



## JUST FOR MEN

A new center focusing on men's health is coming to NYP, thanks to Iris Cantor



**"If it weren't for their wives pestering them, many men would never go to the doctor. With our new 'one-stop-shopping' approach, men will no longer have an excuse not to stay healthy and live longer."** — Iris Cantor

Iris Cantor, one of New York's pre-eminent philanthropists, has donated \$20 million toward the establishment of the Iris Cantor Men's Health Center — the first of its kind in the region. Her gift was announced at a spring celebration held in the Griffis Faculty Club at the NewYork-Presbyterian/Weill Cornell campus, with Dr. Mehmet Oz, host of the nationally syndicated "The Dr. Oz Show," and his wife, Lisa, author of the new book "US: Transforming Ourselves and the Relationships that Matter Most."

The Iris Cantor Men's Health Center will occupy 9,500 square feet on the 12th floor of a state-of-the-art medical facility at 425 East 61st Street. The new Center is in the same building as the Iris Cantor Women's Health Center, which was established in 2002 through a \$5 million gift made by Mrs. Cantor. The Men's Health Center is scheduled to open in 2012.

"Forty percent of patients currently treated at the Iris Cantor Women's Health Center are men, most of whom were likely brought in by the women in their lives," Mrs. Cantor said. "This signaled

to me that there is a real need for a dedicated men's health center. It is time for men to have a place of their own for comprehensive health care."

Mrs. Cantor envisions the Men's Health Center as a "one-stop-shopping" experience, meaning that specialists in several men's health areas — including prostate health, oncology and others — will be located within the Men's Health Center, allowing patients to have their scheduled doctor visit and any follow-up testing on the same day and in the same location.

"We look forward to the opening of this groundbreaking center dedicated solely to the health concerns of men," said John J. Mack, chairman of the Hospital's Board of Trustees. "Following the same model as the Iris Cantor Women's Health Center, there is no doubt in my mind that the Iris Cantor Men's Health Center will likewise become a renowned resource for compre-

hensive care for men in the New York area and beyond."

"Men need to be pushed to take care of themselves, and Iris Cantor is just the person to do that," said Dr. Oz. "Thank you for making such a generous and valuable contribution to the health and well-being of men everywhere."

As he concluded his remarks to the standing-room-only audience, Dr. Pardes turned to Mrs. Cantor and said, "Iris, you have no idea how important you are to NewYork-Presbyterian. The Iris Cantor Men's Health Center is going to save hundreds — probably even thousands — of lives. On behalf of men everywhere, thank you." ■



On hand to celebrate Iris Cantor's \$20 million gift were (from left) Dr. Mehmet Oz and his wife, Lisa; John Mack, Chairman of the Hospital's Board of Trustees; Iris Cantor; Dr. Pardes; Dr. Antonio M. Gotto Jr., Dean of Weill Cornell Medical College; and Dr. Corwin.

Photo: Patrick McMullan Company

We've reached 2010's half-way point and we reflect on our progress toward achieving our goal of becoming the nation's best academic medical center. To do so, we need to consistently provide the best possible care and service to every patient. The team efforts we celebrated at our January Kick-Off are yielding excellent patient satisfaction scores and quality outcomes. Our most recent Press Ganey scores are the best ever — 84.4 for the month of April, compared with 82.9 for the same period last year. The soon-to-be-released HCAHPs scores, a publicly reported measure of the patient experience, show that 70% of patients rated NYP a 9 or 10 on the overall rating scale. While this compares favorably with state and national averages, and we are happy with these results, we want ALL patients to feel that they have received the most compassionate care and service from one of the top hospitals in the country.

We're also making progress in quality and safety. Great strides have been made on Universal Protocol compliance — staff have been documenting all elements of the "time-out" process 100 percent of the time. Medication reconciliation practices continue to improve significantly — we are doing an excellent job of making sure patients and families receive their medication lists at discharge. You will hear more about new practices we are adapting to further improve patient safety, such as the "zone of silence" to limit interruptions among staff at critical points of the care process.

Tracking improvements in patient care and service across the Hospital is made possible through our extensive clinical information systems. We are proud that NYP has just been recognized by *CIO* magazine as one of 100 organizations that uses information technology in effective and innovative ways. Our own Chief Information Officer, Aurelia Boyer, will receive this prestigious award on behalf of the Hospital.

As we focus on each of these important initiatives, we must keep in mind that the whole is greater than the sum of its parts. It is through our combined efforts that we will be able to provide the highest-quality care and service to our patients and their families and fulfill our promise of *We Put Patients First*.



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



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

## This Is What Teamwork Is All About

Friends, family members and colleagues gathered at a gala dinner at the Pierre Hotel in midtown Manhattan on May 14 to celebrate the 30th anniversary of the Maurice R. Greenberg Distinguished Service Award and to honor its 2010 recipients — Dr. Pardes and Antonio M. Gotto Jr., M.D., Dean of Weill Cornell Medical College.



The 2010 Greenberg Award recognized the highly praised partnership of Dr. Pardes (left) and Dr. Gotto.

Hundreds took part in honoring the two renowned leaders, who were honored for their vision in clinical care, research and medical education. The evening's highlights included a video showing a more personal side of Drs. Pardes and Gotto, first as children and then at various stages in their careers.

The Greenberg Award is presented annually to a senior member of the NewYork-Presbyterian Hospital/Weill

Cornell Medical Center medical staff for exceptional and long-standing service.

Dr. Pardes spoke of the awards presented to him and Dr. Gotto as symbolic of the synergies between the Hospital and the Medical College. "Collaboration is crucial in furthering the ability of NewYork-Presbyterian Hospital/Weill Cornell Medical Center to serve patients here in New York and around the world," he said.

"No great medical center can function well without a strong collaboration between the hospital and medical school," Dr. Gotto said. "Herb and I have worked very hard at this partnership, and the fact that tonight, for the first time in its history, the Dean of the Medical School and President of the Hospital are sharing this award indicates the success of this unique relationship."

Dinner co-chairs included Bernadette Castro and Peter Guida, M.D., and Myra Mahon and Arthur Mahon, a NewYork-Presbyterian Hospital Trustee.

Maurice Greenberg, Chairman Emeritus of the NYP Board of Trustees and a member of the Weill Cornell Medical College Board of Overseers, and Dr. Guida, who has been affiliated with NYP/Weill Cornell for more than 50 years, established the award in 1980. ■



Dr. Mark Pochapin, Director of the Jay Monahan Center on the NYP/Weill Cornell campus, leads a group of children through the "Super Colon," and points out what colon cancer can look like from inside the colon.

## Make Way for the "Super Colon!"

More than 1,000 New Yorkers of all ages came out on June 7 to tour the Prevent Cancer Super Colon exhibit, stationed in front of NYP/Weill Cornell's Jay Monahan Center for Gastrointestinal Health.

The 8-foot-high, 20-foot-long inflatable replica of the human colon is a walk-through exhibit that depicts both healthy and diseased tissue, including polyps and colon cancer.

Mark Pochapin, M.D., Director of the Jay Monahan Center, gave tours through the colon to several visitors, including neighborhood pre-school classes, The Lenox Hill Neighborhood Sunshine Class, and toddlers from the Bright Horizons School.

Dr. Pochapin gave all the visitors an eye-opening look at the dangers of colorectal

cancer and explained the importance of early detection and treatment of colorectal cancer.

Visitors also received goodie bags filled with informational materials and reminders to get screened for colon cancer. The goodie bags were donated by the Prevent Cancer Foundation, the Jay Monahan Center and the Center for Advanced Digestive Care at NYP/Weill Cornell.

The traveling exhibit is sponsored by the Jay Monahan Center, the Prevent Cancer Foundation, and Amgen.

Colorectal cancer is the second-leading cause of cancer-related deaths in the United States, affecting both men and women. Yet, with recommended screening, this disease is highly treatable and often preventable. ■

## NYP VOLUNTEERS: When You Love What You Do, the Decades Just Fly By

NYP leaders celebrated the contributions of Hospital volunteers in April at a reception at Rockefeller Center's Rock Center Café.

They expressed gratitude to all NYP volunteers, but especially to the people who have contributed from five years to as many as 49 years of continuous service at the Hospital. (Last year more than 3,000 individuals donated more than 279,000 hours of service, giving NYP the highest number of volunteers in one organization in New York City.)

"I really have tremendous respect and gratitude for the services volunteers give us," said Dr. Corwin. "Wherever volunteers serve, they are critical members of the staff team."

The ceremony honored two special volunteers with Appreciation Awards — Rosita Maldonado, a volunteer of 49 years at NYP/Weill Cornell, and Martina Lignon, a volunteer of 46 years at NYP/Columbia.

"We are fortunate to have Rosita be part of our team as a volunteer interpreter. She has a special skill, and during these past 49 years she has managed to bring joy and smiles to the faces of many," said Evelyn Ramos, NYP's Corporate Director of Volunteer and Interpreter Services.

"Ms. Lignon has shared her time and talents in a variety of ways at NYP/Columbia. Today you can find Tina serving as a liaison between patients and families in the waiting area outside the operating rooms and Intensive Care Units at the Milstein Hospital Building. She is actively involved with the Auxiliary and is a valued member of our Volunteer Advisory Council," Ms. Ramos said.

The event also honored four 2009 Volunteers of the Year, including Ingrid Morel of the High School Internship Program at NYP/Columbia; Jennifer

Gault, the founder of the Rejuvenate Your Wellness Program at Morgan Stanley Children's Hospital; Bette Kaplan of the Pet Therapy Program at NYP/Allen; and Domenica Maccarrone, a volunteer in Clerical Support at NYP/Weill Cornell.

Rachmiel Bloch, a volunteer with 35 years of service, and Otto Katz and Ann Scallon, each with 20 years of service, were also honored for their long-standing commitment.

"Never doubt that you make an enormous difference," said Susan Mascitelli, Senior Vice President of Patient Services and Special Assistant to the



Tina Lignon (left) and Rosita Maldonado are much-loved volunteers at NYP, which they have served for nearly 50 years.

President. "Whether you've given a day — or 50 years — of service, you are of value, and we thank you." ■

# The 2010 Pollin Prize: Recognizing the Heroes of Pediatric Medicine



Eve Vagge

Dr. Pardes (fifth from left); Dr. Rudolph Leibel, Co-Director of the Naomi Berrie Diabetes Center (far right); and the honorees' family members congratulated 2010 Pollin Prize winners Dr. Roscoe O. Brady (fourth from right) and Dr. Charles R. Scriver (third from right).

The 2010 Pollin Prize was presented in April to two men who have improved the lives of countless children – Roscoe O. Brady, M.D., and Charles R. Scriver, C.C., M.D.C.M., F.R.S. The physicians discovered the molecular and biochemical basis of genetic inborn errors of metabolism and used those findings to develop practical interventions.

Dr. Brady is Scientist Emeritus and Senior Investigator at the National Institute of Neurological Disorders and Stroke. Dr. Scriver is the Alva Professor Emeritus of Human Genetics at Canada's McGill University.

Dr. Brady and Dr. Scriver laid the groundwork for personalized medicine, according to Larry J. Shapiro, M.D., Executive Vice Chancellor for Medical Affairs and Dean, Washington University School of Medicine, who was the keynote speaker at a luncheon honoring the two men. Dr. Shapiro said, "Because of their work, we will be able to identify the right drug for the right patient at the right dose at the right time."

Dr. Pardes paid tribute to Irene Pollin and her late husband, Abe, who created the Pollin Prize in memory of their children, Linda and Kenneth Pollin. "This past year we lost Abe Pollin, but his spirit carries on in many ways," he said. "In particular, the Pollin Prize reflects his great interest in promoting the well-being of children everywhere."

The Pollin Prize recognizes outstanding achievement in biomedical or public health research resulting in important improvements to the health of children. ■

## nyp @ night

# Keeping the Hospital Clean and Safe, and Doing It With a Smile

One of an estimated 3,500 NYP employees who work evenings and nights, Beverly Chambers is an Environmental Services Housekeeping Worker at NewYork-Presbyterian/Morgan Stanley Children's Hospital. She recently talked about her job with NYPress.

For nearly four years I've worked the evening shift from 3 to 11 p.m. as an Environmental Services staff member at Morgan Stanley Children's Hospital.

Though I've worked at other hospitals and in health care organizations, before I came to work at MSCHONY I was an entrepreneur, running my own business as a custom dress-maker and clothes retailer at a store in the Bronx. I primarily designed and made dresses for special occasions, like weddings or first communions, as well as men's suits.

However, as it did for so many others, 9/11 changed many things for me. My business was substantially affected, and I decided my time and effort would be better spent working in Environmental Services at MSCHONY. I now work full time, five days a week, during the evening shift as well as every other weekend.



Beverly Chambers

Even though patients don't often see Environmental Services staff working, they most certainly see our work. Our job is to make sure that every patient has a clean, sanitary room in a safe environment. When we do our job well, patients respect the cleanliness of their room and feel safe during their recovery.

On a typical day, I'll be assigned to a unit in the Hospital, and each time a patient is discharged from that unit,

I will freshen up and disinfect his or her room. We sanitize the walls and the floor, change the bed linens and make sure that there is nothing left behind — especially germs — that might harm the next patient admitted to the room.

We always make sure that patients come first, and I have always done the best of my ability in whatever I do, including going the extra mile to make sure patients are comfortable and happy at NYP.

It's incredibly gratifying for me to know that I can do something for patients who, at this point in their life while they are in the

Hospital, are unable to do for themselves.

Sometimes I also work on administrative floors, cleaning and preparing offices for the next business day.

The best part of my job is interacting with nurses or staff. More than anything I enjoy meeting people, and it gives me great satisfaction simply to do something to help another person, even if that's just passing along a smile. Sometimes that makes all the difference.

The Environmental Services staff is a great group to work with. Oftentimes, when we have to work quickly, we will team up and help each other accomplish what we need to get done. And if a co-worker is overwhelmed with discharged rooms to clean, we will lend a hand to make sure the job gets done quickly and thoroughly.

When I'm finished with my shift around 11 p.m. I will leave for my home in the Bronx and spend a small amount of time relaxing, usually reading, before my day is over.

I have lived in many different places. I was born in London and raised in Jamaica, and I have made my home here in New York City for almost 40 years.

Working the evening shift in Environmental Services is really no different than working during the day shift, and when the opportunity arose to switch from days to evenings, I volunteered. Starting work at 3 p.m. means that I have all morning to get things done, including time for house-keeping and caring for my children and my



Photos by Richard Lobell

Whether she's cleaning a patient's room or an administrator's office, Beverly Chambers gives her best effort.

own home. Then I simply head to Morgan Stanley Children's Hospital in the afternoon and my work continues, only in a different environment. ■



# promotions

Human Resources reports the following promotions as of April 30.

## NYP/ACN

**Ilana Cellum**  
Sr Audiologist, Speech  
And Hearing

**Jiji Abraham**  
Nurse Practitioner,  
Medical Group Practice



Jiji Abraham

## NYP/ALLEN

**Flor Hierro**  
Unit Assistant, 2-RE-  
Med/Surg ICU-Allen

**Ana Gonzalez**  
Certified Medical  
Assistant, Allen  
Pavilion-VTOP



Ana Gonzalez

## NYP/MSCHONY

**Huguette Pierre-  
Antoine**  
Cardio-Catheterization  
Technician, CH-Cardiac  
Diagnostic Center

**Tracy Fraser**  
Unit Assistant, CHC



Tracy Fraser

Obstetrics & Nursery

## NYP/COLUMBIA

**Faridi Ali**  
ICU Technician, HH-  
5HS Cardiac Care Unit

**Louis Bleary**  
Laundry Worker II,  
Flatwork & Folding  
Unit

**Marco Burgus**  
Coord-Patient Services,  
Patient Services Admin

**Natasha Caldwell**  
Patient Financial  
Advisor, Ambulatory  
Laboratory Services

**Erica Calzadilla**  
Unit Assistant, MB-  
4HN MICU

**Angela Clarke**  
ICU Technician, HH-  
5HS Cardiac Care Unit

**Lazelle Colon**  
Staff Assistant, Kidney  
Transplant Program

**Barbara A. Cox**  
Proj Coord-Facilities,  
Facilities Development

**Desiree Declat**  
EKG Technician,  
Electrocardiology-Adult

**Giuseppe Fabian**  
Transporter-Messenger,  
Transporters

**John-Philippe Fer-  
nandez**  
Clinical Nurse II,  
MB-5HN

**Assitan Gakou**  
Senior Dietary Worker,  
SAGE

**Thelma Goris**  
Unit Assistant, HH-5HS  
Cardiac Care Unit

**Valsamma Joy**  
Nurse Practitioner,  
Emergency-A

**Joseph Julmice**  
Laundry Worker II,  
Flatwork & Folding  
Unit

**Lorenzo Luna**  
Building Supervisor,  
Machinist Dept

**Norris Mattis**  
Laundry Worker II,  
Laundry-Sorting

**Prince A. Nelson**  
Laundry Worker II,  
Flatwork & Folding  
Unit

**Katy Polanco**  
Unit Assistant, HH  
Cardiothoracic ICU

**Sharon Reid**  
Unit Assistant, HH  
Cardiothoracic ICU

**Nancy Rodriguez**  
Mgr Bus Admin Clinic  
Svcs, Office G.M.  
Ancillary

**Candy Salazar**  
Clinical Nurse III,  
PACU Extension

**Anni Tejada**  
Unit Assistant, HH  
Cardiothoracic ICU

**Gina Vargas**  
Unit Assistant, HH  
Cardiothoracic ICU

**Mashunda Watson**  
Unit Assistant, HH-5HS  
Cardiac Care Unit

**Rudy Moran**  
Laboratory Technologist,  
POC Testing Chemistry



Rudy Moran

## NYP/WEILL CORNELL

**Adam J. Aiello**  
Mgr-IS, IT Corporate  
Systems

**Andrea Benvenuto**  
Nurse Practitioner,  
NUR-14S MEDSURG  
(AM)

**Christie Angie Bonilla**  
Clerk Recep, Building  
Service

**Romina DiGiovanna**  
Spl Revenue-Stich Rad,  
Stich Radiation Ctr

**Althea Edghill-  
Pearson**  
Asst-Payroll, Payroll

**Mohamed Khali**  
Supv-Distribution,  
General Stores



Jahinover Mazo

**Jahinover Mazo**  
Radiological Spl-Cross  
Sect, Radiology-CT

**Ravikanth Koganti**  
Mgr-IS, CPOE

**Dina Lauren**  
Dir-IS, IT Technical  
Services

**Silverio Mercado**  
Supv-Distribution,  
General Stores

**Ese Ofurhie**  
Staff Assistant, GME  
Administration

**Prudencio Santana**  
Boiler Operator, Eng  
Plant Svcs

**Betty Stratakos**  
Prgrmr Analyst III-IS,  
IT Corporate Systems

**Arthur E. Tempel**  
Corp Dir-Internal  
Audit, Internal Audit  
& Compliance

**Keshawn Warner**  
Prgrmr Analyst II-IS,  
IT Corporate Systems

## NYP/WESTCHESTER

**Royston U. Ogbuagu**  
Staff Nurse,  
Nursing-Women's Unit

**Yasmin Sime**  
Staff Nurse, Nursing  
Eating Disorders

**Charlene G. Clarke**  
Staff Nurse, Nursing  
Second Chance-  
3 North



Charlene G. Clarke



Julio Batista

**Julio Batista** — Identifying needs of Washington Heights/Inwood residents and helping NYP/Columbia create programs to meet them is the work of Julio Batista, who was recently promoted to the position of Director of Community Affairs at the uptown campus.

Mr. Batista works with Hospital staff to develop activities that benefit the community, such as health fairs for taxi drivers and bodega owners. He works with elected officials and local leaders, drawing on his knowledge of the services provided by community-based organizations and reaching out to New York City agencies for assistance.

"Julio's service is invaluable to NYP," says Helen Monik, the Hospital's Vice President for Government and Community Affairs. "He is the Hospital's ambassador in the Washington Heights/Inwood communities and he is committed to helping our neighbors stay healthy."

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 and John Vecchiolla.

# classifieds



■ **FOR RENT:** Charming, quiet, furnished, renovated one-bedroom cottage in Westhampton Beach. Sleeps four. Air conditioning, barbecue, laundry. Renovated pool. Walk to town, library, places of worship. Close to village beach. Available monthly year round or from Memorial Day to Labor Day. Call (631) 727-0626 or e-mail jtpt13@hotmail.com.

■ **FOR RENT:** Large, two-room studio apartment in a restored brownstone building in Park Slope Historic District, Brooklyn, between 7th and 8th Avenues. Eat-in kitchen, three closets (one a walk-in), wall unit with three separate cabinets/closets. Fantastic historic detail. Located close to Grand Army Plaza, near shopping, #2 and #3 subway lines and all area cultural sites. \$1,775/month. No real estate fees. Call (917) 757-9396 or e-mail springs1165@gmail.com.

■ **FOR RENT:** Fully furnished 425-square-foot studio apartment in elevator building at 75th Street and York Avenue. Newly renovated kitchen and bathroom; brand-new queen bed in separate bedroom area; two closets. Superintendent on-site; roof deck privileges. Non-smokers preferred; no pets allowed. Option for unfurnished. \$1,800/month plus utilities (Con Ed, air conditioning, cable and wireless). No fees. One-year lease and one month's security deposit required. To learn more or to view apartment, contact Beth at (917) 846-5275 or lizbar86@hotmail.com.

■ **FOR RENT:** Large three-bedroom, two-bath apartment with large eat-in kitchen in quiet residential neighborhood of South Ozone Park, Queens. Catholic church across the street; public transportation a one-minute walk away. \$1,700/month; utilities not included. Contact Lori at (718) 529-1274.

■ **FOR RENT:** Cozy, recently renovated one-bedroom apartment on 85th Street between Second and Third Avenues. Perfect for one person and possibly a couple but not big enough for a roommate situation. One flight up in walk-up. Super lives in building. Near

reasonably priced drop-off laundry and post office. Close to bus and subway. Cats OK but no dogs. \$1,650/month. For more information and pictures, call or e-mail current tenant, Tara, at (631) 835-3524 or taraduffy07@hotmail.com.

■ **FOR RENT:** A studio apartment and a one-bedroom apartment in a prewar elevator building on West 182nd Street in Hudson Heights. Both apartments have high ceilings, hardwood floors, lots of closet space. Near A and #1 trains. Studio is \$1,020/month; one-bedroom is \$1,175/month. Fee, credit verified. Call (212) 781-7731 or e-mail hudsonapt@yahoo.com.

■ **FOR RENT OR SALE:** Newly constructed one-bedroom condo in Jersey City. Exposed brick walls, Jacuzzi tub, central heat/air conditioning, washer/dryer, dishwasher. Bamboo floors, granite countertops and stainless steel appliances. In small eight-unit building with roof-top access and street parking. Near PATH train. Asking \$1,300/month or \$249,000 to buy (negotiable). Contact Amy Thomas at (646) 245-6359 or thomasa-mye2@yahoo.com.

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

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

Place your ad in *NYP* — 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.)

# calendar



■ **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, 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.

■ **July 7** — Literature at Work will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.

■ **July 21** — The support group Women At Risk will meet from 6 to 7:30 p.m. in the Stacey Garil Womack Resource Library of the Herbert Irving Cancer Center, 161 Fort Washington Avenue, 10th floor. To learn more or to RSVP, contact Lisa Held at (212) 305-3269 or lhheld@womenatrisknyc.org.

## Double Awards for Willie Manzano



Richard Lobell

**Willie Manzano**

Both the New York University College of Nursing and the United Way of New York City recently honored Willie Manzano, M.A., R.N., Senior Vice President and Chief Nursing Officer at NYP and Chief Operating Officer at NYP/Allen.

The NYU College of Nursing presented Ms. Manzano with its Distinguished Clinician Award for Contributions to the Clinical Enterprise at its graduation ceremonies on May 10. She was cited for providing nursing leadership throughout the NYP organization and for promoting innovation and excellence in nursing practice.

United Way of New York City honored Ms. Manzano on March 2 at its Women United in Philanthropy luncheon, which celebrates women who have made a significant impact on their communities through philanthropic giving, advocacy and volunteering. United Way of New York City President Gordon Campbell said of the honorees, "Their leadership truly changes our city for the better, especially the lives of those who need the most help."

## Beautiful Baby Blankets from a Boy Scout

In the classic comic strip "Peanuts," Linus never strayed from the warmth and security of his beloved blanket. And now, thanks to Eagle Scout candidate Sean Doyle, the infants in the NYP Komansky Center for Children's Health Neonatal Intensive Care Unit can count on the same warmth and comfort.

Sean, 17, as part of his Eagle Scout project, solicited donations to buy enough material for about 80 blankets, quilts and afghans. In addition, he was able to obtain 20 more donated finished blankets and quilts. He led volunteers, who measured, cut and fringed the material themselves, before handing it off to other volunteers in Long Island and White Plains to assemble the parts at a "blanket-a-thon." Sean also directed "quality assurance," double-checking knots, washing the completed blankets, and then packing them in individual plastic bags, all according to specifications provided by Child Life Services Manager Maura Loving.

"Building benches or clearing hiking trails in parks — the kinds of things that a lot of Eagle Scouts do — didn't really grab me," says Sean. "The blanket project immediately felt like the right project for me. I would be able to do something to help little kids in a more tangible and direct way."

"This is a tremendous gift, and the entire staff of the Neonatal Intensive Care Unit is extremely grateful to Sean and the volunteers," says Gerald M. Loughlin, M.D., Pediatrician-in-Chief at NYP/Weill Cornell.

Eagle Scout is the highest rank in the Boy Scout program, achieved by earning 21 merit badges and completing an extensive service project. Sean Doyle is the son of Martin Doyle, Director of Finance, Weill Cornell Physician Organization.



Charles Manley

Associate Attending Pediatrician William F. Frayer, M.D., M.S. (left), looked on as Sean Doyle presented a blanket to Angelique Bryant, the mother of triplets in the Komansky Center NICU.

## Protecting the Health of Salon Workers

Women who work as beauticians and cosmetologists in Washington Heights, Inwood, Harlem and the Bronx were treated to a free health fair on May 10 by NYP's Ambulatory Care Network (ACN) Outreach Program.

Workshops offered advice on how to prevent repetitive motion injuries, respond to domestic violence, and manage stress and depression. Participants underwent blood pressure, cholesterol, podiatry and body mass index screenings, and they learned about diabetes, stroke awareness, and the use of robotic surgery to treat gynecological problems.

In addition, ACN staff worked to enroll the women in NYP's contracted Medicaid Managed Care Plan.

"Cosmetology and beauty industry workers are at risk for chemical exposure, repetitive motion injuries, and leg and back pains caused by prolonged standing," says Miriam Torres, Nurse Manager in the ACN Outreach Program. More than 500 beauty salons operate in Washington Heights, Inwood, Harlem and the Bronx.



Richard Lobell

Cosmetologists and others who spend their working hours focused on beauty had an opportunity to think about health at a day-long ACN fair.

## The Challenges of Treating Eating Disorders

New findings in eating disorders attracted nearly 175 physicians, nurses, nutritionists, social workers, students, parents and school guidance counselors and psychologists from the New York metropolitan area to a conference held May 7 at NYP/Westchester.

The efficacy of applying therapies used to treat anxiety disorders to the treatment of eating disorders was a popular topic at the conference. Another was what the fifth edition of the *Diagnostic and Statistical Manual for Mental Disorders* (DSM-V), to be published in 2013, will mean for the diagnosis and treatment of eating disorders.

Evelyn Attia, M.D., Director of The Eating Disorders Program at NYP/Westchester, and a Clinical Professor of Psychiatry at Columbia University College of Physicians & Surgeons.



Participants of the Palm Beach Weekend seminar included (from left) Dr. Byron Thomashow, Dr. Mark Lachs, Dr. James Giglio and Dr. Holly Andersen.

NYP's annual Palm Beach Weekend, held March 19 to 22, focused on "Frontiers in Medicine: How to Handle Acute Health Problems." Speakers included NYP/Weill Cornell's Holly Andersen, M.D., and Mark Lachs, M.D., both Attending Physicians; and NYP/Columbia's Byron Thomashow, M.D., Associate Attending Physician, and James Giglio, M.D., Physician-in-Chief, Emergency Medicine.

Trustee Bob Wright and his wife, Suzanne, and Trustee John Castle and his wife, Marianne, hosted the physicians who participated. ■

# “Making It Better” for Patients and Employees at NYP

**T**hanks to the tremendous efforts of NYP staff, patient satisfaction scores continue to rise! In the fourth quarter of 2009, NYP had an overall Patient Satisfaction Score of 84.0. Since then, we have made significant progress toward our 2010 goal of 85.5, starting off the second quarter of the year with a score of 84.4. Many areas of the Hospital are achieving better results than they were this time last year, with some scoring a full 10 points higher than in 2009. We are extremely proud of these accomplishments.

Making this kind of progress requires focused planning and effort. At NYP, we combine ideas to improve both our patient and employee satisfaction results in annual “Making It Better” Plans.

## “Making It Better” Plans Help Us Achieve Our Goals

A “Making It Better” Plan is a strategy developed by managers and employees to increase patient and employee satisfaction in their areas. Each department has specific goals based on survey indicators from both patient and employee satisfaction surveys. The most successful Plans are developed by the team, who work together on implementation throughout the year, adjusting their Plan as necessary. It is no accident that areas with strong, flexible Making It Better Plans show the most improvement in their scores.

Here are two examples of teams that have successfully implemented Making It Better Plans and are enjoying increased satisfaction in their areas.

### The Allen Hospital: Emergency Department

David O’Brien, the new leader in the ED at Allen, is committed to partnering with his staff to “Make It Better” for patients and employees. David holds quarterly team-building meetings, supports increased involvement in shared governance unit initiatives, and creates an environment of mutual respect. His open-door policy and e-mails to staff to recognize their accomplishments have helped build an atmosphere where excellence is acknowledged and input is encouraged. Patient satisfaction in the ED is on the rise, with questions about Respect, Dignity, and Staff Interactions with Families increasing by more than four points so far this year. Congratulations to Dave and his staff for their success in improving Teamwork and Respect at Allen.

### The Ambulatory Care Network: HT-5 Women’s Health

In late 2009, the HT-5 Women’s Health Clinic introduced rounding on both patients and employees. Leaders meet with employees individually to build relationships,

encourage professional development, and make sure they have the tools necessary to do their job well. These rounds also enable managers to recognize employees’ contributions. Employees conduct focused patient rounds of their own, including environmental, reception area and exam room rounds. They concentrate on keeping the environment clean and comfortable and making sure that patients and families are kept informed. The staff at HT-5 Women’s Health are proud of their accomplishments in patient satisfaction. “The clinic flow has improved a lot because we are being proactive and finding out what the patients need right away, instead of waiting for them to approach the desk,” says one staff member. “Patients like being informed, they seem to relax more just by knowing the status of their visit,” adds another employee. Congratulations to Ellanie Ocasio and her team at HT-5 Women’s Health for their innovation and success. ■



## WATCH FOR THE 2010 EMPLOYEE SATISFACTION SURVEY

NYP employees understand how to make the Hospital a better place and help us achieve our goals. One way to provide input is to complete the Employee Survey each year. This year’s survey is being conducted from July 19 through August 13. Information about this confidential survey will be sent to your home shortly. Your individual responses will never be seen by anyone at NYP. The Hospital receives only a summary report of the results from HR Solutions, the firm that conducts the survey. Completing the survey and participating in your area’s “Making It Better” planning are ways that you can help create the best possible environment for our patients and our staff.

## benefits corner



### DISEASE MANAGEMENT PROGRAM

Disease Management is a coordinated health care program offered through Empire

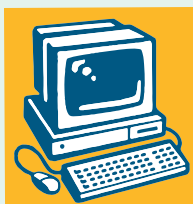
BlueCross BlueShield for employees and family members enrolled in the NewYork-Presbyterian EPO and PPO medical plans. This program provides education and support for Empire members who have a chronic disease to help them maximize their well-being.

If you are concerned about the results of a health test or a diagnosis, or if you want to ask questions, call Empire Customer service at (800) 952-7695. You will be referred to a Medical Management Team.

Another service offered through Disease Management is an outbound call program. Empire may contact you or a family member as a result of medical claims or prescriptions filled. This call provides you with information about the confidential and voluntary programs that are available to you at no cost as part of your health insurance benefits.

In addition, Benefits and Workforce Health & Safety have worked with Empire BlueCross BlueShield and Unum to enhance the services of the Disease Management program at NewYork-Presbyterian. When filing a disability claim through Workforce Health & Safety, you may be referred to special services that have been

established for Heart Failure, Coronary Artery Disease (CAD), Chronic Obstructive Pulmonary Disease (COPD), Asthma and Diabetes.



### VOLUNTARY BENEFITS ENROLLMENT IS JUNE 4 TO SEPTEMBER 3

The enrollment period for the Unum Individual Short-Term Disability, Specified Disease Insurance and Universal Life Insurance voluntary benefits is June 4 to September 3, 2010. These benefit plans can be adjusted to meet your personal needs.

Individual Short-Term Disability provides you with a source of income if you become ill or have an injury and are unable to work. This plan, in addition to the state-mandated plan provided by the Hospital and your sick time, is your personal income protection.

Specified Disease Insurance allows you to receive a lump-sum benefit at the first diagnosis of a covered illness: heart attack, stroke, major organ transplant, end-stage renal (kidney) failure and coronary artery disease. In addition, there is an optional cancer benefit. The lump-sum payment can be used in any way you choose.

Universal Life Insurance provides permanent insurance coverage designed to last beyond your working years. Premiums remain the same as you age. Coverage options are also available for your spouse and/or dependent children without covering yourself. You are eligible for this coverage regardless of your health history or any other coverage that you may already have.

The effective date of each of these policies will be determined by your enrollment time. For more information, or to schedule an appointment on-site with a representative, call (800) 229-5129, ext. 201.

## 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 four (4) per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.



### *The Addams Family*

Lunt-Fontanne Theatre

Tuesday, July 13  
7 p.m.

\$46.60 per ticket (adults and children 2 years and older)



### *New York Yankees vs. Toronto Blue Jays*

Saturday, July 3

1:05 p.m.

Main Level, Section 207

\$55 per ticket (adults and children 2 years and older)

### *New York Mets vs. St. Louis Cardinals*

Wednesday, July 28

7:10 p.m.

Left Field, Section 134

\$50 per ticket (adults and children 2 years and older)

### *New York Mets vs. Houston Astros*

Friday, August 27

7:10 p.m.

Left Field, Section 134

\$60 per ticket (adults and children 2 years and older)

### ERRAND SOLUTIONS HELPS CELEBRATE DADS AND GRADS



Errand Solutions at NYP has fabulous timesaving gift ideas for Father's Day and your graduate.

Celebrate Father's Day and graduations with a barbecue to kick off the summer season. Errand Solutions Site Representatives can help you order food for the grill from Omaha Steaks, hire a caterer, rent tables and decorate.

Errand Solutions at NYP also has a wide variety of gift cards and gift-giving ideas to delight the dad or grad in your life. Site Representatives can get the gift for you and wrap it for free.

Visit or contact your Errand Solutions desk for assistance in planning outings, vacations, BBQs, parties or even just a fun night out in New York City.

Also, don't forget that patients and their loved ones can access the Errand Solutions desks directly by dialing \*99 from their room phones.



*errand solutions at* **NYP**



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# Celebrating those who Care

Often described as both an art and a science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers.

The wonderful nurses here at NYP play many roles — from staff nurse to educator to nurse practitioner and nurse researcher — and they serve with passion for the profession and with a strong commitment to patient safety.

National Nurses Week was celebrated nationally from May 6 through May 12 (the birthday of Florence Nightingale, the founder of modern nursing), and it was a chance for senior leadership of the Hospital to thank our nurses and honor the work they do on behalf of our patients. Nursing Excellence Award winners, pictured on this page, were nominated by their managers and peers.

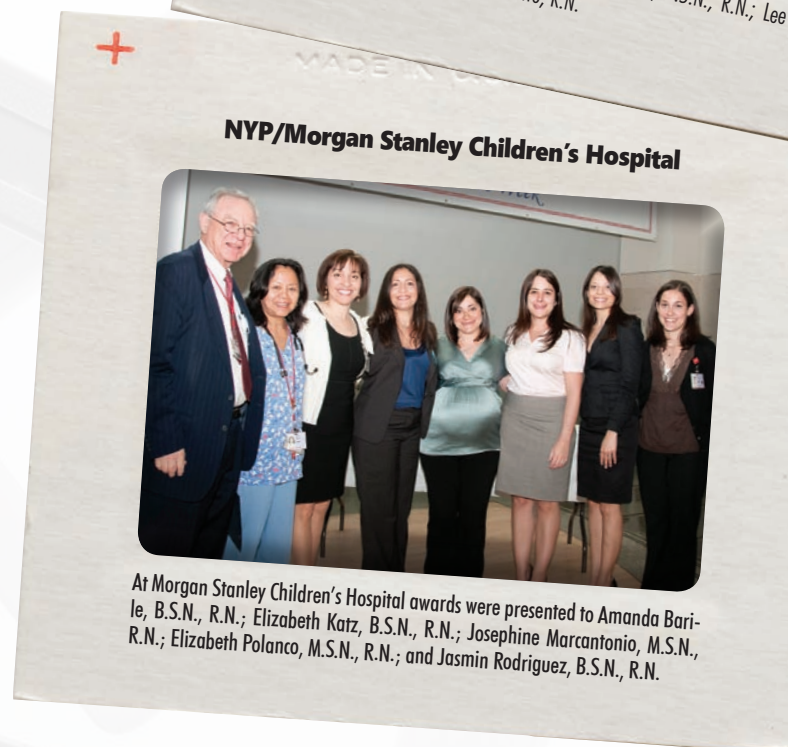
As Dr. Pardes said at a recent recognition event, “There simply would not be a NewYork-Presbyterian Hospital without our nurses. They are the lifeblood of our institution, and that’s something we recognize not just during National Nurses Week, but throughout the year.”



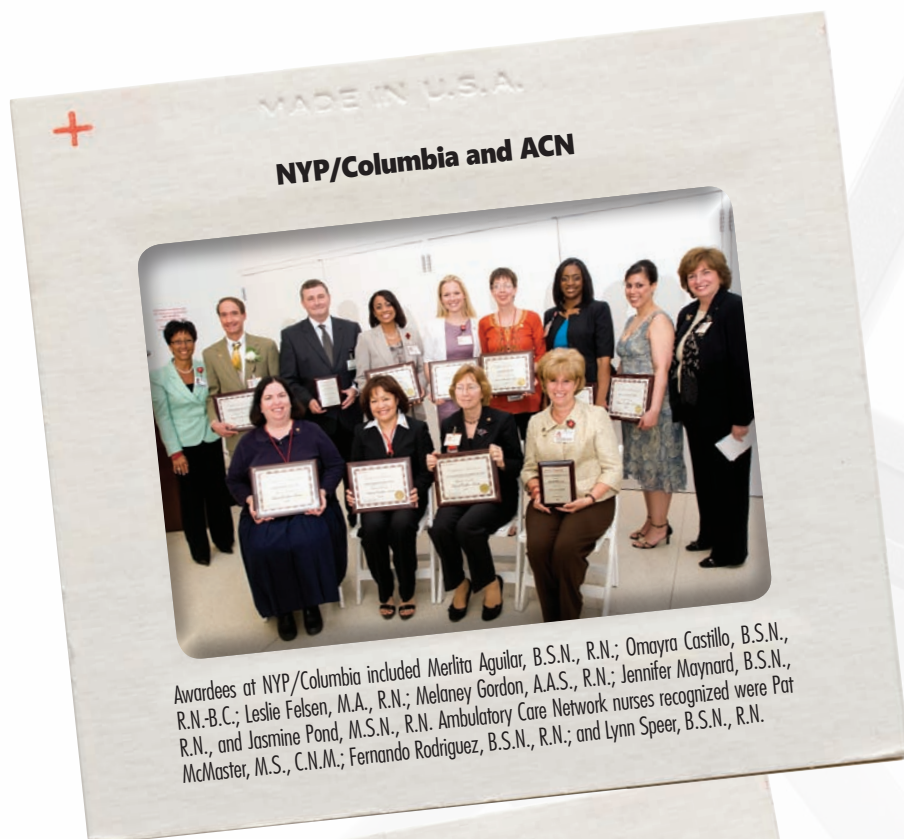
Taking honors at NYP/Westchester were Anthony DeDonatis, B.A., B.S.N.; Lisette Dorfman, M.S., A.P.R.N.; and Adrea Faiella, B.S.N., R.N.-B.C.



NYP/Allen award winners were Rebecca Gibbons, B.S.N., R.N.; Lee Redstone, M.S.N., R.N.; and Doreen Taliaferro, R.N.



At Morgan Stanley Children's Hospital awards were presented to Amanda Barile, B.S.N., R.N.; Elizabeth Katz, B.S.N., R.N.; Josephine Marcantonio, M.S.N., R.N.; Elizabeth Polanco, M.S.N., R.N.; and Jasmin Rodriguez, B.S.N., R.N.



Awardees at NYP/Columbia included Merlita Aguilar, B.S.N., R.N.; Omayra Castillo, B.S.N., R.N.-B.C.; Leslie Felsen, M.A., R.N.; Melaney Gordon, A.A.S., R.N.; Jennifer Maynard, B.S.N., R.N.; and Jasmine Pond, M.S.N., R.N. Ambulatory Care Network nurses recognized were Pat McMaster, M.S., C.N.M.; Fernando Rodriguez, B.S.N., R.N.; and Lynn Speer, B.S.N., R.N.



NYP/Weill Cornell honorees included Barry Gallison, M.S., M.S.N.; Lisa Ann Gallup, B.S.N., R.N.; Joanne Iannuzzi, B.S.N., R.N.; Marcelle Kaplan, M.S., R.N.; Svetlana Khaimova, B.S.N., R.N.; Martha Marsicano, R.N.; Joyce Philip, B.S.N., R.N.; Lauren Pierce, B.S.N., R.N.; M. Margaret Pilon B.S.N., R.N.-B.C.; Jane Jeffrie Seley, M.S.N., R.N.; and Yessenia Valentin-Salgado, R.N., C.N.O.R.

## Serving the Larger Community

For the first time this year three nurses received Nursing Excellence Awards for community service.

**Marcelle Kaplan** at NYP/Weill Cornell has provided weekly support groups for women with breast cancer, given talks on cancer and healthy lifestyles to community groups and nurses, served as a resource for American Cancer Society programs, and developed videos and literature for patients and caregivers.

NYP/Columbia's **Melaney Gordon** has written pamphlets for patients and organized two Community Health Outreach days as part of Emergency Nurses Week. She also initiated a fundraising drive that resulted in \$3,500 for the Neighborhood Fund supporting local non-profits and has secured grants for other NYP initiatives.

**Lynne Speer** of the Ambulatory Care Network organized a breast cancer awareness health fair for the Latino community and volunteers with the American Red Cross and American Heart Association. She has raised more than \$20,000 for the Avon Walk for Breast Cancer and volunteered on medical missions to Ecuador, Bangladesh and Nicaragua.