

“You’ve gotta
see this!”
—*People*

“A well-educated
ensemble cast.”
—*The New York Times*

“Gripping.”
—*The Denver Post*

“Terrific.”
—*Newsday*

NY MED

abc Tuesdays 10pm

**NewYork-Presbyterian
#1 in New York, #1 on Television**

A Message from Dr. Corwin and Dr. Kelly

Last month, the results of *U.S. News & World Report's* 2012 Annual Survey of "America's Best Hospitals" were released. Congratulations! For the 13th year, NewYork-Presbyterian Hospital is again on the national Honor Roll. This year, we are ranked at #7. We remain the top-ranked hospital in the New York metropolitan area as well as in New York State, ranked in 14 of the 16 specialties included in the Survey. As you know, we have been ranked at #6 on the Honor Roll for the last six years. While we are disappointed that our overall ranking went from #6 to #7, we will be analyzing the full set of Survey results — specialty rankings, other Honor Roll hospitals, and the revised methodology — so we can better understand the data. Most importantly, we want to celebrate and applaud our physicians, nurses, staff and Medical School partners for the amazing patient care you provide every day.

We are thrilled to be showcasing our commitment to We Put Patients First in the new ABC News national television medical documentary series, "NY Med." As you know, the show premiered last month and has received very favorable reviews across the country.

The series will continue through the end of August, so don't forget to tune in every Tuesday at 10 p.m. on ABC.

This is certainly an exciting time at NYP, but not without challenges. The landmark passage of the Affordable Care Act, although critical for expanding insurance coverage for Americans, will result in decreasing hospital reimbursement from the government. We have been preparing for this through HERCULES and other efforts to reduce costs and achieve operating efficiencies, all while improving quality, safety and service.

There will always be challenges, but they don't change NewYork-Presbyterian's vision to become the preeminent academic medical center in the country. Again, we thank all of you — we are so proud of the outstanding and compassionate care you provide and confident in your strong commitment to our patients and families. ■

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

Robert E. Kelly, MD
President
NewYork-Presbyterian Hospital



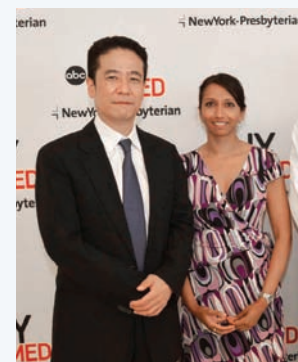
Dr. Corwin congratulated Constance Peterson of the NYP/Weill Cornell E.D. The newspaper *Our Town* honored her with its 2012 OTTY (*Our Town Thanks You*) Award, which recognizes "people who make the Upper East Side a better place to live and work." (See "Getting to Know You," page 3.)



Dr. Kelly and Laura Forese, MD, Group SVP, COO and Chief Medical Officer, NYP/Weill Cornell, greeted Erica Baumgart, Supervising Producer for "NY Med" (on right), at the ABC series preview in Uris Auditorium.



HERCULES pg. 3



"NY Med" pg. 4



We Put Patients First pg. 8

Heard at CEO Town Hall Meetings with Dr. Corwin



Each month, as part of his commitment to encouraging open dialogue and learning from the NYP team, Dr. Corwin meets with staff across our Hospital sites. In May he held a Town Hall Meeting at NYP/Westchester, and in June he met with staff from several departments at NYP/Columbia, including Nursing and Pharmacy. Here are just a few of the questions and answers that came up at these meetings.

Q: Can you speak a little about patient satisfaction and reimbursement?

A: Patient satisfaction, as measured by the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, influences our reimbursement and ultimately affects our bottom line. Conducted by the Centers for Medicare & Medicaid Services (CMS), HCAHPS measures our patients' perceptions of how often they felt they received high quality care and service, focusing on whether the Hospital did something correctly "always." I believe that if we do the right thing for every one of our patients all the time, the Survey will take care of itself. We have to convey what is in our hearts to each and every patient. That is why these are such tough jobs. We care for sick people and their families at their most vulnerable times. I know how difficult that can be, and I think we have come a long way. Bravo for all you do!

Q: You mentioned the importance of technology and information systems. What kind of advances do you have in mind?

A: We are looking at ways to integrate applications so that you can move more easily between a patient's inpatient, ambulatory, and physician office visit records and get the full picture of that patient's history in real time. In addition, we are investing in more wireless platforms and mobile, hand-held devices that can be personalized and customized to your workflow. Also, advanced IT architecture, like cloud-based platforms, will help us take advantage of latest innovations in hardware and software, decrease costs, improve reliability and improve the speed at which we can send and receive data. ■

NYPpress

Volume 14, Issue 8
August 2012

NYPpress is published by the Public Affairs Department.

627 West 165th Street, 6-621
New York, New York 10032
PH: (212) 305-5587
FAX: (212) 305-8023

425 East 61st Street, 7th Floor
New York, New York 10065
PH: (212) 821-0560
FAX: (212) 821-0576

Photography by Jason Green, Brad Hess, Richard Lobell, Charles Manley, NYP Media Services/Steve Harris, Rene Perez, John Vecchiolla and Marie Wallace.

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A Mighty Response to Health Reform

New Tool Enables More Effective Medication Use

According to our CEO, Dr. Steven J. Corwin, “The medical community is prepared to embrace change using best practices and rigorous scientific research. Everything we do must be focused on improving the quality of medical care for our patients.”

To help identify and use best practices, NYP is using benchmarks — standards by which something

can be measured or judged. To do benchmarking, the HERCULES Clinical Resource Optimization (CRO) Medication Team has obtained the Clinical Resource Manager data set. “The Clinical Resource Manager is a robust benchmarking tool,” says Lindsay Hovestreydt, Pharm.D., Manager, Clinical Pharmacy. “It gives easy access to data and is a good source

for comparison.” With the Clinical Resource Manager, the CRO Medication Team has been able to create a comparison group of our peer institutions, the nation’s top 10 hospitals as reported by *U.S. News & World Report*. We can compare NYP’s resource consumption with that of our peers, and when data show that our consumption is greater, we can work toward understanding why, and then identify opportunities that can help us achieve benchmark levels.

The Clinical Resource Manager made possible an initiative involving rasburicase, a drug used with oncology patients. When benchmarking comparison showed high usage of rasburicase

at NYP, staff reviewed the doses administered and researched ways to use the drug more effectively. Data from both NYP and external literature showed that use of higher doses based on a patient’s body weight resulted in similar clinical outcomes to those from use of standardized, lower “flat” doses not based on body weight. NYP clinicians now commonly prescribe the lower flat dose of rasburicase, resulting in less use of the drug overall. This project resulted in lower medication costs while maintaining the quality of care.

According to Rick Fichtl, Pharm.D., Director, Drug Use Policy, the team, in conjunction with the medical staff and other providers, has also been able to determine when it is appropriate to shift patients from inpatient to outpa-

tient settings, where drugs are less expensive because of special pricing. In addition, the team is working with our Information Services Department to enable our electronic medical record to alert physicians when medications should be started, what doses should be prescribed, and how frequently they should be administered.

The CRO Medication Team has a long list of other medication consumption projects. In 2012 its goal is to achieve \$1.2 million in savings. Thanks to use of the Clinical Resource Manager, the team is on track to meet its goal.

“We want to be true stewards of our resources and at the same time generate standards of care that improve quality and optimize patient outcomes and safety,” Dr. Fichtl says. ■



Lindsay Hovestreydt, Pharm.D., Manager, Clinical Pharmacy, uses the Clinical Resource Manager to help NYP compare its use of resources to that of other hospitals.

Share Your Ideas



We need everyone’s help, so please share your project ideas with your manager or email them to hercules@nyp.org.

HERCULES is a key Hospital-wide initiative that is helping us find opportunities to become more efficient and enhance our revenue, in order to meet the challenges of health care reform while continuing to provide the highest-quality, most compassionate care and service to our patients.

Getting to Know You

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

A: My name is Constance Peterson. I’m Director, Patient Services Administration, in the Emergency Department at NYP/Weill Cornell. I work with a staff of 20 Patient Service Facilitators who address the comfort, care and communication needs of patients. I also work with 80 to 100 volunteers who visit patients. It’s good!

Q: How long have you been at NYP?

A: I’ve been here since 1993, 19 years.

Q: What is the best part of your job?

A: Making a positive difference in the patient experience in the E.D. When patients come in,

usually they’re in crisis, afraid and anxious. We try to help them feel a little more comforted and/or assist them with putting things back together after a crisis. We help patients and families at a time when they really need it and make a real difference in their E.D. experience. My work is stressful but very satisfying.

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

A: My undergraduate degree is in cultural anthropology. I came to New York to get a master’s degree in health advocacy. Coming to New York from Missouri seemed a good way to combine the two fields: patient advocacy with lots of diversity.



Constance Peterson

Q: What’s your favorite type of music?

A: I like a mix. No one real favorite.

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

A: I liked the Hospital’s commitment to a patient-centered focus on health care delivery.

Q: What kinds of vacations do you enjoy?

A: I love spa vacations. They offer the opportunity to get away from the stress.

Q: What is on your personal to-do list?

A: To RELAX.



Millions of Viewers and a Top Ranking

July was a spectacular month as NewYork-Presbyterian once again ranked No. 1 Best Hospital in New York, according to *U.S. News & World Report*, and, at the same time, the premiere of ABC's "NY Med" ranked No. 1 in the 10'o'clock time slot on national television.

The first episode of "NY Med" attracted 5.4 million viewers, outperforming its competition on CBS and NBC Television, according to Nielsen Media Research. Additional viewers watched on DVR and online.

(To learn more about the *U.S. News* rankings, see page 10.)

In recognition of and thanks to staff who were featured in the show along with others at NYP who helped to make the film project a success, NYP hosted a screening of the program on July 9 at all campuses.

The series won rave reviews from television critics, who called it, among other things, "gripping" (*Denver Post*), "terrific" (*Newsday*), "poignant" (*The Record*, New Jersey), "classy" (*Variety*), "compelling" (*Detroit Free Press*), and "riveting" (*Winnipeg Free Press*).

"ABC hit the ball out of the park with 'NY Med,'" Dr. Kelly said. "It captured what goes on here every single day."

Tune in to "NY Med" every Tuesday at 10 p.m. through August 28 or watch it online at NYMedShow.com. ■

"The big urban hospital, with its combination of extremity and variety, may provide the ideal framework for modern television: an endless string of crises to be solved by a well-educated ensemble cast..."

The New York Times

"...the mix of humor and pathos, of tragedy and triumph, makes 'NY Med' high-energy and emotionally affecting, a new species of show altogether."

Los Angeles Times



“It’s good for people to see the team, to see all those people who are involved in healthcare, who are involved in our well-being...”



“I did not think I’d ever see a better medical documentary series than the Emmy Award-winning ‘Hopkins 24/7’ that aired in 2000 or its sequel, ‘Hopkins,’ which won a Peabody Award in 2008...but with ‘NY Med,’ Terence Wrong surpasses his earlier work in terms of prime-time storytelling without sacrificing any of the cultural seriousness or grand reach of the Hopkins series.”





- **September 8** — The Ovarian Cancer Walk – T.E.A.L., which raises funds for ovarian cancer research, will take place in Brooklyn's Prospect Park. To learn more, contact Nancy Gautier-Matos at 305-5587 or gautier@nyp.org.
- **September 9** — The Third Avenue Fair will take place between East 66th Street and East 86th Street from noon to 5 p.m. To learn more, contact Agnes Peterson at 821-0560 or apeter@med.cornell.edu.
- **September 30** — The Alzheimer's Association's Walk to End Alzheimer's will take place at NYP/Westchester. To learn more,

contact Alissa Kosowsky at 682-6991 or alk9075@nyp.org.

- **October 20-21** — The Avon Walk for Breast Cancer will raise funds for research and improved access to quality care. To learn more, contact Nancy Gautier-Matos at 305-5587 or gautier@nyp.org or Agnes Peterson at 821-0560 or apeter@med.cornell.edu.
- **October 21** — The Alzheimer's Association Memory Walk will start at 9 a.m. in Riverside Park. To learn more, contact Mary Beth Keating at 997-5779 or mkeating@nyp.org or Alissa Kosowsky at 682-6991 or alk9075@nyp.org.



■ **FOR SALE:** Prewar classic six co-op in the Carnegie Hill neighborhood (Lexington between 93rd-94th). Convertible three bedrooms, 2.5 baths. On 11th floor with gorgeous views. Oversized living room with wood-burning fireplace, formal dining room, windowed kitchen. Plenty of closets, including extra large walk-in. Full-service building with landscaped roof deck close to Central Park, transportation, restaurants. Pets allowed. Price: \$1,450,000; maintenance: \$2,552. Contact Debbie Baum at (212) 821-9158 or (917) 697-1359.

■ **FOR SALE:** Renovated two-bedroom, one-bath co-op in Yonkers, New York. Approximately 1,000 square feet. Dining area, lots of closet space, high ceilings, refinished hardwood floors. Brand-new kitchen with granite, tile, stainless. Extra storage area on wait list. Well-maintained building; plenty of street parking, municipal garage nearby. Short walk to train, then 25 minutes to Grand Central. Near bus, shopping, major roads. Virtual tour at tinyurl.com/475-BRR-1A. Maintenance: \$729. Price: \$140,000. To learn more, call (866) 642-1222.

■ **FOR SALE:** By owner, large, nicely maintained, two-family house in Leonia, New Jersey, only five to 10 minutes from NYP/Columbia. Six bedrooms, three baths. Many updates. Near schools and transportation to NYC. Excellent tax deductions on expenses, repairs, utilities. Price \$575,000. Call owner at (201) 450-2544.

■ **FOR SALE:** Bright, airy, two-bedroom, one-bath apartment on corner of 79th and Amsterdam. Completely renovated bathroom, great light, updated kitchen. Easy access to all transportation. Photos available upon request. To schedule a showing, contact kimshankman@gmail.com or call (646) 325-8984.

■ **FOR RENT (VACATIONS):** House for fly-fishing getaways in Cooks Falls, New York, just outside Roscoe. Three bedrooms plus pull-out futon couch in living room. Front porch looks out onto the Beaverkill River with private access for fishing. \$350/weekend (two nights); \$1,000/week. To see photos and learn more, go to <http://www.vacationrentals.com/vacationrentals/12044.html>.



promotions

Human Resources reports the following promotions as of June 30, 2012:

NYP/ACN

Elida Rodriguez
Certified Medical Asst,
Medical Group Practice

Wanda Vargas
Psychologist-PhD,
Peace Program

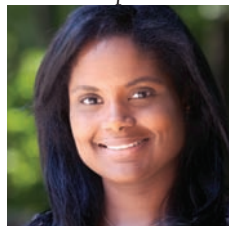
Carmen Nicasio-Mejia
Certified Medical Asst,
ACN-549 W. 180th St



Carmen Nicasio-Mejia

NYP/ALLEN

Dalisa Alcantara
Staff Nurse, 2-RE-
Medical Stepdn Allen



Dalisa Alcantara

NYP/MSCH

Milqueya Gil
Medical Assistant, CHN
2 Diagnostic Cardiology

Josephine Jackson
Medical Assistant, CHN
2 Diagnostic Cardiology

Martina Kerrison
Patient Care Associate,
CHN 2 Diagnostic
Cardiology

Kamila Palma
Medical Assistant, CHN
2 Diagnostic Cardiology

Ana Richards
Medical Assistant, CHN
2 Diagnostic Cardiology

Ruben Vega-Payano
Patient Fin Advisor-Pat
Access, CHONY ED
Registrars



Ruben Vega-Payano

NYP/COLUMBIA

Doryann Allen
Central Processing
Tech-Cert, Sterile
Supplies

Gillian Bagot
Senior Dietary Worker,
Pantry Food Service

Flor Benitez Charles
Clinical Nurse I,
MB-6HN Oncology

Shanaza Brown-Dobbs
Staff Nurse,
MHB-Cardiac-5GS

Ramona Castillo
Senior Dietary Worker,
Pantry Food Service

Michael Comerie
Senior Dietary Worker,
Pantry Food Service

Vincent David
Supv-Paint-Masonry,
Masonry Dept

Louise Doughty
Patient Fin Advisor-Pat
Access, Rehab Physical
Therapy Outpatient

Melaney Gordon
Nurse Coordinator,
E.R. Administration

Shawn Headley
Senior Dietary Worker,
Pantry Food Service

Kerry-Ann Henry
Senior Dietary Worker,
Pantry Food Service

Annie McIntosh
Nutrition Host,
Nutrition Dept

Ulysses Minaya
Supv-Patient Accounts,
New Patient Access
Milstein ED

Lisa Nelson
Proj leader - IS,
Ambulatory EHR

Elnise Pena
Unit Assistant,
MB-7HS Transplant Unit

Miguel Rasuk
Transporter - Messenger,
Transporters

Guetty Saint Fleur
Senior Dietary Worker,
Pantry Food Service

Roberto Sanchez
HVAC Mechanic
Unlicensed,
Refrigeration Dept

Elizabeth Selles
Unit Assistant,
MB-7HN Surg
Telemetry

Junior Stewart
Second Cook, Central
Food Purchase

Rashaun Jackson
Unit Assistant,
MB-3/4 Recovery Room

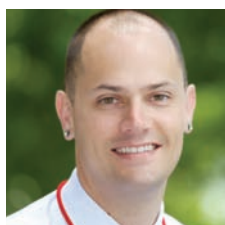


Rashaun Jackson

NYP/WEILL CORNELL

Anwer Adeel
Sr Analyst-Fin-Mgd Care,
Managed Care-Finance

Jane Baynton
Sr-Staff Nurse RN,
NUR-B15 SHORT
STAY SURG



Adam Rio

Adam Rio
Prgmr Analyst III - IS,
Chief Medical Office

Vedwatie Beemsigne
Mgr-Medical Affairs,
Medical Board/Staff
Services

Stephen Bevez
Info Sys Spl Prgmng - IS,
IT Back Office

Cristina Capp
Sr-Staff Nurse RN,
Critical Care-Med Team

Luke Carlisle
Sr-Staff Nurse RN,
NUR-4W CRIT
CARE (CTICU)

Tiffany Choi
Sr-Staff Nurse RN,
Critical Care-Med Team

Cristina Ciorciog
Analyst-Financial,
Biomedical Engineering

Joann Clinton
Sr-Staff Nurse RN,
NUR- 5N MED SURG

Rosemarie Crosdale
Sr-Staff Nurse RN,
NUR-B15 SHORT
STAY SURG

Katherine Duke
Nurse Clinician-RN,
Critical Care Nsg -
Emerg Room

Brenda Ferrigon
Patient Assistant,
Amb Surg OR

Katherine Jordan
Proj Leader-Finance,
Financial Planning

Jamie Kilroy
Sr-Staff Nurse RN,
Critical Care-Surg Team

Barbara Kuklinska
Lead Technologist,
Microbiology

Sing Kwok
Info Sys Spl Prgmng - IS,
CPOE

Evelyn Leslie Abigail Chong
Staff Assistant,
GME Administration

Susan Liu
Sr-Staff Nurse RN,
NUR- 2S CRIT SICU

Lia Lopez Stewart
Mgr-Spec Proj-Exec
Off, Office of Hospital
Director

Lauren Marino
Mgr-Managed Care,
Managed Care-Finance

Elvira Mejia-Anaya
Staff Assistant,
Patient Services

Caritza Melendez
Sr-Staff Nurse RN,
INR Nursing

Pamela Melnick
Nurse Clinician-RN,
NUR-8C VASC SURG

Cristina Morales
Sr Analyst-Financial,
Budget

Jimmy Ng
Radiological Spl-Inter-
vent, Radio/Cardiovas

Rosalba Ordieres
Nurse Clinician-RN, OR

Lori Reyes
Sr-Staff Nurse RN,
Critical Care-CCU

Morgan Schena
Sr-Staff Nurse RN,
NUR- 2S CRIT SICU

Vanessa Schiliro
Sr-Staff Nurse RN,
NUR-B15 SHORT STAY
SURG

Nicole Segalini
Sr-Staff Nurse RN,
Critical Care-Surg Team

Kelly Sessler
Nurse Clinician-RN,
NUR-8S CRIT BURN
(SDU)

Laurence Shakeshaft
Rep-Guest Svcs, NUR-
14S MEDSURG (AM)

Simon Sia
Info Sys Spl Prgmng -
IS, IT Back Office

Abigail Suberman Chen
Dir-Ctr Digestive Care,
Center for Advanced
Digestive

Lisa Torres
Sr-Staff Nurse RN,
NUR-6N & 6NR WCH
PEDS

Rikki Ullman
Sr-Staff Nurse RN,
Critical Care-CCU

Zenje Wiggins
Sr-Staff Nurse RN,
Critical Care-Med Team

Christine Zuffante
Sr-Staff Nurse RN,
NUR-7N WCH OBS (CCN)

NYP/WESTCHESTER

Marianna Castro
Sr-Staff Nurse, Nursing
Crisis Stabilizat - 6N

Kristina Manich
Sr-Staff Nurse, Nursing
Crisis Stabilizat - 6N



Kristina Manich

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).

Awards & Honors

Fellowship for NYP Nursing Leader

Bernadette Khan, MSN, RN, Vice President, Specialty Services at NYP/Weill Cornell, has been accepted into the Robert Wood Johnson Foundation Executive Nurse Fellows Program. The fellowships are open to nurses in senior executive roles in

health services, public health and nursing education who aspire to help lead and shape the U.S. health care system.

Provided over three consecutive years, the fellowships allow participating nurses to remain in their current positions while they pursue structured learning, self-study and project activity.



Donald O. Quest, MD

William Brennan Elected to New Post

William J. Brennan Jr., Senior Systems Engineer, Radiology, at NYP/Weill Cornell, has been elected to serve as Vice President of the Board of Directors of the American Society of Radiologic Technologists.

The Society — the largest

radiologic science professional association in the world — works to advance the medical imaging and radiation therapy profession and to enhance the quality of patient care.

Physician Wins Award for Research

For her outstanding contributions to cancer research and treatment, Azra Raza, MD, Director of the Myelodysplastic Syndrome Center at NYP/Columbia, has received a Hope Funds for Cancer Research Award. She is one of four cancer researchers and clinicians from around the country to receive the award in 2012.

The Hope Funds for Cancer Research supports



Azra Raza, MD

scientific and medical research aimed at increasing knowledge related to cancer care and prevention for the most difficult-to-treat and understudied cancers. Dr. Raza has focused her basic research on developing new therapies and treatment for Myelodysplastic Syndrome, a group of disorders caused by poorly formed or dysfunctional blood cells.



Bernadette Khan

Honors for Dr. Quest

The American Association of Neurological Surgeons (AANS) in April presented Donald O. Quest, MD, with its highest honor, the Cushing Medal. The award recognizes Dr. Quest's many years of outstanding leadership, dedication and contributions to the field of neurosurgery.

A U.S. Navy aviator from 1961 to 1966, Dr. Quest has been Attending Neurological Surgeon at NYP/Columbia since 1978. He is a past president of the AANS, the Congress of Neurological Surgeons and the American Academy of Neurological Surgery.



William J. Brennan

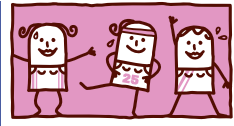
Hospitality for Patients, Families and Visitors



The NewYork-Presbyterian Guest Facility at The Helmsley Medical Tower offers temporary accommodations for Hospital patients, their families and visitors. Each spacious room offers cable TV, a fully equipped kitchen and daily housekeeping service.

The Guest Facility now offers recently renovated Sovereign Suites on the 12th floor as well as flat screen LCD TVs and new mattresses in all guest apartments. High speed Internet access, which is now wireless and FREE, is available in all guest rooms.

The Guest Facility is located at 1320 York Avenue between 70th and 71st Streets. To learn more details or to make a reservation, call (212) 472-8400 or visit www.nypguestfacility.com.



Volunteers Needed

EXERCISE AND INFLAMMATION STUDY

Are You Inactive? Get Active and Participate in an Exercise Research Study!

We need research participants with sedentary lifestyles:

- Age range: 20-45 years
- Must be Columbia or PI or PH Employee or student
- Must be in good health
- Taking no regular medications
- BMI: 18-32
- Females: not on hormonal birth control.

You could earn up to \$350 and five months of free gym membership.

Call now at (212) 851-5590.

Note: This study is being conducted by the Behavioral Medicine Program, Department of Psychiatry, Columbia University Medical Center.

A Rising Star Recognized



Patient Care Director Michael Radosta (third from left) was congratulated by (from left) past NYP/Westchester "Rising Stars" Tim McGarvey (2005) and Sedrick O'Connor (2009) as well as Westchester County Executive Rob Astorino.

Michael Radosta, Patient Care Director at NYP/Westchester, was honored in June as a "Rising Star" by the Business Council of Westchester in its "Forty Under Forty" recognition program, which pays tribute to individuals in Westchester County who are

making their mark in their chosen profession at a young age.

The program is designed to acknowledge individuals under the age of 40 who surpass expectations, raise the bar, and set new standards for success.

Physicians Honor Their Peers



NYP/Columbia's Society of Practitioners in June presented Distinguished Practitioner Awards to Robert Mellins, MD (far right), and Jerry Gliklich, MD (far left), and the Alfred Markowitz Service Award to Richard Rosenberg, MD.

Dr. Mellins is a pediatrician, Dr. Gliklich is a cardiologist, and Dr. Rosenberg is a gastroenterologist.



COMPLIANCE HELPLINE

To report fraud or violations of NYP's Code of Conduct, call the Compliance HelpLine at (888) 308-4435. Anonymous calls are accepted.



Small Steps with Big Results

AS PART OF OUR effort to enhance the patient experience, NYP has formed cross-campus workgroups to focus on specific areas measured by the HCAHPS (Hospital Consumer Assessments of Healthcare Providers and Systems) Survey. Conducted by the Centers for Medicare and Medicaid Services, the HCAHPS Survey measures adult inpatients' perceptions of how often they felt they received high quality clinical care and service. Our reimbursement rates are tied to how often patients respond to Survey questions with "always." Here are highlights of the ongoing work of two of these groups.

Creating a Quiet Place

This group is raising awareness about NYP's efforts to create a quiet, healing environment for our patients and their families. They are also promoting best practices and have recruited Quietness Champions on each Unit. The Noise Reduction Brochure they developed for patients lists quiet times and available amenities such as earplugs, eye masks, and television headsets. In the fourth quarter of 2011, 53 percent of our patients reported that it was "always" quiet at night. Our most recent score was 56 percent, and it continues to climb. The current national average is 59.

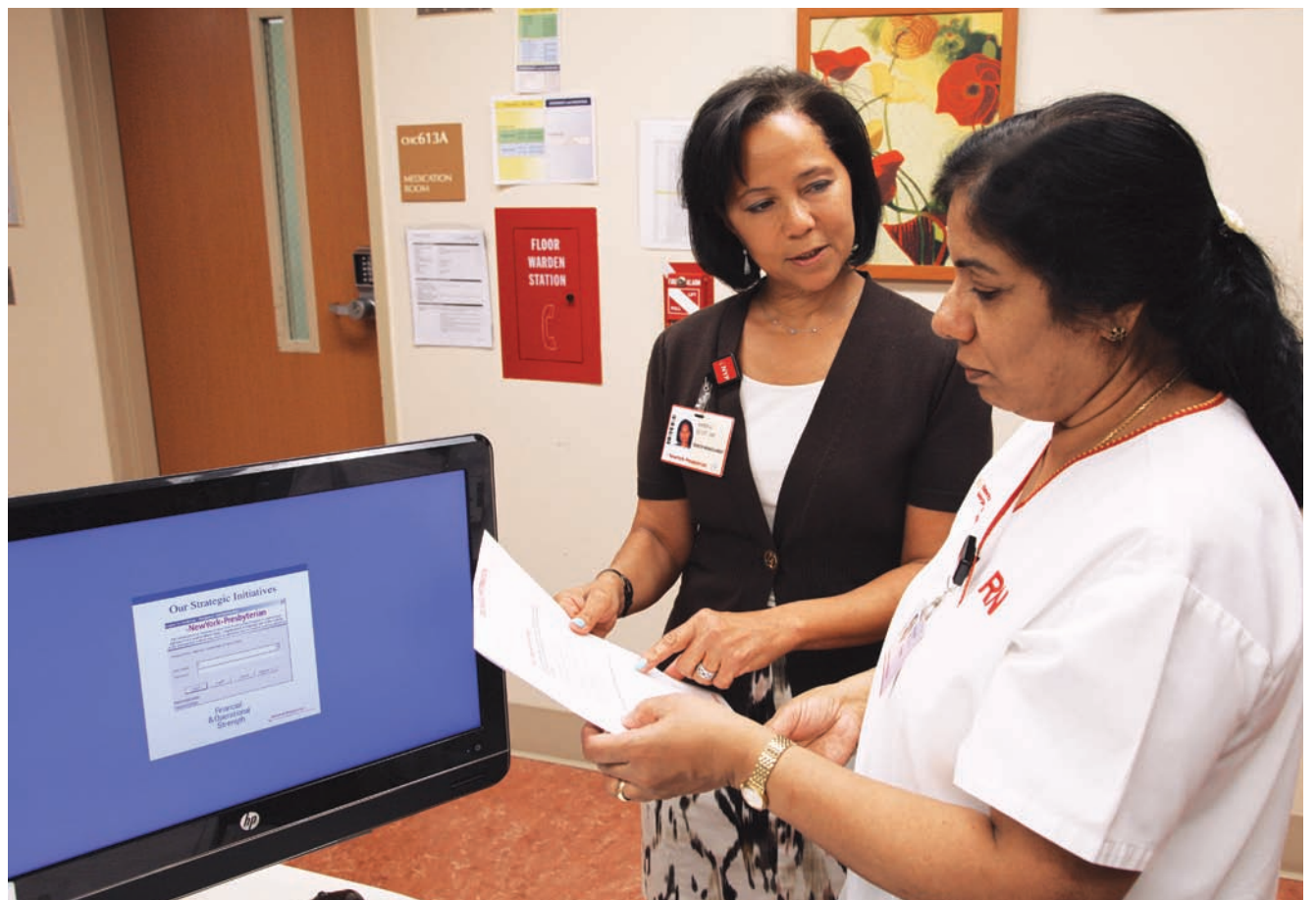
Going Home Prepared

This group is working with staff to make sure that patients receive written information upon discharge and that they are prepared for the transition home. As part of this effort, the group created a Discharge Information Envelope to enable patients and staff to keep materials in one place. The Envelope also features a discharge checklist to help prompt discussions about necessary steps for returning home. Since the Envelope has been introduced, our score related to discharge information has risen to 84 percent from 81 percent. Currently the group is reviewing the discharge experience of different patient populations, including new mothers, and plans to develop targeted materials when appropriate.

Thank you to all NYP staff who are making a positive difference in our patients' experiences. We also want to acknowledge the members of these work teams and their Executive Sponsors for leading the way on these projects, as well as the evening and night shift supervisors for their pivotal role in promoting quiet on the units. ■



Suzanne Boyle, RN, DNSc, VP, Patient Care Services, NYP/Weill Cornell, and Ernesto Perez-Mir, Director, Nursing, held copies of the noise reduction brochure that lists quiet times and amenities such as earplugs that are available to patients.



Karen Scott, MD, MPH, VP, Quality and Patient Safety, and Mariamma Idiculla, CN III, reviewed the Discharge Information Envelope, a tool for patient discharge that helps organize information and ensure that necessary steps are taken.

**LET YOUR VOICE
BE HEARD!**
Your Opinion Counts

2012 EMPLOYEE SURVEY COMING SOON

Each year New York-Presbyterian Hospital conducts an employee survey to help us understand employee satisfaction and identify areas for Making It Better.

This year's survey will be held from September 10 to October 7.

Please stay tuned, and let your voice be heard!

Benefits Corner



VOLUNTARY BENEFITS ENROLLMENT DEADLINE

The 2012 enrollment period for the voluntary

Individual Short-Term Disability, Specified Disease Insurance for Critical Illnesses, and Universal Life benefit plans ends on Friday, September 2.

If you would like to enroll or need more information, please call (800) 229-5129.



TSA 403(b) FEE DISCLOSURE

The U.S. Department of Labor's Employee Benefits Security

Administration requires retirement plan sponsors to disclose to participants the administrative and investment costs associated with 403(b) plans.

To comply with this new regulation, fee disclosure(s) from Diversified, the current 403(b) provider, and from prior vendors, TIAA CREF and Fidelity, will be posted on the NYP Infonet on the *Retirement Services* page.



BENEFITS REMINDER

For fast and easy service, email is a convenient way to contact Benefits,

Retirement Services, and Tuition Assistance. You will receive a response within 24 hours. Include your name, employee ID number and phone number in your email request to:

Benefits:
BenefitsBridge@nyp.org

Retirement Services:
Retirement@nyp.org

Tuition Assistance:
Tuition@nyp.org

Employee Activities



DISCOUNT TICKETS MOVIE TICKETS

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

SPORTS, THEATER AND FAMILY ENTERTAINMENT TICKETS

Discounted sports and family entertainment tickets are available online from the following:

► Plum Benefits

Log on to www.plumbenefits.com or call (212) 660-1888, Monday through Friday, from 9 a.m. to 5 p.m.

► TicketsAtWork.com

Log on to www.ticketsatwork.com or call (800) 331-6483. The company code is **NYP**.

► Working Advantage

Log on to www.workingadvantage.com. The NYP member ID number is **99042364**.

► GoldStar

Log on to www.goldstar.com.

► Corporate Offers

Log on to corporateoffers.com/corporate-access/offers/broadway.php.

You can also access theater and sporting events on the *Employees* page of the Infonet by clicking on *Discounts and Perks* under *Quick Links*.

If you have any questions, please email activities@nyp.org.



TICKETSATWORK.COM

NewYork-Presbyterian employees can take advantage of discounts and special offers to popular theme parks and entertainment attractions nationwide.

You can order tickets directly from the website or call 800-331-6483 using the company code, **NYP**.

Here are some of the special offers:

- Exclusive corporate offers from the **Walt Disney World® Resort**: <http://www.ticketsatwork.com/tickets/pages.php?sub=wdw&company=NYP>

- Save on admission to both **Universal Studios & Islands of Adventure**: <http://www.ticketsatwork.com/tickets/pages.php?sub=usf&company=NYP>
- Discounts & e-tickets available for **Six Flags Theme Parks**: nationwide: <http://www.ticketsatwork.com/tickets/pages.php?sub=sixflags&company=NYP>
- Save up to \$50 off **Broadway Shows**: <http://www.ticketsatwork.com/tickets/pages.php?sub=ny&company=NYP>
- Save up to 35 percent off **Movie Tickets**: <http://www.ticketsatwork.com/tickets/pages.php?sub=movie&company=NYP>



THE SPORTS CLUB/ LA - NEW YORK

The Sports Club/LA - New York on the Upper East Side, located at 330 East 61st Street, is offering NewYork-Presbyterian employees a complimentary three-day trial membership. If you decide to become a member you will receive a discounted rate. Rates range from \$125 to \$167 a month and include a weekend membership, a young professional membership, a senior membership and an NYP corporate membership. The club features 150,000 square feet of open, airy space, two regulation-size basketball courts, five international squash courts, a group exercise pool, a rock-climbing wall, group classes, and more.

Contact Susie Smith at (212) 796-3382 or email ssmith@mp-sportsclub.com to schedule your three-day trial membership.



To conserve resources for the future, NewYork-Presbyterian is expanding the use of environmentally friendly, "green" practices across the Hospital and focusing on "sustainability."

Here are some recycling tips that help make a difference each day:



Recycling rules for the Hospital are different from those you may follow at home. NYP recycling is downgraded to trash if the contamination rate is 10 percent or higher, so please follow these guidelines:

- Plastic bottles with screw tops (water bottles, soda bottles) are the **ONLY** kind of plastic accepted in the NYP blue bin recycling program at this time. Please note that only the bottles should be placed in the blue bins. The screw tops (caps) should be discarded in regular trash.

The following **DO NOT** belong in the blue bins:

- Plastic utensils
- Yogurt containers
- Plastic clamshell containers from the cafeteria
- All plastic, styrofoam and coffee cups.

Please be sure to recycle your paper appropriately:

- Non-confidential paper should be placed in the blue bins to be recycled.
- Only confidential documents should be placed in the Shred-it containers. The contents of Shred-it containers are shredded onsite and then recycled.

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





U.S. News: NYP Is Number 1 in New York, Among Top in the Nation

NewYork-Presbyterian ranks No. 1 in New York and among the top 10 in the nation of the nearly 5,000 hospitals evaluated by *U.S. News & World Report* for its 2012-13 Best Hospitals rankings. NYP is ranked No. 7 on *U.S. News'* prestigious Honor Roll, which highlights medical centers that rank at or near the top in at least six specialties based on reputation, volume and other patient-care factors. It is the 13th year the Hospital has earned this distinction.

NYP is nationally ranked

in 14 out of 16 specialties, including five in the top five: Cardiology & Heart Surgery; Nephrology; Neurology & Neurosurgery; Psychiatry and Urology. The Hospital also nationally ranked in Cancer; Diabetes & Endocrinology; Ear, Nose & Throat; Gastroenterology; Geriatrics; Gynecology; Orthopedics; Pulmonology and Rheumatology. Additionally, the Hospital ranked as high-performing in Ophthalmology and Rehabilitation.

The survey gave NYP the

highest score possible for patient services, meaning that the Hospital provides all of the important services for patients in a specialty, and for

advanced technology, meaning that it utilizes sophisticated diagnostic and therapeutic technology in all specialties where the categories apply. ■

SPECIALTY RANKINGS

Cancer (#17)	Nephrology (#3)
Cardiology & Heart Surgery (#4)	Neurology & Neurosurgery (#4)
Diabetes & Endocrinology (#7)	Orthopedics (#34)
ENT (#29)	Psychiatry (#5)
Gastroenterology (#9)	Pulmonology (#16)
Geriatrics (#11)	Rheumatology (#14)
Gynecology (#17)	Urology (#5)

New Trustees Join NYP Board

NYP has appointed three new members to its Board of Trustees: Bruce A. Beal Jr., a real estate developer; Russell Lloyd Carson, a private equity executive; and Elaine L. Chao, former U.S. Secretary of Labor.

Mr. Beal is an Executive Vice President and a General Partner of Related Companies, a large real estate firm with expertise in development, acquisitions, management, finance and sales. He is responsible for the day-to-day development process for projects throughout the country.

Mr. Beal serves on the governing boards of numerous civic, not-for-profit and trade organizations, including the Citizens Budget Commission; Friends of the High Line Board of Directors; Real Estate Board of New York's Executive Committee and Board of Governors and Housing Committee; Harvard University's Taubman Center for State and Local Govern-

ment's Advisory Board; and St. Bernard's School Advisory Board.

He graduated from Harvard University with a Bachelor of Arts degree.

Mr. Carson is a General Partner and Co-Founder of Welsh, Carson, Anderson & Stowe, a New York private equity investment firm which, under his leadership, has been the most active private investor in the health care sector. Before founding the firm in 1979, Mr. Carson served as chairman and CEO of Citicorp Venture Capital, a subsidiary of Citigroup, Inc.

A supporter of varied education, health care and cultural organizations, Mr. Carson chairs the Board of Trustees of The Rockefeller University and the Board of Directors of the New York Genome Center, and he is Chairman Emeritus of Columbia Business School's Board of Overseers.

After graduating from Dartmouth College in 1965, Mr. Carson



Bruce A. Beal Jr.

received an M.B.A. from Columbia Business School in 1967.

As the 24th U.S. Secretary of Labor from 2001 to 2009, **Secretary Chao** is the first Asian Pacific-American woman to be appointed to a President's cabinet in American history and the longest-serving Secretary of Labor since World War II.



Russell Lloyd Carson

Previously Secretary Chao served as President and Chief Executive Officer of United Way of America and as Director of the Peace Corps. She is currently a distinguished fellow at an educational and research institute in Washington, D.C., and a contributor to Fox News.

She serves on a number of



Elaine L. Chao

nonprofit and corporate boards, including those of the Institute of Politics; Harvard Kennedy School of Government; and Ford's Theatre.

The recipient of 34 honorary doctorate degrees, Secretary Chao received her economics degree from Mt. Holyoke College and her M.B.A. from the Harvard Business School. ■