Ronald Stanton with his children, Philip and Hedi, and Dr. Pardes.**

Photos by John Vecchiolla and Ellen Wallop

## In Memoriam

• **Leah Nicols**, who would have turned 107 on May 24, died on March 20. She was thought to be NewYork-Presbyterian's oldest patient.

A stenographer in the U.S. District Court for four decades, Ms. Nicols lived for more than 75 years in Harlem, where she was well known and well loved.

At a birthday party held in 2009

by her physician, Assistant Attending Physician Keith LaScalea, M.D., she reminisced about the history she had

witnessed and said, "I made my vote for Obama, and when he



Leah Nicols

won, I was very, very happy about it."

Ms. Nicols is survived by nieces and nephews. Her husband died in the 1980s at the age of 100.

Although she attributed her long life to "being quiet,

no smoking, no drinking, no nothing," she was known to love children, good food, and music and dancing. According to Dr. LaScalea, Ms. Nicols was "incredibly joyful, always smiling, a very happy-go-lucky person. A lot of longevity can be attributed to genetics. But in her case, I think it's passion."

Photo by Rene Perez

## A LOST BAG, AND A GOOD SAMARITAN

*NYP*Press received a telephone call from a woman who found a handbag on the Q train to Coney Island on Friday, April 30. The handbag contained, among other things, a copy of *NYP*Press, and the woman called the Public Affairs office, which publishes the newsletter, to ask whether someone at NYP is the owner of the bag.

If you believe the handbag is yours, please call Barbara at (646) 329-4479.



## promotions

Human Resources reports the following promotions as of February 28, 2010.

### NYP/ACN

**Andrea Brekke**

Mgr - Clinical Nutrition, ACN-Nutrition



Andrea Brekke

**Euclides Diaz**

Patient Financial Advisor, Medical Group Practice

**Erick Gesualdo**

Patient Financial Advisor, Stockamp Implementation Team

**Kilsy Hidalgo**

Coord Specialty Clin Reg, ACN Audubon Practice

**Alfred Mancebo**

Coord - ACN Scheduling, Medical Group Practice

**Yesenia Mane**

Licensed Practical Nurse, ACN-549 W. 180th St.

**Michelle Pujols**

Coord Specialty Clin Reg, Stockamp Implementation Team

**Joanne M. Restivo**

Clinical Research Audiologist, Speech And Hearing

**Arnold Stephens**

Patient Financial Advisor, ACN Audubon Practice

### NYP/ALLEN

**Jenny Hui-Xing Xiang**

Clinical Nurse III, 2-RE-Med/Surg ICU-Allen

### NYP/CHONY

**Charles Curran**

Dir-Clinical Services, Children's Hospital Administrat

**Miriam T. Payne**

Associate Genetic, Clinical - Genetics

**Wendy Peguero**

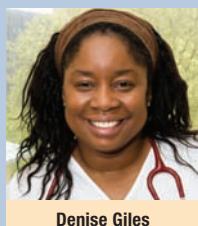
Associate Genetic, Clinical - Genetics

**Julie Torres**

Supervisor-Radiology Services, X-Ray Children's Hosp-3

**Denise Giles**

Staff Nurse, CHC Obstetrics & Nursery



Denise Giles

### NYP/COLUMBIA

**Harold Bias**

Spv - Environmental Svcs, Environmental Services-Admin

**Natalia Cineas**

Patient Care Director, MB-8HN Neurosurgery

**Wayne Clarke**

Cardio-Catherization Technicia, Cardiac Catherization Lab

**Ana Corona**

Patient Financial Advisor, Patient Access I



Jenny Hui-Xing Xiang

**Hirut Dejoya**

Staff Pharmacist, Pharmacy-Administration

**Ernestina Fajardo-Gegelys**

Financial Counselor, Kidney Transplant Program

**Lori Fives**

Spl-Doc Improvement, Documentation Improvement

**Tony Flores**

Medical Chart Analyst, Health Information Management

**Jennifer Fojas**

Revenue Specialist-Svc Line, Transplant Revenue Cycle

**David Gainza**

Supervisor-Lab Services, Echocardiology PH-9C

**Jose Garcia**

Sr Security Officer, Security - Admin

**Ricky Gonowrie**

Manager-Environmental Services, Environmental Services-Admin

**Camille Grizzle**

Supervisor, Transplant Access Unit

**Louis Henderson**

Maintenance Worker II, Building Services Team

**Zhi Ting Huang**

Supv-Constr Industrial Safety, Safety

**Carmen Kelly**

Inventory Control Clerk, Distribution Center

**Eric M. Lazaro**

Senior Dosimetrist, Radiation Oncology

**Karen Leigh**

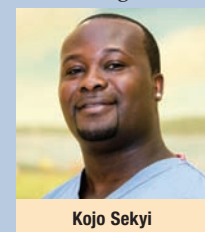
ICU Technician, HH-Cardiac ICU B

**Hyacinthia Leon**

ICU Technician, HH-Cardiothoracic ICU-B

**Kojo Sekyi**

CT Scan Technologist, CT Scanning MH-4



Kojo Sekyi

**Maria LoBaido**

Coordinator - Recruitment, HR-Employment Services

**Victor Luciano**

Transporter - Messenger, Transporters

**Lurline McLean**

Patient Financial Advisor, Patient Access I

**Bernadette Melido**

Clinical Nurse III, Nurse Enterostoml Ther

**Jacob Mercado**

Waste Disposal Attendant, Environm Svcs-Waste Management

**Bernadette O'Brien**

Spl-Quality Mgmt, Regulatory & Quality Info Mgmt

**Liceida Ogando**

Laboratory Clerk Typist, Central Processing Unit

**Joe T. Pennue**

Inventory Control Clerk, Distribution Center

**Yasmin Peralta**

Revenue Specialist-Svc Line, Transplant Revenue Cycle

**Jose Pichardo**

Patient Representative, Radiology-Central Scheduling

**Melody Prosser**

Tel Dispatcher, Powerhouse

**Edelmira Quintero**

Cardio-Catherization Technicia, Cardiac Catherization Lab

**Erasmio Ramos**

Spv - Environmental Svcs, Environmental Services-Admin

**Julissa Reyes**

Financial Counselor, Liver Transplant Program

**Jocelyn Rubi**

Nurse Coordinator, O/P Comp Transplant

**Sandra Smith**

Cardio-Catherization Technicia, Cardiac Catherization Lab

**Michael Woods**

Medical Chart Analyst, Health Information Management

**Austin Wrubel**

Coord-Campaign Stewardship, Development

**Loretha Young**

Medical Chart Analyst, Health Information Management

### NYP/WEILL CORNELL

**Pradeepan Ananthasingam**

Lead Pharmacist, Pharmacy

**Anne Corbett**

Patient Care Director, NUR- 10C MSURG ONC

**John Demeo**

Leader - General Const, Engineering Maint

**Nathifa Fearon**

Spl-Perf Improvement, Regulatory & Quality Info Mgmt

**Patricia Feerick**

Coord - Care, Care Coordination

**Carmen Garnett**

Coord Transp, Escort Services

**Jessica Grajales**

Associate-Marketing, Marketing

**Anissa Lamouchi**

Regional Coord - Int'l Svc, International Services

**Jaclyn Lepkowski**

Clinical Mgr, Critical Care Nsg - Emerg Room

**Maria-Raquel T. Mendoza**

Coord Access Clin, Transfer Call Center

**Pooja Mohan**

Supv Genetic Counsl, Genetic Counseling

**Wazim Narain**

Business Intel Analyst, IT Business Solutions

**Rosaline Persaud**

Jr Accountant, Support Services

**Judith Podell**

Dir-IS, IT Business Solutions

**Maria L. Roque**

Coord Access Clin, Transfer Call Center

**Rafael Rozon**

Sr Patient Registrar, Admitting

**Mandar Sankholkar**

Spl Strategic Sourcing, Purchng Mats Mgmt

**Carrol A. Townsend**

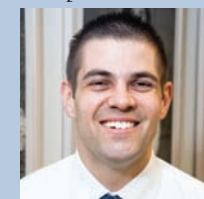
Provider Relatns Rep, Select Health

**Regan Michele Trappier**

Staff Nurse-RN, W&C Health-Postpartum

**Edward Meyer**

Coord Transplant-Oncology, Bone Marrow Transplant



Edward Meyer

## calendar



- **May 25** — Louis J. Aronne, M.D., F.A.C.P., and Kathy Isoldi, M.S., R.D., will present a Health & Wellness Seminar titled "Not on an Empty Stomach: Losing Weight Without Being Hungry" at 6:30 p.m. in Uris Auditorium at Weill Cornell Medical College (1300 York Avenue, at 69th Street). The seminar is free and open to the public. To learn more, or to request a disability-related accommodation, call (212) 821-0888.
- **May 26** — An NYP blood drive will take place in NYP/Weill Cornell's Cayuga Room from 8 a.m. to 6 p.m.
- **May 27** — The Steven Z. Miller, M.D., Health Fair, which promotes children's health and wellness, will take place in the NewYork-Presbyterian/Morgan Stanley Children's Hospital Wintergarden from 8:30 a.m. to 3 p.m.
- **June 2** — Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **June 6** — Walk Now for Autism Speaks will take place at the Manhattanville College campus in Purchase, New York. Registration will start at 9:30 a.m., the walk at 11 a.m. To learn more, contact Eliza O'Neill at (914) 682-6991 or esw9002@nyp.org.
- **June 16** — The JP Morgan Chase Corporate Challenge, a 3.5-mile road race, will start at 7 p.m. in Central Park. For more information, contact Employee Activities at activities@nyp.org.
- **June 16** — Literature at Work will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.

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).

Photos by Charles Manley

## Awards and Honors

### DR. NEWHOUSE RECOGNIZED

• **Jeffrey Newhouse, M.D.**, Attending Radiologist at NYP/Columbia, has been awarded the Gold Medal of the Society of Uroradiology.

Since the Society was founded 44 years ago it has presented its Gold Medal to 18 physicians whom it recognizes as individuals who “have made extraordinary contributions to the field of genitourinary imaging.”

Dr. Newhouse came to NYP/Columbia in 1983 and has served as the uroradiology instructor for every class of Radiology and Urology residents since then. Both departments have designated him Teacher of the Year, and he has been recognized as a major “go to” radiologist for practitioners in all specialties treating abdominal diseases. Widely published, he has delivered nearly 500 lectures on four continents.

### NYP A FIVE-TIME AWARD WINNER

Recognizing its leadership in efforts to reduce greenhouse gas emissions through energy efficiency, the U.S. Environmental Protection Agency

(EPA) has honored NewYork-Presbyterian Hospital with an ENERGY STAR Partner of the Year Award for Sustained Excellence in Energy Management, the energy program’s highest honor. It is the fifth time the Hospital has been honored by the EPA — the most of any hospital in the country. The award was presented at a March 18 ceremony in Washington, D.C. NewYork-Presbyterian was the only hospital to receive an honor this year.

As part of the ENERGY STAR program, the Hospital pledged to reduce more than 3.5 million pounds of greenhouse gas emissions for 2009 and exceeded this amount by 185 percent — among the four greatest reductions for a non-profit organization in the nation, according to the EPA.

“At NewYork-Presbyterian we know that supporting a healthy environment is an important part of supporting the health of individuals and the communities they live in,” said Dr. Pardes. “The hard work we are doing to reduce our energy needs is clearly being recognized.” ■



On hand to accept the Hospital’s ENERGY STAR award on March 18 in Washington, D.C., were (from left) Graeme Mitchell, Vice President, Corporate Engineering; Lisa P. Jackson, Administrator, Environmental Protection Agency (EPA); Kathia E. Benitez, Energy Programs Manager, Corporate Engineering; and Joe Colella, Vice President, Facilities Operations.

## classifieds



■ **FOR RENT:** One-bedroom apartment at West 79th and Amsterdam, available summer 2010. 650 square feet. Great light; living room has customized office nook. Full-service doorman. Built-in air conditioners, roof deck, garage, basement laundry (50 cents). Pet and baby friendly. Near parks, Museum of Natural History, Zabar’s, Lincoln Center, restaurants, Columbia/Fordham, #1 and B/C trains and crosstown bus. \$2,700/month (includes heat, hot water). Contact Jason at (917) 748-8680 or jcf378@gmail.com.

■ **FOR RENT (SHARE):** Fully furnished, quiet, private bedroom for rent in luxury penthouse co-op in Hamilton Heights/West Harlem, to share with one professional female. On top floor in full-service building with beautiful views. 24/7 doorman, large laundry room. ABCD line attached to building. \$950/month. See details and photos at [www.lauriereeves.net](http://www.lauriereeves.net).

■ **FOR RENT:** Quiet, furnished, renovated, one-bedroom summer cottage in Westhampton Beach. Sleeps four. Pool, barbecue, air conditioning, laundry. Walk to town, library, places of worship. Close to village beach. Available monthly year round or from Memorial Day to Labor Day. Contact at (631) 727-0626 or jtpt13@hotmail.com for pics.

■ **FOR RENT:** One-bedroom apartment with terrace in the Bronx (Riverdale). Fully renovated with stainless steel appliances. Part-time doorman. Four blocks from #1 train.

\$1,400/month with a one-year lease and one-month security deposit. For more information and pictures, call (917) 543-0812.

■ **FOR RENT:** Newly renovated professional space at 68 West 85th Street. Brand-new kitchen cabinets and bathroom accessories. Wood floors; high ceilings. Separate entrance from potted street level. \$1,700/month. For more details or private viewing, contact Mariapaz Vito at (917) 533-8655 or [www.mariapazvito.com](http://www.mariapazvito.com).

■ **FOR RENT (SHARE):** Spacious three-bedroom, two-bath apartment in Palisades Park, New Jersey, to share with one person. Living and dining rooms, washer/dryer, dishwasher. Large terrace, two-car garage. Five minutes to George Washington Bridge, 12 minutes to Midtown/Port Authority. \$1,100. Call (917) 406-5435.

■ **FOR RENT:** Bright, spacious, newly renovated two-bedroom apartment in four-family building in Bay Ridge, Brooklyn. New kitchen cabinets and granite countertops; new hardwood floors and large windows. Short walk to subway (N and D trains); convenient access to shopping, restaurants and parks. No smoking; no pets. \$1,400/month. Call Roger Okon at (718) 236-3504 or e-mail [rogerdokon@yahoo.com](mailto:rogerdokon@yahoo.com).

■ **FOR RENT OR SALE:** Large, sunny, quiet, one-bedroom co-op apartment at 230th Street and Riverdale Avenue. Renovated

kitchen, high ceilings, entry foyer. Ample closets, hardwood floors. Elevator and laundry in building. Close to shops; near Ewen Park and stations for NYC buses and #1 train. Pets OK. Rent: \$1,200 month; sale: \$179,000; maintenance: \$556/month. Prices negotiable. Call Heidi at (917) 981-1131.

■ **FOR RENT OR SALE (MEDICAL OFFICES):** Two properties for sale, one for rent in a medical co-op building easily accessible to both Midtown and Upper East Side (60s). On third floor, seven exam rooms, two bathrooms, large waiting/reception room: price \$1,500,000. On 10th floor, five exam rooms, lab, one bathroom, large waiting room: price \$1,200,000. On fourth floor, six exam rooms plus OR, lab, two bathrooms, elegant reception area: rent \$9,500/month. Doorman, full-time concierge. Call Mary at (516) 509-5080.

■ **FOR SALE:** One-bedroom co-op in self-managed building in the Allerton Avenue area of the Bronx. Contact Gloria Elliott at (646) 406-8217 or (347) 202-4058.

■ **FOR SALE:** Two-bedroom, two-bath, penthouse waterfront condo with spectacular sunset views on North Fork near vineyards. Fireplace, renovated kitchen, marble master bath with Jacuzzi, central air conditioning, laundry in unit. Private wrap-around deck. Burglar alarm, indoor/outdoor stereo/intercom system. Private beach, Olympic-size pool, tennis, golf. Contact at (631) 727-0626 or [jtpt13@hotmail.com](mailto:jtpt13@hotmail.com).

■ **FOR SALE:** Multi-level, two-bedroom townhome in beautiful Lakeside at Bedford. Updated 1.5 baths with spacious loft. Renovated kitchen with granite, central air conditioning. Two-car attached garage. House wired for Internet and alarm. On private, quiet street 25 minutes from NYP/Westchester. Low rates (\$3,869/year) and common fees (\$379/month). Offered at \$598,100. Call (914) 486-1036.

■ **FOR SALE:** One-bedroom co-op in Riverdale. Move-in condition with six closets; freshly painted with updated kitchen and bathroom. Indoor parking, seasonal pool, part-time doorperson. Pet friendly; convenient to all. Needs only 10 percent down payment. Maintenance: \$542.57/month; listing price: \$169,000. Call Judy at (646) 258-3290.

■ **FOR SALE (MEDICAL OFFICES):** Prestigious all medical/dental co-op building at 115 East 61st Street. Full-time attended lobby. No steps. Conveniently located between Midtown and Upper East Side. Easy access to NYP and to transportation. Contact Sharon Aspis at (212) 692-6139.

Place your ad in *MYPress* — FREE of charge. Space is available on a first-come, first-served basis. For more information, call Marcy at (212) 821-0579. (The publication of an ad does not indicate endorsement by the Hospital.)



# The Power of Discharge Phone Calls

**N**ewYork-Presbyterian Hospital is committed to providing high-quality, safe, and compassionate care to our patients. To support this commitment, in 2008, we began a Discharge Phone Call Program. This best practice has now been implemented throughout the Hospital, and currently we make an average of more than 6,000 calls per month. The Program has been well received by our patients and is a powerful safety tool.

## Discharge Phone Calls Improve Patient Satisfaction and Safety

Our Press Ganey Survey results indicate that patients who receive a discharge phone call have an overall satisfaction score that averages 5.5 points higher than the score of patients who do not receive a call. The chart highlights some of the criteria on our Survey that have been positively impacted by discharge calls. This data is based on responses from our patients who were cared for during the first quarter of 2010 at NYP.

Discharge phone calls also enhance patient safety. As a result of the calls, our staff have uncovered medication interactions, prescription insurance coverage issues, and possible infections. We have also connected patients to outside providers for needed follow-up care. Between July and December of 2009, staff referred 1,295 patients to a primary care physician, 45 patients were referred to our Emergency Department, and 55 patients were provided with a prescription, all as the result of discharge phone calls. These interventions enhanced outcomes for our patients and may have prevented a readmission to the Hospital.

We are proud of the difference discharge phone calls are making for our patients. Thank you to our staff for implementing this successful program and for your commitment to “We Put Patients First.” ■

Special thanks to the Surgical Oncology team on 6 Hudson South for helping us demonstrate discharge phone calls. Photo by Rene Perez

### How Discharge Phone Calls Work

Discharge phone calls are made by a member of the NYP health care team to patients who have returned home after hospitalization or an outpatient visit. The calls are made within 24 hours of discharge and are intended to convey concern for patients and also to address any clinical issues that may need follow-up. Discharge calls are one of the proven best practices for improving patient satisfaction across the country.

### Discharge Phone Calls

Discharge Phone Calls			
INPATIENT			
SURVEY QUESTION	Did NOT Receive Discharge Phone Call	Received Discharge Phone Call	Difference
Nurses' attention to your needs	76.5	83.4	6.9
Adequacy of info to family/friends	76.3	83.7	7.4
Staff cared about you as person	73.2	81.7	8.5
How well your pain was controlled	70.7	78.5	7.8
EMERGENCY DEPARTMENT			
SURVEY QUESTION	Did NOT Receive Discharge Phone Call	Received Discharge Phone Call	Difference
Nurses' attention to your needs	73.1	79.4	6.3
Adequacy of info to family/friends	72.6	79.6	7
Staff cared about you as person	69.9	76.8	6.9
How well your pain was controlled	67.6	74.2	6.6

## benefits corner



### HEALTH CARE REFORM LEGISLATION AND NYP BENEFITS

In March, President Obama signed major health care legislation into law. The medical plan offered to NYP benefit-eligible employees already complies with many of the mandates of the health care reform legislation, such as no exclusions for pre-existing conditions, no annual dollar limits, and a wait period less than the mandated guideline.

We will keep you informed about any effect this legislation may have on the NYP medical plan.

### NYP PENSION PLAN PARTICIPANTS' ANNUAL FUNDING NOTICE

This month, participants of the NewYork-Presbyterian Hospital Retirement Plan will receive a comprehensive statement that is being mailed to their home address. The statement includes the description and value of the plan's assets, liabilities and benefits guaranteed by the Pension Benefit Guaranty Corporation.

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.

### NEWYORK-PRESBYTERIAN TSA 403(b) PLAN CONSOLIDATION

The NYP TSA 403(b) Plan provides you with an important retirement savings opportunity during your working years. For a comprehensive view of retirement savings, you can consolidate any existing NYP Plan Accounts (Fidelity, TIAA-CREF, HANYs, etc.), or any outside account from a previous employer, into the NYP Plan administered by Diversified Investment Advisors.

To help you start the process of consolidating your accounts, meet with your on-site Diversified Representative, or call a Transfer/Rollover Specialist at (800) 275-8714, Monday through Friday from 9 a.m. to 7 p.m.

### BENEFITS REMINDERS

CVS Caremark Prescription Cards — If you misplaced your prescription ID card and need a replacement, you can print a copy from the Caremark Web site:

- If you have already registered in the Caremark Online Pharmacy, log in at [www.caremark.com](http://www.caremark.com).
- Click on Home/My Prescription Plan/My Coverage/Print ID Card.
- If you are registering for the first time, call Caremark at (877) 232-8103 for your prescription ID number.



### EMPIRE BLUECROSS BLUESHIELD FITNESS DISCOUNT PROGRAM

Empire BlueCross BlueShield members can receive a discount through GlobalFit, a fitness membership provider that has a network of more than 10,000 top fitness clubs nationwide, including Bally Total Fitness, Curves, Gold's and Anytime Fitness.

This offer includes:

- Up to 60% savings on membership dues
- Month-to-month memberships
- Nationwide fitness club access through GlobalFit travel program at some clubs

For more information, go to [www.globalfit.com](http://www.globalfit.com) or call (800) 294-1500.



### 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)

## employee activities and services

### TICKETS – AVAILABLE AT ERRAND SOLUTIONS

Sports, family entertainment and movie tickets are available for purchase at your site's Errand Solutions Desk. Tickets can be purchased by check, money order, cash or major credit cards. You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets. If you have any questions, please e-mail [activities@nyp.org](mailto:activities@nyp.org).

*Please note:* All tickets are limited to 4 per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.



### Fences

Tuesday, June 15  
Cort Theatre  
7 p.m.  
Balcony

\$55.50 per ticket (adults and children 2 years and older)

### American Idiot

(the Green Day musical)  
Wednesday, June 23  
St. James Theatre  
8 p.m.  
Mezzanine

\$67 per ticket (adults and children 2 years and older)

### Cirque du Soleil — Banana Schpeel

Saturday, May 22  
Beacon Theatre  
8 p.m.

Upper Balcony  
\$45 per ticket (adults and children 2 years and older)

### New York Yankees vs. Minnesota Twins

Friday, May 14  
7:05 p.m.

Main Level, Section 207  
\$55 per ticket (adults and children 2 years and older)

### New York Yankees vs. Cleveland Indians

Saturday, May 29  
1:05 p.m.

Main Level, Section 207  
\$55 per ticket (adults and children 2 years and older)

### New York Yankees vs. Baltimore Orioles

Wednesday, June 2  
7:05 p.m.

Main Level, Section 207  
\$55 per ticket (adults and children 2 years and older)

### New York Mets vs. Minnesota Twins

Friday, June 25  
7:10 p.m.

Section 134/Left Field  
\$60 per ticket (adults and children 2 years and older)

### SPECIAL SERVICES FROM ERRAND SOLUTIONS

Errand Solutions at NYP can help you get ready for summer.

Are you planning a summer vacation or looking for things to do if you're staying at home? Do you need to book transportation for a prom? Does your car need a tune-up or cleaning?

Errand Solutions Representatives are here to help you with special discounts on limousine and private car services to and from your destination. They can also assist with travel planning for local and out-of-town trips.

If you need to make arrangements for your vehicle to get inspected, have routine maintenance done, or have your car cleaned inside and out, Errand Solutions can make arrangements to get it done while you are at work.

Remember that services are available to patients and their loved ones as well. Dial \*99 from any Hospital phone or stop by your Errand Solutions site today.

*errand solutions at* **NYP**

# The Importance of Compliance at NYP

**N**ewYork-Presbyterian Hospital is home to almost 17,000 employees. In 2008, the Hospital had more than 1.5 million outpatient visits and almost 200,000 emergency visits. That is a massive number of people making their way through our various campuses, facilities and departments.



But no matter how wide and varied the Hospital's services may be, everyone has to follow the rules, and it is up to NewYork-Presbyterian's Corporate Compliance Office to oversee the Hospital's compliance program. It is ultimately up to each of us as NYP employees to know the laws, rules and NYP policies that apply to our work and to abide by them.

"We need to make sure that everyone knows the rules and regulations," says Steven Forman, M.B.A., C.P.A., Vice President, Internal Audit and Compliance. "We do a lot of education on the basic standards for compliance and the Code of Conduct."

The most recent incarnation of the Hospital's Code of Conduct was sent to the homes of all employees in the fall of 2009 after being revised by the Compliance Office and the Executive Compliance Committee and approved by the Board of Trustees. The latest version speaks directly about issues such as quality of care, patient confidentiality, conflicts of interest, billing and coding, and protection of Hospital resources.



The Hospital reviews conflict-of-interest reports from managers as well as those who can influence purchasing decisions. "If we have a potential conflict of interest, such as a family member working for a company that does business with the Hospital, we have to disclose that conflict," says Nickie Braxton, Compliance Officer and Privacy Officer at NYP. Generally, individuals who have conflicts may not vote or be the final decision-makers regarding NYP business with the conflicted company.

If an employee is confronted by an uncomfortable situation, he or she should disclose it to his or her manager and to the Compliance Office. Accepting gifts from patients or vendors can create a problem, for example, so staff should familiarize themselves with the rules and contact the Compliance Office if they have a question or require guidance. Everyone has to be aware of conflicts of interest.



The Compliance Office is also responsible for conducting audits, and it works closely with Internal Audit to conduct certain financial, legal and regulatory audits. These include reviewing medical records to determine whether all employees who looked at a particular record had a legitimate, work-related reason to do so.

One of the key purposes of the Code of Conduct — and the overall mission of corporate compliance itself — is to encourage institutional transparency and to protect the integrity of the Hospital's operations and decision-making processes.

"The bottom line is that institutions really get into trouble when people — management especially — knew there were problems and didn't do anything about them," Mr. Forman says.



When any Hospital employee becomes aware of a problem or something that appears to be a rules infraction, he or she is directed to report the concern to a supervisor or manager. The chain of command and channels of communication exist to address urgent matters on a timely basis, once the responsible party has been made aware of them.

If for any reason that employee feels reluctant to report to a supervisor, however, he or she can contact the Compliance Office directly. In addition, if employees want to report anonymously, they may do so by calling (888) 308-4435, a 24-hours-a-day, seven-days-a-week help line established by the Corporate Compliance Office. However the issue is reported, whether to a supervisor, manager, the Compliance Office or the Help Line, if it is reported in good faith the employee is protected from retaliation or retribution in any form. This protection is specifically cited in the Code of Conduct and Hospital policy.



"People need to know that we are here and how important it is to resolve issues," Mr. Forman says. "The management structure should be employees' first option for reporting, but we are available. We try to be proactive with auditing and risk assessment, but employees should be on the lookout for opportunities for improvement in their own departments. NewYork-Presbyterian is a great institution, and we want to get better. Part of that is being in compliance and staying on top of issues and problems." ■



## conflicts of interest



## quality of care



## patient confidentiality



## billing and coding



## protection of Hospital resources



NewYork-Presbyterian  
The University Hospital of Columbia and Cornell

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