

NYPpress

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

The newsletter for employees and friends of NewYork-Presbyterian • Volume 14, Issue 9 • September 2012



NYP People

Promoting Career Development and Training at NYP — story on page 4

A Message from Dr. Corwin and Dr. Kelly

As we begin September, we reflect on the summer months feeling a strong sense of accomplishment and a great deal of pride. Patient satisfaction continues to trend upward, quality and operating metrics are strong, and “amazing things” have truly been happening at NewYork-Presbyterian. Our physicians, nurses, and staff have been working as a team to deliver great patient care and service, and thanks to the very successful television series *NYMed*, we were able to share life at our Hospital not only with New Yorkers, but across the nation. Although the Tuesday night docudrama has concluded, we know that NYP’s culture of care and compassion will continue 24-7!

These are turbulent times and as we face the upcoming Presidential election, we all have concerns about the economy, health care reform, federal and state budget cuts, and how all of these issues may impact upon us. But, we are convinced that despite these



Dr. Kelly (left) and Dr. Corwin chat with Democratic District Leader Maria Luna at a recent breakfast at NYP/Columbia for Washington Heights community leaders.

challenges and regardless of who is in the White House, our NYP culture of caring and our commitment to excellence will enable us to do even better, position us well for the future, and continue to set us apart as a special institution.

NewYork-Presbyterian remains the top-ranked hospital in New York with

aspirations of becoming THE preeminent academic medical center in the country. Looking forward, we are confident that together, we can deliver care that is truly unsurpassed. Thank you all for being a part of this journey with us and for your unwavering commitment to our patients and families.

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

Robert E. Kelly, MD
President
NewYork-Presbyterian Hospital



HERCULES

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Getting to Know You

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Learning at NYP

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Dr. Pardes Honored on the Great White Way



A Broadway musical fan, Dr. Pardes enjoys an evening of song in his honor. Howard McGillin, the longest running Phantom, and other Broadway performers provide the “music of the night.”

In June, the Greater New York Hospital Association honored Dr. Pardes, Executive Vice Chair of NYP’s Board of Trustees, along with Senator Charles Schumer, before an audience of 750 guests at its annual reception and awards ceremony. Dr. Pardes was recognized for his role as former chairman of the Association’s Board of Governors. The event, hosted at the Marquis Theater of the Marriott Marquis Hotel, featured Howard McGillin, the former star of *Phantom of the Opera*, along with other Broadway luminaries, who serenaded Dr. Pardes with some of his favorite show tunes, including music from *Anything Goes*, *A Chorus Line*, and, of course, the Phantom’s theme song.



Talk of the Town

Since *NYMed*’s debut July 10, there’s been a:

- 29 percent increase in visits to the NYP website
- 47 percent increase in Facebook likes
- 118 percent increase in Twitter followers

Watch online: www.nymedshow.com

Follow us on Twitter @NYPHospital

Facebook.com/NewYork-Presbyterian

NYPress

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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

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Building Tomorrow's Leadership

"NYP's greatest strength is our people, and we are committed to providing them with ongoing professional development opportunities," Dr. Kelly said when he introduced "Building Tomorrow's Leadership," NYP's new learning program for managers.

In January, the first Building Tomorrow's Leadership (BTL) class of 30 high-performing managers from throughout the Hospital began the 18-month program that is enabling them to develop their skills and work closely with senior leaders on high visibility projects.

The program's formal training process has three six-month phases: Phase One consists of 12 semi-monthly classroom case-based leadership workshops.

Phase Two involves action learning or project teams where BTL participants apply knowledge, skills, and abilities they acquired in Phase One to important Hospital projects. Phase Three consists of management sessions in which participants partner with top administrative and clinical management to address Hospital-wide issues.

The managers chosen for the 2012-2013 BTL class are: Christine Agir-Donnelly, Aileen Alapan, Maria Beatriz Alvarez, Keri Crayne, Julio Cruz, Christine DiPreta, Deborah Fernandez, Marie Finn,



Dr. Corwin (sixth from left) congratulates the first group of high-performing managers selected for NYP's new Building Tomorrow's Leadership program.

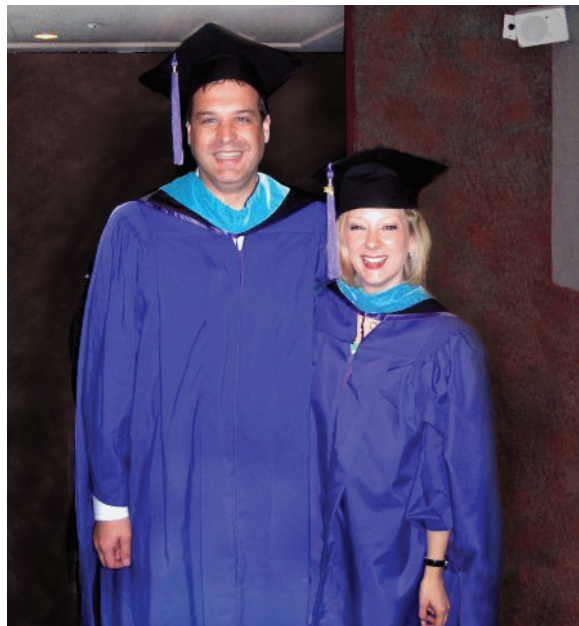
Linda Gibbons, Ellen Goldberg, Ellen Hawa, Heather Higgins, Vepuka Kauari, Ravi Koganti, Maria Lyons-Zani, Anne Marie Macrigiane, Cristina Mahabir, Timothy McGarvey, Angela Murray, Ellanie Ocasio, Maria Ogrodowski, Carolyn Padial, Patricia Peretz, Lisa Perlman, Jasmine

Pond, Alpa Prashar, Michael Radosta, Amy Reischer, Aida Ruiz, and Esper Zozobrado.

These managers were nominated by their directors and selected by the Building Tomorrow's Leadership Advisory Group, which was made up of six VPs: Paul Dunphey, Revenue Cycle;

Robert Guimento, Ambulatory Care; Bernadette Khan, Specialty Services; Alan Lee, Support Services & Patient Centered Care; Bernadette O'Brien, Support Services; and Valerie Punnett, Information Systems. Dr. Kelly is the program's Executive Sponsor. ■

Making Possible Higher Education for Nurses



Enrico DelSignore and Meghan Monahan, NYP/Weill Cornell, 2012 graduates of the NYU Wagner's Master of Science in Management program for nurse leaders

Recognizing that nurse leaders play a critical role in health care organizations and need exceptional leadership and management skills, NYP collaborated with NYU Wagner Graduate School of Public Service to develop NYU Wagner's Master of Science in Management: Concentration for Nurse Leaders.

The program includes both customized core courses and relevant elective course offerings from through-

out NYU. The curriculum emphasizes both theory and practice so that nurses can apply their learning from the research in health care management to their own experience on the job. To accommodate working nurses, the program conducts most classes on site at convenient times.

To date, 92 NYP nurses have graduated from the Wagner program since its inception in 2007, and 15 of the graduates have earned promotions. Their mobility has markedly reduced the use of search firms and has motivated other aspiring leaders to pursue the academic work they need to advance. Wagner graduates are evaluated by their supervisors at the end of the program and a year after graduation. Supervisors agree that the individuals are better able to do their current jobs, are more mature, and are on a career advancement trajectory.

According to Wilhelmina Manzano, MA, RN, SVP, and Chief Nursing Officer at NYP, who helped create the Wagner program, "The Hospital's commitment to support professional development and continuing education enriches our already strong talent pool and strengthens our ability to deliver the highest quality care to our patients."

The Wagner program is designed for nurses with at least three to five years experience, preferably with management or mentoring skills. To learn more go to <http://wagner.nyu.edu/executivempa/nurseleaders/>.

Make Your Opinion Count

TAKE THE 2012 EMPLOYEE SURVEY

This year's Employee Survey will take place from September 10 through October 7. The Survey provides valuable information that managers and staff use to create *Making It Better* plans to improve employee satisfaction in their departments. In areas that provide patient care, plans are developed to improve patient satisfaction as well.

Last year, staff participation reached an all-time high — more than 12,000 employees took part — and Overall Job Satisfaction reached a new high of 84 percent. These high rates of participation and scores show that efforts at *Making It Better* are making a difference for our staff.

As in the past, to ensure confidentiality, the Survey will be conducted by an outside vendor, Avatar HR Solutions, formerly known as HR Solutions. Absolutely no one at NYP will see any individual responses. The Hospital will receive a summary of the results, and data will be reported only for departments with at least five employees responding.

All employees will receive information in the mail in early September about how to participate and about raffles for exciting prizes. If you have any questions, call Avatar HR Solutions at (800) 871-3988 between 9 a.m. and 5 p.m.



NYP People profiles

NewYork-Presbyterian Hospital is consistently ranked by *Training Magazine* as having one of the most successful learning and development programs and for good reasons. Through such resources for employee development as the new Building Tomorrow's Leadership initiative, the NYP Learning Center, the Center for Organizational and Leadership Effectiveness (COLE), the NYU Wagner's Master of Science in Management program for nurse leaders, and many other education and training resources, employees throughout the institution have access to career development opportunities.

"The Hospital places a high value on developing the skills and abilities of our employees, encouraging them to excel, and helping them to reach their full potential," says Thomas Ferguson, SVP and Chief Human Resources Officer. "This not only benefits staff, it also increases job satisfaction and enhances employee retention, which ultimately leads to better patient care." ■

LATTYSHA RIVERA — NYP/Allen



CURRENT POSITION Human Resources Associate, supporting the Allen/Human Resources Department and Columbia/Labor Relations, as well as HR support for various departments across NewYork-Presbyterian.

PREVIOUS POSITION Administrative Assistant at HR, responsible for front-end office activities and working with manager on labor compliance.

TRAINING Graduated CUNY John Jay in 2011 with a bachelor's degree in public administration with a concentration in human resource management.

NEXT STEPS "I would like to pursue a Master of Business Administration. I definitely want to become a manager with NYP."

ADVICE "Seek out mentors. I spoke to various leaders, my labor director, my manager, VPs, and they served as mentors in their different areas of expertise. This definitely helped shape what I wanted to focus in on my career, and they helped encourage me to finish my education. I think NYP is a great organization as far as the different opportunities available. NYP encourages growth."

ROBIN FERRER — NYP/Columbia



CURRENT POSITION Patient Care Director for Hemodialysis, responsible for the daily operation and oversight of the unit at NYP/Columbia.

PREVIOUS POSITION Nursing Care Coordinator, supervising nurses in the Emergency Department.

TRAINING Earned promotion through hard work. Currently enrolled at the College of Mount Saint Vincent pursuing a Master of Nursing Administration, with graduation expected May 2013.

NEXT STEPS "When I graduate in May, I have to decide whether I want to pursue a PhD or a Master of Business Administration. My ultimate goal is to one day be a part of senior level management."

ADVICE "My advice would be to stick to your goals, pay attention to details, and maintain an intense desire to want to make a difference every single day."

Promoting Career Development and Training at NYP

SANDRA EMILE — NYP/Weill Cornell



CURRENT POSITION Patient Care Technician, attending to patients, performing EKGs and phlebotomy in the NYP/Weill Cornell Emergency Department.

PREVIOUS POSITION Patient Escort, transporting patients to laboratories and diagnostic centers.

TRAINING Enrolled in the Manhattan Institute's School of Allied Medical and Nursing in its EKG technician and phlebotomy technician programs. Attended school from 6 to 9 p.m., Monday through Thursday for eight weeks.

NEXT STEPS "I'm happy where I'm at right now, but the future? You never know."

ADVICE "If you want to move up, all you have to do is take some classes. And always know that you can do better, that you're climbing up that ladder and not stopping."

EFRAIN DIAZ — NYP/Westchester



CURRENT POSITION Cook at NYP/Westchester

PREVIOUS POSITION Nutrition Assistant

TRAINING Asking to help the cooks with food preparation, they taught him and motivated him. His supervisors encouraged him to go the extra mile for patients, the department, and himself.

NEXT STEPS "I want to focus on becoming an Amenities Chef at The Haven [a psychiatric inpatient program at NYP/Westchester]. When patients are happy with their food, that makes you feel good. You're doing something for someone else."

ADVICE "See different things, do different things. That makes you want to do better."



COLLEEN McCARTHY — NYP/MSCH



CURRENT POSITION Clinical Nurse Specialist, Morgan Stanley Children's Hospital

PREVIOUS POSITION CN 1 and CN 3

TRAINING Earned a bachelor's degree in psychology and an Associate of Applied Science in Nursing from Iona College, and a Master of Science/Pediatric Nurse Practitioner degree from New York University.

NEXT STEPS "There are so many things I want to do as a Clinical Nurse Specialist. I was a night nurse for nine years, so this is the first time I've worked in daytime. It's a whole different world. I start work at 6 a.m., and one of my goals is to help bridge the gap in communication between the day and night shifts."

ADVICE "Keep furthering your education. There are so many opportunities and room for growth. I'm still learning every day at this amazing place."



Setting the Pace: A Walk for Arthritis



More than 80 people from NYP, led by team captain Dr. Jonathan Lee, Assistant Attending Orthopaedic Surgeon at NYP/Columbia, took to Battery Park in June for the 10th annual Arthritis Walk, raising \$3,401 and honoring Dr. David Roye, Director of Pediatric Orthopaedic Surgery at NYP/MSCH (fifth from left). NYP team members included Michele Scofield, Manager of the Distribution Center at NYP/Columbia (front row, far right), and her 9-year-old daughter, Nicole (second from right). Nicole, who is affected by arthritis, walks each year to raise awareness for pediatric arthritis.

calendar



- **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. The NYP team photo will be taken at 9:30 a.m.; the walk will begin at 11:30 a.m. at the Bandshell. 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. If your department would like to staff a table, please contact Agnes Peterson at 821-0560 or apeterso@med.cornell.edu.
- **September 19** — Free prostate cancer screening will be available to men over 40 from 7 a.m. to 5 p.m. at 1300 York Avenue (69th Street), 2nd Floor, F-260 (Payson elevators). No appointment necessary. The screening is sponsored by the NYP/Weill Cornell Department of Urology, with support from the NYP/Weill Cornell Clinical and Translational Science Center, NYP Clinical Laboratory, and the NYP Cancer Prevention Program. For more information, call 746-5450.
- **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 3** — The Leukemia & Lymphoma Society's "Light the Night Walk" to raise funds to combat blood cancers will take place at Basketball City, Pier 36, 299 South Street. To join the NYP team, contact Nancy Gautier-Matos at 305-5587 or gautier@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 apeterso@med.cornell.edu.
- **October 20-21** — The American Cancer Society's Making Strides Against Breast Cancer Walk will take place in Central Park, starting at 9 a.m. A team photo will be taken at 8:15 a.m. To learn more, contact Nancy Gautier-Matos at 305-5587 or gautier@nyp.org or Christine Dillon at 746-2057 or chw9040@nyp.org.

promotions

Human Resources reports the following promotions as of July 31:

NYP/ACN

Zachary Blumkin
Psychologist-PhD,
Psych Clinic
Onsite Program
Belinda Carrasco
Psychologist-PhD,
Adult Outpatient
Psychiatry
Delia Cumba
Psychometrist, Clinic-
Psychiatry/Pediatrics



Carmen Jimenez

Carmen Jimenez
Medical Assistant,
ACN Audubon Practice
Nelson Lerdo
Patient Registrar, Oncol-
ogy Treatment Center
Michelle Mucaria
Patient Registrar,
Amb Care Svcs

NYP/COLUMBIA



Tabrina Youmans

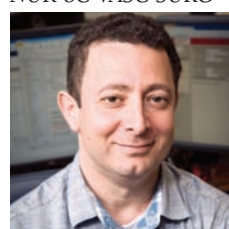
Tabrina Youmans
Sergeant-Security,
Security - Admin
Jerline Barbier
Staff Nurse, MB-8HN
Neurosurgery
John Bellefleur
Waxer - Stripper,
Environmental
Services-CH
Jesus Pagan
Laboratory Clerk
Typist, Central
Processing Unit
Dionne Peterson
Supv-Nsg Admin,
Milstein Nursing
Support
Jaelyn Powell
Mgr-Clinical Pharmacy,
Pharmacy-
Administration

Cristina Remon
Supv-Data Entry,
Sterile Supplies
Patrick Ryan
Clinical Nurse Special-
ist, MB-4HN MICU
Hillary Shaw
Admin Dir,
Service Line Division

NYP/WEILL CORNELL

Dennis Dadiz
Controller,
General Acctg
Francisca Frimpong
Staff Nurse-RN, NUR-
5N MED SURG
Georgia Giannopoulos
Sr Clinical Dietitian,
Nutr-Greenberg 14
Amenities Unit
Rodney Grazette
Coord-CMMS,
Engineering Maint
Lyubov Groysman
Staff Nurse-RN, W&C
Health-Postpartum
Verlinda Guanga
Clinical Manager, W&C
Health-PICU
Jose Guzman
Supv, Admitting
Kristian Hill
Senior Cashier, Cashiers

Regeena Jimenez
Project Leader-Comp,
HR - Compensation
Sandra Leon
Nurse Practitioner, Med/
Surg-Nursing
Veronica Lestelle
Prgm Mgr-Palliative
Care, Service Line
Division
Arvin Maala
Patient Care Director,
NUR-8C VASC SURG



Igor Ismakov

Igor Ismakov
Sys Hardware Analyst
II - IS, Help Desk Svc/
Client Svc
Brendan MacWade
Prgrmr Analyst II - IS,
CPOE
Anand Maharaj
Prgrmr Analyst II - IS,
CPOE
Dawn Mason
Patient Assistant,
W&C Health-L&D

Bailey O'Keefe
Supv-Clinical Nutrition
Svcs, Food & Nutri Svc
Christine Parker
Mgr-Clin Pharmacy,
Pharmacy
Leticia Ramos
Sys Hardware Analyst II
- IS, IT Back Office
Eduardo Rivera
Supv-Call Ctr-IS, Help
Desk Svc/Client Svc

Enid Rodriguez
Spl-Communications-
EMS, EMS
Laura Romeo
Child Life Therapist,
Child Life

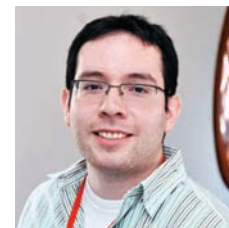
Kimberly Rosa
Staff Nurse-RN, OR
Tracey Schonfeld
Mgr-Transplant
Operations, Oncology
Service Line
Brian Singh
Accountant, Accounting
Crystal Taylor
Clinical Manager, NUR-
8W CRIT BURN (ICU)
Monika Tello
Nurse Practitioner,
NUR-14S MEDSURG
(AM)

Maria Thompson
Nurse Practitioner,
PWC ER Scatterbed
Ruth Vergara
Tech-Emerg Dept,
Critical Care Nursg -
Emerg Room

Judith Vosilla
Analyst-Sys
Operations-IS,
IT Administration
Tracey Whyte
Account Rep,
Patient Accounts
Nowel Williams
Sr Analyst-Financial,
Revenue Cycle Support

NYP/WESTCHESTER

Alexis Amarilla
Staff Nurse,
Nursg-Self-Injur
Beh(5n)

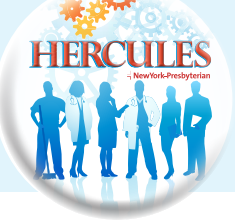


Alexis Amarilla



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.



Teamwork Pays Off in Revenue Enhancement

The Revenue Cycle Committee at NYP aims to streamline revenue cycle operations by integrating systems, standardizing processes, and using automation to improve operational and financial performance and to enhance the patient experience. Formed 11 years ago, the Committee is now chaired by William Farrell, VP, Finance, and Paul Dunphey, VP, Revenue Cycle.

The Committee, which meets every two weeks, is interdisciplinary and involves all campuses. It includes representatives from Documentation Improvement, Operations, IT, Patient Financial Services, Managed Care, Patient Access, Health Information Management, Performance Improve-

ment, Revenue Cycle Support, Finance, Financial Controls, Ancillary Services, and our Revenue Cycle Academy (training and education).

Wide-Ranging Projects

This year's goal for the Revenue Cycle Committee was to identify and implement additional revenue opportunities of approximately \$30 million through 20 closely monitored projects, as well as improve processes through standardization and technology implementations

These projects cover a wide variety of programs across all aspects of the Revenue Cycle, from the point of access through billing. Examples include financial advocacy, denial management, and outpatient services.

The financial advocacy program focuses on enhancing the patient experience through hands-on screening of uninsured patients. Registration staff members explain and identify opportunities to enroll the uninsured and underinsured patients in public and private assistance programs, and assess the need for charity care.

Denial management aims to reduce denial write-offs through root cause review and appeals and implements improvements based on the findings.

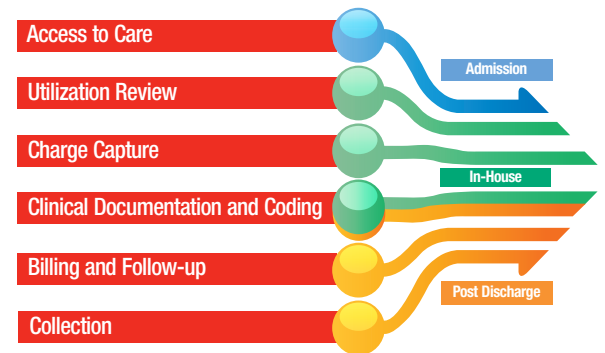
The outpatient services program focuses on standardizing processes and controls and ongoing monitoring across outpatient services using an assessment tool developed by the outpatient services team. The results provide NYP with a broad understanding of all the areas, potential gaps in process, controls, and education, and where training is needed for staff through the Revenue Cycle Academy.



NYP has received the Healthcare Financial Management Association's 2012 MAP Award for High Performance in Revenue Cycle for demonstrating "leading revenue cycle practices that set the bar for the industry and, ultimately, enable better patient care." Pictured are (from left) Paul Dunphey, VP, Revenue Cycle; Steven Kurz, VP, Network Patient Accounts; Phyllis Lantos, EVP, Corporate Chief Financial Officer and Treasurer; and William Farrell, VP, Finance.

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.

Revenue Cycle Components



Revenue cycle is the process used to describe the progression of a patient encounter from the time a patient accesses services through payment of those services. The above chart depicts the range of activities that are included in the process.

Other projects focus on patient access, documentation improvement, contract compliance, and billing as well as technology implementations and training activities.

Progress Continues

The Revenue Cycle Committee has made tremendous progress during the last 11 years; Hospital-wide, NYP has worked on more than 100 projects, generating on average a 1 percent increase in net revenue annually.

For patients, this increase in revenue means that they will benefit from additional resources the Hospital can use to acquire the best available technology, facilities, and staff.

For NYP, the additional revenue enables the Hospital to anticipate and meet the needs of patients with the highest quality care. The success of the Revenue Cycle Committee is due to the extraordinary amount of teamwork not only among its members, but also to all NYP staff who participate in the improvement activities. ■

Getting to Know You

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

A: My name is Valrose Lounds, Manager of the Ambulatory Care Network's Women, Infants and Children (WIC) Program.

Q: How long have you been at NYP?

A: It will be 13 years in December.

Q: What is the best part of your job?

A: It's people-centered, it's never boring, and it's always challenging me to learn new things.

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

A: I myself benefited from WIC when I was a new mother struggling to make ends meet. The program was so helpful and the staff so caring that I wanted to make my own career with the WIC Program. I started as a staff nutritionist with WIC at the Health and Hospitals Corporation. Twenty-five years later, I am the proud manager of one of the largest hospital-based WIC Programs in New York State.

Q: What's your favorite type of music?

A: I like R&B ballads of the '70s and gospel.

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

A: NYP is a world-class medical center in a lively and challenging neighborhood. The WIC Program's

Breastfeeding Center is one of the best. I was also attracted by the excellence in nutrition education, assessment, and counseling. The program adopted initiatives, such as Healthy Lifestyles, which encourage patients to eat healthier foods. The NYP WIC Program has one of the highest redemption rates of farmers' market checks in New York State.

Q: What kinds of vacations do you enjoy?

A: I enjoy cruises, where I can explore or just lie on the deck and read a book or just do nothing at all. I also would like to visit Africa again, this time South Africa.

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

A: I've been looking forward to my daughter's wedding. I would like to continue walking for fitness. I've enrolled in a sewing class and would like to sew my own clothes.



Valrose Lounds with clients of the WIC Program, the federal grant program that provides food, nutrition counseling and access to health services to low-income women, infants, and children.



A Little Hospitality Goes a Long Way to Enhance a Patient's Stay

A big thank you to all the staff who recently participated in NYP's "Delighters Contest." Your thoughtful suggestions on how to make our patients feel comfortable, welcomed, and cared for during their hospitalization are so appreciated. These ideas for low-cost, high-impact amenities, activities, food items, and services will provide an unexpected positive experience and help ease our patients' Hospital stay. For example, first place winner Flutie Fridays calls on the therapeutic power of music,

providing flutists who would play for patients and families throughout the Hospital every Friday. The refrigerator magnet would display not only NYP contact information, but conversion measurements related to medications. The Patient Centered Care Team had a difficult time selecting the winning ideas from the astounding 453 submissions received. While the contest is over, please continue to send new and creative ways to make our patients and their families feel at home to delighters@nyp.org. ■

And the Winners Are...

1st PLACE

Willa Walsiyen – *NYP/Allen*
Refrigerator Magnet

Kathy Connaire – *NYP/Columbia*
Disposable Blankets

Jenny Victor – *NYP/Columbia - ACN*
Birthday Cards

Raymond Wu – *NYP/Corporate*
Flutie Fridays

Tami Reichert – *NYP/MSCH*
Parent Hour

Krystle Belmore – *NYP/Weill Cornell*
Movie Fridays

Ellen Matos – *NYP/Weill Cornell - ACN*
Rubber Bracelets

Jacqueline Spang – *NYP/Westchester*
Good Night [Hershey's] Kiss



2nd PLACE

Christine Bohan and Eugene Wong – *NYP/Allen*
Hospitality Cart

Janeen Turano – *NYP/Columbia*
Fortune Cookies

Maryslenni Gil – *NYP/Columbia - ACN*
Cooking Demonstrations

Jose Nunez – *NYP/Corporate*
Directional Sticker

Joy Henderson – *NYP/MSCH*
Lullaby at Birth of Baby

Georgia Giannopoulos – *NYP/Weill Cornell*
Crayons and Paper for Children's Artwork

Michelle Gomez, Cindy Heng, and Natalie Hellmers – *NYP/Weill Cornell - ACN*
Pill Boxes

Sharon Ward-Miller – *NYP/Westchester*
Clocks



3rd PLACE

Lee Redstone and Lisa George – *NYP/Allen*
Journals

Martha Kaufman and Ruth Tavares – *NYP/Columbia*
ED Information Card

Danny Reichert – *NYP/Columbia - ACN*
Mobile Apps

Michael Hudson – *NYP/Corporate*
Greeting Cards

Susan Paul – *NYP/MSCH*
Family Movie Night

Jessica Edwards – *NYP/Weill Cornell*
Color-Coded Directions for Patients

Chantelle Philbert – *NYP/Weill Cornell - ACN*
Pedometers

Aviva Fisher – *NYP/Westchester*
Lavender Aromatherapy



Benefits Corner



ENHANCED NYP BENEFITS INFONET SITE

As part of our ongoing efforts to better serve our employees, the Infonet site pages for NYP Benefits and Retirement Services have been enhanced.

Retirement Services



The recently redesigned NYP Retirement Services site has new features, described below, with useful information about

the Retirement Program. Visit the site by clicking on the *Employees Tab/Your Human Resources/Retirement Services*:

- **Healthy Retirement — Vital to Your Future Flipbook** — a user-friendly guide that makes it easy to review all of the details of the Cash Balance Retirement Plan.
- **Learning Guide for Employees** — available in two sections, this guide is designed to help employees make sure they are on track to a healthy retirement future:
 - ▶ **Working, saving, and planning** — For employees who are a few years away from thinking about retirement, but need to understand how the plans work.
 - ▶ **I'm almost there** — Employees who are retiring this year or very soon can learn how to complete the process to retire.
- **Manager's Toolkit** — helps managers answer common employee questions about the plan and provide guidance as an employee begins the retirement process.

Benefits Quick Links



Benefits Quick Links, now available on the Employee Benefits page, make it more convenient for

employees to access information and obtain benefit forms.

To access the page, click on

Employees/Your Human Resources Site/Employee Benefits. In the right sidebar, you will find four sections:

- **General Benefits** — includes a description of all the benefit choices in the NYP program, and links to the benefits video, forms and vendor providers.
- **Education Assistance** — includes a program summary, Frequently Asked Questions (FAQs) and the prepaid agreement and request for reimbursement forms.
- **Financial Education** — this new section has a video about money management.
- **Wellness Benefits** — includes topics for Future Moms, Healthy Living videos, and a link to the monthly Health Focus Calendar.

Employee Activities



20-YEAR GALA CELEBRATIONS

Employees who celebrate 20 or more years of service this year are invited

to attend the 20-Year Gala for their site.

Invitations will be mailed to the honorees' homes very soon.

NYP/Columbia, NYP/MSCH, NYP/Allen, 7th Avenue, NYP/ACN/Columbia

Wednesday, October 17

Marriott Marquis, 47th and Broadway, 5th Floor outside the West Side Ballroom

NYP/Weill Cornell, NYP/Westchester, East 38th Street, NYP/ACN/Weill Cornell

Thursday, October 25

Marriott Marquis, 47th and Broadway, 5th Floor outside the West Side Ballroom



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.

EMPLOYEE DISCOUNTS



GlobalFit

The GlobalFit program offers below-retail prices to gyms nationwide and a range of membership options for NYP employees and their families.

Through the GlobalFit Gym Network, you and your family have access to:

- 24 Hour Fitness, Bally, Curves, and Anytime Fitness, plus 1,000 more regional chains and local favorites
- GlobalFit's lowest-price guarantee — if any participating gym offers a lower price in writing, GlobalFit will top that rate by 5 percent*
- Free guest passes to try most gyms before making your decision

Contact GlobalFit at www.globalfitgyms.com or call (800) 294-1500 to find participating gyms near you. Be sure to ask about GlobalFit's money-saving special offers.

*For more information, visit www.globalfit.com/members/lpg.asp or call (800) 294-1500.



Dollar Rent A Car

NewYork-Presbyterian employees receive special rates from Dollar Rent A Car. For rates and reservations, visit their

website at www.dollar.com or call (800) 800-4000. When making reservations, be sure to use the Hospital's corporate discount number: **CC0089**.

The discount rate is valid through 10 p.m. on Thursday night. If you rent a car by 10 p.m. Thursday, the same discounted rate will apply throughout the entire weekend. (Example: If you rent a mid-size car for \$45 each day for Thursday, Friday, Saturday, and Sunday, you pay \$180 plus tax. The regular retail rate for Friday, Saturday, & Sunday is \$300 plus tax).

Thrifty Car Rental

NewYork-Presbyterian employees receive a discount from Thrifty Car Rental. You can make reservations online at www.thrifty.com or call (800) THRIFTY. When making reservations, be sure to use the Hospital's corporate discount number: **004C004023**. Thrifty Car Rental offers:

- Low, guaranteed rental rates
- No underage fees
- No additional driver fees
- No midweek or one-day surcharges
- Rates good for business and personal travel
- Blue Chip Express Rental Program®
- Blue Chip Rewards — renters earn free days

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



THE TRAINING GROUND AT NYP



In 2012, NewYork-Presbyterian Hospital was ranked 42 among global organizations in *Training Magazine's* Top 125 – the most elite ranking among Fortune 500 organizations recognizing employer-sponsored workforce training and development. Of the 125 companies chosen, only eight of the nominees were hospitals or health care services companies.

This is the fifth year that NYP has been honored with this distinction. As indicated by NYP's continued rise in the Top 125 rankings from 96 in 2008 to 42 today, the Hospital has made great strides over the years in improving program offerings. "This prestigious designation recognizes the excellent work being done in training and education throughout the Hospital," says Carol Silk, VP and Chief Learning Officer. "There is a clear commitment to providing employees with opportunities to grow."

Helping to enrich the range of training and education resources for employees is the mission of the Hospital's Learning Partnership Board. Comprised of training professionals from the Center for Organizational and Leadership Effectiveness (COLE), Nursing Education, Finance, Pharmacy, Quality, Emergency Medical Services, and Support Services, Board members work together to maintain educational standards, promote the use of technology, and foster employee skill development and growth.

Among the many training initiatives and resources available throughout NYP for clinical and non-clinical employees are:

COLE

The Center for Organizational and Leadership Effectiveness is available to NYP employees to help build skills and knowledge that relate to specific job responsibilities and promote career development by providing continuous learning opportunities. These include:

- Helping develop leadership skills and expertise in such areas as team building, performance management, financial operations, and employee satisfaction
- Providing training to all clinical disciplines on incorporating the NYP Electronic Medical Record system and other clinical applications
- Developing and delivering both online and classroom training associated with all aspects of the revenue process
- Providing training in quality and safety, environment of care, and regulatory requirements
- Providing training in software products such as Microsoft Office, Outlook email, and the Corporate Time Calendar

- In partnership with the Patient Centered Care team, presenting training that supports the *We Put Patients First* strategy
- Implementing online learning programs on a number of topics that include regulatory, clinical, and physician and nursing practice
- Developing simulation-based training models.

NYP Learning Center

The NYP Learning Center provides employees with access to a full spectrum of training programs offered by the Hospital. "The Hospital's goal is to centralize the direction, scope, and shape of its learning initiatives, while decentralizing the administration, reporting, management, and development of training," says Carol Silk. "The training platform also facilitates the deployment of just-in-time training to meet regulatory requirements with a high degree of consistency across NYP." Decentralization of reporting filters down to the individual manager level, where managers have the capability of monitoring the training of their direct reports. The NYP Learning Center has deepened the Hospital's overall commitment to and understanding of People Development, a NYP strategic initiative, at a grassroots level.

Nurse Residency Programs

Through the Department of Nursing, new graduate nurses on each campus participate in the Nurse Residency Program, which is designed to support their transition from new grad to full-fledged RN. Residents attend monthly seminars on applied learning topics; participate in supportive groups that help them process clinical experiences, and collaborate with mentors, preceptors, and staff throughout the year-long experience.

Mentoring

Through formal and informal programs, NYP leaders provide mentoring to employees, which helps to guide their career paths.

Education Assistance

The NYP Education Assistance Program provides financial support to employees seeking to enhance their skills and further their professional development through education. ■

For more information about education, training and development opportunities at NYP, speak with your department supervisor or visit the NYP Infonet.

Emerging Leadership Council

The Emerging Leadership Council has been formed at NYP to aid in the career development and growth of health care professionals who are in the early stages of their careers at NYP. The Council offers networking opportunities and knowledge-sharing resources and provides visibility to senior leaders.

Membership in the Council is open to all individuals at NYP who have their manager's approval and have worked fewer than 10 years at the Hospital.

For more information and a membership application, visit the ELC Team site at <http://teamportal.nyp.org/sites/NYP/admin/ELC/default.aspx>.

2011 COLE at a Glance

- 867 instructor-led training courses were offered
- 412 technology-based training courses were offered
- Total training hours increased from 481,001 in 2007 to 582,319 in 2011
- Average training hours per employee were 29.9