

Lighting Up Blue for Autism

Buildings across NewYork-Presbyterian Hospital's centers were illuminated in blue for the entire month of April in recognition of National Autism Awareness Month.

The "Light It Up Blue" campaign is part of a worldwide effort spearheaded by Autism Speaks to raise awareness and encourage activism about autism. NYP/Westchester, NYP/Columbia, MSCHONY, NYP/Weill Cornell and NYP/Allen all participated.

"Our message of autism awareness will reach millions of people around the world as we light the skies like a beacon of hope for all those affected by this public health crisis," says Suzanne Wright, co-founder of Autism Speaks, a worldwide advocacy organization that supports autism research at NYP. Ms. Wright and her husband, Hospital Trustee Bob Wright, are major supporters of NYP.

"New York is home to some of the most famous and recognizable buildings in the entire world," Dr. Pardes says. "We are honored to have NewYork-Presbyterian lit up along with the Empire State Building and more than 1,000 other buildings worldwide to raise awareness for autism spectrum disorders and to demonstrate our support for patients and families."

(Continued on page 2)

(Continued from page 1)

Lighting Up Blue for Autism

The Light It Up Blue campaign at NYP kicked off at the Rogers Building at NYP/Westchester, the future home of the Institute for Brain Development. Developed in partnership with the New York Center for Autism, the Institute will be a center of excellence for best-practice evaluations and treatments. It is expected to open in 2012.

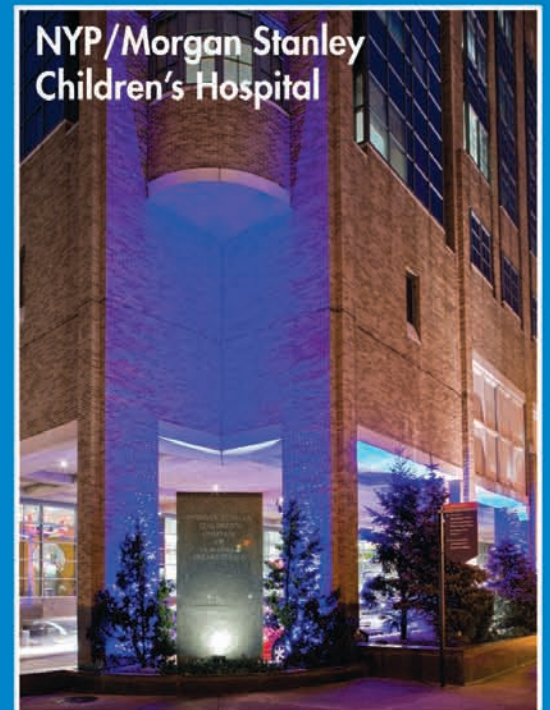
"We are honored to be working with NewYork-Presbyterian Hospital, Autism Speaks and the Simons Foundation to bring this important initiative to fruition," says Laura Slatkin of the New York Center for Autism, which provided guidance and support for the formation of the Institute.

Autism is a neurological and developmental disorder that usually appears in the first three years of life. The U.S. Centers for Disease Control and Prevention states that autism affects one in 110 American children, including one in 70 boys.

"While the outside of our buildings remain lit, on the inside, we are working hard to gain a greater understanding of autism spectrum disorders so we can make advances in prevention, diagnosis and treatment," Dr. Corwin says. ■



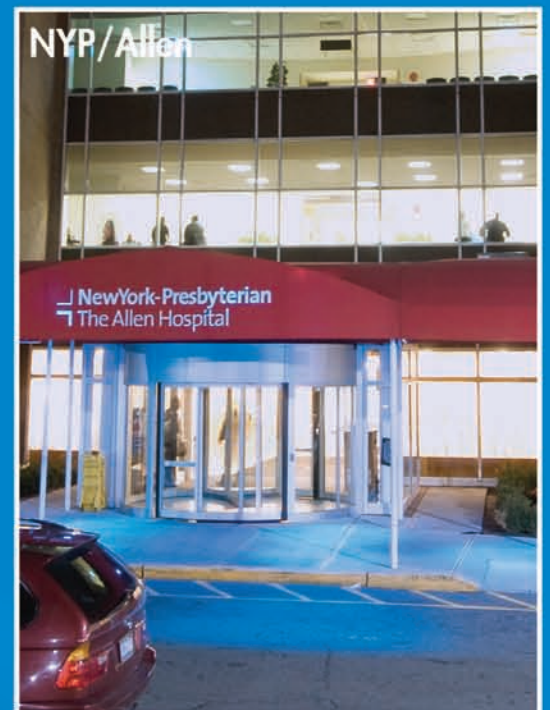
NYP/Weill Cornell



NYP/Morgan Stanley Children's Hospital



NYP/Columbia



NYP/Allen

NYP/Westchester Rogers Building
The future home of the Institute for Brain Development



JUNE 5

Come Out and Walk for Autism

Westchester/Fairfield Walk at NYP/Westchester in White Plains

For more info: www.walknowforautismspeaks.org/westchesterfairfield/nypwestchester

New York City Walk at South Street Seaport

For more info: www.walknowforautismspeaks.org/nyc

A Message from Dr. Pardes and Dr. Corwin

May begins with Nurse Appreciation Week! NYP's nurses are central to fulfilling our commitment to We Put Patients First and multiple activities to honor them for their significant contributions and compassionate care are taking place throughout the month.

The 2011 Nursing Clinical Excellence Award ceremonies have already begun. At these events, we are privileged to meet several winners on each campus nominated by their managers and peers. We also proudly salute the recently announced 2011 Nursing Spectrum Award winners, Georgia Persky, D.N.Sc, R.N. from NYP/Columbia; Joyce Philip, M.S., R.N., from NYP/Weill Cornell; and Elizabeth Polanco, P.N.P., R.N., from MSCHONY. They will be recognized next month, along with other regional hospital winners.

Not long ago, Josie Marcantonio, M.S.N., R.N., from MSCHONY, was named the 2010 Nursing Spectrum National Nurse of the Year for Mentoring. MSCHONY's Lori Armstrong, R.N. and Vice President, has just been named Preceptor of the Year by NYU's College of Nursing, and we congratulate 15 NYP nurses who will graduate this month from NYU Wagner's Masters program for Nurse Leaders.

The list of nursing achievements continues with Maria Bowers, R.N., from Payne Whitney Westchester. She recently received the national DAISY Award for Extraordinary Nurses, for being a true inspiration to both patients and staff. Last but certainly not least, Willie Manzano, M.A., R.N., our Chief Nursing Officer, will receive the Second Century Award from the Columbia University School of Nursing, for her contributions to the nursing profession.

And, be sure to tune in on May 11 when NYP's nurses are honored once again at Yankee Stadium as part of National Nurses Week. As we celebrate the great work of our nurses, we are also delighted to report that the next phase of the NYP Careers and Nursing website, careers.nyp.org/nursing, is now live. The site includes five new videos that feature some of our exemplary nursing and nursing support professionals. Their testimonials provide nursing candidates with a wonderful glimpse into our Hospital's patient-centered culture.

Congratulations again to all our award winners and outstanding nursing staff! Given the difficult challenges of health care reform, it is especially wonderful to know that NYP has role models like you who are skilled, passionate, and committed to providing exceptional care and caring to our patients and their families.



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



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

A Good Time for a Good Cause

At NYP's annual Gala, held April 7, friends of the Hospital enjoyed dinner at the Waldorf-Astoria and the music of Hall & Oates, pioneers of rock and soul. More than \$2.4 million was raised for the Hospital's gastrointestinal programs.

The black-tie event was attended by 1,100 people. Faculty co-chairs were John Chabot, M.D.; Ira Jacobson, M.D.; Fabrizio Michelassi, M.D.; Jeffrey Milsom, M.D.; and Timothy Wang, M.D. Dinner co-chairs were Hospital Trustees Mitchell L. Jacobson and David H. Koch.



Rock legends Hall & Oates performed their classics.



NYP benefactors Herbert and Florence Irving



NYP doctors and guests with Dr. Pardes. (From left) Dr. Ira Jacobson, Mitchell Jacobson and Kathy Jacobson, David Koch, Dr. Caren Heller, Dr. Fabrizio Michelassi, Dr. John Chabot, Dr. Pardes, Laurie Chabot (rear), Dr. Nancy Wexler, Gregg Wang and Dr. Tim Wang.

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The University Hospital of Columbia and Cornell

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“Why did you decide to participate in the making of the documentary?”

The ABC filmmakers who are shooting a medical documentary at NYP finished two months of filming on April 15 and expect to complete the project in mid-June.



Lauren Groce, R.N.

Charge nurse, NYP/Weill Cornell Emergency Department

“The filmmakers are showing what we do every day in the ER, how hard we work and how important our jobs are. It all makes me feel rewarded. Filming has been a great experience so far. The crew doesn’t impede our care and they have been very respectful of patients.”



Donna McLaughlin,
Mother of lung transplant patient Lindsay McLaughlin

“Lindsay wanted to have ABC film her operation [a double lung transplant as a result of cystic fibrosis] to bring

greater awareness to the importance of organ donation and transplantation. To be honest, I was against participating at first, but it was important to Lindsay. And the whole experience has been so much better than I thought it would be. The two cameramen who have been with us have been just terrific. They have become part of the family.”

Valeria Simone, M.D.
Attending Surgeon, NYP/Columbia

“To allow the public to see the humane and noble side of medicine, to understand the complexity of situations we face, and to know that as doctors we are truly their advocates.”



Elliot Servais

Third-year resident

“Filming with ABC has been an exciting opportunity to showcase the hard work we put in for our patients every day. I see the production as a positive, even therapeutic, experience for patients, providing them a unique opportunity to openly discuss their fears and concerns on camera regarding their illness and hospitalization.”



NYP Physicians In Emmy Award Spotlight

NYP physicians played prominent roles in WABC-TV Channel 7’s 2009 annual breast cancer special that has won the station an Emmy Award in the category of health/science programs/specials. The program was titled “Breast Cancer: New Protocols and Greater Hope.”



Participants in the award-winning show included NYP/Weill Cornell’s Attending Surgeon Rache Simmons, M.D., and NYP/Columbia’s Attending Surgeon Sheldon Feldman, M.D., and Assistant Attending Physician Katherine Crew, M.D.

Dr. Simmons was interviewed about cryoablation, the use of extreme cold to remove tissue, in breast cancer patients. Dr. Feldman spoke about the use of chemotherapy before surgery to shrink the patient’s tumor and also about special nerve blocks for those undergoing bilateral mastectomies that help them avoid postoperative pain. Dr. Crew discussed green tea and other alternative remedies to alleviate the symptoms of breast cancer treatment.

The Emmy Award is considered the television equivalent of the Academy Awards for film and the Grammy Awards for music. ■



NYP No. 1 in New York

NewYork-Presbyterian Hospital, already among the top 10 hospitals in the country, was ranked No. 1 in the New York metro area, according to the first edition of *U.S. News & World Report’s* Best Hospitals metro-area rankings.

NewYork-Presbyterian is the only hospital that is highly rated in all 16 clinical specialties. The new survey ranks 66 hospitals based on reputation, mortality rates and other patient-care-related factors.

“NewYork-Presbyterian is pleased to be acknowledged as the metro area’s top hospital,” says Dr. Pardes. “This honor reflects our continued commitment to provide our patients with the

most effective and compassionate care — from everyday illnesses to some of the most complex and life-threatening conditions.”

NYP’s children’s hospitals, Morgan Stanley Children’s Hospital and the Phyllis and David Komansky Center for Children’s Health, held the top spot for New York’s best children’s hospitals.

“From our world-class clinicians and cutting-edge treatment options to our culture of empathy and emphasis on safety, NewYork-Presbyterian is committed to putting patients and their families first,” Dr. Pardes says. “This latest accolade tells the world how we practice medicine each and every day.” ■

Preserving Medicine's "Jewel in the Crown"

Calling academic medical centers the "jewel in the crown" of American medicine, Dr. Pardes addressed the National Press Club last month, stressing the vital role the centers play in the American health care system, especially during this time of health reform.

Dr. Pardes delivered his speech before an audience of reporters, policymakers and CEOs of other leading hospitals in a Newsmaker Lecture Event at the National Press Club in Washington, D.C., on March 31. The speech was widely covered by business journals around the country, websites and online television sites.

Academic Medical Centers Vital to Health System

Dr. Pardes stressed that academic medical centers like NewYork-Presbyterian Hospital and its affiliated medical schools – which combine patient care, research and education that promote medical innovation and new lifesaving techniques – are well suited to address the need for increased access to care, improved quality and reduced costs. These are the main issues involved in health reform.

"With their broad expertise and clinical knowledge, academic medical centers can develop and test quality and safety standards that reflect best practices," Dr. Pardes said.

Dr. Pardes cited Patient Safety Fridays

as just one example of the Hospital's commitment to the highest standards of quality. Patient Safety Fridays entail more than 1,200 staff leaders gathering at 8 a.m. every week for one-hour educational sessions across NYP's five campuses to discuss a specific patient-focused topic. The participants then round throughout the Hospital, meet with front-line staff, and return to the meetings to formulate a plan of action to improve the issue of concern. These conversations bring together staff of all disciplines and continually reaffirm the Hospital's focus on patient safety.

Cost reduction is likely the most challenging aspect of health care reform. Here, too, academic medical centers are developing new strategies to bring costs down while keeping care at the highest level possible, according to Dr. Pardes.

Minimally invasive surgical interventions, for example, are reducing the need for more extensive and invasive open heart surgery, resulting in quicker recovery, fewer side effects, less chance of infection and shorter hospital stays, he added.



Dr. Pardes spoke about academic medical centers at the National Press Club in Washington, D.C., in March.

"This is just one example of the many ways in which innovations coming out of academic health centers are reducing the amount of work one has to do when tending to a given health care condition," Dr. Pardes said.

Academic Medical Centers Save Lives

Speaking of the long-range impact of reform, he went on to say that with reform, 32 million more Americans will have health insurance and need access to care by 2014. At the same time, vast numbers of baby boomers will face the increased health care needs of older age and make greater demands of the health system.

"In this challenging period, academic medical centers can help the nation meet

the combined goals of health care reform by increasing access to health care, improving quality and reducing costs," Dr. Pardes said.

Dr. Pardes spoke of the tragic shooting of Congresswoman Gabrielle Giffords and how the trauma center at the University of Arizona Medical Center was critical in saving her life. On a personal note, he said that his own son, who experienced potentially lethal liver failure, was saved by a transplant performed at an academic medical center.

"Academic medical centers are there when people need them," he said. "They saved my son, they saved Congresswoman Giffords, and they have saved millions of others." ■

Getting to Know You

Hung Lien, 333 East 38th Street



Hung Lien

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

A: My name is Hung Lien, and I am a buyer in the Procurement and Strategic Sourcing Department. I am responsible for preparing purchase orders for the IT needs and

all requisitions to Weeks-Lerman [an office supply dealer], with the exception of furniture, for the entire Hospital network.

Q: How long have you been at NYP?

A: I started at NYP in 1997, making it 13 years that I have been here.

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

A: I like interacting with the various departments, fulfilling their purchasing needs and solving problems.

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

A: I sort of stumbled into this job. My sister-in-law who worked at NYU got a call from a recruiter for what was then New York Hospital, asking if she knew of anyone who would be interested in being a purchasing clerk at the Hospital. She recommended me. I was eventually promoted to junior buyer and then to buyer, the position that I now hold.

Q: What's your favorite type of music?

A: I like listening to classical music by Mozart, Bach and Beethoven.

Q: What kinds of vacations do you enjoy?

A: I love traveling back to my native country, Vietnam, and visiting with relatives.

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

A: I have no real plans yet, but I am toying with the idea of purchasing a new home.



Hung Lien with colleague Randi O'Rourke, buyer

Spreading the Word About NYP Innovation



Dr. James McKinsey spoke about how improved procedures for repairing aortic aneurysms are reducing the need for more invasive vascular procedures.

NewYork-Presbyterian held a symposium on minimally invasive surgeries March 14 at the Mar-a-Lago Club in Palm Beach, Florida. The donors and friends of NYP heard physicians discuss the benefits of minimally invasive surgery, such as smaller incisions, reduced post-operative pain, quicker recovery times and shorter hospital stays.

Led by Dr. Pardes, the symposium featured

presentations by James McKinsey, M.D., Chief, Vascular Surgery and Endovascular Interventions; Jeffrey Milsom, M.D., Chief of Colon and Rectal Surgery, NYP/Weill Cornell; Jeffrey Moses, M.D., Director of Interventional Cardiology at NYP; and Howard Riina, M.D., former Co-Director of Interventional Neuroradiology at NYP/Weill Cornell.

Kudos for Our Green Efforts

NYP's Environmental Efforts Win Recognition — and Trees



NYP's five main sites have won Environmental Excellence Awards from Practice Greenhealth, a national membership organization for health care facilities committed to environmentally responsible operations. The organization gives the awards each year to honor outstanding environmental achievements in the health care sector.

NYP's sites were recognized for achieving a more extensive sustainability program; improvements in waste reduction, recycling and pollution prevention programs; and leadership in the local community and/or in the health care sector.

Each of the 252 Environmental Excellence Award winners was honored with 100 trees. In collaboration with Trees for the Future, an organization that helps communities around the world restore tree cover to their lands, Practice Greenhealth is planting the trees — a total of 25,000 — in Tanzania.

HELP SAVE THE PLANET! TAKE PART IN UN-POWER HOUR

Do you want to have a positive effect on climate change but think you don't know how?

Now you can participate in NYP's "Un-Power Hour," which the Hospital observes the first Tuesday of each month from 1 to 2 p.m.

To take part, you can:

- Turn off all nonessential office lights.
- Where possible, turn off hallway and conference room lights.
- Take the stairs instead of the elevator.

- Turn off your computer monitor if you are not using your computer.
- Turn off and/or unplug all small electrical appliances — coffee makers, radios, toasters, etc. — that are not in use.

Note: Please do not turn off machines critical to patient care.



An extension of Earth Hour, a one-hour voluntary blackout launched three years ago in Sydney, Australia, Un-Power Hour is one of NYPgreen's efforts. To learn more about those efforts, visit infonet.nyp.org/NYPgreen.

NYP Employees Join Japan Relief Effort



NYP/Columbia

Employee volunteers at NYP/Columbia and NYP/Weill Cornell sorted and packed donated items on April 14 and 15, which were then shipped to Japan.

NYP employees regularly open their hearts to those in need and did so again by collecting supplies for the victims of the March 11 earthquake in Japan.

In two weeks, the Hospital collected 60 large moving boxes of supplies, which were contributed to the Afya Foundation, the Real Medicine Foundation, and the Japanese International Cooperation Agency, three organizations jointly collecting and donating life-supporting supplies.

The items included infant formula, diapers, feminine hygiene and personal hygiene products, flashlights, batteries, portable radios, hand sanitizers, blankets, cold and wet weather boots, sleeping bags, winter clothing, and basic first aid supplies. The items were to be airlifted to Japan at the end of April.

Shortly after the devastating earthquake, NYP placed seven donation bins at NYP/Weill Cornell, NYP/Westchester, NYP/Allen, The Milstein Hospital Building, the Harkness Pavilion, MSCHONY and the 38th Street offices for employees to make donations.



NYP/Weill Cornell

classifieds



■ **FOR SALE:** Pristine, multi-level townhome in beautiful community of Lakeside at Bedford in Westchester. Thoughtfully renovated two-bedroom-plus-loft townhome features two-car attached garage, central air conditioning, three decks, and taxes of \$3,800. Twenty-five minutes from White Plains. Asking \$510,000. For photos and details, please call (212) 486-4692.

■ **FOR RENT (SUMMER SHARE):** Westhampton Beach summer house seeking singles and/or couples ages 50s-60s from mid-May through mid-September. Educated, fun-loving, professional group shares charming, turn-of-the-century house with eight bedrooms, five baths and a covered front porch. Pool with poolhouse, tennis court, expansive lawns. Ten-minute walk to village shops or town beach; near golf. Short taxi ride from jitney stop or LIRR station. Flexible scheduling; quarter shares available (4-5 weekends at approximately \$1,450). Photos available. E-mail 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.

2011

state of the hospital SUMMARY



IN FEBRUARY AND MARCH, DR. PARDES HELD HIS ANNUAL STATE OF THE HOSPITAL TALKS. The Talks took place at seven Hospital sites, at times convenient to staff on all shifts. At each session, Dr. Pardes gave an overview of the Hospital's achievements in 2010 as well as a look ahead to 2011.

At the end of the sessions, staff members were invited to ask questions of Dr. Pardes and members of the leadership team. The following is a brief summary of Dr. Pardes' comments, together with some of the questions asked by employees, along with responses from Senior Leadership.

Praise for NYP Employees

At each session, Dr. Pardes praised the "extraordinary pride and passion that staff feel at NYP," saying that this translates into "people who want to help other people." He highlighted the "I Am Essential" campaign introduced last fall to recognize the important contributions of our Support Services staff, adding that an integral part of our culture is the appreciation for the important role each and every staff member — clinical and non-clinical — plays at NYP.

2010: A "Wonderful Year"

Dr. Pardes applauded NYP's performance in 2010. "We continued our progress in many areas — it was a wonderful year." We had nearly 118,000 hospitalizations, making us among the largest hospitals in the country and worldwide. "There are very few other places that provide this amount of care," said Dr. Pardes.

He added that despite the challenges in our marketplace, in 2010 we performed well financially by "managing our expenses very tightly and making nice progress in controlling length of stay." Dr. Pardes singled out the Finance staff, including the Revenue Cycle and the Strategic Sourcing staff, who did a "spectacular job" this year. These necessary steps to control our finances helped us absorb many of the cuts in state and federal funding without seriously affecting our patient care and services.

2011

state of the hospital SUMMARY

Quality and Safety

Dr. Pardes congratulated the staff for their dedication to providing high quality care. He praised staff efforts to minimize central line infections, touting “the lowest rates we’ve ever had for central line infections.” Dr. Pardes recognized the staff’s hard work to reduce patient falls and injuries. “These efforts have led to a 4% decrease in falls at NYP and a 22% decrease in falls that result in injuries.” He also pointed to our innovative efforts to improve efficiency and quality, including Patient Safety Fridays and our Housestaff Quality Councils.

“In 2011, we will continue to build on our quality and safety efforts,” said Dr. Pardes. “This will involve building on our initiatives to improve efficiency, ensure better communication, and encourage coordinated teamwork.”

National and Local Recognition

Dr. Pardes proudly reported on the many national awards and honors we received in 2010. For the tenth year in a row, we were recognized by *U.S. News & World Report* as the No. 1 hospital in New York, and for the fifth year in a row, we were No. 6 on their Honor Roll. We were also on the Honor Roll of children’s hospitals and among the eight children’s hospitals ranked in all 10 clinical specialties to be recognized in the *U.S. News* ranking. In addition, for the tenth year in a row, we had the largest number of best doctors in the annual *New York* magazine list.

Our nurses were also recognized this year, including Josephine Marcantonio, a clinical nurse specialist in pediatric cardiology and neurology at MSCHONY, who was awarded the prestigious *Nursing Spectrum* National Nurse of the Year Award for Mentoring and appeared on the cover of the magazine’s November 2010 issue.

Many staff and departments also received accolades. For example, *CIO* magazine recognized NYP as one of the hundred best organizational users of information technology in the country.

In addition, Dr. Pardes reviewed some of the exciting national media events that have featured or will feature NYP in action. First, he highlighted our prominent place in the February 4, 2011, Barbara Walters special on her heart surgery at NYP, including interviews with two of our heart specialists and discussions with David Letterman, Regis Philbin and President Bill Clinton, each of whom has had heart surgery at NYP. He also announced that ABC News has chosen NYP as the location for its next prime-time

medical series to be filmed in 2011 that will show life inside a top-ranked academic medical center and the dramatic and inspirational stories that happen here.

Innovation at NYP

Dr. Pardes reaffirmed the importance of innovation, one of our NYP Values. He cited our groundbreaking program in minimally invasive surgery, describing the case of an elderly patient who needed an aortic valve replacement but was not a candidate for an open surgical procedure. The staff performed an experimental procedure, threading the valve through a blood vessel and saving this patient’s life. This procedure is now being used more widely and is improving the lives of many patients.

Dr. Pardes also described our pioneering work with the Siemens Artis zeego® medical imaging system. He explained, “The instrument rotates around the patient to provide accurate and high quality 3-D images that enable the physicians to effectively target the areas that need to be treated.” NYP has more of these systems than any other hospital in the world.

We Put Patients First

Commending staff efforts to raise patient satisfaction, Dr. Pardes announced that our overall Press Ganey Survey score of 84.4 in the last quarter of 2010 was very close to meeting our patient satisfaction target and our highest overall score to date. He added that “the continued increase in our scores shows that we pay a tremendous amount of attention to patient satisfaction.” He singled out the work of the NYP/Weill Cornell Pediatric Inpatient Units and Pediatric ED and the NYP/Columbia Departments of Radiation and Oncology, Interventional Radiology team, and Cardiac Catheterization laboratory for having Press Ganey scores that were exceptionally high.

Our goal for 2011 is to increase patient satisfaction by 1.5 points to 86. “To accomplish this,” he added, “we will need to build on our best practices as well as introduce new approaches to serve our patients and their families.”

High Employee Satisfaction

“Our employees continue to tell us that they enjoy working at NewYork-Presbyterian,” said Dr. Pardes. “Our 2010 Employee Satisfaction Survey numbers were at all-time highs and exceeded industry benchmarks.” NYP’s Overall Job Satisfaction Score was 83%, 2 percentage points higher than last

year’s score and among the highest scores ever achieved by an academic medical center on this Survey.

Our employee satisfaction goal for next year is to increase by 1% to 84%. “To do this,” Dr. Pardes stated, “we will continue our efforts to make NYP an even better place to work.”

and information technology is used to link all the professionals providing care to an individual, including physicians practicing in the community. Our goal is to “improve the health of the public, coordinate care better, and minimize the unnecessary emergency room visits and rehospitalizations.”

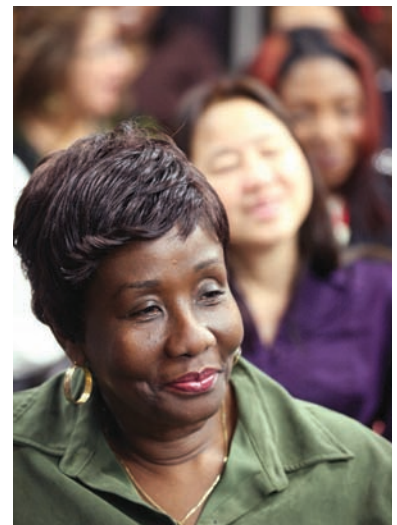


Serving Our Community

Dr. Pardes spoke of the many ways we serve our diverse service area communities, including providing care to a broad mix of insured and uninsured patients, free health screenings, community health fairs, walkathons, and other events for community members.

He praised the “significant progress made through implementation of the Washington Heights-Inwood Initiative, a new way we coordinate the care of our patients whether in the Hospital, in the ambulatory centers, or at their homes.” As part of this effort, our ACN sites have been transformed into “medical homes,”





NYP/Columbia

Last February, NYP opened The Vivian and Seymour Milstein Family Heart Center. In addition, we completed The Carmen and John Thain Center for Prenatal Pediatrics, specializing in the field of high-risk pregnancy and neonatology.

Ongoing projects initiated in 2010 include the Radiation Oncology Center in the Garden, which will

provide modernized space and cutting edge treatments to our cancer patients. In addition, through the generosity of Alexandra and Steven Cohen, we anticipate the opening of the new Children's Emergency Room at NYP/Columbia. According to Dr. Pardes, "It is sure to be a spectacular Emergency Room to treat our community, with the goal of better serving the approximately 40,000 to 50,000 yearly emergency visits from

Building Projects

Dr. Pardes outlined various building projects completed or underway in 2010 that have improved the patient and staff experience. These included a range of initiatives to upgrade employee lounge areas and other staff facilities as well as extensive efforts to "spruce up" patient rooms and family areas. Larger building initiatives in 2010 at each of the campuses included:

children."

NYP/Weill Cornell

In 2010, we expanded our liver transplant program to the NYP/Weill Cornell campus, creating the Center for Liver Disease and Transplantation and welcoming Dr. Daniel Cherqui, a world-renowned surgeon, as its new Director.

In addition, we are in the process of establishing a new Iris Cantor Men's Health Center at East 61st Street that will complement our successful Women's Health Center and provide one-stop, comprehensive medical services for men. We also are completing work on a new Adult Infusion Center for our oncology patients on the 9th floor of the Starr Building.

NYP/Westchester

At the NYP/Westchester campus, we are developing an institute on autism to serve this important population.

NYPgreen

Dr. Pardes talked about NYP's efforts to expand the use of environmentally friendly, "green" practices and focus on "sustainability" in order to conserve resources for the future. In 2010, we increased efforts to promote recycling and hosted an international conference on sustainability at the NYP/Columbia campus.

In addition, NYP again received an ENERGY STAR Partner of the Year Award for Sustained Excellence in Energy Management from the U.S. Environmental Protection Agency. It is the fifth time NYP received this prestigious award — the most of any hospital in the country.

State and Federal Budget Challenges

Dr. Pardes discussed the continued challenges posed by health care reform and state budget cuts. "We don't know exactly how health care reform will affect us yet," said Dr. Pardes. "We can assume that given the size of the national debt, there may be cuts, and we in the hospital community volunteered to take some cuts in the spirit of helping with health care reform."

On the state front, he noted that budget cuts are looming and are expected to be substantial. He affirmed that he is in the trenches working with the state and federal government to prepare for the cuts. "We recognize the seriousness of these impending cuts, and what we do is we try to prepare, we try to influence, we try to talk to

everyone to assert the needs of hospitals."

Patient Surveys: A Major Market Force in 2011

"We're going to be subject to more and more scrutiny from the federal government based on how our patients rank their care experiences," said Dr. Pardes. Recently the federal government introduced the HCAHPS Survey, which stands for Hospital Consumer Assessment of Healthcare Providers and Systems. This survey assesses patients' perceptions of how often they felt they received high quality clinical care and service, asking patients to rank their experience using a scale, including "Never," "Sometimes," "Usually," "Always." The only ranking we get credit for is "Always." Results are posted online to help the public make decisions about where to go for care. In addition, our results determine how much we are reimbursed. "If scores are low because of too few "Always" answers, reimbursement can drop," said Dr. Pardes. "This means that we have a very high standard to meet each and every time."

2011: Building on Our Progress

As he looked toward 2011, Dr. Pardes outlined several areas of focus. Quality and patient safety will continue to be critical to our success. "We will work to improve our outcomes, target post-hospital care to avoid readmissions, and make a big push to improve our patient satisfaction scores —targeting a 1.5 point increase in 2011 and focusing on creating a culture of 'Always.'"

We will continue to take an active role in facing the challenges of health care reform and state and federal budget actions to reduce health care costs. Dr. Pardes assured the staff that he will work at all levels of government to lessen the effects of these reforms on hospitals.

He summed up our goals for the coming year by saying, "We will continuously strive to fulfill our promise of We Put Patients First. We want to make the Hospital as good as it can be and the model for excellent, empathetic care. All of us, every single person in this Hospital is a health professional, and no matter what's happening in our lives, the health professional is able to say, "I put that aside for the moment, and I take care of my patients."

"Thank you for a spectacular year," said Dr. Pardes. "I couldn't be more proud of what everybody has been doing here. This is an extraordinary team with great resilience, with great assets. We'll take the challenges we will face in the next year, and we will continue the trajectory of making this Hospital greater and greater. And we're going to do it ... always." ■



Q: Can we put a crosswalk going from the Harkness Building across to Milstein so it would be safer for our patients, families, and staff to cross the street?

A: We have tried to get approval for this many times, including making proposals to the City to add a stop light or create a crosswalk in this location. Unfortunately, we have been denied permission by the City.

Q: Why was there an increase in our co-pays for health care visits in our Benefits Plan this year?

A: The cost for medical care continues to rise. We continually review our Benefits Plan, participate in benefits surveys, and look to best practices for Plan design. Based on the findings from these assessments, it is clear that our Benefits Plan is very generous with a below-average employee cost. The previous increase for the physician visit co-payments was five years ago and some services that used to require co-payments are now provided with no out-of-pocket expense. These preventative care services include: annual physical exams, well-child care, well-woman care, and certain preventative vaccinations.

Q: Will the HCAHPS Survey be offered to our psychiatric patients?

A: HCAHPS, which stands for Hospital Consumer Assessment of Healthcare Providers and Systems, is a patient survey introduced by the federal government last year through the Centers for Medicare & Medicaid Services (CMS) that measures patient satisfaction. The HCAHPS Survey assesses patients' perception of how often they felt they received high quality clinical care and customer service, asking patients to rank their experience using a scale, "Never," "Sometimes," "Usually," "Always."

HCAHPS is limited right now to medical/surgical and obstetrics inpatients. A survey is being piloted for outpatients right now and, in the future, CMS intends to expand the survey areas to possibly include behavioral health services.

Q: I am concerned about the number of Styrofoam cups we use. I think the Hospital should be more "green."

A: NYP has created a comprehensive "green" effort to ensure that we are focused on protecting the environment. As part of this, we are analyzing cost-efficient alternatives to Styrofoam. Meanwhile, we continue to make great strides forward in many areas; for example, we have blue waste containers that allow us to recycle metal, cans, bottles, and paper. We are also beginning to install energy-efficient lighting in offices and public areas. In addition, we created a Green Champions program that has grown significantly across all departments/areas of the Hospital. Finally, each year in April we hold Earth Week events on each of the campuses, coinciding with Earth Day, and last year we held an international sustainability conference at the NYP/Columbia campus. In the coming years, we plan to roll out more environmentally-focused initiatives.

Q: Regarding malpractice reform, does the Hospital participate in any lobbying or other efforts to make this happen?

A: Yes, NYP works actively on malpractice reform. We have a strong Government Relations Department that tries to influence reform, whether on the national or state level. We are probably as active in these efforts as any hospital in the country. We have also assembled a group of leaders of the best academic health centers in the country, and we work together.

Q: As the Hospital becomes an institution that addresses wellness as much as it does sickness, what are some ways we are encouraging employee health and wellness?

A: We have a variety of wellness programs at NYP for both our staff and the community. There is a series of seminars that are open to the staff as well as the public on all kinds of health issues. If you look under Workforce Health & Safety on the Infonet, there is a list of programs that are available for employees, and we have various discounts for the health and fitness clubs that are available. We also have a strong smoking cessation program and participate in Weight Watchers. Over the next several months, we will be working to integrate all of these programs, communicate about them, and encourage our employees to participate.

Q: We have a very large population of vegetarian and vegan staff and patients. How are we going to address their needs, because the choices in the Garden Café and throughout the Hospital are limited at best?

A: We have been seeing an increase in comments at each campus regarding the vegetarian needs of our patients and staff, and we are starting to have a more robust conversation about increasing those offerings, both on the units and in the retail outlets. Over the next year, we will work on enhancing our menu choices and develop marketing strategies to ensure that our vegetarian offerings are more visible.

Q: There is a gym at the uptown campus. Are there plans for a facility of this type at Weill Cornell?

A: Thus far, we have not been able to find a suitable space, but we are constantly on the lookout. Please let us know if you have any suggestions.

Q: The video of NYP repairing patients' hearts is inspiring, but we should acknowledge that NYP/Westchester and our other mental health programs provide valuable services for "hearts" as well. Our centers physically repair hearts, but we also emotionally repair hearts. I think sometimes NYP/Westchester and our psychiatry services are overlooked because we cannot show what we do due to patient confidentiality.

A: Mental health services often get short shrift. It should be noted that NYP probably has the largest set of psychiatric programs of any teaching hospital in the country, and not only are we large, but we provide superb care. We value what's done at NYP/Westchester and at our other psychiatric programs and have continued to devote significant resources to improving and expanding these programs. One of the things we struggle with is finding that perfect patient we can interview, and we will continue to look for that.

Q: The health care reform bill is expected to create substantial losses for hospitals over the next 10 years. What can we do to help?

A: Hospitals will need to budget their resources and become more efficient as they provide high quality patient care. NYP continues to rely on its staff as we institute various initiatives to address health care reform, including improving our average length of stay, paying close attention to our purchasing and procurement policies, establishing appropriate clinical care metrics, and reducing our indirect costs, such as energy usage, rent, etc.



promotions

Human Resources reports the following promotions as of March 31, 2011.

NYP/ACN

Reina Quiroz
Certified Medical Assistant, ACN-4781 Broadway



Reina Quiroz

Jason Angeles
Patient Fin Advisor-Pat Access, ACN Audubon Practice

Anderson Mercedes
Supv, ACN Audubon Practice



Anderson Mercedes

NYP/ALLEN

Sejal Shah
Supv-Facilities Ops-Allen, Allen-Operation & Maint



Sejal Shah

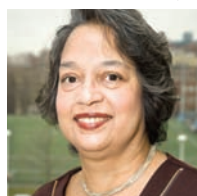
Neeky Christian
Supv-OR Inventory, Allen-Operating Room

Sonia Cintron
Patient Fin Advisor-Pat Access, Allen-X-Ray

Judy D. De Coteau-Gaston
Emergency Room Technician, 1-RW-Emergency Rm, Allen

Laura A. Knox
Staff Assistant, Allen-Social Work Services

Rosa Y. Nunez
Patient Fin Advisor-Pat Access, Allen-X-Ray



Rosa Y. Nunez

Catherine McKiernan
Patient Fin Advisor-Pat Access, Allen-X-Ray

NYP/MSCHONY

Agustin Alvarez
Equipment Technician, CH T-SB Equipment Center



Agustin Alvarez

Eva R. Cox
Mgr-Bus Admin-MSCHONY, Children's Hospital Administrat

Zoilo Pichardo
Registered Ultrasound Tech, Ultrasound Children's

Kristina Salabay
Patient Care Director, CHT 6-M/S Cardiology/Neurology

Valerie Talangbayan-Gardner
Clinical Nurse IV, CH-Operating Room

Carolina Velez-Grau
Sr-Social Worker, Psychiatry, Social Work

Elia Betancourt
Clinical Nurse II, CH-5/6S OB & Nursery



Elia Betancourt

NYP/COLUMBIA

Maureen Agu
Staff Pharmacist, Pharmacy-Administration

Elizabeth M. Almodovar
Staff Assistant, Cardiac Transplant Program

Nadjet Amraoui
Sr-Logistic Specialist-BioMed, Equipment Planning

Migdalia Berrios
Staff Assistant, Liver Transplant Program

Bernadette Bligen
Patient Fin Advisor-Pat Access, Mammography-API

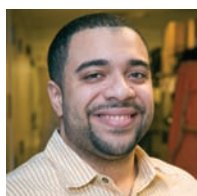
Nestor Cruz
CT Tech - Certified, CT Scanning MH-3

Carline Dambreville
Endoscopy Technician, Endoscopy Suite

Adela Davila
Patient Fin Advisor-Pat Access, Mammography-API

Nadia Elie
Clinical Nurse II, MB-6GS Medicine

Gary Erickson
Sys Hardware Analyst II - IS, Desk Top Support - West



Gary Erickson

Marlene Fernandez
Periop Patient Care Assistant, Oper Rms MB-3-4

Jaiveer Grewal
Clinical Nurse II, MB-6GS Medicine

Ericka Hart
Lead Special Procedure Tech, Mammography-API

Sergia Hidalgo
Patient Fin Advisor-Pat Access, Mammography-API

Raymond Hutter
Dir-Radiology Suppt Svcs, X-Ray Administration

Michael Johnson
Clinical Nurse IV, Oper Rms MB-3-4

Lilia L. Jones
Patient Fin Advisor-Pat Access, Mammography-API

Michelle Jones
Patient Fin Advisor-Pat Access, Screening/Breast Imaging Ctr

Sheridan Joy
Rehab Therapy Aide, Inpatient Rehabilitation Thera

Zaira Marcellino
Cardio-Catheterization Technicia, Cardiac Catheterization Lab

Paula McCoy-Pinder-Hughes
Sr-Grant Writer, Grants

Marilyn McKenzie
Spec Proc Tech - Certified, Mammography-API

Wilda Medina
Patient Fin Advisor-Pat Access, Mammography-API

Brittany Palmer
Patient Fin Advisor-Pat Access, Patient Access Services

Mayolyn B. Pecson
Clinical Nurse III, MB-6GS Medicine

Ana Peguero
EKG - Phlebotomy Technician, T. A. U.

Dessiree Penn-Bowens
Periop Patient Care Assistant, Oper Rms MB-3-4

Sydete Rothery
Patient Care Director, MB-7HN Surg Telemetry

Stephan Sarabo
Inventory Control Clerk, Sterile Supplies

Tyrone Spence
Sergeant-Security, Security - Admin

Shawn Stith
Periop Patient Care Assistant, Oper Rms MB-3-4

Adlin R. Thompson
Endoscopy Technician, Endoscopy Suite

Oliver Trejo
Patient Fin Advisor-Pat Access, Radiation Oncology

Tamari Turnbull-Lewis
Clinical Nurse III, MB-6GS Medicine

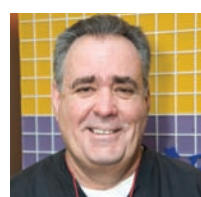
Richard Ventura
Projectionist, Core Resources

Lenita Waller
Staff Assistant, Biomedical Engineering

Haofei Wang
Prgm Dir-Patient Educ, Nursing Practice

Shirley Webster
Endoscopy Technician, Endoscopy Suite

Donald Papay
Patient Fin Advisor-Pat Access, Film File Library



Donald Papay

NYP/WEILL CORNELL

Tunene J. Andrews-Deroy

Patient Care Tech, NUR-8S CRIT BURN (SDU)

Douglas G. Calabrese
Mgr-General Accounting, Accounting

Lauren E. Cotter
Sr Analyst-Investment, Investment Department

Christopher Dillon
Dir-Buss Dev Ops, Strategy & Regulatory Planning

Rachel Ethier
Clinical Manager, OR

Mary N. Falkowitz
VP-Comp-Benefits-HRIS, Administration - VP

Michele Feldman
Asst-Controller, Accounting

Orinthia Fogah
Patient Care Tech, NUR-8W CRIT BURN (ICU)

Jeannette Francois
Lead Technologist, Microbiology

Sharon Green
Unit Coordinator, Unit Admin

Nore Ivezaj
Office Assistant, Radio/ Cardiovas

Riki Jaffe
Clinical Spl Occup Therapy, Rehab Medicine

Austin Johnson
Analyst-Revenue Cycle, Patient Accounts



Austin Johnson

Nicole Krop Casey
Analyst-Intl Bus Development, Intl Mkt Dev & Corp Svc

Sharon Mills
Administrative Assistant, GME Administration

Sonya Moore
Patient Care Tech, NUR-8W CRIT BURN (ICU)

Wazim Narain
Mgr-Value Based Prgms, Network Admin

Latasha Nicome
Patient Care Tech, NUR-8S CRIT BURN (SDU)

Alberto Parker
Med Rec Abstract, Health Info Mgmt-Management

Nicole Psomas
Clinical Spl Physical Therapy, Rehab Medicine

Cindy Rivera
Patient Care Tech, NUR-8W CRIT BURN (ICU)

Nirmala Rossan-Ragunath
Mgr-Trs-Access Ctr, Transfer Call Center

Marie SanPedro
Sr-Staff Nurse RN, Amb Surg OR

Irene Savrides
Clinical Spl Occup Therapy, Rehab Medicine

Alan Teng
Radiological Spl-Cross Sect, Radiology-CT



Alan Teng

Dorrit Thomas
Patient Care Tech, NUR-8W CRIT BURN (ICU)

Jason Tope
Respiratory Therapist-Reg, Resp Therapy

Nelkis Urena
Coord-Customer Svc, Lab Comms Center

Victoria M Valle
Patient Care Tech, NUR-8W CRIT BURN (ICU)

Jennifer Ann Voelker
Mgr-Investment Ops, Investment Department

Sandra Walker
Patient Care Tech, NUR-8W CRIT BURN (ICU)

NYP/WESTCHESTER

Elizabeth Farley
Patient Care Director, Nursing Second Chance -3 North



Elizabeth Farley

calendar



- **May 9** — The Women At Risk annual luncheon will take place at the Waldorf Astoria at 11:30 a.m. To learn more, contact Kitty Silverman at (212) 305-9525 or at silverk@nyp.org.
- **May 10** — Free skin cancer screenings will be offered by the Department of Dermatology at 161 Fort Washington Avenue, 12th floor, and 16 East 60th Street, 3rd floor, from 2 to 5:30 p.m. No appointment is necessary.
- **May 17** — A Health & Wellness Seminar titled "Personal Enhancement Through the Years: Surgical and Non-Surgical Ways to Look and Feel Your Best" will take place in Uris Auditorium of Weill Cornell Medical College at 1300 York Ave. (69th St.) at 6:30 p.m. Admission is free. To learn more or to request a disability-related accommodation, call (212) 821-0888.
- **May 20** — Free skin cancer screenings will be offered by the Department of Dermatology at 1305 York Avenue, 9th floor, from 1 to 4:30 p.m. No appointment is necessary.
- **May 24** — A Health & Wellness Seminar titled "Cardiac Health: Innovative Surgical Therapies for the Treatment of Heart Disease" will take place in Uris Auditorium of Weill Cornell Medical College at 1300 York Ave. (69th St.) at 6:30 p.m. Admission is free. To learn more or to request a disability-related accommodation, call (212) 821-0888.
- **June 4** — Incarnation School in Washington Heights will celebrate its 100th anniversary. Incarnation graduates, many of whom work at NYP, can learn more about the centennial celebration by contacting Phoebe Quin at (212) 795-1030, ext. 222, or at development@incarnationnyc.org.
- **June 5** — Walk Now for Autism Speaks: New York City, a 1.5-mile walk through the streets of lower Manhattan that raises funds for autism research, will take place at the South Street Seaport (Fulton and South Streets, Pier 17). Registration will start at 9 a.m., the stage program at 10 a.m. and the walk at 10:30 a.m. To learn more, contact Agnes Peterson at (212) 821-0560 or at apeterso@med.cornell.edu.
- **June 5** — The Westchester/Fairfield Walk Now for Autism Speaks walk will take place at NYP/Westchester in White Plains. Registration will begin at 9 a.m., the opening ceremonies at 10 a.m., and the ribbon cutting and walk at 11 a.m. To learn more, contact Eliza O'Neill at (914) 682-6991 or esw9002@nyp.org.
- **June 11** — The First Avenue Fair will take place between East 68th and East 79th Streets on First Avenue from 11 a.m. to 6 p.m.

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).



Best Practice: Leadership Rounding



Listening and learning are essential to Leadership Rounding for Outcomes. At the Farrell Community Health Center, Practice Administrator Sylvester Foote conferred with Patient Financial Advisors (from left) Kayon Ellis and Brenda Pagan.

As part of a new best practice called Leadership Rounding for Outcomes, members of leadership teams round each week with their staff individually to listen and learn. To facilitate discussion, they use a rounding log with a standard set of questions, with space to record answers. The goal of rounding is for leaders to use what they've learned to make positive changes for patients and staff.

Leadership Rounding is a proven best practice that strengthens collaboration between management and staff, taps the ideas and wisdom of our employees, and removes barriers to providing patients with exceptional care. Adapting this best practice is one of the ways NYP is working to create a "Culture of Always."

Here several NYP leaders who have successfully implemented Leadership Rounding in their areas offer comments about the practice. For more information about Leadership Rounding for Outcomes, go to inonet.nyp.org/PPF/Tools/Leadership/index.asp. ■

"Don't view Leadership Rounding as another task, because it's not. Leadership Rounding is about getting to know your staff as people and understanding their perspective on how we can make things better. I have come to look forward to it as one of the most fun and enjoyable parts of my job as a leader."

— Sylvester Foote

Sylvester Foote

Practice Administrator; Herman "Denny" Farrell Jr., Community Health Center, NYP/Ambulatory Care Network

Leadership Rounding for Outcomes has positively impacted Mr. Foote and his team's patient and employee satisfaction results. From 2009 to 2010, overall patient satisfaction in his practice rose 3.5 points. Similar results were seen in employee satisfaction, with 2010 scores at 84 percent favorable overall. In addition, 91 percent of his employees who completed the employee survey reported that they feel free to express new ideas and suggest work methods to help the organization.



"One of the ways we are trying to do a better job of identifying the needs of the front-line staff is by Leadership Rounding. By actively seeking both positive and negative feedback from direct caregivers, we gain insight into their daily challenges and can better respond to their needs."

— Linda Gibbons

Linda Gibbons and Mark Krugman

Patient Care Directors, Hearst Burn Center, NYP/Weill Cornell

Since Ms. Gibbons and Mr. Krugman began Leadership Rounding for Outcomes with their staff, they have seen an increase in both employee and patient satisfaction. Overall patient satisfaction in 2010 increased by 1.3 points, and employee satisfaction scores in the Burn Center are 88 percent favorable overall.

Your Ideas Are Making It Better

Leadership Rounding is just one of the many efforts under way to improve the patient and employee experience at NYP. At the end of 2010, Hospital leadership and the Patient Centered Care team asked all staff to send their ideas to makingitbetter@nyp.org. So far more than 120 ideas have been submitted, including suggestions for enhancing service recovery tool kits, patient amenities, patient and family education programs, television services and more. Over the coming months, you will be hearing about how some of these ideas are being put into action. Thank you to everyone who has shared an idea. **Please keep on sending your creative suggestions to makingitbetter@nyp.org.**



Benefits Corner



BLUE VIEW VISION PLAN

Participants of the Empire EPO and PPO medical plans are automatically enrolled in the Blue

View Vision plan, which has one of the country's largest vision networks. Blue View Vision providers include retail locations, such as LensCrafters®, Target Optical®, Sears OpticalSM, JCPenney® Optical, Pearle Vision® and New York-based Davis Vision and Empire Vision Centers. These retail locations offer convenient evening and weekend hours.

In addition to excellent benefits, you can also get additional discounts. If you select frames that are more expensive than the plan allowance, you can receive 20 percent off the balance. You can also receive 15 percent to 40 percent off materials not covered by your plan, such as extra pairs of glasses or conventional contact lenses, and lens treatments.

For further information or to access the provider locator service, call customer service at (866) 723-0515.



ASPCA PET INSURANCE

Last year, during benefits annual enrollment, we introduced the ASPCA Pet Health Insurance

plan for pet owners. This benefit offers increasing levels of protection that can cover your pet for accidents, illnesses, and wellness care.

If you missed the chance to participate, you can enroll now through June 30th. NYP employees receive a 5 percent discount on the base premium. If you have more than one pet, you are eligible for a 10 percent discount on the premium.

To learn more and to enroll in this voluntary benefit program, go to www.aspcapetinsurance.com/nyp or call (866) 861-9092.



403(b) PLAN BENEFICIARY INFORMATION

Be sure to periodically review and update your retirement account

beneficiary information. You may want to add a beneficiary for your 403(b) plan, or change your current beneficiary information. It is important to remember that while you may name a beneficiary in your will to receive your assets, named beneficiaries on retirement accounts override a will.

To review or update your 403(b) beneficiary information, log-in to Diversified at <https://www.divinvest.com/plan/nyp/index.jsp>. You can also meet with your on-site representative or call the customer service center at (800) 755-5801. If you have an account with Fidelity, call (800) 343-0860. For TIAA-CREF accounts, call (800) 842-2733.

Also, remember to check your designated beneficiaries for other 403(b) and 401(k) accounts you may have with previous employers. NYP does not transfer beneficiary information. The choices you make for your plans at each vendor are personal and private, and NYP does not have access to this information.

Employee Activities and Services

TICKETS AVAILABLE AT ERRAND SOLUTIONS

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

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

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

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



Wicked

Wednesday, May 18
Gershwin Theatre
Rear Mezzanine
8 p.m.

\$46.25 per ticket (adults and children 2 years and older)

Sister Act

Wednesday, June 22
Broadway Theatre
Rear Orchestra
8 p.m.

\$61.50 per ticket (adults and children 2 years and older)



New York Yankees vs. Cleveland Indians

Friday, June 10
7:05 p.m.
Section 207

\$57 per ticket (adults and children 2 years and older)

New York Mets vs. Atlanta Braves

Sunday, June 5
1:10 pm

Section 137 / Left Field
\$43.20 per ticket (adults and children 2 years and older)



OASIS DAY SPA DISCOUNT

Oasis Day Spa is offering a 10 percent discount to NewYork-Presbyterian Hospital

employees on services and retail at their three locations in midtown Manhattan and Westchester (Dobbs Ferry). Services include massages, facials, waxing, body wraps and scrubs, and nail and hair services at select locations. Present your NYP employee ID at check-in to take advantage of the discount. For exact locations and hours of operation, visit www.oasisdayspanyc.com.

errand solutions at **NYP**

As the school year draws to a close, Errand Solutions can help you plan a celebration for a new graduate. In addition to graduation gift shopping and free onsite gift wrapping, your site representatives can order graduation announcements, plan graduation parties and make travel arrangements. They can also research summer camps and find summer tutoring programs for school-aged children.

For family summer fun, check with your site Errand Solutions to see what tickets are available for Mets and Yankees games, museums and amusement parks.

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

GREEN PAGES CONTACT INFORMATION



Benefits Corner

(212) 297-5771
BenefitsBridge@nyp.org



Employee Activities

(212) 746-5615
activities@nyp.org

Other Green Pages News:

hrweb@nyp.org

Honoring Our Volunteers

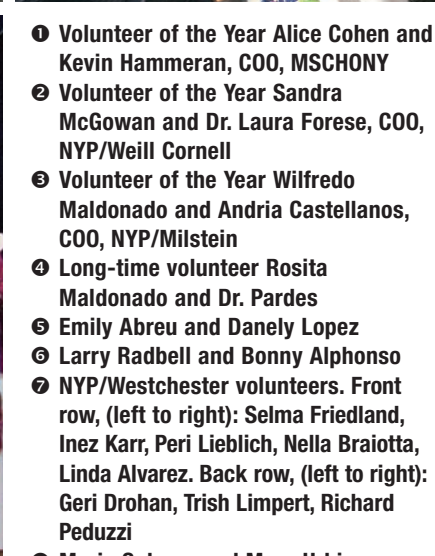
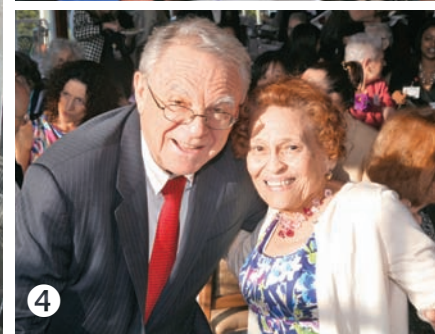
“We appreciate what you do, and we can’t thank you enough,” Dr. Pardes said as he welcomed NYP volunteers to The Boat-house in Central Park on the perfect spring afternoon of April 14. Sunshine, flowers and trees in bloom provided a backdrop for the celebration of volunteers from the Columbia, Weill Cornell, Allen and Morgan Stanley Children’s Hospital sites. NYP/Westchester celebrated its volunteers at a luncheon on the White Plains campus.

Volunteers were recognized for their years of service. Rosita Maldonado set

a high bar: she has been interpreting for Spanish-speaking patients at NYP/Weill Cornell for 50 years.

Evelyn Ramos, Director, Volunteer and Interpreter Services, thanked Dr. Pardes for the role he has played with NYP volunteers. She presented him with a Tiffany crystal globe engraved with the words “Your support has made all the difference in the world.”

Then the party began, with good food, good music, and the beauty of Central Park. ■



- ❶ Volunteer of the Year Alice Cohen and Kevin Hammeran, COO, MSCHONY
- ❷ Volunteer of the Year Sandra McGowan and Dr. Laura Forese, COO, NYP/Weill Cornell
- ❸ Volunteer of the Year Wilfredo Maldonado and Andria Castellanos, COO, NYP/Milstein
- ❹ Long-time volunteer Rosita Maldonado and Dr. Pardes
- ❺ Emily Abreu and Danely Lopez
- ❻ Larry Radbell and Bonny Alphonso
- ❼ NYP/Westchester volunteers. Front row, (left to right): Selma Friedland, Inez Karr, Peri Lieblich, Nella Braiotta, Linda Alvarez. Back row, (left to right): Geri Drohan, Trish Limpert, Richard Peduzzi
- ❽ Maria Salazar and Maro Urbina
- ❾ Sol-Marie Quintero, Jennifer Lucas and Yelissa More
- ❿ Leslie Buxton and Samantha Delgado
- ⓫ Pilar Zellar and Noreen McGuire

Did you Know?

- NYP’s 2,826 volunteers provided 283,532 hours of service in 2010.
- The volunteers range in age from 14 to 94.
- About half of the volunteers are 14 to 45.
- Volunteers are mainly students, but many are retired medical professionals.



“When I worked on Wall Street, everything was rush, rush, rush. I was a terrible listener. Volunteering has helped me become a better listener.”
— Sandra McGowan volunteers with cancer patients at NYP/Weill Cornell.

“Volunteering helps keep my brain active, keeps me moving and out and about. Spending time with the babies, feeding and changing them, is something I love to do.”
— Marcel Kalajian (not pictured) volunteers at NYP/Allen’s nursery.

“I do my best to help patients feel comfortable and not be afraid. The time I spend with patients is the most precious thing I’ve done in my life.”
— Wilfredo Maldonado assists patients in the NYP/Columbia E.D.

“When kids or their parents say ‘thank you,’ I feel when I go home at the end of the day that I’ve accomplished something really good.”
— Alice Cohen assists children and parents in Morgan Stanley Children’s Hospital’s Child Life Program.