NYPress

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

The newsletter for employees and friends of NewYork-Presbyterian • Volume 11, Issue 7 • July 2009

Prom Night

When the calendar flips to June, teenagers across the country can barely contain their excitement as the school year comes to an end. For many, it will mean graduation and the beginning of a new chapter in their lives. But before they reach that milestone, there is another rite of passage waiting for them: the prom.

But what happens when you're a patient in the hospital during prom season? Despite chronic and life-threatening illnesses, about 40 determined teenage patients at NewYork-Presbyterian Morgan Stanley Children's Hospital decided they would not let their prom night go uncelebrated.

On June 6, dressed to the nines in gowns and tuxedos, the patients turned the Hospital's Wintergarden into their own private ballroom, complete with a limousine, red carpet, the flash of paparazzi and a full catered dinner fit for a prom king and queen.

"The primary mission of NewYork-Presbyterian Hospital is to get you back to your life as quick as we can," said Dr. Pardes. "These amazing young people have shown us that even if you can't leave the Hospital, you can enjoy the same experiences and moments as anyone else. I am so happy to see such strength and determination in our patients."

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Photos by Charles Manley

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A Message from Dr. Pardes and Dr. Corwin

We would like to thank and congratulate all of you for your energy and support throughout our unannounced Joint Commission Mock Survey last month. NYP performed very well and the surveyors recognized our commitment to providing the highest quality and safest care to our patients and families. They were extremely impressed with the compassion and engagement of our staff, nurses and physicians; and they recognized Patient Safety Fridays as a best practice and model that other hospitals across the country are adopting.

It's July and that means we will be conducting our annual Employee Survey — one of the ways we can bring about positive change at NYP. We really count on everyone's participation in this confidential process so that improvements can be made across the Institution. Over the years, your Survey feedback has led to the development of departmental Making It Better Plans which together have contributed greatly to enhancing the workplace at our Hospital. We have expanded training, education, and career development programs; added staff recognition initiatives; and renovated staff work areas — just a few of the many examples. This year's Survey will be conducted from July 20 through August 15, so please be on the lookout for it.

As we announced last month, the Hospital will be going smoke-free on August 10. We care deeply about the health and safety of our patients, our visitors, and our staff. That is why we will now be prohibiting smoking on all Hospital property, both inside and out. Our Medical School partners, Weill Cornell and Columbia, will be joining us in this important effort to create a completely smoke-free academic medical center, and a safe, healthy environment in which we can deliver the highest quality care.

So, while there is much to get done as we begin the second half of 2009, we have a lot to be proud of. Our sincerest thanks to all of you!

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

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

With a Little Bit of Luck

Who brought the good luck to whom is an open question, but one thing is clear: Brett Gardner, the New York Yankees' centerfielder, and Alyssa Esposito, an 18-year-old Morgan Stanley Children's Hospital patient, are sure glad they met each other.

Fate brought them together on May 15, when Brett and Babe Ruth's granddaughter, Linda Ruth Tosetti, toured Morgan Stanley Children's Hospital and read books with baseball themes to hospitalized children.

After hearing Brett read, Alyssa gave him a yellow bracelet and told him, "This bracelet will make you hit a home run tonight." Brett said later, "I thought, 'Yeah, right. I don't hit home runs.'"

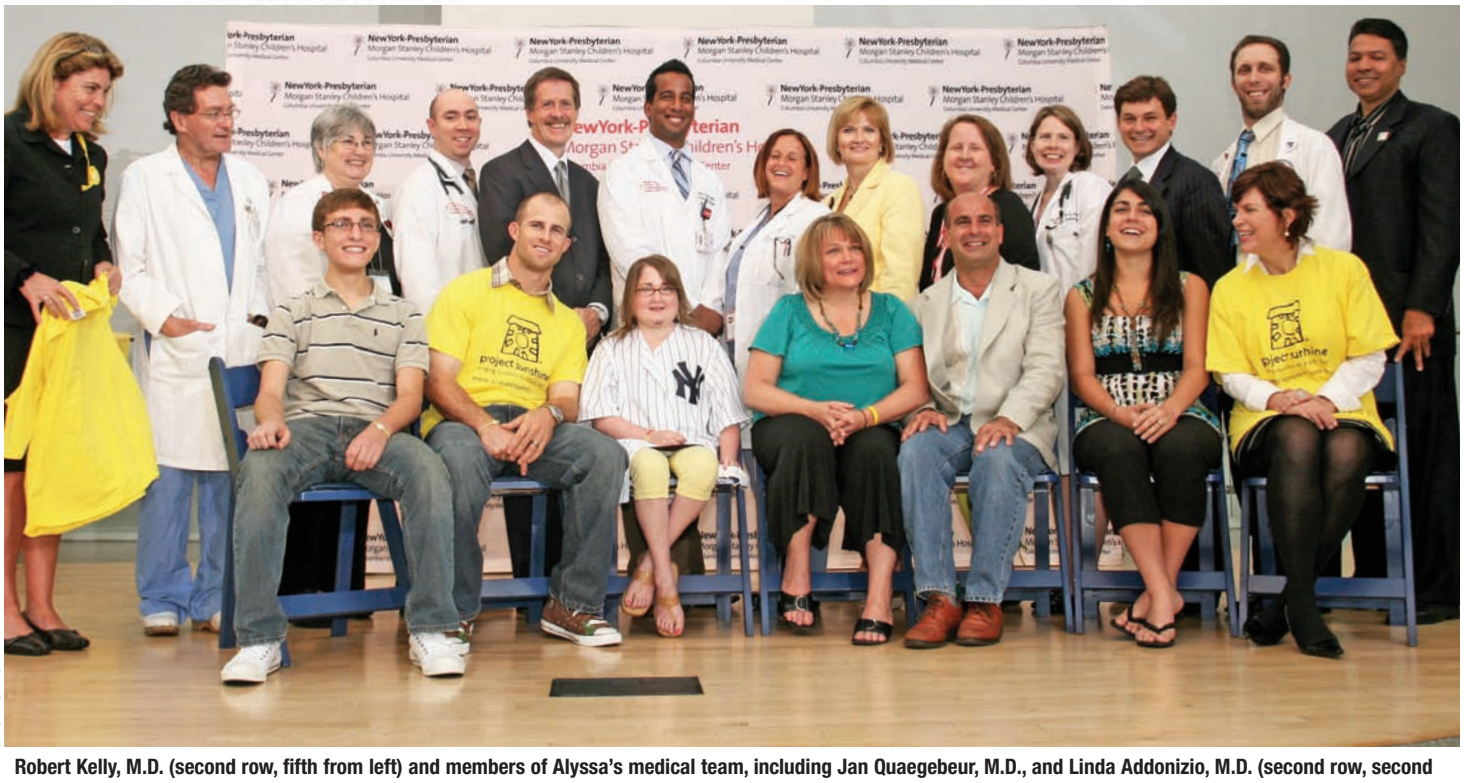
But that night he did — a seventh-inning home run that stayed inside the stadium, the Yankees' first "inside-the-park" home run in the new Yankee Stadium.

The very next morning, Alyssa, who had been waiting 107 days for a heart transplant, got the call that a donor had been found for her. Jan Quaegebeur, M.D., the Hospital's Director of Pediatric Cardiac Surgery, performed the six-hour transplant procedure.

Brett and Alyssa were reunited on June 12 at a press conference at MSCHONY hosted by Robert Kelly, M.D., Group Senior Vice President, Chief Operating Officer and Chief Medical Officer, NYP/Columbia. Both were modest about their contributions to each other's good fortune. "I don't like to take credit," Alyssa said. "I think somebody upstairs is looking after her," Brett said. But then he added, "If we get to the playoffs, maybe I'll need to come to see her every day."

The May 15 story reading at MSCHONY where Brett and Alyssa met was sponsored by Project Sunshine, an organization that provides special events for young patients. ■

Richard Lobell



Richard Lobell

Robert Kelly, M.D. (second row, fifth from left) and members of Alyssa's medical team, including Jan Quaegebeur, M.D., and Linda Addonizio, M.D. (second row, second and third from left), Lisa Gilmore, P.N.P. (second row, seventh from left) and Tara Giblin, P.N.P., M.P.H. (second row, fourth from right) joined Brett Gardner and Alyssa and her family at a press conference. Media ran the amazing story on the chance encounter that was followed by her heart transplant and his historic home run.

Distinguished Pathologist Is Greenberg Honoree

Maurice R. "Hank" Greenberg, Chairman Emeritus of the NYP Board of Trustees (right), presented a sterling silver tray to Daniel M. Knowles, M.D.

Friends gathered for a festive evening at the Pierre Hotel on May 7 to honor a leader in the field of pathology — Daniel M. Knowles, M.D., the 2009 winner of the Maurice R. Greenberg Distinguished Service Award.

Dr. Knowles is Pathologist-in-Chief at NYP/Weill Cornell, the David D. Thompson Professor and Chairman of the Department of Pathology at Weill Cornell Medical College, and Chief Medical Officer of the Weill Cornell Physician Organization.

He is internationally recognized for his work in hematopathology, the medical science concerned with diseases of the blood and related tissues.

Dr. Knowles paid tribute to his mother, a grocery store owner; his father, an artist and jeweler who was one of the first soldiers to land on Omaha Beach on D-Day; and his grandfather, a Canadian lumberjack who became a building superintendent in Brooklyn. "They lived courageous lives, overcame extreme adversity to survive, and eventually thrived," he said. "They showed me by example that I could accomplish anything I desired."

The Greenberg Award is made possible through an endowment from Maurice R. Greenberg and the Starr Foundation.

Dinner co-chairs were Bernadette Castro and Peter Guida, M.D., and Myra and Arthur Mahon. ■

A Fitting Tribute for a Psychiatric Pioneer

The New York State Office of Mental Health (OMH) on May 15 named the main building of its New York State Psychiatric Institute on West 168th Street and Riverside Drive in honor of Dr. Pardes.

"Put simply, it's pretty nice to see your name on a building," Dr. Pardes joked. "Equally powerful is seeing so many family, friends and colleagues who I have so much affection for gathered here today."

A longtime leader in the field of psychiatry, Dr. Pardes was Director of the Institute from 1984 until 1989 while simultaneously serving as Chairman of the Department of Psychiatry at Columbia University College of Physicians and Surgeons. The building naming acknowledges Dr. Pardes' achievements in education, research, clinical care and health policy, especially his pioneering efforts to remove the stigma from mental illness.

Eva Vagg

Dr. Pardes and the building that bears his name, located at 1051 Riverside Drive.

"Nothing will ever reverse or impugn the progress that Herb Pardes has achieved in the field of mental illness," said former New York Governor Mario Cuomo, a speaker at the building dedication ceremony.

Other speakers included Michael F. Hogan, Ph.D., Commissioner, OMH; Jerry Speyer, Vice Chair, NewYork-Presbyterian Board of Trustees; Lee Goldman, M.D., M.P.H., Dean of the Faculties of Health Sciences and Medicine at Columbia University Medical Center; Jeffrey Lieberman, M.D., Director, New York State Psychiatric Institute; Jack Barchas, M.D., Chairman, Department of Psychiatry, Weill Cornell Medical College; and John Oldham, M.D., Senior Vice President and Chief of Staff, The Menninger Clinic in Houston.

"Herb has this sense of where things are going, and that's why every institution he has ever led has been one step in front of everyone else," said Dr. Goldman.

The event was hosted by William Polf, Ph.D., NYP's Senior Vice President, External Relations, and featured the unveiling of a naming plaque and official portrait of Dr. Pardes. The Herbert Pardes Building of the New York State Psychiatric Institute is a six-story, state-of-the-art research, teaching, and patient care building.

"Herb Pardes fought tirelessly to get this building built, to serve the needs of the mentally ill," Mr. Speyer said. "Great buildings bear great names, and that has never been more true than right here." ■

Living the Dream: Neighborhood Youth Head to College

The first six students graduated from NewYork-Presbyterian Hospital's Lang Youth Medical Program on June 16, and each one will be entering a four-year college in the fall.

The Lang Youth Medical Program, founded by philanthropist Eugene M. Lang, is an intensive six-year program from seventh grade through high school that provides students from Washington Heights and Inwood with an education in science and medicine at NYP. Currently there are more than 50 students in the program.

"Six years is a lot of work, and these graduates should think of themselves as pioneers," said Dr. Pardes. "This is a special program to be part of, and Eugene Lang has been there every step of the way to help these kids reach their dreams."

Mr. Lang told the graduates, "I can't tell you how deeply moved I am to be celebrating this graduation with you. You are the pride of your families, your hospital and your community."

Commencement speaker Johanny Garcia, M.D., Medical Director of the ACN Broadway Practice in Washington Heights/Inwood, offered her advice during a graduation address, advising the graduates that they should work to "find that special aspect in you that will help the greater good" as they move on, while also remembering that "the strongest people are those who can see the world with perspectives foreign to their own."

The six graduates will begin their studies this fall at the following universities: College of New Rochelle, College of St. Rose, SUNY-Stony Brook University, Fordham University, Suffolk University and Vanderbilt University. Together they have received more than $330,000 in grants and scholarships.

Another speaker was Lin-Manuel Miranda, the writer, director and actor of the Tony Award-winning musical *In the Heights*, who grew up nearby. He told the graduates, "I know you're all going to go on to amazing things, but remember that you always have a home here in Washington Heights."

The graduation ceremony proved to be a moving experience for the graduates' families, many of whom are first-generation immigrants to America.

Richard Lobell

The philanthropist Eugene Lang (center) joined Hospital leaders in congratulating the first six students to complete the mentoring program he founded.

"These have been six long years," said Lillibeth Prado, a graduate who will attend Fordham University in September. "It may seem as though our parents were only behind the scenes, but in reality they were not behind the scenes at all. They stood by us every step of the way."

"Henley is always telling his friends to finish high school and offering his help with their homework," said Orlando Vargas, whose son, Henley Vargas, will attend Vanderbilt on a full four-year scholarship from the Posse Foundation. "My son is a mentor in the community."

Although their son says he will likely go to medical school, he has also expressed an interest in politics, said Henley's mother, Zenobia Vargas. "This is just the beginning," she said, looking proudly at her son. "Mr. Lang and NewYork-Presbyterian Hospital made this all possible. Thank you for such a wonderful gift." ■

Key Personnel Meeting at Night: Spreading the Message 24/7

Photos by Amelia Panico

(Left) After Laura Forese, M.D., NYP/Weill Cornell's Senior Vice President, Chief Operating Officer and Chief Medical Officer, opened the 8 p.m. meeting, Dr. Corwin provided a Hospital update. (Right) Suzanne Boyle, NYP/Weill Cornell's Vice President, Patient Care Services, answered a staff member's question.

A buzz of conversation filled the Cayuga Conference Room next to NYP/Weill Cornell's cafeteria around 8 p.m., on June 17. Too late for dinner, passersby may have wondered what all the fuss was about.

It was, in fact, the Hospital's second quarterly evening key personnel meeting, an innovation made to increase opportunities for nighttime employees to voice their opinions and concerns. Laura Forese, M.D., Senior Vice President, Chief Operating Officer, and Chief Medical Officer, NYP/Weill Cornell, opened the meeting, welcoming Hospital managers, directors, and executives to reflect on recent events and discuss needed changes.

"Patients either get better or get worse. They don't stay the same," said Dr. Corwin. "In order to reduce length of stay, and in order to improve patient care, we constantly need to figure out how to advance their care on evenings and nights." Suzanne Boyle, NYP/Weill Cornell's Vice President, Patient Care Services, asked for night shift involvement in reducing length of stay and announced that a new initiative will start shortly that will facilitate sending patients home earlier in the day.

Improved communication was the meeting's overriding theme. Stacey Pfeffer, NYP/Weill Cornell's Vice President, Human Resources, emphasized the importance of the employee survey. She said that the survey, conducted by HR Solutions, offers the easiest way for Hospital employees to effect meaningful change in their work environment.

Most of those in attendance agreed that the Hospital's general systems and policies run smoothly — an assessment made the previous week by Joint Commission surveyors after they had completed a mock survey. But Kenneth Haber, NYP's Vice President, Quality and Patient Safety, was quick to point out that there is always room for improvement.

"Amazing things are happening here," said Mr. Haber. "The challenge for us, now, is to build upon that great recipe that we have, and take it to the next level. We want to be the best — not just great."

Several other major announcements were made, including the fact that beginning August 10, all New York-Presbyterian Hospital sites will become smoke free — news that inspired applause. Bill Greene, NYP/Weill Cornell's Vice President, Clinical Services, said the decision was an easy one.

"We are a health care provider, and there is irrefutable medical evidence that cigarette smoking causes cancer, and cancer causes death," he said. "We love our employees, our staff, our patients, and we don't want them to die. It's as simple as that."

Dr. Forese stressed the importance of all Hospital personnel wearing their I.D. badges while at work, saying, "It's especially important at night for patients to know who is in their rooms."

By nine o'clock, the meeting was drawing to a close, and Hillary Shaw, Project Manager, Office of the Chief Operating Officer, was announcing details of the upcoming evening tracer, a Patient Safety Friday educational activity transferred to that Wednesday night for evening employees.

Daytime employees who had stayed for the meeting headed home after a long day of providing care and consultation. For many in the room, though, the day had just begun.

The buzz slowly died down, and the cafeteria returned to its typical quiet state. ■

Prom Night

(Continued from page 1)

The special event, dubbed "Night Under the Stars," featured professional hair stylists, make-up artists and manicurists to pamper and primp the young men and women.

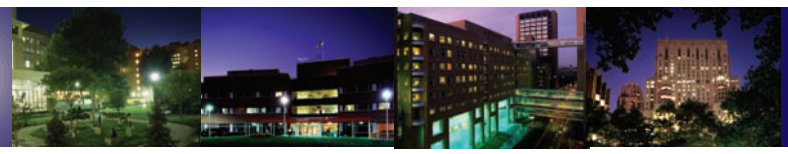
The event was planned and organized by the Hospital's Children's Helping Advisory Team, a group of 15 patients who work to make the Hospital a better place.

"I had to miss my own prom at school," one attendee mentioned. "But this one really makes up for that. It was great."

Contributors to the prom included U.S. Limousine Service, Ltd.; Jessica McClintock; Estelle's Dressy Dresses; Peggy Quinn; Monica Hidalgo; Turner Broadcasting; Sephora Cosmetics; Marque Hair Stylist; Melissa Degenaars; Ebony Harris; Nicole Barnes; and Danielle Caputo. ■

Photos by Charles Manley

nyp@night



"If We're Not Running, Then Nobody's Running"

An estimated 3,500 employees work evenings and nights at NYP's three main campuses. They perform an immense range of tasks, from caring for patients to caring for equipment.

The next several issues of NYPress *will focus on some of the staff who work nights and evenings, keeping the Hospital running smoothly. Here is Joe Somereve's description of his work as Operating Engineer in Plant Operations at NYP/Westchester, as told to Gabriel Miller.*

For 12 and a half years, I've been an employee of NYP/Westchester in White Plains, working the last seven years as an engineer. I work the day shift three times a week and the night shift twice a week.

My life is very much connected to the Hospital: my wife, Jami, also works at NYP/Westchester, and with our two children we live in an apartment on the Hospital campus.

I have always been mechanically inclined. Even at a very young age, if the television or VCR was broken, I was the one who would take it apart, fix it and put it back together. I was always interested in how things work. Before coming to NYP, I was an auto mechanic. I still love cars and completely rebuilt and restored a 1969 Pontiac GTO convertible last year.

In the boiler room, there are three 600-horsepower boilers that provide hot water for the Hospital and heat in the winter, and chiller units that provide air conditioning in the summer. The boilers are incredibly powerful; each one alone has more horsepower than an 18-wheel semi-truck.

When I arrive at work, my first job is to make sure the boiler, pumps and other heating and cooling equipment are running properly. Because our plant provides the basic utilities for the entire Westchester campus, we know that if we're not running, the Hospital is not running.

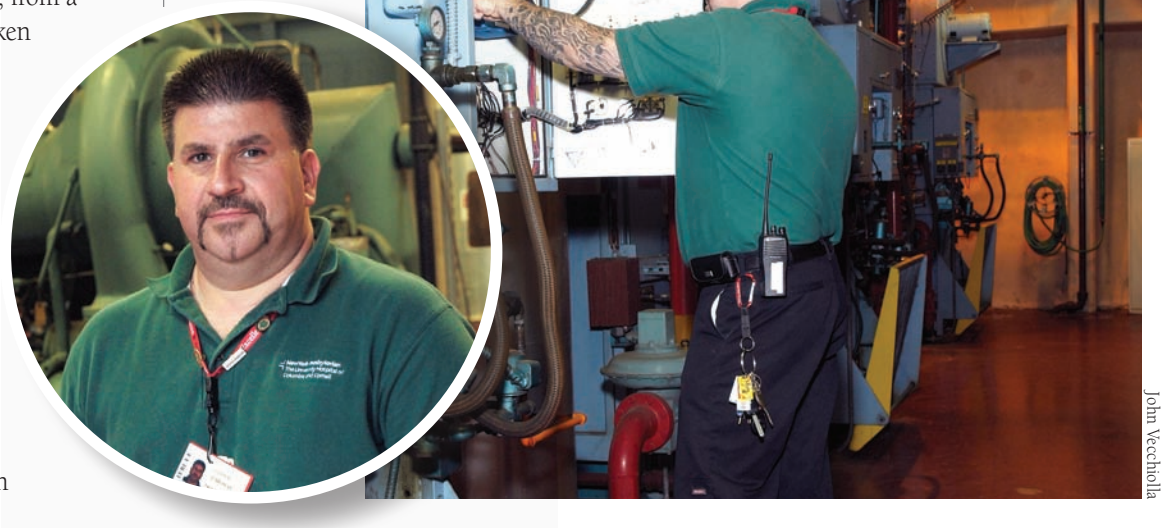
The other part of my job involves hourly rounds throughout the plant to make sure the facilities are properly functioning. Anything that may go wrong with the buildings on campus is my responsibility, from a burned-out light bulb to a broken water line.

As luck would have it, some of the things that go wrong tend to happen at night and you have to be ready for anything. The most important thing is to not panic and keep your head at all times. If you're the nervous type, this is not the job for you.

In late summer 2003, for example, the largest blackout in history left the Hospital without power for more than three days. To keep the Hospital functioning, we had to switch all of our diesel generators over to long-term fuel tanks.

Being able to step up on short notice and work with others in one cohesive team is another big part of my job. Sometimes though, particularly at night, you're all alone. Last summer, there was a violent thunderstorm that knocked a tree onto a main road, blocking access to one of the Hospital's exits. In the middle of the pouring rain, I had to cut the tree up with a chain saw and then clear the road.

Many nights are typical though, and when I'm finished with a shift, I almost always do the same routine: go to Dunkin' Donuts, get coffee for myself and my wife, and look forward to relaxing at home. ■



Maintaining equipment — from light bulbs to boilers — keeps Joe Somereve busy.

John Vecchiolla

people on the move

A New Leader in a New Role

Alan Lee has joined NewYork-Presbyterian Hospital as Vice President, Support Services. In this newly created role, he will be responsible for Food and Nutrition Services, Environmental Services, Patient Transport, and Laundry for NYP/Weill Cornell and NYP/Westchester.

"I am incredibly excited to have joined the team here," Mr. Lee said. "Patients are very secure in their knowledge that in selecting NewYork-Presbyterian, they will receive great care. Our goal is to constantly improve the quality of our offerings in Support Services. We will develop a culture of gracious hospitality and strengthen our employee engagement."

Alan comes to NYP from Hackensack University Medical Center, where he had been since 2003 and most recently served as the Administrative Director for Information Guest Services, Environmental Services, and Operator Services.

Under Alan's leadership, Hackensack received the Gold Award for Service Excellence and Outstanding Achievement in Patient Satisfaction and experienced improved levels of employee engagement and patient satisfaction. Prior to that Alan held various positions in the hospitality management field, working in luxury hotel properties in New York City.

Alan received his Bachelor of Arts degree from Saint Edward's University in Austin, Texas. He also holds an undergraduate degree from the American Musical and Dramatic Academy in New York City. He is currently enrolled at Fairleigh Dickinson University, from which he expects to receive his Master of Administrative Science degree early next year. ■

Support Services VP Alan Lee (on left) talked with Food Production Assistant Lucius Cenac as Food and Nutrition's Operations Manager Michael Defilippo (in back, on left) and Senior Executive Chef Ross Posmentier looked on.

Rene Perez

Getting to Know You

Eugenia Minton, NYP/Allen

Richard Lobell

Eugenia Minton

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

A: My name is Eugenia Minton, and I'm the CN III of the NYP/Allen Ambulatory Surgery Unit.

Q: How long have you been at NYP?

A: I've been here 35 years.

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

A: Waking up in the morning. I'm always happy to come to work, to be with my Hospital family. They are some of my best friends. I also enjoy taking care of and talking with the ambulatory patients.

Q: Why did you want to come to work at NYP?

A: When my neighbor knew I was going to Jane Addams Vocational High School for nursing, she encouraged me to go to "The Presbyterian Hospital." It was the only hospital anyone should go to if they lived in Harlem. She said it had the best doctors, nurses and the best food. When you go there, you are treated like a queen. After I graduated as an LPN, Presbyterian was the only hospital I applied to. The rest is history.

Q: Do you have a funny story about something that's happened to you since you've been working here?

A: I was working on an inpatient unit and had been caring for an elderly, homeless and combative patient. It took about a week trying to coax him into taking a shower. I would just talk to him and let him follow me around until he finally trusted me and allowed me to give him a shower. I combed his hair, shaved him, and soaked his feet and put lotion on his skin. I could tell he felt good about himself. As we were walking around the unit, one of my co-workers commented on how handsome he looked. He replied, "You did not talk to me before, so don't talk to me now." We all burst out laughing. We realized that regaining his dignity restored his sense of humor.

Q: What does "We Put Patients First" mean to you?

A: It means I not only take care of the patient physically, but emotionally and mentally. I treat them like a patient but also like a person. I try to find something to discuss, like their job, family or hobby, to relieve their anxiety. I also try to get them to laugh, which is always the best medicine.

Q: What's your favorite type of music?

A: I like jazz, R&B, easy listening and some soft rock.

Q: What do you do in your spare time?

A: I like to sew, knit, crochet and do all types of crafts, and I also listen to music all day when I'm home.

Q: What three things are we likely to always find in your refrigerator?

A: You will always find hazelnut coffee creamer, red and white wine, and chocolate ice cream.

Richard Lobell

Eugenia and two of her co-workers at NYP/Allen.

Awards and Honors

The Vivian and Seymour Milstein Family Heart Center at NYP/Columbia has been recognized by the Greater New York Construction User Council as the best new health care building in New York City in 2009. At a reception held on June 16, the Council recognized NYP; the contractor, Bovis Lend Lease; and the architect, Pei Cobb Freed.

The Heart Center is expected to open in February 2010.

NYPgreen
BE THE DIFFERENCE

NYP's sustainability efforts — recycling, composting and energy efficiency — have once again been recognized, this time with an "Environmental Excellence Award" presented to **NYP/Weill Cornell**.

Practice Greenhealth — a member organization dedicated to sustainability in health care — presented the award at the sixth annual CleanMed conference in Chicago on May 19. Representatives from the Hospital made a presentation at the conference on the intersection of sustainability and patient-centered care.

NYP/Weill Cornell was the pilot site for various environmental initiatives, including comprehensive recycling and composting, that have now been implemented organization-wide.

"Hospitals and other health care organizations have a special reason to support sustainability. Protecting and improving our environment has a direct benefit for the health of our communities," says Dr. Pardes. "We are delighted to be recognized by Practice Greenhealth for our long-standing commitment to environmental stewardship."

RESPIRATORY THERAPY

Griselda Garcia, CRT, Respiratory Therapist at NYP/Weill Cornell, was a speaker at the most recent International Respiratory Congress, held in late 2008 in Anaheim, California. Ms. Garcia presented research outcomes on a unique mode of mechanical ventilation. She participated in the research with Palmer Bessey, M.D., Associate Director of NYP/Weill Cornell's William Randolph Hearst Burn Center.

SOCIAL WORK

For her contributions to the social work profession and to the Latino community, **Yvette Rolon** was honored in February by the Latino Social Work Task Force at its annual celebration dinner. Ms. Rolon is Program Administrator in NYP/Weill Cornell's Department of Social Work.

The Latino Social Work Task Force was created by the Puerto Rican Family Institute, Inc., and the National Association of Social Workers' New York City chapter to address the shortage of Latino social workers.

Rene Perez

As her Bat Mitzvah approached, Michaela Palmer said, "I wanted to do something good for the babies," and that's exactly what she did. Shown here with NICU Director Jeffrey Perlman, M.D., and NICU Patient Care Director Mary McCready, she presented gifts to the NICU's babies.

A 12-YEAR-OLD BENEFACTOR TO BABIES

A Bat Mitzvah celebration, the Jewish rite of passage celebrated by young girls on the verge of adulthood, involves religious observance and, often, a festive meal or party and gifts. But instead of receiving a steady stream of presents, 12-year-old Michaela Palmer celebrated her Bat Mitzvah by handing them out.

Michaela, along with her father, Jay Palmer; mother, Lesley Palmer; and 8-year-old sister, Jordanna, toured the Neonatal Intensive Care Unit (NICU) at NYP/Weill Cornell's Komansky Center for Children's Health on May 21 and handed out gifts of CD players and other toys to its tiny patients.

As part of her Bat Mitzvah process, Michaela, a student at the Solomon Schechter School in Manhattan, chose a service project that was consistent with the responsibilities that come with her newfound adulthood. By selling rubber bracelets bearing the slogan "A NICU Needs You," Michaela was able to raise almost $500. She raised another $2,000 in donations for the NICU. The money from the bracelet sales went toward the purchase of the five CD players after physicians and nurses in the unit told Michaela that soft music is beneficial to newborns. She also bought 10 development mobiles for the unit's cribs.

"This was important to me," Michaela said. "I wanted to do something good for the babies. I asked the doctors what they needed and was able to help them out."

"On behalf of the people who work in all of these units, we greatly appreciate these gifts," says Jeffrey Perlman, M.D., Chief of the Division of Newborn Medicine and Director of the Neonatal Intensive Care Unit. "Michaela should feel very proud of herself for doing something so wonderful and special." ■

calendar

- **August 5**—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.
- **September 3**—The Hepatitis B Support Group at NYP/Weill Cornell will meet from 4 to 5 p.m. at 1305 York Avenue, 2nd floor, Room Y-206. For more information, contact Arline at (646) 962-4731 or arl2005@med.cornell.edu.
- **September 13**—The Komen Race for the Cure, which raises funds to combat breast cancer, will take place in Central Park from 8 a.m. to 12 p.m. The race will start at 72nd Street and Central Park West. For more information, contact Nancy Gautier-Matos at (212) 305-5587.
- **September 13**—The Third Avenue Street Fair will take place on Third Avenue between East 66th and East 86th Streets from 11 a.m. to 5:30 p.m. NewYork-Presbyterian booths will be located on the east side of Third Avenue between East 68th and 69th Streets. If your department would like to participate, please call Agnes Peterson at (212) 821-0560.

THE GOOD OLD DAYS ARE HELPING TO HEAL AT NYP

A donor with a long history in the music business has given NewYork-Presbyterian pediatric patients an old way to listen to new music: a pair of vintage Wurlitzer jukeboxes.

"Kids don't know what jukeboxes are, and when they look at them, they get excited," says Richard Becker, a music publisher who donated the two 1940s-era jukeboxes. "Jukeboxes are different, and kids think they're just great."

One of the jukeboxes is located in the Child Life Center at Morgan Stanley Children's Hospital; the other is in the Adolescent Oncology Department in the Herbert Irving Pavilion at NYP/Columbia.

The pediatric patients in each department have chosen the music for the jukeboxes, Mr. Becker says, and because he established the gift with an endowment, the music in the jukeboxes can be updated whenever a child requests that new music be added. "All they have to do is contact us," he says. "This music will never be boring or outdated."

The pair of Wurlitzer jukeboxes is just one part of an overall gift that has established the Richard S. Becker Music Lending Library, which includes iPods, CDs and CD players.

"Music relaxes the kids and gives them something to do," said Mr. Becker, who has published songs recorded by The Beatles as well as music for Broadway shows. "And music heals people." ■

Richard Lobell

These big, brightly lit boxes — Wurlitzer jukeboxes given by a donor—make music that patient Kevin Bell and even much younger patients enjoy.

EXPress

News about people, places and programs at NYP

Rene Perez

NYP employees were among the 3,000 walkers who took part in the National Alliance on Mental Illness (NAMI) walk across the Brooklyn Bridge on May 9. The team participated to raise money and awareness about our country's need for a world-class treatment and recovery system for people with mental illness.

Richard Lobell

The NYP team for AIDS Walk New York helped raise more than $5.6 million on May 17 by walking in and around Central Park. Forty-five thousand individuals walked to support the Gay Men's Health Crisis and other HIV/AIDS service organizations in the tri-state area.

promotions

Human Resources reports the following promotions as of June 4, 2009:

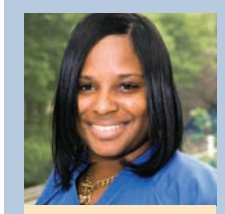
NYP/ACN

Yoima Sosa
Patient Financial Advisor, ACN Audubon Practice

Yoima Sosa

NYP/ALLEN

Tamar Weetom Esty
Patient Care Associate, 2-RW-ALC Unit -Allen



Tamar Weetom Esty

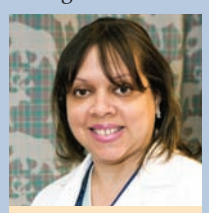
NYP/MSCHONY

Patrice McDonald-Watt
MRI Tech-Certified, CH-Diagnostic Imaging Ste

Margaret M. O'Gorman
Clinical Nurse III, CHT 4 Medical Surgical Unit

Carmen Mendez
Cardio-Catheterization Technician, CH-Cardiac Diagnostic Center

Milqueya Gil
EKG Technician, CHN 2 Diagnostic Cardiology



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NYP/COLUMBIA

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Emergency Room Technician, Emergency-A

Helen Arthur
Office Assistant, Legal Affairs/Risk Management

Westra Atherley
Pantry Attendant, Pantry Food Service

Jennifer Colon
Mgr - Support Services Emgncy, E.R. Administration

Lorna Daley
Staff Nurse, Emergency-A

Dina Deleon
CT Scan Technologist, CT Scanning MH-3

Chileshe Ferris
Processing Tech, Ambulatory Laboratory Services

Milagros Guerrero
Patient Financial Advisor, Clinic-Special Needs

Kamile Hamid
Patient Financial Advisor, Patient Access I

William Herrera
ICU Technician, MB-7HS Transplant Unit

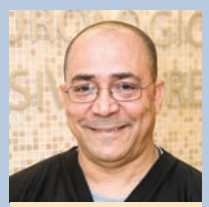
Donna Holley
ICU Technician, MB-7HS Transplant Unit

Joseph Y. Kumah
Emergency Room Technician, Emergency-A

Kamilah Liverman
Staff Assistant, GME Administration

Jacqueline Lucena
Accounting Rep-Oper Room, Sterile Supplies

Rogelio Hernandez
MRI Tech-Certified, MRI Atchley



Rogelio Hernandez

Sonia J. Mable
Supervisor-Data Entry, Sterile Supplies

Lisa Mainieri
Mgr Admin-Clin Svc Line, Service Line-Cardiac

Shayna McEvoy
Clinical Nurse II, Emergency-A

Ulysses Minaya
Patient Financial Advisor, Emergency-A

Maria Nunez-Morel
Emergency Room Technician, Emergency-A

Jenni Perez
HIV Counselor, HIV Rapid Testing

Carmen Pichardo
Laboratory Technologist, Core Lab-Chemistry

Victrina Plan
Nurse Practitioner, Emergency-A

Cristina M. Remon
Analyst-Inventory Control, Sterile Supplies

Kathleen Renc
Clinical Nurse II, McKeen-9HS Surgery

Vivian Tamara
Spl Angioplasty, Cardiac Catherization Lab

Iris Uceta
Supervisor-Patient Accounts, DPO Billing Services

NYP/WEILL CORNELL

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Jr Buyer, Purchsng Mats Mgmt

Roxroy A. Campbell
Site Admin-Proc and Strategic, General Stores

Marian Charlton
Chief Transplant Coordinator, Kidney Transplant Program

William J. Debois
Admin Dir - Perfusion, M&S-O.R. Cardiac Supplies

Muhammad Chawki Chouchane
Mgr- Guest Svcs, Nur - 14S Med/Surg

Muhammad Chawki Chouchane

Renee Daniels
Unit Clerk, Emergency Dept

Eric Davis
Patient Assistant, Amb Surg OR

Louis Decorato
Critical Care Pmdc, EMS

Christopher Dillon
Dir-Strategy, Strategy & Regulatory Planning

Robert C. Koch
Physician Asst, PA Services

Sandra J. Lang
Financial Analyst, Patient Accounts

Diana Mikulka
Admin Assistant, Health Info Mgmt-Management

Leonard Anthony Morgan Jr.
Emergency Paramedic, EMS

Constance Peterson
Dir-Pat Svcs ED, Patient Services

Leslyn Reynolds-Small
Mgr - Patient Accounts, Patient Accounts

Daniel S. Ribaudo
Director-Emergency Para Svcs, EMS

Monique N. Richardson
Admin Assistant, Nursing Admin-Critical Care

Andrew Reynold Samuel
Emergency Paramedic, EMS

Monica Sharma
Staff Nurse-RN, NUR-10C MSURG ONC

Sukhjit Singh
Mgr-Fire Det and Supp Systems, OFO Corporate Compliance

Linda Sumulong
Supervisor-Central Lab, Central Lab

Panagiotis Terzopoulos
Sr. Eng Svc Rad, Equipment Service- CT Imaging

Latoya T. Thomas
Patient Assistant-Greenberg 14, Nur - 14S Med/Surg

NYP/WESTCHESTER

Adrea D. Faiella
Admin Sr Staff RN, Nursing Schizophrenia -3 South

Chonna Finch
Patient Accounts Rep, Patient Finance

Carl Stokes
Psychiatric Technician, Nursing - Women's Unit

Carl Stokes

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 (SHARE):** Bright, private, furnished bedroom (15 x 14 feet) in two-bedroom, penthouse-like, co-op apartment at West 145th Street and St. Nicholas Avenue. To share with one female professional. ABCD line attached to building. 24/7 doorman, laundry, roof deck off apartment, views from every room. To see details, go to www.amelienyc.com. $1,000. Contact Laurie at (917) 912-3814 or lreeves.nyc@gmail.com.

- **FOR RENT:** Two-bedroom, two-bath, first-floor vacation villa in Kingston Plantation in Myrtle Beach, South Carolina. Sleeps 8. Beautiful lake views from the deck and master bedroom. Full kitchen, washer and dryer. Five minutes to the beach; 11 pools on property. Summer rates $1,200/week, or three-night minimum after Labor Day. For more information or to see pictures, e-mail mikerp23d@hotmail.com or call (845) 548-5858.

- **FOR RENT:** Large one-bedroom apartment on residential block in Hudson Heights. Perfect for a doctor's office, but all businesses welcome. Private entrance from sidewalk. Hardwood floors, high ceilings. Close to A and #1 trains. $1,500/month. Credit verified. If interested, e-mail hudsonapt@yahoo.com.

- **FOR RENT:** One-bedroom apartment with balcony in beautiful landmark building between York Avenue and East River. Floor-to-ceiling windows; laundry room on premises. Close to bus and subways. Pets allowed. $2,000/month; gas and electric included. No broker fees. Contact (646) 924-8182 or (646) 319-5761.

- **FOR RENT:** Two one-bedroom apartments in brownstone on tree-lined block (East 69th Street between First and Second Avenues). Fireplaces, on-site laundry, wall-to-wall carpeting, air conditioning. Near subway. $2,500/month; includes heat and hot water. Call Lauri at (646) 302-9282.

- **FOR RENT:** Unfurnished room with bath in Washington Heights. Near subway and buses. Rent: $120/week; utilities included. One month's rent plus one month's security deposit required. Must have references. For appointment call (917) 584-6132.

- **FOR RENT:** Beautiful, renovated, unfurnished studio apartment in private house on cul-de-sac in Riverdale. Eat-in kitchen, terrace and garden. No pets. $950/month. Call (917) 509-1151 or e-mail pbr2101@columbia.edu.

- **FOR RENT (SUBLET):** Sunny junior-4 apartment in well-maintained, quiet building on West 156th Street. French doors, hardwood floors, high ceilings. Partially furnished with washer/dryer, storage, heat, hot water. Internet and cable ready. $1,425/month (deposit, no fee). Contact sunnyjunior4@yahoo.com or call Laila at (917) 566-0190.

- **FOR RENT (SUBLET):** Fully furnished two-bedroom, two-bath apartment on York Avenue on Upper East Side. On 35th floor with beautiful views of the East River and RFK Bridge. 24-hour doorman. Rooftop terrace, activity and fitness centers, laundry area, valet service, children's playroom. Jitney service to subways. Six-month minimum lease; will consider extensions. $3,900/month. Contact Joel or Sherry at (212) 987-0984.

- **FOR SALE:** Clean, modern, first-floor medical condominium (1,889 square feet) in Flushing, Queens. Six exam rooms with sinks, two bathrooms, three private offices plus a reception area with filing shelves and a kitchenette. Alarm system, wiring for a flat-screen TV in waiting area, on-site parking. Handicap accessible from courtyard lobby. Property has tax abatement, low common charges. Accessible by public transportation and by car via the Long Island Expressway and Whitestone Expressway. (Two on-site parking spaces not included in the sale price.) Offered at $450 per square foot. Contact Theo Kontis at (718) 705-7125 or www.harvestinternational.net.

- **FOR SALE:** One-bedroom apartment in Ridgefield Park, New Jersey. Third-floor pool view from balcony. Floors stained and finished, new windows and bathroom fixtures, updated kitchen. Undercover parking spot; large storage bin. Live-in super, 24/7 doorman. On bus route to New York City (42nd Street) with bus stop outside front door. Walk to stores, banks, restaurants, churches, library. Call (917) 807-2174.

- **FOR SALE:** Three-room medical space (750 square feet) with street entrance on West 72nd Street between Central Park West and Columbus Avenue. Marble bathroom, high-speed internet, spacious waiting room, reception. Available October 1 for solo or group practice. Price negotiable. Call Dr. Chana Weller at (917) 826-1352.

Place your ad in *NYPress* — 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.)

A "Sweet 106" for Leah

She never smoked, she never drank, but she loved to dance, she loves music, and, most of all, she has loved living her life in New York City — all 106 years of it.

These facts about Leah Nichols were revealed at the 106th birthday party held for her by her physician, Keith LaScalea, M.D., Assistant Attending Physician at NYP/Weill Cornell, and his staff.

Wesley Powell, a cousin, was on hand to help Leah cut her birthday cake.

Family, friends and caregivers gathered around Ms. Nichols as she reminisced about the 40 years she worked as a stenographer in the U.S. District Court, the 75 years she has lived in Harlem, and her most recent vote in a presidential election. "I made my vote for Obama," she said, "and when he won, I was very, very happy about it."

Although Ms. Nichols believes "there's no secret to living so long," Dr. LaScalea said, "A lot of it's genetic. But I think it's passion."

WNBC's "Live at Five" was on hand to report on Ms. Nichols' party and featured her story on its newscast later that night. ■

Keith LaScalea, M.D., offered a rose to a favorite patient, whose caregivers and relatives gathered around to celebrate another milestone.

Photos by Rene Perez

By Showing Respect, We're Making It Better at NYP

Amelia Panico

Over the past year, NYP leadership and staff have been working on enhancing ***Respect*** at the Hospital for employees and patients. ***Respect*** is one of NYP's six Values. Our annual Employee Survey and ongoing patient satisfaction surveys have told us how important ***Respect*** is to those we serve and those with whom we work. As a result, ***Respect*** was selected as an area of focus for departmental "**Making it Better Plans**" developed across the Hospital.

NYPress has been writing about ***Respect*** throughout the year as well. Recently, we sat down with Dr. Corwin to talk about Respect at NYP. As you'll read, Dr. Corwin has some very personal insights into this topic. Showing ***Respect*** — and being respected in return — should feel as normal as clipping on your ID or sanitizing your hands before and after seeing patients. As Dr. Corwin says, "It's got to be automatic and sincere, not forced. And that goes for every member of the Hospital community."

What does the word "respect" mean to you?

Respect is appreciating the other person's viewpoint. When you interact with others — either at work or home — you want to do it in a way that the other person feels valued. That means not only showing respect for that person's culture and beliefs, but also showing respect for another human being who is recognized and understood.

How do we show respect to co-workers and patients?

We are all here with the same mission: to provide the highest quality, most compassionate patient care possible. Even with over 18,000 employees, we are one team with that one goal. We can show respect to our co-workers by supporting them as we carry out our mission. That may mean offering to pick up a sandwich for them at lunch, or helping out when things get hectic. Showing respect can also be as straightforward as smiling and saying "good morning" to co-workers and patients. Acknowledging the other person goes a long way as a sign of respect.

How has respect shaped your own life?

When I was a teenager, I worked summers as a caddy at a local golf course — a job that involved carrying golfers' clubs on my back for 18 holes all day long. Some golfers ignored the caddies and would bark orders demanding this club or that driver. That kind of behavior made me feel inconsequential. But there were other golfers who were very kind and showed their respect for me by engaging me in conversation and making me feel like I was part of their team. I enjoyed working for them and found that I actually did a better job. Knowing that a golfer appreciated my hard work, helped me feel proud of what I was doing. I learned a lot during those summers.

How do we respond if a patient we are treating is disrespectful?

This is where you need to practice empathy, another one of NYP's Values. Put yourself in the position of the patient. How do you think that patient feels? He or she may have just received devastating news, or is frightened about being in the hospital. He or she may feel vulnerable, lonely, or in pain. Try to figure out why the patient is being disrespectful, and offer compassion in return. You might respond by saying, "I'm trying to do my best. How can I make this situation better for you?" Usually once people realize that they are being disrespectful, they take a moment to collect their thoughts and make amends by allowing you to do the best job you can.

Some people have said that they are too busy doing their work to take the extra time to relate to others. What do you say to them?

We are never too busy to show respect to others. It doesn't matter what unit you work on, what office you work in, or what facility you are cleaning. Taking time to acknowledge and support each other is how we function as a team. There is always time to take the other person's feelings into account. This goes for staff and their managers. Taking time to acknowledge a job well done is important. You should expect that type of behavior from your manager, who in turn deserves your respect.

Are there other ways in which people show — or don't show — respect?

Let's say for example you have a colleague who habitually shows up ten minutes late for your weekly staff meeting. Being late for a meeting once in a while happens to all of us, and when it happens you should make a point of apologizing to the group. However, being consistently late to a meeting is disrespectful to the other members of your team who have made an effort to be on time. But rather than resent this latecomer, you might take the person aside and say, "By being late to our meeting, you make the rest of us feel that the meeting isn't important to you. Is there something we can help you with, or something you can change to make sure you get to the meeting on time?" Try not to blame but to offer support to help the other person change his or her behavior.

How do the current, tough economic times affect the Hospital's commitment to respect?

There is no question that the economy has tested us in ways that no one could have predicted. While we may need to adjust budgets, our commitment to respect remains constant. We understand that people have personal lives with family responsibilities. During these challenging times, we need to be particularly respectful and sensitive to their needs, understanding that they may be stressed or anxious. Although the future is uncertain, we are committed to our staff and to preserving jobs at NYP.

The Hospital is going 100 percent smoke-free on August 10. If we see someone smoking on the Hospital grounds after that date, how do we say something in a respectful way?

Going smoke-free is something we need to do as a health care provider, for our patients, visitors, and staff. Beginning August 10, if you see someone smoking on Hospital grounds, you should feel comfortable going up to that person and saying, in a friendly manner, "We recently changed our policy, and smoking is not permitted on Hospital grounds. Thanks for your cooperation." This will likely do the trick. If not, speak to a nearby security officer. But remember that enforcing the smoke-free policy is not a job for the Security Department alone. We all have an obligation to make the Hospital a safe and healthy environment and be respectful to colleagues who are trying to kick the smoking habit. Quitting is a difficult process, and your kindness and support can make it a bit easier. Again, try to be empathetic and compassionate. Respect will come easily after that. ■

Patient Centered Care Grants Awarded

Richard Lobell

Patient Centered Care Grants were awarded to 24 different teams and departments at the Hospital to support innovative projects designed to meaningfully improve the patient experience. Winning projects included a healing center in the NYP/Allen E.D., as well as a quiet lounge for families on the NYP/Weill Cornell campus. For a full list of grants, visit the "We Put Patients First" page on the Infonet.

the green pages

benefits corner

MTA FARE INCREASES — ENROLL IN TRIP ACCOUNT

The MTA has approved fare increases for New York City Transit, Long Island Railroad and Metro North. This is a good opportunity to take advantage of a tax-free benefit for commuters by enrolling in the Commuter Spending Transit Reimbursement Account. If you are currently enrolled, you can increase your monthly election to the new maximum of $230 per month. To enroll or change your pre-tax transit election, log on to www.padmin.com, or contact a representative at (800) 688-2611. P&A Group Customer Service hours are 8:30 a.m. to 8 p.m. Monday through Friday.

NEWYORK-PRESBYTERIAN PHYSICIAN SPECIAL PANEL

More NewYork-Presbyterian physicians participate in the Empire Blue Cross Blue Shield network than in any other managed care plan. Our physicians are strongly encouraged to participate, but the decision to join a health plan is made by each individual physician. Although there are physicians who do not participate in any insurer network, some of them do participate in a "special panel" to accommodate NewYork-Presbyterian employees participating in the Empire plan. An updated "special panel" physician list is posted on the Infonet under **for Employees**. From **Quick Links**, click on **Your Human Resources Site**. On the left, under **HR Support Services**, click on **Employee Benefits**. On the right, under **Benefits Information**, click on **NYP Special Panel**.

HEALTH CARE COVERAGE AWAY FROM HOME

When you travel, be sure to carry your Empire ID card with you. Empire members have access to quality health care in the United States and worldwide. Call the toll-free number on the back of your Empire ID card to learn more about the benefits, programs and services available to you.

CONSOLIDATING YOUR TAX-SHELTERED ANNUITY 403(B) PLAN

- Save time: Combining all your assets into a single retirement account can reduce paperwork and save you time in tracking multiple accounts and statements.
- Simplify: One account will give you a clearer picture of your total retirement portfolio — making it easier to create an investment strategy and monitor your progress.
- Easy to Manage: Investment changes can be made through one Web site or phone number. Plus, when the time comes, arranging for retirement income from one account — rather than several — will be easier and more convenient.

Transferring your accounts is easy! For assistance in managing your voluntary Tax-Sheltered Annuity 403(b) plan, call a Diversified Investment Advisor Transfer Specialist at (800) 275-8714.

VOLUNTARY BENEFITS ANNUAL ENROLLMENT REMINDER

The annual enrollment for the Short-Term Disability, Specified Disease Insurance for Critical Illnesses and Universal Life voluntary benefit plans runs through September 4. Counselors are available to meet with you concerning these plans. For more information, or to schedule an appointment with an Enrollment Counselor, call (800) 229-5129, ext. 201.

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

employee activities

TICKETS AVAILABLE

A limited number of the following tickets are available for purchase, by check or money order, in Human Resources, NewYork-Presbyterian/Weill Cornell, Payson House, 3rd Floor, or Human Resources, NewYork-Presbyterian/Columbia, Harkness Pavilion, Main Floor.

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.

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.

New York Mets vs. San Francisco Giants
Sunday, August 16
1:10 p.m.
Section 301, Pepsi Porch
$48 per ticket

New York Mets vs. Philadelphia Phillies
Friday, August 21
7:10 p.m.
Section 302, Pepsi Porch
$48 per ticket

MOVIE TICKETS

Movie tickets can be purchased at the Errand Solutions Desk locations, and are redeemable at all AMC, Loews, Cineplex Odeon and Magic Johnson Theaters. A maximum of six tickets may be purchased per employee, and all tickets are valid immediately after the movie's release.

Tickets are $7.50 for one regular admission. You can also purchase tickets for $24.00 for two admissions which includes one small popcorn and two small soft drinks.

NYPgreen
BE THE DIFFERENCE

RECYCLING REMINDERS

Use your blue recycling bins for recycling only. If there is trash in the blue bins, the entire bag is downgraded to trash, and the opportunity to recycle is lost. Housekeeping staff cannot remove contaminating items from the recycling bins.
Keep these rules in mind:

- If in doubt, please throw it out in the regular trash.
- Medical devices or regulated medical waste can never be recycled in the blue bins.
- Recycling rules at the Hospital are different from those you follow at home.
- Plastic bottles with a screw top or flip top can be recycled. No other plastic can be recycled.

ERRAND SOLUTIONS AT WORK FOR EMPLOYEES AND PATIENTS

Errand Solutions can help you make the most of your summer! Representatives can assist you with a host of services including:

- Arranging for your summer vacation trips — including hotels, flights and car rentals
- Selecting and booking long-weekend getaways
- Finding fun activities or summer programs for your children
- Ordering steaks and other food for barbeques and parties
- Getting tickets to sports events or summer concerts
- Getting your car serviced before a long drive

Errand Solutions is always ready to assist with more ordinary tasks like dry cleaning, package mailing, gift selections and other items to free up time for you and your loved ones to enjoy the summer.

Thousands of NewYork-Presbyterian employees have taken advantage of the services offered by Errand Solutions. Call or stop by the desk today and give it a try!

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NYPress

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

Volume 11, Issue 7
July 2009

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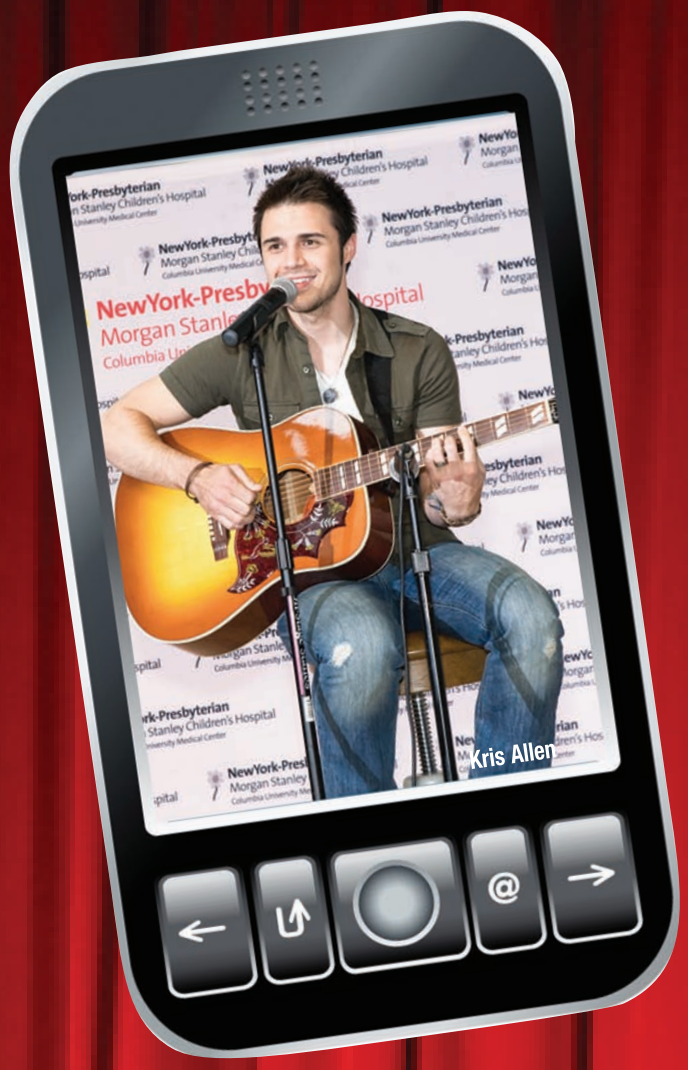
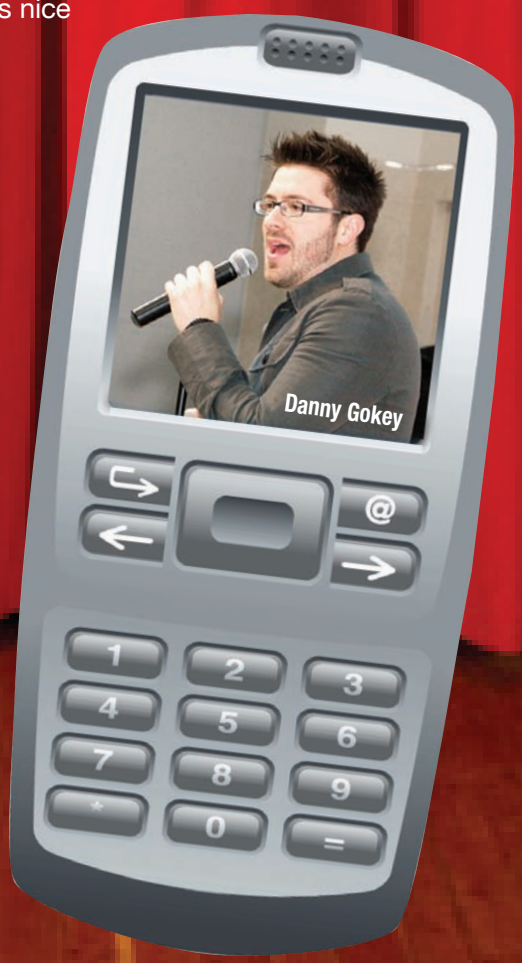
NYPress is published by the Office of Public Affairs.



capturing an Idol moment

A cheer went up as Kris Allen, winner of the 2009 “American Idol,” walked into the Wintergarden at the Morgan Stanley Children’s Hospital on May 21. Pediatric patients and families held up handmade signs (one said, “You’re so cool!”) to welcome the season eight “American Idol” winner. This is the fourth year the Idol singers have visited the Hospital, their first stop on a national tour after each one leaves the hit TV show. Cell phones popped up everywhere to get shots of Kris as he strummed his acoustic guitar, accompanied by a pianist. He played some of the songs that helped him win Idol 2009 and said afterward, “You guys are a lot nicer than the judges. It’s nice to see smiling faces for a change!”



Photos by Charles Manley