



Season's Greetings

from Herbert Pardes, M.D., and Steven J. Corwin, M.D.

Congratulations to all of you for completing an extraordinary 2010! We are so proud of each and every member of our NewYork-Presbyterian Hospital family for continuing to work together as a team — across disciplines, across campuses, and across our enterprise — to deliver the best possible care for our patients and their families. Looking ahead, the challenging and uncertain times continue, but we are confident that your ongoing dedication and commitment to We Put Patients First will always enable our great Hospital to thrive. Thank you for the amazing work you do each day. We wish each of you and your loved ones a joyous holiday season, and a happy and healthy new year!

So Cute, It's Scary!

FALL FUN INCLUDES MUSIC, MAGIC AND TREATS

Halloween 2010 was another spook-tacular day for NewYork-Presbyterian. More than a thousand costumed children of employees, accompanied by their parents, attended NYP's 16th annual Halloween "Boo! Bash" on October 28 at the Armory Track and Field Hall of Fame.

Costumed characters, a magician, balloon artist, a carnival booth and a D.J., all added to the seasonal fun, as did Hospital employees dressed in their scary best.

At NYP/Morgan Stanley Children's Hospital dozens of young patients and staff enjoyed lunch and treats during the annual Halloween party held October 29 in the Wintergarden.

And at the Komansky Center for Children's Health at NYP/Weill Cornell, Child Life Services held a parade for children and their parents and a reverse trick-or-treating event that had staff from Cardiology, Nursing, Physical Therapy, Social Work, Pharmacy and the library going from room to room, delivering treats to children.

At NYP/Westchester, children from Nichols Cottage spent Friday afternoon trick-or-treating in the administrative offices and then went to the annual Halloween party, where all the patients enjoyed music, treats and other fun. ■

NYP/Morgan Stanley Children's Hospital



NewYork-Presbyterian Hospital



Komansky Center for Children's Health



Hats Off to Nursing Support Services!

The NYP Nursing Department in October recognized the dedication and commitment of the Nursing Support Services staff, more than 5,000 individuals who are not RNs. They include nursing attendants and aides, techs, unit assistants, unit clerks, mental health workers, LPNs, certified alcohol substance abuse counselors, patient financial advisers and departmental transporters.

"These individuals are the eyes and ears of the nurs-

es," says Rosemary Sullivan, Director of Nursing Special Programs, "and they contribute greatly to the well-being of our patients and the smooth operation of the unit. They work tirelessly to keep the patient at the center of what we do."

Special events at each site honored the Support Services staff for their assistance to their colleagues and their contribution to patient care. ■

NYP/Columbia



NYP/Weill Cornell



NYP/Westchester



NYP/Allen



NYP/Morgan Stanley Children's Hospital





people on the move

A New Post for Stacey Petrower



Stacey Petrower

Stacey Petrower has been appointed Vice President, Operations. She oversees and manages the day-to-day operations of the Emergency Department, Diagnostic and Interventional Cardiology, Radiology Services, Radiation Therapy, Rehabilitation Medi-

cine and Clinical Lab Services at NewYork-Presbyterian/Weill Cornell.

“In my new role as Vice President, Operations, I am very lucky to be working with a strong team of professionals whose focus is prioritizing our commitment to *We Put Patients First*,” Ms. Petrower says. “The vision of the Operations Division is to foster an environment of trust, respect and collaboration, which will help us to achieve operational efficiency while always exceeding the expectations of our patients.”

Ms. Petrower came to NewYork-Presbyterian in 2003 as Director of Graduate Medical Education. She then became Director of Operations for MSCHONY and most recently served as Director of Clinical Services at NYP/Weill Cornell.

Ms. Petrower began her career at Mount Sinai Medical Center in the Women’s and Children’s Division and then held various administrative positions at Montefiore Medical Center. She later joined the Columbia University College of Physicians and Surgeons as Director of Columbia Presbyterian Eastside.

Ms. Petrower holds a bachelor’s degree from the State University of New York at Binghamton and a master’s degree in public administration and health care management from Pace University.

An avid skier, Ms. Petrower heads for Vermont with family and friends whenever possible. She also makes sure to attend as many of her niece and nephew’s soccer games as possible. ■



Dr. Moses Leads Bi-Campus Program



Jeffrey W. Moses, M.D.

Jeffrey W. Moses, M.D., who has served as Director of the Center for Interventional Vascular Therapy and Director of the Cardiac Catheterization Lab at NYP/Columbia, has been appointed Director of Interventional Cardiology Services for both NYP/

Columbia and NYP/Weill Cornell, a newly established bi-campus program. A Professor of Medicine at Columbia University College of Physicians and Surgeons, he will also hold a full-time faculty appointment at Weill Cornell Medical College.

“I look forward to working alongside my colleagues at NYP/Weill Cornell as we realize the benefits of new, minimally invasive treatment options such as drug-eluting stents and percutaneous valves,” Dr. Moses says.

An internationally recognized interventional cardiologist, Dr. Moses has performed more than 15,000

interventional procedures and pioneered innovative interventional cardiovascular treatment approaches using minimally invasive surgery, angioplasty, stents, gene therapy, support devices and percutaneous valves. He has made significant contributions to clinical research and education in the area of interventional vascular therapy.

Dr. Moses, who is highly committed to clinical innovation and research, joined NYP in 2004. Earlier he held a professorship in clinical medicine at New York University School of Medicine. He also served in various positions in interventional cardiology and electrophysiology at the former New York Hospital-Cornell Medical Center.

Dr. Moses received his bachelor’s degree from Yale and his medical degree from the University of Pennsylvania School of Medicine. He did his internship, residency and fellowship training in cardiology at the University of Pennsylvania Medical Center. ■



Bernadette Khan, M.S.N., R.N., Named Vice President



Bernadette Khan, M.S.N., R.N.

In her new role as Vice President, Specialty Services, Bernadette Khan provides leadership and oversight to the NYP/Weill Cornell Women’s and Children’s Service and the Burn Service.

“This promotion is a very exciting opportunity for me,” Ms. Khan said. “I feel privileged to work for an institution like NewYork-Presbyterian that is committed to the development of its people and also provides an environment that supports promotion. As Vice President of Specialty Services I would like to improve the patient experience and help ensure a culture of teamwork and safety.”

Ms. Khan began her career at the former New York

Hospital-Cornell Medical Center in 1984 as a Staff Nurse in critical care. Since then, she has held nursing positions with increasing levels of responsibility, including those of Nurse Manager, Acting Director of Critical Care Nursing and Director of Medical Nursing.

She has had leadership roles in multiple campus-wide Eclipsys initiatives, including pilots for computerized physician order entry and bar code scanning of lab specimens in the adult ICU. She has also directed the rollout of rapid response teams and the real-time demand capacity initiative at NYP/Weill Cornell.

Ms. Khan holds bachelor’s and master’s degrees in nursing from Hunter College. She is married with two sons and in her free time enjoys reading, baking and going to the movies. ■



Engineering a Great Patient Stay



Graeme Mitchell (center) and members of the Facilities Operations team will see that NYP's spaces are kept fresh and up-to-date.

NYP's Graeme Mitchell, Vice President of Corporate Engineering/Facilities Operations, and the team of nearly 350 employees in the department have the world on their shoulders. With responsibilities that include maintaining and operating every building at NYP on all five campuses, Mr. Mitchell and his team operate a 24/7 department, ensuring that Hospital staff can deliver the optimal patient experience in the best environment.

"Working with buildings means we have a responsibility to oversee every element of the environment, including temperature, lighting, walls, floors, ceilings, air, everything

that is necessary for our employees and patients to give and get the care they need," says Mr. Mitchell.

With more than 30 years of experience in construction and facilities management, including institutional building system engineering and utilities infrastructure management in the health care industry, Mr. Mitchell's role was a newly created position at NYP when he arrived in 2007.

"Hospitals are faced with expectations to become more energy efficient, sustainable and cost-effective during a time when health care costs are skyrocket-

ing," says Fritz Reuter, Senior Vice President of Facilities.

"With Graeme's arrival, we were able both to position NYP at the forefront of hospitals and their sustainability efforts and also to serve as an example in this regard to our surrounding communities and the world."



Graeme Mitchell

Since 2005, the U.S. Environmental Protection Agency has recognized NYP with its Energy Star Award for leadership in efforts to reduce greenhouse gas emissions through energy efficiency. This year, the Hospital received the EPA's top award for "Sustained Excellence in Energy Management" for reducing energy use by 2.6 percent at savings of more than \$1.8 million; and for developing a cogeneration system at NYP/Weill Cornell, which is projected to reduce CO2 emissions by more than 27,000 tons per year and save more than \$6 million annually in operating costs.

"What's rewarding about this recognition is that everyone will see the benefits of what we have accomplished," Mr. Mitchell said. "We are building a department that can do everything to maintain our level of excellence as leaders in our community and in the world."

What's the next heavy lift for our Engineering team? It will be the Facilities Aesthetic Condition Enhancement Project, also known as the FACE Program. Dr. Corwin has asked Mr. Mitchell to create the FACE program to refresh and refurbish every room in each of the Hospital's buildings at least once every four years.

"Giving our work spaces a new 'facelift' is vitally important to our patients and employees," said Mr. Reuter. "Graeme and our Engineering team will ensure we have a safe, attractive and updated environment in which we can continue our mission of *We Put Patients First*." ■

Crib Safety Makes the News

Television personality Joan Lunden teamed up with NYP/Morgan Stanley Children's Hospital and the U.S. Consumer Product Safety Commission at an October 22 press conference, which highlighted a new crib safety video, "Safe Sleep for Babies," aimed at helping new parents avoid tragedy.

"As a TV host, I interviewed far too many parents about tragedies," Ms. Lunden said. "It's important to raise the level of the national discussion."

The video was made by the Keeping Babies Safe organization in conjunction with the U.S. Consumer Product Safety Commission and the American Academy of Pediatrics.

"I believe that we need to make sure that new parents provide a safe crib, bassinet or play yard for their babies to sleep in," said Inez Tenenbaum, Chairman of the U.S. Consumer Product Safety Commission.

"NYP/MSCHONY is proud to distribute this video to every patient who delivers a baby at our Hospital," said Joan Bregstein, M.D., Director of Community Outreach for the Division of Pediatric Emergency Medicine. "We're trying to get this video to every pediatrician in the U.S.," added O. Marion Burton, M.D., F.A.A.P., President of the American Academy of Pediatrics. ■

(From left) At the press conference Dr. Pardes joined Joan Lunden; Joan Bregstein, M.D.; Inez Tenenbaum; O. Marion Burton, M.D.; and Joyce Davis, President of Keeping Babies Safe, an organization that teaches about crib and sleep safety.





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.



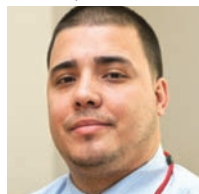
promotions

Human Resources reports the following promotions as of October 31, 2010.

NYP/ACN

Dessire Castillo
Clinical Nurse III,
Medical Group
Practice

Adan Gomez
Supervisor-Call
Center, Call Center



Adan Gomez

Elizabeth Santana
Certified Medical
Assistant, ACN -
Allen Practice

NYP/COLUMBIA

Nebuchadrezzar Alday
Clinical Nurse III,
MHB-Cardiac-5GS

Julio C. Almeida
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

Michael Bovee
Clinical Engineer-
Biomed, Biomedical
Engineering

Susan Carreon
Clinical Nurse II,
MB-5HS Cardiac
Care Unit

Pavenia Evans
Patient Fin
Advisor-Pat Access,
Emergency - A

Michael Guiry
Dir-Cardiology
Svcs, Interventional
Cardiology Pas

Roberto Hunte Jr.
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

Christopher Ifill
Patient Care
Associate, MB-3/4
Recovery Room

Carlos Leerdam
Maintenance
Mechanic I,
Engineering-
Preventive Maint

Milagros Martinez
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

Patricia Elaine Nelson
Clinical Nurse V,
Nursing Education

Easter Pannell
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

Olga Perez
Staff Assistant,
Washington Heights
Initiative

Jose Ramirez
Sys Hardware
Analyst III - IS,
Desk Top Support
- West

Francesca Rodriguez
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

Christina Rosario-David
Program Mgr,
Women & Children
Care



Omar Ricardo Francis

Omar Ricardo Francis
Analyst-
Credentialing
Med Affr, GME
Administration

Ingerburg B. Starke
Patient Fin
Advisor-Pat Access,
Radiology-Central
Scheduling

NYP/WEILL CORNELL

Willie L. Abney
Sr Techn Anesthesia,
Anesthesiology

Sherman Charles
Floor Mechanic,
Building Life Safety
Team

Ronald DeLuzio
Accountant, General
Acctg

Ingrid Ann Kirsch
Project Leader - IS,
CPOE

Jeffrey Leung
Accountant, General
Acctg

Walford Lindo
Project Leader - IS,
CPOE

Marisa Ann Mirone
Sr Staff Nurse-RN,
NUR-B15 SHORT
STAY SURG

Ailyn Moreira
Sr Logistic
Specialist,
Biomedical
Engineering

Zhani Pellumbi
Prgmr Analyst III
- IS, UNIX/DATA
Base Adm

Joyce Philip
Patient Care
Director, NUR- 2SW
CRIT. NEUROICU

Louis Piels
Counsel-Associate
General, Legal
Affairs/Risk Mgmt

Pamela Ross
Financial Analyst,
Purchng Mats
Mgmt

Desmond M. Smith
Zone Mechanic,
Engineering Maint

Frank Taylor
Account Repr,
Patient Accounts

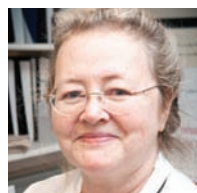
Gentle Trewick
Lead Transcriptionist,
Surgical Path

Antony Vanegas
Project Leader - IS,
IT Back Office

Bruce A. Yarosh
Critical Care Pmdc,
EMS

Michael Zelenetz
Emergency
Paramedic, EMS

Ruth Ann Rose
Lead Technologist,
Immunopath-lab



Ruth Ann Rose

In Memoriam

NewYork-Presbyterian Life Trustee Sidney J. Weinberg Jr. died on October 4 at age 87. He had been a Trustee of the Hospital since 1970.

During his 40 years on the Board Mr. Weinberg served as its Vice Chair and held several other important leadership positions. NYP leaders describe him as "a delightful, upbeat optimist as well as a most generous supporter."

A senior director of Goldman Sachs, Mr. Weinberg was known for his philanthropy to health, science and education institutions.

He served in the U.S. Army during World War II and then earned a bachelor's degree from Princeton and a master's degree in business administration from Harvard.

His survivors include his wife, Elizabeth Weinberg; two daughters; a son; two stepsons; a stepdaughter; 12 grandchildren; and four great-grandchildren.

The Weinberg family has given more than 100 years of service to NYP. Mr. Weinberg's father, the late Sidney Weinberg, was a Trustee of The Presbyterian Hospital; his brother, the late John L. Weinberg, served the New York Hospital Board for 45 years; and his nephew, John S. Weinberg, has been a member of the NYP Board since 2000.



Sidney J. Weinberg Jr.

classifieds



- **FOR SALE:** New medical offices in prestigious, all-medical/dental commercial co-op at 115 East 61st Street. Conveniently located between Midtown and Upper East Side, with easy access to Hospital and transportation. Full-time attended lobby; no steps. Contact Sharon Aspis at (212) 692-6139.
- **FOR SALE:** Rare Garth Road studio co-op in Scarsdale. Eat-in kitchen, large entry hall, renovated bathroom, 8-foot ceilings, four closets. Most furniture free with sale. Close to Scarsdale train, shopping and park. Free town street parking permit. Monthly maintenance: \$377 (includes electric, gas, heat and hot-water costs; does not include STAR tax credit of \$76.65/month). No pets allowed. Offered at \$111,021. Contact Frances Barr at Century 21 Marciano, New Rochelle, at (914) 310-7308 or fbarr225@yahoo.com.
- **FOR SALE:** Recently gut-renovated junior 4 on East 74th Street between Second and Third. Large custom closets. Maple cabinets, granite countertops and top-of-the-line GE stainless steel appliances in kitchen; linen closet in bathroom. Dining ell has French doors; can be separate room or office, or wall can be removed. Central air conditioning throughout. Laundry next door to apartment. Pet friendly and child friendly. Asking price: \$799,000; less with no broker. Building requires 35 percent down. Contact Erica at (917) 886-7175 or esiegel16@yahoo.com.

Blood Drive

NYP has had a record-breaking year for blood donations! Please help us do even more by supporting the December blood drive at the times and places below.

NYP/Columbia (Milstein Lobby) Tuesday, December 7, 9 a.m. to 6 p.m.; Wednesday, December 8, 9 a.m. to 8 p.m.;	333 East 38th Street (3rd floor) Monday, December 6, 8:30 a.m. to 4:30 p.m.	NYP/Westchester (Auditorium) Wednesday, December 1, 10 a.m. to 4 p.m.
NYP/Allen (Thayer Conference Room) Monday, December 13, 11 a.m. to 5 p.m.	NYP/Weill Cornell (Garden Café and Cayuga Room) Monday, December 13, 8 a.m. to 6 p.m.;	NYP/Morgan Stanley Children's Hospital (Wintergarden) Wednesday, December 29, 9 a.m. to 6 p.m.
	Tuesday, December 14, 8 a.m. to 9 p.m.;	463-7th Avenue (busmobile parked on 36th Street) Tuesday, December 7, 9:30 a.m. to 4:30 p.m.
	Wednesday, December 29, 8 a.m. to 6 p.m.	

Everyday Issues, Expert Advice



Photographed with Dr. Pardes (third from right) at the Women's Health Symposium were (from left) Charlotte Ford, NYP Trustee; Anita Gotto; Louis J. Aronne, M.D.; Gail Saltz, M.D.; Joan Weill, Co-Chair of the Symposium's Executive Steering Committee; Lisa R. Callahan, M.D.; and Orli Etingin, M.D., Medical Director of NYP/Weill Cornell's Iris Cantor Women's Health Center.

Under the title "Accentuate the Positive: Small Changes, Big Results," NYP/Weill Cornell's 28th annual Women's Health Symposium offered strategies for coping with problems of everyday life.

Louis J. Aronne, M.D., gave the audience "The Skinny on Losing Weight Without Being Hungry: What Works, What Doesn't"; Lisa R. Callahan, M.D., offered insights in a talk titled "Focus on Fitness: Exercising for Your Optimal Health"; and Gail Saltz, M.D., spoke about "Finding Your Center in Times of Stress."

Dr. Aronne is Director of the Comprehensive Weight Control Program affiliated with NYP/Weill Cornell. Dr. Callahan, Associate Attending Physician at NYP/Weill Cornell, is co-founder and co-director of the Hospital for Special Surgery's Women's Sports Medicine Center, and Dr. Saltz is Associate Attending Psychiatrist at NYP/Weill Cornell and a contributor to NBC's "Today" show and CNN.

Dr. Pardes moderated the October 14 symposium, which benefited the Hospital's Iris Cantor Women's Health Center. Myra Mahon and Joan Weill are leaders of the Symposium's Executive Steering Committee, which focuses on education and the advancement of women's health issues.

"A Jacket to Wear with Pride"



Program Analyst II Darius Santiago (on right) modeled his new track jacket while Master Black Belt John Clark looked on. Both men work at NYP's 333 East 38th Street site.

Track jackets embroidered with the Hospital and New York Giants logos were distributed to employees this October as a token of appreciation for their teamwork and commitment to the Hospital.

In a message to employees Dr. Pardes and Dr. Corwin said, "Thank you for helping NYP achieve its status as the #1 hospital in New York City for the tenth consecutive year and the #6 hospital in the nation for the fifth consecutive year." The rankings appeared in *U.S. News & World Report's* 2010 issue of "America's Best Hospitals."

Dr. Pardes and Dr. Corwin added, "We hope you will wear your jacket with pride."

A Glittering Evening Supports a Good Cause

Cabaret 2010 was held on October 13 at the Park Avenue Armory. This year *Cabaret* was led by co-chairs Helen and Robert Appel, Charlotte Ford, Kim and Jeff Greenberg, and Margaret and Ian Smith.

The evening, hosted by "CBS Evening News" anchor Katie Couric, featured entertainment by Idina Menzel, Tony Award winner for her performance in *Wicked*.

Over 875 guests filled the Wade Thompson Drill Hall, raising over \$2.6 million that will benefit both NewYork-Presbyterian Hospital and Weill Cornell Medical College by supporting their ongoing commitment to patient care, research and medical education.



News anchor Katie Couric hosted the evening.



Dr. Pardes with Trustee Charlotte Ford



Cabaret-goers included (from left) Anita Gotto; Antonio M. Gotto Jr., M.D., Dean of Weill Cornell Medical College; Joan Weill; Dr. Pardes; and Sanford I. Weill, Trustee of NewYork-Presbyterian Hospital and Chairman, Weill Cornell Medical College Board of Overseers.

You Work in the City, Why Not Live in the City?

NewYork-Presbyterian offers housing options at both NYP/Weill Cornell and NYP/Columbia that meet each employee's needs at ideal locations. All housing is located near Hospital campuses, offering both convenience and affordability.

You can find all this at NewYork-Presbyterian, so commute less, enjoy more and live more.

For more information, look at the NYP housing website at www.nyphousing.com; e-mail nyphousing@nyp.org; or call (212) 746-1968 at NYP/Weill Cornell or (212) 305-2014 at NYP/Columbia.

Look at Our Stars Shine!

2010 Shining Star Award Ceremony

NYP's "Shining Stars" light the way for employees across our organization by exemplifying *We Put Patients First*.

The Hospital's Shining Star Program encourages patients and families to fill out comment cards, available in patient care areas, as a way of saying thank you to employees who have provided them with exceptional and compassionate care. The comment cards are collected and sent to the Patient Centered Care Department, where they are recorded. Staff who receive the highest percentage of cards from patients and their families are presented with gold, silver, or bronze awards at a bi-annual Award Ceremony where leadership recognize and honor employees who are our "Shining Stars." Since this program started in 2007, over 50,000 cards have been collected.

An Award Ceremony was held on October 20 to recognize Shining Star winners from NYP/Columbia, NYP/Morgan Stanley Children's Hospital, NYP/Allen and the NYP Ambulatory Care Network. The NYP/Weill Cornell and NYP/Westchester Shining Star Award ceremonies will take place early in 2011.

Congratulations to all staff who are making a difference!



NYP/Allen

GOLD

Maria Franco

SILVER

Margaret Desivieres
Rebecca Gibbons
Pamela Monroe
Jocelyn Sylvain

BRONZE

Arlene DeGuzman
Virginia Frasco
Larry Hodge
Ines Sosa
Yolanda Veasquez
Teesia Watts

NYP/Ambulatory Care Network

GOLD

Carol Marcano
Albertina McDonald

SILVER

Dalia Drammeh
Rebecca Monserrate
Jenny Victor

BRONZE

Dawn Alexander
Jessica Caraway
Catherine Diaz
Jossette Gunter
Iris Lopez
Elaine Montique
Evelyn Reyes
Francis Rodriguez

NYP/Columbia

GOLD

Aleyamma Abraham
Konstatine Bass
Melineth Café
Wilma Rey
Jocelyn Rubi
Maria Trasmonte
Bertha Wahls

SILVER

Tejana Basnet
Daryle Blackstock
Michelle Clarke-Ellison
Christopher Davis
Ezequiel Green

William Herrera

Suzanne Ko
Michelle Lloyd
Maria Nunez
Anthony Raquiz
Remy Rose
Alexandra Rosenbaum
Belma Tonel
Mayline Urena
Young Jung Yoon

BRONZE

Agnes Achaab-Ataande
Cosetta Buscioni
Danielle Camastra
Gabby Cusack
Maria Diaz
Richard Dorritie
Sylvia Francis
Stephanie Hazell
May Ann Hilado
Charlie Hilario
Kristen Kramer
Pam Marquez
Karen Pabilon
Felicia Quainoo
Mary Samuel

Roxanne Simpson-Jones

Maria Sukumaran
Abha Suneja
Mayumi Takada
Sicily Varughese
Natalie Washington

NYP/Morgan Stanley Children's Hospital

GOLD

Susie Burdine-Ward

SILVER

Marilyn Dalisay
Juanita Walters

BRONZE

Nicole Basso
Antoinette Bernardo
Monica Blanche
Mary Doyle
Yang Lu
Anabelle Quiroigico
Reena Raveendran
Kalpana Shenoy

NYP/Weill Cornell

GOLD

Alma Anderson-Bolton
Larisa Chakarian
Linda Colon
Angela Diggs
Anna Lincke
Edward Moreau
Shaun Nero
Cecilia Nicholas
Crystal Nicholson
Cynthia Palmer
Chandra Toonda

SILVER

Dana Cedro
Denise Clement
Donzel Evans
Joyce Felli
Alonzo Flowers
Chandra Gray
Feli Huntington
Carol King Jaswal
Catherine Michelwicz
Angel Nelson
Patrice Powell
Joanne Ramoutar

Doris Richards

Jagoda Risteka
Kanta Sharma
Henrietta Stephenson
Christine Tablang
Bernice Thompson
Heidi Tullis
Anna Vaca
Jacinth Williams

BRONZE

Christina Adams
Emelie Antonio
Dorota Baranowski
Johanny Batista-Shallit
Jason Berg
Marie Bobb
Leon Campbell
David Cobb
Janet Conway
Jennifer Correa
Andrea Dockery
Heather Edwards
Mary Ellen George
Marlene Guevara
Samantha Guijarro
Ella Guy

Mirose Heriveaux

Louisa Holmgreen
Jaclyn Hughes
Evande Huie
Norma Hyde
Issah Imoro
Riki Jaffe
Elizabeth Kelly
Joey Lazzara
Sandy Leon

Rubena Maragh-Simpson

L'Tiffani McDowell
Pamela Meilnick
Elenita Mercado
Jeannita Mercius
Maria Morgenfeld
Tara Morrissey
Viola Nelson
Ana Orozco
Lily Ortillo
Laura Pecini
Greg Peich
Kathryn Phillips
Jeanette Piedrahita-Cuartas
Andrea Rivas-Javier
Erica Schlindra

Lynn Siemers

Gwen Smith
Spencer Smythe
Monica Tello
Jackie Thompson
Gemma Traquena
Tricia Watten
Karlene Williams
Sarah Yanez

NYP/Westchester

GOLD

Julio Martinez

SILVER

Anthony DeDonatis
Anthony Francour

BRONZE

Jennifer Gill
Carlos Hernandez
Francia Monroe
Lisa Ortiz
Carl Stokes
Adrian Walker

Benefits Corner



EMPIRE BLUECROSS BLUESHIELD MEDICAL CARDS

NewYork-Presbyterian employees and family

members who participate in the medical plan will each receive a new Empire ID card by December 31, 2010. If you have not received your card by that date, please contact Empire at (800) 342-9816.

The new ID card will be imprinted with a BVV icon, which is Blue View Vision, our new vision plan. Look for more information about Blue View Vision in the January Green Pages.



HEALTH CARE FLEXIBLE SPENDING ACCOUNT (FSA) DEBIT CARDS

First-time enrollees in the Health Care FSA will

receive a debit card from P&A. If you were a participant in 2010 and re-enrolled, please check the expiration date on your current debit card. If your card has a date of **valid thru 12/10**, it will be replaced. If your card is not due to expire in 12/10, you will not receive a new one.

If you have lost or misplaced your card, contact P&A Customer Service at (800) 688-2611, Monday through Friday, 8:30 a.m. to 8 p.m.

Effective, January 1, 2011, reimbursement of over-the-counter drugs and medicines through the spending account will be allowed only if accompanied by a prescription and indicated as medically necessary.



EDUCATION ASSISTANCE PROGRAM REMINDER

NYP benefit-eligible employees are no longer

required to submit an application for pre-approval before classes begin. This change does not apply to NYSNA and 1199 staff. Employees should read the guidelines of the program to make sure that they qualify for the benefit and the classes they are enrolling in meet the requirements for reimbursement.

To receive your reimbursement when the class is completed, submit an Educational Assistance Request for Reimbursement Form with attached grades and bursar's receipt.

Additional information and the Educational Assistance Request for Reimbursement Form are available on the NYP Infonet. Go to **for Employees, Forms** and click on **Educational Assistance Program Summary & Application**.

NEW MONTHLY HEALTH FOCUS FOR NYP EMPLOYEES

The NYP Benefits Department has partnered with Empire BlueCross BlueShield to provide employees with monthly information to help you stay healthy. Topics include protecting against skin cancer, lowering cholesterol, heart health and nutrition. Articles relating to the topic of the month are featured on the Infonet. From the **Human Resources** page, go to **HR Support Services** on the left, and click on **Employee Benefits**. You will find the link to **Monthly Health Focus** under **Other Resources**. In addition, material will be available at the Benefits Service Center & Retirement Services Monthly On-Site Assistance days. Dates, times and locations are announced via e-mail each month.

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 and Services

TICKETS AVAILABLE AT ERRAND SOLUTIONS

Movie tickets and the sports and family entertainment tickets listed below are available for purchase at your site's Errand Solutions Desk. Tickets can be purchased by check, money order, cash or major credit cards. You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets.

For discounts on additional sports and family entertainment tickets, contact Plum Benefits, Monday through Friday, from 9 a.m. to 5 p.m., at (212) 660-1888, or log on to www.plumbenefits.com.

If you have any questions, please e-mail activities@nyp.org.

Please note: All tickets are limited to four per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.



New York Knicks vs. Oklahoma City Thunder

Wednesday, December 22
Section 408
7:30 p.m.

\$65 per ticket (Children 2 years and older must purchase a ticket.)

Spiderman

Friday, December 3
Foxwoods Theatre
Balcony
8 p.m.

\$52 per ticket (Children 2 years and older must purchase a ticket.)

The Merchant of Venice

Starring Al Pacino
Tuesday, December 7
Broadhurst Theatre
Mezzanine
7 p.m.

\$66.50 per ticket

Christmas Spectacular at Radio City Music Hall

Two dates available:

Sunday, December 12
3rd Mezzanine
5 p.m.

\$50 per ticket (Children 2 years and older must purchase a ticket.)

Sunday, December 19
3rd Mezzanine
5 p.m.

\$50 per ticket (Children 2 years and older must purchase a ticket.)

SAVE TIME WITH ERRAND SOLUTIONS

The busy holiday season is the perfect time to speak with your Errand Solutions representative about help with your errands and other needs. To save you time, Errand Solutions staff can take care of weekly errands, such as dry cleaning, or special needs such as auto repair, while you are at work.

Let Errand Solutions also assist you with your holiday shopping. They can provide you with flower arrangements, gift baskets, and many other gift ideas.

If you already finished your holiday shopping, Errand Solutions can gift wrap your presents. Call your site representative today for an appointment.

Errand Solutions has the following special available during the month of December, which can be booked through an NYP site representative: *If you need a gift idea for relatives and loved ones, book a family portrait session and save 10 percent on the sitting fee through an Errand Solutions VendorPartner.*

errand solutions at **NYP**

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NYP Staff Walk the Walk to Fight Breast Cancer

The Avon Walk for Breast Cancer on October 16-17 was extra special for many reasons this year. A team of walkers from NYP led by Andria Castellanos, SVP and COO, NYP/Milstein; Anthony Dawson, VP, Operations, NYP/Milstein; and Juan Mejia, Director of Clinical Services, raised over \$32,000 for breast cancer treatment and research as participants in the two-day, 39.3-mile walk throughout New York City.

“Technically there were 13 of us walking, but we had family, friends and other NYP employees joining us throughout the two-day walk,” Ms. Castellanos said. “We saw so many NYP folks out cheering for us. It was

unbelievable. We especially want to thank NYP nutritionists and staff from our Fitness Center who helped us to train and be prepared.”

Since 2003, NewYork-Presbyterian Hospital has proudly served as the Medical Sponsor for the Avon Walk for Breast Cancer New York providing EMT services, emergency physicians, paramedics and medical supplies. In addition, dozens of NYP staff, family and friends gathered at the NYP/WeillCornell location to help cheer on the walkers as they passed by the Hospital on their way to completing 26.2 miles on the first day of the walk.

“I have a cousin who is a breast cancer survivor, and I am here for moral support, the best

type of medicine there is!” said Corey Johnson, Radiology Clerk at NYP/Weill Cornell.

This year the Hospital and Columbia University received a \$1.02 million grant to continue funding care for thousands of underserved women in a state-of-the-art mammography center as well as support breast cancer clinical trials and medical fellowships.

In conjunction with the Walk, the Avon Foundation for Women at its October gala recognized and honored Dr. Pardes and Dawn Hershman, M.D., Co-Director of Avon’s Breast Cancer Program, for their outstanding leadership in women’s causes. ■



1. End-of-walk festivities included presentation of a grant to NYP. 2. Team NYP raised \$32,000 for the breast cancer cause. 3. An enthusiastic group of men from NYP offered their support. 4. These women were among the 3,900 people who covered 40 miles during the weekend. 5. The cheers of this group, which included Dr. Pardes, raised walkers’ spirits.

employee survey

NewYork-Presbyterian
The University Hospital of Columbia and Cornell

Dear NewYork-Presbyterian Colleague:

The 2010 NewYork-Presbyterian Hospital Employee Survey results are in!

We are pleased that **60 percent** of our employees completed the Survey, exceeding last year's participation rate, and we are delighted that NYP's **Overall Job Satisfaction Score has reached a new high of 83 percent!** This is 2 percentage points higher than last year's score. In addition, NYP's scores improved in 10 of 11 Survey dimensions and remained high across all campuses.

These Survey results continue to illustrate our employees' commitment to **We Put Patients First** and their pride in the quality of patient care we provide. **NYP scored 85 percent**, 15 points above the Academic Medical Center Norm, on the dimension of **Concern for Patients**. We are particularly pleased that for the past few years staff have been focused on **Respect** — one of our six Values — as part of their **Making It Better** planning. Their efforts truly show, as our scores for the dimensions of **Respect** and **Making It Better** planning both increased impressively — by 4 and 7 percentage points, respectively.

Your managers will be meeting with you to review the results in detail and to continue **Making It Better** planning in your area. Research has shown that patient satisfaction is clearly linked to employee satisfaction. Even though there has been improvement, we will continue to focus on the dimension of **Respect**, essential to positive interactions between patients and co-workers. In addition, each area/department will need to select at least one other dimension for improvement.

Your continued dedication and hard work are not only improving our workplace, but also enabling NewYork-Presbyterian to deliver the highest-quality, most compassionate care and service to our patients and families. Thank you again for your continued support and participation.

Very truly yours,



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



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

**“YOU TALKED...
...WE LISTENED”**

UNDERSTANDING THIS REPORT

This year, 10,430 NYP employees participated in the Employee Survey. The Survey is composed of 36 questions that are grouped into 11 dimensions. Nine of the 11 dimensions are ranked nationally, which means we can compare ourselves to other academic medical centers that participate in this Survey on these 9 dimensions.

The score for each question reflects the percentage of employees who responded positively to that question on the Survey. For example, 89 percent of employees who took the Survey responded positively to the question “This Organization Tries Hard to Improve the Quality of Care It Offers.”

As illustrated below, the score for a dimension reflects the average score of all the questions that comprise the dimension. For example, “Concern for Patient Care” has a score of 85 percent. There were three questions in that dimension, including “The Organization Tries Hard to Improve the Quality of Care It Offers,” and the average of these three scores was 85 percent.

Dimension

Concern for Patient Care **85 percent**

Question: This organization tries hard to improve the quality of care it offers. **89 percent**

Question: If I were in need of medical care, I would want to be treated at this organization. **83 percent**

Question: Employees of this organization show an attitude of genuinely caring about the patients. **83 percent**

SURVEY HIGHLIGHTS

Employee participation in this year’s Survey increased 1 percentage point to 60 percent, and the Hospital exceeded National Academic/Teaching Hospital Norms on 9 of the 11 nationally ranked Survey dimensions. NYP was named “Best in Class” in five of these dimensions:

- **Concern for Patient Care**
- **Overall Job Satisfaction**
- **Mission/Goal Alignment**
- **Training & Development**
- **Communication**

In addition, this year, NYP’s scores improved on 10 of the 11 dimensions of the Survey, compared with last year’s results. The chart at the end of this summary details all the Survey dimensions and our overall scores in relation to national norms.

Concern for Patient Care

Once again this year, “Concern for Patient Care” is our highest-scoring dimension. NYP is 15 points above the national norm (85 percent vs. 70 percent) and 3 points above last year’s score. As evidenced by this score, NYP employees are committed to *We Put Patients First* and strive to provide the highest-quality care to our patients.

Overall Job Satisfaction

Scoring 2 percentage points higher than last year’s score, 83 percent of employees report that they feel positive about working for the Hospital, compared with a National Academic Teaching Hospital Norm of 71 percent. An even higher percentage of NYP employees — 91 percent — said, “This organization is a good place to work.” Also, 84 percent of employees stated they “would proudly recommend this organization as a good place to work to a friend or relative.”

Mission/Goal Alignment

NYP scored 10 points above the national norm (75 percent vs. norm of 65 percent) in this dimension and, for the first time, exceeded the “Best in Class” norm of 74 percent. This is a clear indication that our employees understand and believe in NYP’s overall strategy and mission.

Training and Development

The Survey reported 77 percent of respondents are pleased with the emphasis NYP puts on training and development and the quality of these programs. This is a 2-percentage point increase from last year and compares with a national norm of 66 percent and a “Best in Class” norm of 75 percent. Employees clearly appreciate the wide array of training opportunities the Hospital provides, including the comprehensive employee orientation and many of the career-building courses and seminars offered.

Communication

Employees feel the Hospital is doing a good job of communicating its priorities, strategic vision and policies. Staff also feel there is effective communication within work

groups and across the organization. In addition, there was improvement in supervisors’ communication around matters directly affecting staff. NYP’s score of 73 percent was 10 percentage points higher than the national norm and exceeded the “Best in Class” norm by 2 percentage points.

Making It Better Planning

Our performance in this dimension increased by 7 percentage points from last year to 61 percent, indicating that Making It Better planning is becoming part of our culture. Managers are sharing Survey results with their staff, soliciting employee input on how to improve, and actively working with their team to ensure that changes are made.

Respect

Focusing on Respect in Making It Better planning has led to considerable improvement in this area. NYP scored 5 points above the national norm and 4 points above last year’s score in this dimension. In addition, we performed quite well on a new question in this dimension that measures how well our employees feel NYP understands and respects the cultural values, beliefs and customs of different groups, with 84 percent responding favorably.

Management

NYP scored 6 points above the National Academic Medical Center Norm (70 percent vs. norm of 64 percent) and 1 percentage point higher than last year. The results in this dimension indicate that supervisors continue to keep employees informed, encourage their career growth, and listen to their suggestions for improvements.

Teamwork and Cooperation

The Hospital did well compared to national norms (69 percent vs. norm of 67 percent) in terms of employees’ satisfaction with members of their immediate work group. Employees indicate that there is good cooperation among the members of their workgroup and with other departments.

OPPORTUNITIES FOR IMPROVEMENT: MAKING IT BETTER PLANNING

NYP’s Making It Better planning process, through which we set goals and measure progress for employee and patient satisfaction, continues to be a critical tool

that helps us move forward. All staff should be part of the Making It Better planning process, whether or not they participated in the Survey. Everyone should look at the results, identify areas for improvement, and then work to address them.

It has been shown that patient satisfaction is directly correlated with employee satisfaction. Our goal is to ensure that this year’s unit/departmental Making It Better planning efforts will incorporate the areas of concern identified in the Survey. Each unit/department will choose at least one area for improvement based on their individual Survey results.

In addition, we will continue our Hospital-wide focus on Respect.

Respect

Respect is one of our six Values and is reflected in the sixth Service Expectation of our Commitment to Care, which says, “I respect the dignity of those I serve, am sensitive to cultural diversity and treat people as they want to be treated.”

Staff have been focusing on enhancing Respect for the past few years and, as previously mentioned, our Survey results show that we are making progress. However, because it is so integral to all we

do, we will continue to focus on Respect this year as well.

To continue improvement efforts in this area, the Hospital will offer enhanced training for management and staff around respect-related issues. This will include coaching skills workshops for managers and staff that will help promote respect throughout the organization.

GOING FORWARD

Every year, we pay close attention to the Employee Survey results, using them as a meaningful tool for change across the organization. The results enable us to identify areas of strength and opportunities for improvement that we address over the coming year, as we work to improve NYP for all employees and, in turn, our patients.

Over the next year, we will closely monitor the progress made toward achieving the departmental/unit-wide goals identified through the Making It Better planning process. We will continue to keep you updated on our progress over the coming months.



The best part of my job is interacting with patients and staff. The path to my current job began with a journey through different positions at NYP. My first job was working in the mail room. Then I became a Transporter Dispatcher. I worked in the Laundry Department for two weeks. From there I was offered a position in the ACN, where I have been nesting happily ever after.

— **Moises Reyes**
Chauffeur at NYP/Ambulatory Care Network



The best part of my job is meeting new challenges every day! I deal with a broad range of issues and have the opportunity to interact with people throughout the organization. It makes every day interesting. I wanted to work at NYP to be part of a dynamic team at a first-rate organization.

— **Emily Goodwin**
Director of Managed Care Operations, NYP/Weill Cornell, at 333 East 38th Street



I love working at NewYork-Presbyterian because it is one of the most prestigious and well-known hospitals worldwide. Also, I love it because I am able to work with my fellow companions as a team, and I enjoy the fact that one is given the opportunity to advance in positions and grow.

— **Jose Diaz**
Painter in Facilities Department at NYP/Columbia



I chose NYP as the place to work because I always heard good things about the Hospital. The first time I went to the Hospital I was impressed by how clean and good a hospital it was. I wanted a job there.

— **Alfred Boyce**
Housekeeping Aide at NYP/Weill Cornell



The best part of my job is when anyone who comes onto our property can see that the Hospital grounds are very well maintained, from the lawn to planting the flowers, shrubs and trees. That’s a great feeling.

— **James Garvin**
Grounds Department Foreman at NYP/Westchester



Working at NYP keeps me fit. I walk at least seven hours a day — 3.6 miles a day, 937 miles a year. My mileage was documented by the Hospital’s Be Fit to Benefit Program, which encourages healthy lifestyles.

— **Bernadette Charles**,
Laboratory Attendant in Laboratory Support at NYP/Columbia



The best part of my job is working with my patients. Nutrition can have a great impact on a patient’s recovery, and to be able to help my patients improve their comfort and/or health in any way is incredibly rewarding.

— **Keren Bodner, R.D., M.S.**
Registered Dietitian in Food and Nutrition at NYP/Weill Cornell

employee survey

A total of 10,430 employees participated in the Survey in September and October 2010, administered confidentially by HR Solutions, Inc.

Survey Dimensions	NYP 2010 Score	National Academic/ Teaching Hospital Normative Score	Normative Differential	NYP 2009 Score	NYP 2008 Score	Percent Change from 2009	Percent Change from 2008
Overall Job Satisfaction	83	71	12	81	77	2%	7%
Corporate Compliance	71	-	-	72	71	-1%	0%
Making It Better Planning	61	-	-	54	48	11%	21%
Management	70	64	6	69	66	1%	6%
Respect	71	66	5	67	64	6%	10%
Mission/Goal Alignment	75	65	10	73	70	3%	7%
Teamwork and Cooperation	69	67	2	68	65	1%	6%
Training & Development	77	66	11	75	71	3%	8%
Physical Working Conditions	82	81	1	81	79	1%	4%
Concern for Patient Care	85	70	15	82	80	4%	6%
Communication	73	63	10	71	69	3%	5%

OVERALL JOB SATISFACTION

This measures overall employee perspective concerning his/her job as a source of positive or negative feelings.

CORPORATE COMPLIANCE

This measures employees' perception of NYP as an organization with ethics and integrity. It reflects employees' beliefs that it is the right thing to report non-compliant events and that they should not fear retribution.

MAKING IT BETTER PLANNING

This dimension measures the extent to which managers share the Survey results with their

employees, solicit employee input for improvement, and actively work to make changes that employees perceive as effective.

MANAGEMENT

This scale measures employees' perception of how considerate, friendly, helpful, supportive and even-handed the supervisor is in the work setting.

RESPECT

This scale measures the extent to which employees feel that they are valued resources in the organization. This measure includes the perceived value of individual skills, support for and adequacy of training, maintenance of job security, and management's availability and responsiveness to employees.

MISSION/GOAL ALIGNMENT

This dimension quantifies the degree to which employees comprehend, believe in and agree with the organization's overall strategy/mission. It also measures the respondent's general sense of involvement in the company's goals and objectives.

TEAMWORK AND COOPERATION

This measures the employee's satisfaction with members of his/her immediate work group. A high score on this dimension suggests that an employee positively values and enjoys being around and working with fellow employees. It also measures the employee's

perception of the extent to which the organization stresses and provides the necessary support for high efficiency, smooth work flow and greater productivity.

TRAINING AND DEVELOPMENT

This dimension gauges employee satisfaction with the new-employee orientation as well as the overall effectiveness of on-the-job training provided. It also allows employees to voice whether they feel the organization has provided enough and the right type of training to perform their jobs.

PHYSICAL WORKING CONDITIONS

This measures the employee's perception of the physical work

space. This includes parking, cleanliness of facilities, work space and employee food service.

CONCERN FOR PATIENT CARE

The employee's perception of the extent to which the organization stresses, supports, delivers and is committed to quality patient care.

COMMUNICATION

This measures how well employees believe the organization communicates its policies and procedures to employees. It indicates how effective communications are within work groups and across organizational boundaries and availability of open communication channels.