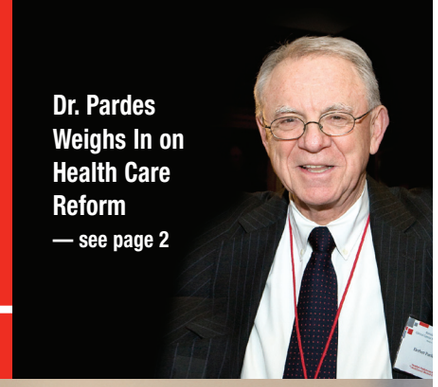
NYPress

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

The newsletter for employees and friends of NewYork-Presbyterian • Volume 11, Issue 9 • September 2009



Dr. Pardes Weighs In on Health Care Reform
— see page 2

Ken Haber, Vice President, Quality and Patient Safety meets with Jenny Drexler, Patient Care Director on 7 Hudson North, and a member of her staff during a recent Patient Safety Friday.

Experiencing Patient Safety Fridays

A real-life example of learning on the job

Editor's Note: What follows is the first in a series of articles for NYPress written by an NYP manager who regularly attends the weekly Patient Safety Friday™ program. NYPress is going to share some of his experiences with you in the coming months, beginning with this article about doing a Patient Safety Friday "tracer."

OK, I admit it — I was nervous. Susan and I had just left the opening session of this week's Patient Safety Friday *(the opening session is a topic we'll explain in the next issue)*, and we were assigned to go on what is called a "tracer."

Susan explained the tracer as we rode up the elevator to the patient floor we were assigned to at the NYP/Weill Cornell campus. Since I work in an administrative office and rarely get to the patient floors, a lot of this was going to be new to me.

"We're going to talk to staff on the unit about fire safety, the topic of our opening session this morning," Susan said. "Then we'll take a look at some equipment maintenance records and other things related to fire safety. Don't worry. It will be a breeze."

That was easy for her to say.

As the elevator doors opened, I was surprised to see so much activity — nurses, doctors and maintenance staff — all working to care for the patients on the unit.

The first step was to introduce ourselves to the charge nurse, who gave us a tour and introduced us to the unit staff, all of whom were very friendly.

"We're not here to inspect or grade the unit," Susan said to the staff. "We don't keep score, and we don't give grades. We're here as part of the Patient Safety Friday program to educate staff about ways we can all help keep our patients safe."

At the opening session earlier that morning, we were asked to do an "environmental" tracer, which included taking a look at the fire extinguishers on the unit and making sure they were fully

(Continued on page 3)

inside this issue

2 Getting to Know You

3 NYP at Night

4 Promotions

5 Remembering a 9/11 Hero

7 Green Pages

A Message from Dr. Pardes and Dr. Corwin

We leave behind a busy summer and want to welcome the fall. As we move into the latter part of 2009, we reflect on our progress as an organization. Despite this year's uncertain political and economic environment, one thing is for sure: NYP continues to excel and do amazing things for our patients. And we continue to improve on all fronts — the quality and safety of the care we provide keep getting better, our patient satisfaction scores are at an all-time high, and NYP remains the leading hospital in New York and among the top of the *U.S. News* "Honor Roll."

We want to thank our managers for their ongoing hard work on next year's budget. Our efforts to prepare for health care reform have put NYP in a financially strong position — volume has been growing, revenues are above budget and expenses are being managed very well. We are confident that as we put the finishing touches on fiscal year 2010, your continued diligence will enable these positive trends to continue.

The fall brings excitement across our campuses with the unveiling of the newly renovated lobby at NYP/Allen; the opening of the Ronald O. Perelman Heart Institute at NYP/Weill Cornell; and the groundbreaking for the Alexandra and Steven Cohen Pediatric Emergency Department at Morgan Stanley Children's Hospital. Look for photos in next month's issue.

So, as we embark on a new season, we hope you will share our pride in NYP's continued provision of outstanding, safe, compassionate care and service. We attribute this to ALL OF YOU — to your unwavering commitment to excellence, to teamwork, to our patients, and to NYP's enduring success!

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

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

Getting to Know You

Andreas Couraud, NYP/Columbia

Richard Lobell

Andreas Couraud

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

A: My name is Andreas Couraud. I am a nurse practitioner with Workforce Health & Safety at NYP/Columbia.

Q: How long have you been at NYP?

A: I've been here since July of 1998.

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

A: I enjoy working with a very diverse population in an ambulatory care setting. Workforce Health & Safety sees employees from all departments and all services, so I have contact with a lot of different people, each coming with an interesting background.

Q: Why did you want to work at NYP?

A: After working in occupational medicine for a major commuter railroad, I wanted to return to a more clinical setting. Working for NYP lets me practice my specialty in one of the best hospitals in the nation.

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

A: To me, placing "patients first" means that as practitioners we ought to strive to form alliances with the people we have the privilege to care for. Our clinical expertise only goes as far as it is accepted by patients. We must offer clinical solutions that make sense to our patients.

Q: What's your favorite type of music, and why?

A: Anything that fits in my MP3 player, from the Allman Brothers to Zachary Richard.

Q: What do you do in your spare time?

A: I run a bit, training for my sixth marathon. I plan to run the upcoming New York City Marathon in November.

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

A: Water, juice and soy milk.

Richard Lobell

Andreas Couraud examined Sandra Broadhurst, N.P. In 2008, NYP employees made 87,595 visits to Workforce Health & Safety clinics.

Dr. Pardes speaks with Maria Bartiromo on CNBC's "Closing Bell."

Dr. Pardes Weighs In on National Health Care Debate

As the national debate on health care reform continues, NYP employees can take pride in knowing that Dr. Pardes is playing an important role in this conversation by putting forward issues that affect not only NYP as an institution, but also the care and safety of our patients.

Since June 1, Dr. Pardes has been sharing his thoughts with the public through appearances on CNBC's "Closing Bell with Maria Bartiromo," National Public Radio's "The Takeaway," MSNBC's "Dr. Nancy," and CNN's "American Morning." He has also appeared on NY1, Fox Business News, and *The Economist* magazine's online video series, "Tea with The Economist."

Dr. Pardes' opinions have been published in op-ed pieces in the *Daily News* and *The Washington Times*.

He advocates retaining individual choice in the selection of insurance policies and health care providers, streamlining medical billing and collections, continued support for hospitals that care for the poor, making health care a mandatory part of school curricula for children, and having all stakeholders, as he puts it, "share the pain" that any change may bring.

"My main concern, at the end of the day, is that people throughout the country should have access to quality health care," he told Ms. Bartiromo. "We should not tolerate the fact that so many people don't have access to medical coverage." ■

Experiencing Patient Safety Fridays

(Continued from page 1)

charged and ready for use.

As we walked down the hall looking for staff to interact with regarding the extinguishers, a gentleman walked up and asked, "Can I help you? Are you lost?" I smiled and introduced myself to George, who was an NYP employee in charge of keeping the floors on the unit clean. I told him that we were going to check the fire extinguishers as part of Patient Safety Friday.

"Here, let me help you," he said. He lifted an extinguisher from the wall and pointed out the inspection tag. "We always make sure the extinguishers are charged and regularly inspected." I was impressed; George really knew his stuff.

"So, do you know how to use a fire extinguisher?" he asked. I explained that I had never actually handled one so George offered to do a quick demonstration.

"It helps to remember the word PASS," he said. "That means you *pull* the pin near the lever, *aim* the nozzle at the base of the fire, *squeeze* the level slowly and *sweep* from side to side. Why don't you try it?"

He handed me the fire extinguisher and we walked through the four steps of how to use an extinguisher in the event of a fire.

"I didn't know about aiming at the base of the fire," I said.

"Well," George laughed, "I guess we all learned something this morning!"

We continued to survey the area and spoke with other staff on the unit about keeping logbooks up to date and making sure medication drawers are locked as required.

Susan and I thanked the team and prepared to leave to report back on our tracer experience. As we waited for the elevator, I noticed George walking toward us.

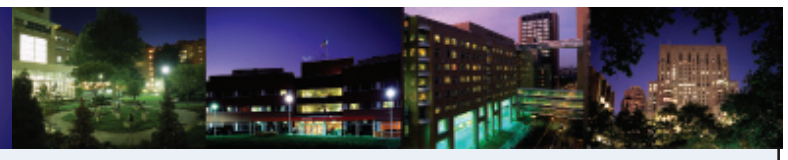
"I hope I was helpful today," he said. "It's just that I want to help people learn how to keep us all safe in case of an emergency. It's really important."

George was absolutely right — and I'll never look at a fire extinguisher the same way again! ■

GET YOUR FLU SHOT!

NewYork-Presbyterian Hospital has long recognized that getting vaccinated against the flu is the best way to protect ourselves, our families, and our patients. For the first time, the New York State Department of Health (NYSDOH) has issued an Emergency Order mandating all health care workers to be vaccinated against the flu by November 30. Please visit the Infonet home page to find out where and when you can get your flu shot.

nyp @ night



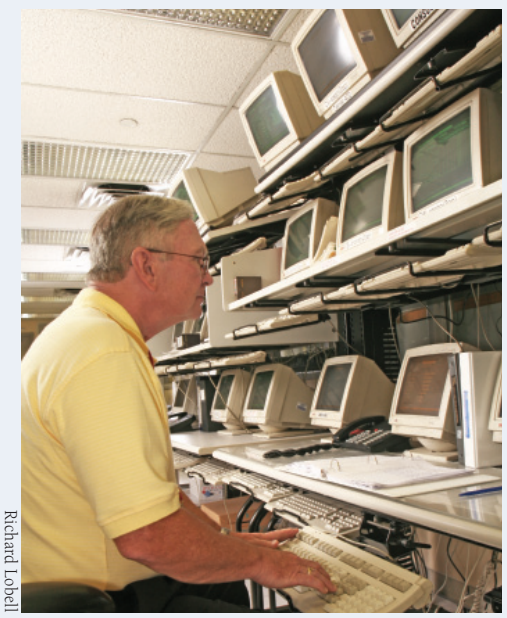
"It's Up to Us to Solve Problems as Quickly as Possible"

One of an estimated 3,500 NYP employees who work evenings and nights at NYP, Patrick Sweeney is an Information Services Specialist at the 333 East 38th Street site. He described his work to NYPress *reporter Gabriel Miller.*

For the last 10 years, I've worked the night shift at NYP. I work 12½-hour shifts on Sunday, Monday and Tuesday nights, beginning at 7:30 p.m.

My main job is monitoring all of the electronic systems. At night everything that is run by computer at the Hospital is our responsibility. When most people are sleeping, my body and my mind have to be in high gear.

Many people think that computers are "automatic" and invincible. But they do malfunction, and when they do, it's up to us to identify the problem and solve it as quickly as possible.



Richard Lobell

A seemingly small problem can have important consequences for Hospital staff if we don't fix it right away. If, for example, the server that handles printing prescription labels goes offline, medications might be delayed. When a pharmacist calls the help desk with a problem like this one, ultimately it's my job to restart the system and make sure that the Pharmacy's electronic operations are running smoothly.

People are often surprised by how interconnected NYP's information systems are. We have more than 1,000 interfaces among our systems at NYP/Allen, NYP/Westchester, and the Columbia and Cornell campuses. In addition, we support IT systems at a number of the NewYork-Presbyterian Healthcare System institutions. So we get IT network help calls from both NYP and various System hospitals.

I was brought in during the merger of New York Hospital and Presbyterian Hospital because of my knowledge of large networks. The merger was a huge technological challenge, and I worked seven days a week for months.

Lately we've been working on NYP's electronic records system. The Hospital has been a pioneer in this field, and it's our job to make sure that we continue to lead the way.

All my life, I've worked night shifts. After 40 years, I jokingly tell people I'm basically a nocturnal creature. It began as a matter of convenience between me and my wife after our children were born. After 10 years, my wife, a teacher, wanted to go back to work, and it made sense for us to alternate "shifts" with the children at home.

Richard Lobell

During his 7:30 p.m. to 8 a.m. shift, Patrick Sweeney monitors all the electronic systems of not only NYP sites but also of a number of hospitals in the NewYork-Presbyterian Healthcare System.

Now my sons are grown, and working nights gives me a new set of unique opportunities. For example, during the day I deliver meals to the elderly with Meals on Wheels in Staten Island. It's rewarding for me personally and also gives volunteer support at a time when most other people are unavailable to help.

I'm an active guy, and when I get home from work, I'm rarely tired enough to sleep. I'll make a cup of tea and see my wife off to work, read the newspaper and do a few chores around the house before I go to bed, around noon.

And at 64, I don't have any plans to slow down. I still find my job challenging and fulfilling. I'll eventually retire, but as long as I have the ability to do the best I can, I'll keep working to keep the IT systems running smoothly all night long. ■

promotions

Human Resources reports the following promotions as of July 31, 2009:

NYP/ACN

Ady J. Guzman
Medical Assistant, ACN-Ft. Wash Ave

Irina Mota
Medicaid Counselr, Amb Care Svcs

Irina Mota

NYP/ALLEN

Somi Paul
Nurse Coordinator, 1-RS-Administrat. Allen

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

Somi Paul

NYP/MSCHONY

Amanda Barile
Clinical Nurse II, CHT 6-M/S Cardiology/Neurology

Clara Collins
Clinical Nurse-Specialist, Childrens Nursing Office

Francisco Feliz
Cardio-Catherization Technicia, CH-Cardiac Diagnostic Center

Jillian Kannengieser
Nurse Practitioner-Rotating, CHNY Neonatal ICU Coverage

Damilka Wenzell
Staff Nurse, CH-Neontal Intensive Care

Damilka Wenzell

Svetlana Streltsova
Clinical Nurse II, CH - Cardiac ICU

NYP/COLUMBIA

Lucina S. Browne
Clinical Nurse II, Radiology Nursing

Veronica Campos
Clinical Nurse II, MB-8HN Neurosurgery

Hee Ja Chun
Lab Technologist - 2 Licenses, Core Lab-Chemistry

Angela Clarke
Telemetry Technician, SB-5 Telemetry

Mabel Diaz
Telemetry Technician, SB-5 Telemetry

Helene Durham
Clinical Nurse III, Psychiatric Emergency

Murielle Frederick
Clinical Nurse II, MB-8GS Neuroscience ICU

Thomas Hagerty
Clinical Nurse III, MB-8GS Neuroscience ICU

Marja Holland
Coach - Coordinator - ADB, Emergency - A

Neville E. Jemmott
Labor Relations Assistant, Human Resources-Presbyterian

Aneesa Khadim
Staff Assistant, OFO-Corporate Engineering

Lissette Maciques
Rehab Therapy Aide, Inpatient Rehabilitation Thera

Monet S. McDaniel
Laboratory Clerk Typist, Central Processing Unit

Nita Patel
Supervisor-Stem Cell Lab, Stem Cell Processing Lab

Nicolle Phillips
Patient Financial Advisor, Patient Accounts Admin

Eugenia M. Rodriguez
Laboratory Technologist, Core Lab-Chemistry

Edna Romanos
Clinical Nurse III, MB-8GS Neuroscience ICU

Brian Van Velzor
Dir-Intl Pat Svcs, International Services

Angel Cruz
Senior Social Worker, Social Work-Milstein

Angel Cruz

NYP/WEILL CORNELL

Maria Abreu-Goris
Coord-Transplant, Kidney Aquisition Program

Rebecca Ammon
Spl, Talent Acquisition, HR-Employment Services

Stephanie D'Andrea
Clinical Mgr, Nur - 14S Med/Surg

Hanciel De La Cruz
Unit Coordinator, Unit Admin

Edidiong Etokakpan
Nurses Aide, NUR-5N MED SURG

Georgia L. Francis
Staff Nurse-RN, OR

Tracee J. Haynes
SW Discharge Asst, Social Work

Lydia Henry
Supervisor, WCIMA at Wright Center

Michael A. King
Patient Facilitator - Pat Svcs, Patient Services

Brian Locastro
Patient Care Director, Critical Care-CTICU

Daphne Lysius
Staff Nurse-RN, NUR-10C MSURG ONC

Luzviminda Mauro
Coord Access Clin, Transfer Call Center

Jennifer Petkos
Nurse Practitioner, Nur - 14S Med/Surg

Lauren Petrillo
Staff Nurse-RN, Baker 15

Tashema M. Pressley
Staff Nurse-RN, Med/Surg-Renal

Shazia Raheem
Mgr Clin Pharmacy, Pharmacy

Arlene Rodriguez
Patient Facilitator - Pat Svcs, Patient Services

Inna Shurigina
Supervisor, International Services

Maria Silva
Endoscopy Technician, Ambulatory-Endoscopy

Danielle M. McColgan
Instructor - Nursing Ed, Nursing Education

Danielle M. McColgan

Maria Stelletos
Coord-Patient Svcs, Client Relations

Marc Sturm
Mgr - IS, IT Business Solutions

Daphenee Ulus
Staff Nurse-RN, NUR-10C MSURG ONC

Maria Velastegui
Mgr - IS, CPOE

Gregorio Velez
Cook, Food & Nutri Svc

Berlinda Zagar
Nurse Practitioner, Nur - 14S Med/Surg

Mouna Zarari
Dir-Intl Pat Svcs, International Services

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 (SUBLET):** Fully furnished two-bedroom, two-bath apartment on 35th floor of 1755 York Avenue with views of East River and RFK Bridge. Rooftop terrace, activity and fitness centers, conference room, laundry area, valet service, children's playroom. Six-month minimum lease; will consider extensions. $3,900/month. Contact Joel or Sherry at (212) 987-0984.

- **FOR RENT (SHARE):** Beautifully furnished, two-bedroom apartment within walking distance of NYP/Weill Cornell. On high floor with East River views. Immaculate building with full staff, 24-hour doormen. Convenient to crosstown buses, Lexington Avenue subway. Female only. $1,500/month. Call (212) 369-4777.

- **FOR RENT:** One-bedroom apartment at 301 East 63rd Street, by owner. 750 square feet. Renovated kitchen with granite counter top; two A/C units; hardwood floors. Full-time doorman; roof deck, storage, garage, bike room. Pets allowed. Expedited co-op board approval. $2,500/month. Contact (917) 656-7313 or e-mail soccer1969@gmail.com

- **FOR RENT:** Large one-bedroom apartment near NYP/Columbia. Pre-war elevator building. Near A and #1 trains. No fee. Credit verified. Call (212) 781-7731 or e-mail hudsonapt@yahoo.com.

- **FOR RENT/SALE:** Brick and limestone 20' wide 1898 row house in Hamilton Heights for sale for $2,700,000. Or four apartments available for rent: one unit has one bedroom, 1½ baths, office space; two units have two bedrooms, two baths; fourth unit has one bedroom, 2½ baths, office space. Rents range from $1,900 to $2,700 per unit. One block to A, B, C, D subways; three blocks to #1 subway. Ample street parking and garages. Call Miriam Avila at (646) 245-6873 or e-mail Ms_Avila3@msn.com.

- **FOR SALE:** Three-level brick and frame house in Lithonia, Georgia, near Stone Mountain. One-acre corner property. Upper two levels have three bedrooms, three baths, living and dining rooms, kitchen, sun porch, lounge room. Basement has two apartments; one has one bedroom, one bath; other has two bedrooms, one bath. Each has private entrance. Central heat and air; deck; two-car garage. $185,000. Call (770) 482-2528 and ask for Dorothy.

- **FOR SALE:** Two-bedroom, two-bath condo with private, outdoor terrace in The Bennett Condominium at 736 West 187th Street. Part-time doorman. Gym, roof deck, private garden. Pet friendly. $559,000. To view Sundays between 1 and 3 p.m. or by appointment, call Robyn at (917) 407-2951.

- **FOR SALE:** Two-bedroom, 2½-bath co-op in Horizon Towers in Fort Lee, New Jersey. Hudson River and city skyline views; large terrace, indoor parking; storage room. Transportation at the door. On 36 landscaped acres with two swimming pools, tennis, basketball court, playgrounds, exercise rooms. Asking $419,900. Call Kellie Gersh at (201) 585-8080, ext. 145.

- **FOR SALE:** Large, convertible two-bedroom apartment at 201 East 66th Street (Third Avenue). Brand-new bathroom and kitchen with stainless steel appliances and granite counter tops. Handcrafted custom shelving and cabinets throughout. NYTimes.com Web ID: NS90716541. $765,000. Move in right away; motivated seller. Contact Brad at (516) 359-7429.

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.)

HOSPITAL HOUSING AVAILABLE

The NewYork-Presbyterian Real Estate Office has several newly renovated apartments in various sites near NYP/Weill Cornell. They are conveniently located, competitively priced and ready for occupancy. If you are interested and want to learn more, stop by the Real Estate Office in the Payson House lobby (435 East 70th Street) or call (212) 746-1776/1968.

EXPress News about people, places and programs at NYP

News Briefs

Orthopedics Honors Its Own

The New York Orthopaedic Hospital Alumni Association, whose members are former residents in Orthopedic Surgery at NYP/Columbia, at its biennial meeting in the spring honored two long-serving orthopedic nurses, Vivian Helmuth, R.N., and Abby Letterman, R.N.

Ms. Helmuth, a nurse practitioner, came to NYP/Columbia in 1972 and has worked as an orthopedic nurse for more than 25 years; Ms. Letterman has served Orthopedic Surgery for more than 35 years. ■

Attending Orthopedic Surgeon Howard Kiernan congratulated long-time nurses Vivian Helmuth (on left) and Abby Letterman.

Ethics Night Asks — and Answers — the Hard Questions

Ethical concerns involving patients, families and medical teams took center stage at Ethics Night 2009, an annual forum in which physicians, nurses, students and residents at NewYork-Presbyterian Hospital/Columbia University Medical Center discuss pressing issues involving medicine and morals.

The June 23 event was sponsored by the Arnold P. Gold Foundation, the Columbia University College of Physicians and Surgeons' Department of Pediatrics and the NYP Morgan Stanley Children's Hospital.

The program included a special toast to the Arnold P. Gold Foundation and a birthday cake celebrating its 20th anniversary. ■

Richard Lobell

A case of flu kept Arnold P. Gold, M.D., Chairman of the foundation that bears his name, from attending Ethics Night. But Sandra Gold, Ed.D., the foundation's President and Chief Executive Officer (front row, second from left), was on hand to cut the birthday cake celebrating the foundation's 20th birthday. The Golds created the foundation to advance humanism in medicine through innovative medical education.

Colleagues Pause to Remember a 9/11 Hero

A plaque honoring the memory of Shawn Powell was unveiled in June at NYP/Weill Cornell in the Payson 4th floor Cath Lab conference room. Mr. Powell, who worked several years as a Surgical Technician in Interventional Cardiology, joined the Fire Department shortly before the 9/11 attacks. A first responder, he died in the attacks while attempting to rescue World Trade Center workers.

"Shawn went from helping to save lives to risking his own life to save others," said the Rev. Cheryl Fox of Pastoral Care. Interventional Cardiology's Materials Manager Clif Eddens remembered Shawn as a colleague who was "always there when needed, the one you could depend on."

Shawn's family members were present at the plaque dedication ceremony, as were his fellow firefighter, Steven Ferriolo of Engine 207; other FDNY representatives; and parents and siblings of other firefighters who died at the World Trade Center. ■

Shawn Powell

Amelia Panico

The families of Shawn Powell and other firefighters killed on 9/11 joined Shawn's NYP colleagues in remembering the well-loved Surgical Technician-turned-firefighter.

calendar

- **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) 832-0560.

- **September 16**—Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.

- **October 6**—NYP/Weill Columbia's 20-year service recognition gala will take place from 5:30 to 9:30 p.m. at the Marriott Marquis Times Square, 1535 Broadway (between 45th and 46th Streets).

- **October 10**—Mark Pochapin, M.D., Director of NYP/Weill Cornell's Jay Monahan Center for Gastrointestinal Health, will be keynote speaker at a seminar on colorectal cancer that will take place from 8:30 a.m. to 2 p.m. at Weill Cornell Medical College, 1300 York Avenue (East 69th Street). Lunch will be provided. The seminar is sponsored by the Monahan Center and the Colon Cancer Alliance. To learn more or to register, call (877) 677-3488 or go to www.ccalliance.org.

- **October 10-11**—The Avon Walk for Breast Cancer will take place in New York City. To learn more, contact Nancy Gautier-Matos at (212) 305-5587 (gautier@nyp.org).

- **October 12**—The NYP/Columbia Adult Emergency Department will sponsor Community Health Outreach Day, open to all, from 11 a.m. to 5 p.m. in the Energy Court and mezzanine at the 168th Street and Broadway entrance. Offerings will include free blood pressure screenings, rapid HIV testing, health education, and information about emergency services.

- **October 13**—The NYP/Columbia Adult Emergency Department will hold an open house for all nursing staff from 12 noon to 4 p.m. and, for the night nursing staff, from 10 p.m. to 2 a.m. To learn more, contact Melaney (meg9009@nyp.org) or Victoria (jop9005@nyp.org).

- **October 15**—The Light the Night Walk of the Leukemia & Lymphoma Society will take place at the South Street Seaport and Brooklyn Bridge. To learn more, contact Micah Demers at (212) 305-0969 or msd9002@nyp.org.

- **October 15**—NYP/Weill Cornell's 20-year service recognition gala will take place at the Marriott Marquis Times Square at 1535 Broadway from 5:30 to 9:30 p.m.

- **October 21**—Cabaret 2009 will take place at the World Financial Center Winter Garden, with cocktails at 6:30 p.m. and dinner and entertainment at 7:30 p.m. To learn more, contact Julie Sanders at (212) 821-0578 or at jug2011@med.cornell.edu.

- **October 21**—The Women At Risk support group for women at high risk for breast cancer will meet in the Stacey Garil Womack Resource Library of the Herbert Irving Cancer Center, 161 Fort Washington Avenue, 10th floor, Room 1035, from 6 to 7:30 p.m. New participants welcome. To learn more or to RSVP, contact Lisa Held, Program Coordinator, at (212) 305-3269 or lheld@womenatrisknyc.org.

- **October 22**—The NYP/Weill Cornell Comprehensive Epilepsy Center will host "Epilepsy Management: Beyond the Horizon 2009," a free educational program for all interested in learning about adult and pediatric epilepsy, from 4 to 8:30 p.m. in Uris Auditorium (1300 York Avenue at 69th Street). To learn more or to register, contact Outreach Coordinator Catherine Soto at (212) 746-2625 or at cas2027@med.cornell.edu.

- **October 30**—NYP's annual employee Halloween celebration will take place at NYP/Columbia, with parties from 5 to 6 p.m. and 6:30 to 7:30 p.m. To learn more, contact Public Affairs at (212) 305-5587.

A Different Kind of Green

Noting Growth in Patient Satisfaction Scores

Sustainability and conservation aren't the only ways NYP is going green this year. Green is also the color we use for marking growth in our patient satisfaction scores.

Each year, NYP sets a goal to improve the ratings our patients and families give us regarding their experience at our hospitals and outpatient facilities. They do this by completing a survey administered for the Hospital by a national company called Press Ganey. The ratings from completed surveys are converted into patient satisfaction scores that we monitor on a daily, monthly and yearly basis. In 2009, we set a goal of raising NYP's patient satisfaction score another 1.2 points to a new high of 83.6.

The NYP score is actually comprised of the scores of all of NYP's patient care units and departments. Each area has its own score. Together, all of these individual scores roll up to become our overall hospital score.

Each year, dnits and departments put together "Making It Better Plans" to identify specific ways that they will improve the patient experience in their areas. The plans include goal scores for the year.

The plans also include many of the best practices we are now all familiar with — daily huddles, discharge phone calls, hourly rounding, quiet times, service recovery and others. When these plans and practices work, our ratings improve!

When units reach the goal scores in their "Making It Better Plans," we call this "going green" because their scores change from red to green on our NYP monthly dashboard. "Going green" is a significant achievement that recognizes the work of all the staff in a unit or in a department. It means that our work to improve the patient experience has been recognized by the patients and families that we serve.

As of August 2009, 30 units and departments have reached their yearly target and have "gone green." ■

UNITS AND DEPARTMENTS THAT HAVE "GONE GREEN"

AMBULATORY CARE NETWORK
ACN/WC: Adult Dental (seven months consecutively)

THE ALLEN PAVILION
2 Field West (seven months consecutively)
2 River East (seven months consecutively)
Clinical Nutrition (seven months consecutively)
Security (seven months consecutively)
Pastoral Care (seven months consecutively)
Patient Services (seven months consecutively)
3 River East (three months consecutively)
Social Work (three months consecutively)

Many other units and departments are closing in on their goals as the fall approaches. Congratulations to the teams on all of the above units for truly "making it better" for those we serve!

BEHAVIORAL HEALTH SERVICES WESTCHESTER DIVISION
6 North (four months consecutively)
3 South (seven months consecutively)
4 South (four months consecutively)
Partial Hospitalization Program
(as of June second quarter at target)
Payne Whitney Manhattan:
11 South (two months consecutively)

EMERGENCY DEPARTMENTS
Cornell ED (seven months consecutively)
Cornell ED Radiology (seven months consecutively)
Cornell ED Admitting and Billing
(six months consecutively)

MSCHONY
6T Peds Cardiac/Neuro (two months consecutively)
Radiology (one month green)

SLOANE HOSPITAL FOR WOMEN
5C Ante-Partum (five months consecutively)

MILSTEIN HOSPITAL
8 Hudson South (three months consecutively)
Surgical ICU (four months consecutively)
Liver Transplant Program (two months consecutively)

WEILL CORNELL MEDICAL CENTER
4 North Cardiac Step Down Unit (one month green)
4 South Cardiac ICU (seven months consecutively)
4 West CTICU (seven months consecutively)
7 Central (three months consecutively)
7 South (two months consecutively)
10 North ACE Unit (two months consecutively)
11 South Behavioral Health Unit
(two months consecutively)

the green pages

benefits corner

CO-PAYMENTS FOR PREVENTIVE CARE SERVICES

Empire BlueCross BlueShield now provides 100 percent benefits for preventive care services covered under the EPO and PPO plans.

A co-payment will no longer be required from Empire members if they receive these preventive care services from an in-network provider. Please be sure to notify your doctor at the time of your visit that he/she should bill for preventive care services.

Preventive care services include annual physical exams, certain types of cancer screenings, well-woman and well-child care, and certain preventive vaccinations.

AYCO "FINANCIAL FITNESS" INFORMATION SESSIONS

The Benefits Department and Ayco, a company that specializes in financial planning, are presenting "financial fitness" information sessions for NewYork-Presbyterian Hospital employees. These sessions will provide useful information on how to save, reduce debt and help alleviate stress created by personal financial issues. Topics include: managing cash flow, building emergency funds, creating a debt reduction strategy and developing a savings plan to meet your financial goals. On-site sessions will be held:

NewYork-Presbyterian/Allen
September 23, 9:30-10:30 a.m.
Thayer Conference Room

NewYork-Presbyterian/Columbia
September 23, 1-2:30 p.m.
Human Resources Conference Room

East 38th Street
September 24, 9:30-11 a.m.
3rd Floor Conference Room South

NewYork-Presbyterian/Weill Cornell
September 24, 12-1:30 p.m.
Cayuga Room

NewYork-Presbyterian/Westchester
September 24, 3-4 p.m.
Conference Room B

Morgan Stanley Children's Hospital
September 30, 2:30-3:30 p.m.
Tower 103

RESOURCES FOR NYP'S TSA 403(b) PLAN

NYP's TSA 403(b) plan, managed by Diversified Investment Advisors, offers free resources to help you understand your choices and make smarter retirement savings decisions.

- **Online:** Find out what's available on NYP's Infonet. Click on *for Employees*, look under *Quick Links* and click on *Diversified Investments*. You can check your account balances, change current allocations or future contributions, and update beneficiary and personal information. You can also take advantage of interactive tools, calculators and educational materials that can help you get on track to meet your savings goals.
- **Diversified Representatives**: Call (800) 755-5801 for answers to your questions. Representatives are available Monday through Friday from 8 a.m. to 9 p.m.
- **Diversified Transfer Specialists**: Putting all your retirement assets in one place can make them easier to manage. The Transfer Specialists on Diversified's retirement counseling team can take you through the process, step by step. Call (800) 275-8714 or e-mail consolidate@divinvest.com. Specialists are available Monday through Friday from 9 a.m. to 7 p.m.
- **On-Site Diversified Representatives**: For one-on-one guidance on every aspect of the TSA 403(b) plan, schedule a meeting with an on-site representative. They are available Monday through Friday, 8:30 a.m. to 4:30 p.m. or by appointment.

NewYork-Presbyterian/Weill Cornell: Arlene Futterman, (212) 746-5220 or afutterman@divinvest.com

NewYork-Presbyterian/Allen, NewYork-Presbyterian/Westchester, East 38th Street, West 57th Street, Ambulatory Care Network: Aida Rios, (800) 755-5803, ext. 8867, or arios@divinvest.com

NewYork-Presbyterian/Columbia, Morgan Stanley Children's Hospital: Ralph Wilburn, (800) 755-5803, ext. 8865, or rwilburn@divinvest.com

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.

West Side Story
Tuesday, October 6
Palace Theatre
7 p.m.
Balcony
$46.50 per ticket

Bye Bye Birdie
Wednesday, October 7
Marquis Theatre
7 p.m.
Rear Mezzanine
$69.50 per ticket

Ragtime
Tuesday, October 27
Neil Simon Theatre
8 p.m.
Mid-Mezzanine
$52.50 per ticket

20-YEAR GALA CELEBRATION

The Gala for employees with 20 or more years of service at the Hospital will be held on the following dates:

NewYork-Presbyterian/Columbia, Morgan Stanley Children's Hospital, NewYork-Presbyterian/Allen, Ambulatory Care Network, and West 57th Street

Tuesday, October 6
5:30-9:30 p.m.
Westside Ballroom at the Marriott Marquis
Times Square

NewYork-Presbyterian/Weill Cornell, NewYork-Presbyterian/Westchester, Ambulatory Care Network and East 38th Street

Thursday, October 15
5:30-9:30 p.m.
Westside Ballroom at the Marriott Marquis
Times Square

Invitations with further details will be sent to invitees' homes.

ERRAND SOLUTIONS — BACK TO SCHOOL

As fall approaches, the Errand Solutions team is ready to assist with many of the tasks that occupy your time at the end of summer:

- Help with gathering back-to-school supplies for your kids
- Retail stores' gift cards to buy clothes for the first day of school
- Auto services to tune up your car after summer trips and to prepare for colder weather
- Dry cleaning for sweaters and other fall items taken out of storage
- Planning for fall foliage trips and other outings.

Patients and families can also access Errand Solutions services by dialing *99 from their room phone.

Last month, more than 10,000 NYP staff, patients and families used Errand Solutions to make their lives a little easier. Stop by or call the desk today and explore what Errand Solutions can do for you!

errand solutions at **NYP**

NYP Team Takes Much-Needed Health Care to Haiti

When a team of NewYork-Presbyterian Ambulatory Care Network staff headed to Haiti this spring on a health care relief mission, they were doing more than helping out in the country's existing orphanages and missions; they were also building health care services from the ground up.

"This year, it's not like we only went to a facility, we also actually created the facility," says Colleen Ward-Mujica, a registered nurse in Pediatric Clinical Special Studies at NYP/Weill Cornell. "We literally went out to the middle of the countryside, where you don't even really see houses — you may see a cluster of mud huts here and there — and we put up tents and saw 80 patients a day."

Ms. Ward-Mujica has been volunteering in Haiti since 1996, when she took part in a church mission trip that inspired her not only to become a nurse but also to dedicate herself to Haiti's poorest and most disadvantaged people. After living in Haiti and working as a school nurse for six months, and working in New Jersey as an emergency room nurse, she now organizes two health care trips to Haiti each year while working at NYP.

The most recent trip, in March, included a team of NYP staff members — five registered nurses, four nurse practitioners and Assistant Attending Pediatrician Sima Toussi, M.D., who specializes in pediatric infectious diseases — who spent eight days working in and around Ouanaminthe, a city in northeastern Haiti near the border with the Dominican Republic.

Over the course of the trip, the team provided basic health care services for several days each at Lakajou Clinic, a makeshift health care facility comprised of tents that the team carried to the countryside; at Massef Orphanage; and at the Hope for Haiti Children's Center.

(TOP) The Haiti team included: (from left) Kirsten Malone, C.P.N.P.; Colleen Ward-Mujica, R.N.; Theresa Ferreira, R.N.; Claudette Daly, R.N.; Ginny Patton, C.P.N.P.; Carmel Hippias, C.P.N.P.; Mo Bowman, R.N.; Jessica Capizzi, R.N.; Shaama Chahould, R.N.; and Sima Toussi, M.D. (RIGHT) This child received treatment for asthma.

Haiti is the poorest country in the Western Hemisphere and, according to the World Health Organization, approximately 47 percent of Haitians lack access to basic health care, and half lack access to basic drugs.

In addition to providing amenities like toys, clothes, soap and toothbrushes to children and parents, the team also performed more than 400 physical exams and distributed more than 10,000 vitamins and hundreds of doses of pediatric antibiotics.

Amazingly, the NYP staff on "Team Ouanaminthe" raised all the necessary funds to purchase essential medicines on their own and canvassed their churches, colleagues and friends for donations like toys and shoes.

The nurses covered their own travel costs, and many provided unique skills such as Creole translation or fund raising.

Getting supplies was only half the battle, though. "Each person carried two 50-pound bags, and we carried everything ourselves by hand for the clinic," Ms. Ward-Mujica says. At the border, that meant loading 1,500 pounds of medical supplies into wheelbarrows and walking them a mile from the Dominican Republic into Haiti because trucks are not allowed to pass. "It was hard work, under harsh conditions," says Carmel Hippias, C.P.N.P. "We needed each other to get through the week."

In the short term, Ms. Ward-Mujica is working on establishing nonprofit status for the group so they can fund raise more efficiently. In the long term, the team hopes to establish a partnership with the Hope for Haiti Children's Center and implement a program of regular health care visits by NYP staff.

"The experience gave me the opportunity to give back to the wonderful people of my parents' birthplace, a place I hold dear to my heart," says Regine Cuvilly, R.N. "It was incredibly rewarding for me on so many different levels."

To support the NYP Nurses for Haiti program, contact Ms. Ward-Mujica at clw9009@nyp.org. ■

Here at home, an NYP team supports training for nurses in Africa

Nursing students in the East African nation of Tanzania will benefit from a fund-raising effort of the First and Second Year Nurses Forum at NYP/Westchester. The nurses, who are new both to the Hospital and to their profession, have raised $1,179, which they will use to pay tuition for nursing students at Haydom Lutheran Hospital in Tanzania.

The Westchester nurses, who exceeded their fund-raising goal of $1,000, sponsored a walk on August 5 that they moved indoors because of bad weather. Both Hospital employees and patients took part.

Haydom Lutheran Hospital is a 400-bed, full-service hospital in northeastern Tanzania, which is populated mainly by subsistence farmers. Tanzania is one of the 10 poorest countries in the world; its government's annual per capita expenditure on health is less than $2 and, according to the World Health Organization, the country has four nurses per 10,000 people. ■

John Vecchiolla

The lion at left served as mascot of the Tanzania fund-raising project, which was undertaken by, among others (seated, from left), Patricia Sayre, M.S., R.N., Adrea Faiella, R.N.; (standing) Graduate Nurse Christopher Norman and Carolyn Castelli, M.S.N., R.N.

NYP Team Takes Much-Needed Health Care to Haiti

When a team of NewYork-Presbyterian Ambulatory Care Network staff headed to Haiti this spring on a health care relief mission, they were doing more than helping out in the country's existing orphanages and missions; they were also building health care services from the ground up.

"This year, it's not like we only went to a facility, we also actually created the facility," says Colleen Ward-Mujica, a registered nurse in Pediatric Clinical Special Studies at NYP/Weill Cornell. "We literally went out to the middle of the countryside, where you don't even really see houses — you may see a cluster of mud huts here and there — and we put up tents and saw 80 patients a day."

Ms. Ward-Mujica has been volunteering in Haiti since 1996, when she took part in a church mission trip that inspired her not only to become a nurse but also to dedicate herself to Haiti's poorest and most disadvantaged people. After living in Haiti and working as a school nurse for six months, and working in New Jersey as an emergency room nurse, she now organizes two health care trips to Haiti each year while working at NYP.

The most recent trip, in March, included a team of NYP staff members — five registered nurses, four nurse practitioners and Assistant Attending Pediatrician Sima Toussi, M.D., who specializes in pediatric infectious diseases — who spent eight days working in and around Ouanaminthe, a city in northeastern Haiti near the border with the Dominican Republic.

Over the course of the trip, the team provided basic health care services for several days each at Lakajou Clinic, a makeshift health care facility comprised of tents that the team carried to the countryside; at Massef Orphanage; and at the Hope for Haiti Children's Center.

(TOP) The Haiti team included: (from left) Kirsten Malone, C.P.N.P.; Colleen Ward-Mujica, R.N.; Theresa Ferreira, R.N.; Claudette Daly, R.N.; Ginny Patton, C.P.N.P.; Carmel Hippias, C.P.N.P.; Mo Bowman, R.N.; Jessica Capizzi, R.N.; Shaama Chahould, R.N.; and Sima Toussi, M.D. (RIGHT) This child received treatment for asthma.

Haiti is the poorest country in the Western Hemisphere and, according to the World Health Organization, approximately 47 percent of Haitians lack access to basic health care, and half lack access to basic drugs.

In addition to providing amenities like toys, clothes, soap and toothbrushes to children and parents, the team also performed more than 400 physical exams and distributed more than 10,000 vitamins and hundreds of doses of pediatric antibiotics.

Amazingly, the NYP staff on "Team Ouanaminthe" raised all the necessary funds to purchase essential medicines on their own and canvassed their churches, colleagues and friends for donations like toys and shoes.

The nurses covered their own travel costs, and many provided unique skills such as Creole translation or fund raising.

Getting supplies was only half the battle, though. "Each person carried two 50-pound bags, and we carried everything ourselves by hand for the clinic," Ms. Ward-Mujica says. At the border, that meant loading 1,500 pounds of medical supplies into wheelbarrows and walking them a mile from the Dominican Republic into Haiti because trucks are not allowed to pass. "It was hard work, under harsh conditions," says Carmel Hippias, C.P.N.P. "We needed each other to get through the week."

In the short term, Ms. Ward-Mujica is working on establishing nonprofit status for the group so they can fund raise more efficiently. In the long term, the team hopes to establish a partnership with the Hope for Haiti Children's Center and implement a program of regular health care visits by NYP staff.

"The experience gave me the opportunity to give back to the wonderful people of my parents' birthplace, a place I hold dear to my heart," says Regine Cuvilly, R.N. "It was incredibly rewarding for me on so many different levels."

To support the NYP Nurses for Haiti program, contact Ms. Ward-Mujica at clw9009@nyp.org. ■

Here at home, an NYP team supports training for nurses in Africa

Nursing students in the East African nation of Tanzania will benefit from a fund-raising effort of the First and Second Year Nurses Forum at NYP/Westchester. The nurses, who are new both to the Hospital and to their profession, have raised $1,179, which they will use to pay tuition for nursing students at Haydom Lutheran Hospital in Tanzania.

The Westchester nurses, who exceeded their fund-raising goal of $1,000, sponsored a walk on August 5 that they moved indoors because of bad weather. Both Hospital employees and patients took part.

Haydom Lutheran Hospital is a 400-bed, full-service hospital in northeastern Tanzania, which is populated mainly by subsistence farmers. Tanzania is one of the 10 poorest countries in the world; its government's annual per capita expenditure on health is less than $2 and, according to the World Health Organization, the country has four nurses per 10,000 people. ■

John Vecchiola

The lion at left served as mascot of the Tanzania fund-raising project, which was undertaken by, among others (seated, from left), Patricia Sayre, M.S., R.N., Adrea Faiella, R.N.; (standing) Graduate Nurse Christopher Norman and Carolyn Castelli, M.S.N., R.N.

NYPress

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

Volume 11, Issue 8
August 2009

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

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

William A. Polf, Ph.D.
Senior Vice President for
External Relations

Myrna Manners
Vice President, Public Affairs

Michael Sellers
Director of Publications

Marcella Kerr
Editor-in-Chief

Cynthia Guernsey
Art Director

Joshua Hammann
Feature Writer

Andria Lam
Copy Editor

Jima Ware
Production Assistant

CONTRIBUTORS

Jaclyn Mucaria
Senior Vice President, Ambulatory Care and Patient Centered Services

Jolie Singer
Vice President and Chief of Staff to the Executive Vice President and Chief Operating Officer

Rick Evans
Vice President, Support Services and Patient Centered Care

Carol LeMay
Director of Internal Communications

Kathy Thompson
Editorial Consultant

Robert Peoni
Contributing Writer

Susan Drake
Communications Specialist

Kathleen Stanley
Benefits Manager

Joy Rhodes
Benefits Supervisor

Kimberly Ann Solop
Senior Awards and Recognition Specialist

Kathy Suero
Specialist, Awards & Recognition/Employee Activities

Public Affairs Office at NewYork-Presbyterian/Columbia:
627 West 165th Street, 6-621
New York, New York 10032
PH: (212) 305-5587 (ext. 55587)
FAX: (212) 305-8023 (ext. 58023)

Public Affairs Office at NewYork-Presbyterian/Weill Cornell:
425 East 61st Street, 7th Floor
New York, New York 10065
PH: (212) 821-0560 (ext. 10560)
FAX: (212) 821-0576 (ext. 10576)

To obtain PDF versions of this and prior issues of *NYPress*, please visit http://infonet.nyp.org/nypress

nypress@nyp.org
www.nyp.org
© NewYork-Presbyterian Hospital

NYPress is published by the Office of Public Affairs.