

SPECIAL
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SPRING 2009

A Special Farewell

It is hard to believe four and a half years have passed since my first day on the job as Director of Volunteer and Patient Centered Services at NYP. These last four years have been the most fulfilling of my career. I am so proud of everything that both the volunteer staff AND our volunteers have accomplished over these years – new programs, higher and higher levels of service and an incredible difference made in the lives of our patients and their families!

For this reason, it is with genuine mixed emotions that I tell you that, this spring, I am changing my role at NYP, taking on a new position as Vice-President of Support Services and Patient Centered Care. In this new role, I will be working with the housekeeping, food service, patient escort and laundry services for the Milstein, Allen and Morgan Stanley Children's Hospital campuses, as well as retaining my responsibilities for the "We Put Patients First" effort at all of our campuses. While I am very excited about working with these important

departments and teams, I am truly saddened by having to depart from my work with our volunteer services team.

As I depart, I need to express deep and sincere thanks for many people:

✦ To Susan Mascitelli – our Senior Vice-President – and a strong advocate for our volunteers and interpreters. Suzi has been a fantastic boss, coach, cheerleader and friend. I will be forever grateful!

✦ To the Volunteer Services staff – working with all of you has been one of the great honors and privileges of my life! I am proud of each one of you and very thankful for all of the work, love and heart you have put into our work and team over the last few years. We have come such a long way! And, I know that will continue in the future.

✦ To the NYP staff who supervise volunteers – thank you for the energy you put into making meaningful roles for those who come to NYP to volunteer their time. The investment

of your time has made a difference for our volunteers and for our patients!

✦ To our interpreters – you have been a part of the volunteer services family for many years. Your dedication to our patients and staff, as well as your passion for service is deeply appreciated!

Perhaps most importantly of all, I want to thank all of our fantastic volunteers! You are the finest group of volunteers that can be found anywhere! Your gift of your time, talent and your compassion have been an inspiration for me EVERY DAY I have served at NYP. YOU are the reason we exist...and you have helped to make NYP what it is today – one of America's best hospitals.

Although I am changing roles, I am still part of the NYP family. I promise to remember all you have taught me and to be a tireless advocate for volunteerism and language access in our hospital!

Best wishes,

Rick Evans

Your suggestions help us help you!

Did you know that as a result of your feedback:

- 50 new lockers were installed in the Volunteer Locker Room?
- New volunteer smocks are on their way?
- Over 100 volunteers took part of CPR classes?

Thank you for your feedback and input! Keep the good ideas and suggestions coming...



Year In Review

2008 was a banner year for NYP on many fronts. The organization reached or exceeded its goals in many areas:

✦ Our total number of volunteers rose to a new record from 2200 in 2007, to nearly 2500 in 2008. This is our fourth straight year of increases!

✦ Volunteer hours also increased from 216,000 in 2007, to over 240,000 hours of service in 2008. In fact, 20% of all hospital volunteer hours given in the New York area last year were given at NewYork-Presbyterian Hospital!

✦ NYP has also put a great deal of focus on improving the patient experience over the last few years. As you may know, we measure patient satisfaction through surveys at our hospital.

In 2008, our scores rose significantly and for the third year in a row.

✦ We also have placed a lot of emphasis on patient safety at the hospital. In 2008, we saw broad and sustained improvement in our quality and safety indicators. For instance, our hand hygiene rates approached 100%, our infection rates decreased, our patient fall rates decreased and many other indicators improved. Clearly, our hospital became cleaner and safer than ever.

✦ Our clinical measures also improved in 2008. For instance, NYP is among the top few hospitals in the nation for heart attack and stroke survival rates.

✦ Finally, the hospital remained financially sound in 2008. Despite

an economy that impacted us all and hurt the hospital's endowment, our finances from hospital operations saw their best year ever. This is due to the ever increasing number of patients who come to us for care as well as to the careful management of our resources by hospital staff and leaders.

In other words, by any measure, 2008 was a great year for NYP! Our goal in 2009 is to build on this progress and achievement – in quality, safety and service – and to make it an enduring success. Our volunteers are part of every piece of the success described above. We are deeply grateful for all the ways you help us to meet our mission and to provide outstanding care to those we serve!

- Rick Evans

Cornell Volunteer Department Staff Debuts Reading Group

Three Cups of Tea: One Man's Mission to Promote Peace . . . One School at a Time by Greg Mortenson and *David Oliver Relin* was selected as the first book to be discussed by this newly formed group. The idea of a book club was

born over a communal lunch with several Cornell staff members. The team decided it was the right time in everyone's schedule to read about something other than medical books (a few are students taking pre-requisites for medical

school); a book club is not only fun, but could also be a bonding experience.

The group searched the internet, and looked through the best sellers list; after only a few reviews, it was easily decided that *Three Cups of Tea* by Greg

Mortensen and David Oliver Relin would be the first book to be featured.

The book tells the story of Greg Mortenson, an American nurse, whose unsuccessful attempt to climb K2 in 1993 lead him to a small Pakistani village of Korphe. Mortenson, who was sheltered for seven weeks by members of the village, promised that in return for this act of kindness he would build the impoverished town's first school.

This promise lead to the creation of the Central Asia Institute, which has since constructed more than 50 schools across rural Pakistan and Afghanistan.

"The book was not only inspiring but it gave the staff of

the volunteer office the opportunity to sit together and explore themes such as poverty, tolerance and how to overcome the cultural divides," said Ariel Lenarduzzi, manager for Interpreter Services.

"It is an amazing message, how the power of one individual can change the world," said Trisha Choi.

"We were certainly brought together to discuss important things outside of what goes on day in and day out in our individual worlds," said Vanessa Parker from the Interpreter Services Department. "We were inspired and talked openly and shared both our feelings and experiences with one another," concludes Parker.

As a tribute to the book and as suggested in the books' final pages, the group decided to share our copy of the books with others, including our Patient Library.

A small donation to the Central Asia Institute - the non-profit organization which promotes education and literature mostly for girls, was also made. "I hope that one day one of these young girls may end up a medical student and doctor at NewYork Presbyterian Hospital," said Trisha Choi.

The card to Mortenson, which accompanied the check, thanked him for sharing his story, bringing us together and for the good he brings to the world, one cup of tea at a time.

- Trisha Choi and Ariel Lenarduzzi

"The first time you share tea with a Balti, you are a stranger," a villager tells Greg Mortenson. "The second time, you are an honored guest. The third time you become family."

Interpreter Services Update

Use of Interpreter Services continues to grow at New York Presbyterian Hospital. Over the first three months of 2009, the department saw a 25% increase in the number of cases it facilitated. A team of dedicated professional interpreters, interns and volunteers work hard every day to make sure that the Patients' needs and rights are being honored.

"We are seeing a sharp increase in the number of cases and languages that are being requested", said

Vanessa Parker from the Interpreter Services office at the Cornell Campus, "On any given day we might get requests for services in over 20 different languages and dialects," adds Parker.

In 2008 the Department facilitated over 210,000 Interpretations in over 90 different languages. The top 5 requested languages were Spanish, Chinese, Russian, Arabic and Bengali. "It seems that we are well on our way to break last

year's record," said Layna Abreu from the Interpreter Services Office at the Columbia Campus, "Patient Safety Fridays has proven to be a powerful educational tool for us. It is a superb way to get the message out about our department and services," adds Abreu. "The increase in demand proves that the information is reaching our staff," concludes Abreu.

- Ariel Lenarduzzi

Westchester Healing Arts Program Wins Award!

“A geriatric patient came up to the concert pianist after her performance in tears and thanked her for the performance she just experienced.”

Each year, the Volunteer Center of United Way awards nine Volunteer Spirit Awards to outstanding volunteer groups in Westchester and Putnam Counties. This year the Westchester Division’s Healing Arts Committee was nominated and awarded the Volunteer Spirit Award for The Arts, Culture and Recreation Award Category. The award was presented to committee members on April 24th at a breakfast held at the Doral Arrowwood in Rye Brook.

As part of the hospital’s Planetree initiative, the Healing Arts Committee was created three years ago. This committee’s mission is to provide patients and their families with arts and entertainment programs throughout the year in an effort to create an atmosphere of serenity and fun for patients, their families and staff.

The committee is composed of an interdisciplinary group of nine staff members, who have volunteered to develop and execute arts and entertainment programs for our patients and their families. Their annual plan includes: 10 music, dance or entertainment programs, a spring and fall festival and a monthly movie. While attendance fluctuates, an estimated 35 patients attended

each performance, 45 attend the festivals and 20 attend the monthly movie. In addition, several groups perform on the inpatient units when patients are medically unable to attend a general performance, while others groups, like the Poetry Caravan, prefer going to individual units because it is more conducive to reading and writing poetry. The Healing Arts program has successfully reached out to more than 25% of the hospital’s patient population.

Psychiatric patients often are very isolated in their lives. Experiencing the wonder of dance, listening to the classics or watching a funny movie often is not part of their routine. The programs sponsored by the Healing Arts Committee have had some very profound outcomes as evidence by the examples listed below:

A geriatric patient came up to the concert pianist after her performance in tears and thanked her for the performance she just experienced. This patient had been a classical pianist and, because of her illness, had not played in many years. That performance got her back to the piano she had once loved so dearly.

A psychologist, who is also a concert pianist, performs an interactive music pro-

gram where he plays a piece of music and then asks the audience to identify which emotions have been evoked by listening to it. He performs Broadway, Classical and Ragtime musical pieces. Patients from the long term inpatient unit eagerly participate by sharing their emotional response to each piece of music. Many of these patients have been in the state hospital prior to coming to NewYork Presbyterian and have difficulties with the simplest of socialization skills.

At the monthly movies, one can observe patients from the adult units helping the patients from the adolescent and children’s inpatient units get their snacks and sodas. All forgetting for a moment, the problems they are facing each day in the hospital.

While patients attending a program with the Poetry Caravan can experience the power of a poem and learn to express their feelings in writing, many for the first time.

The Healing Arts Program has brought to so many people joy, laughter and a sense of tranquility that they might never have had except for the dedication and commitment of these nine committee members who bring the arts to our patients.

- Diane Clarke

Hospital Elder Life Program Wins Award!



Pictured left to right Deborah Cooke, HELP Coordinator; Sharon Inouye, M.D., M.P.H, HELP Dissemination Director, Harvard Medical School; Kerry Fenlon, M.S.W., M.B.A., Associate Director, HELP Institute for Aging Research Hebrew SeniorLife

Our Hospital Elder Life Program (HELP) at Weill Cornell Medical Center was awarded the Knight Steel award at the HELP Annual International Conference. The award recognizes hospital teams that have demonstrated innovation, sustainability, and that serve as role models of changing the culture of acute care for older adults by serving as mentors for other HELP sites, publishing their work in refereed journals, and presenting to national and international audiences.

The award was inaugurated in 2007 by Dr. Knight Steel, an internationally recognized Geriatrician, of Hackensack University Medical Center to recognize HELP sites for leading the way regarding patient safety, evidence-based practices, and improving outcomes for hospitalized older adults. Thank you to all our HELP volunteers, past and present, who contribute to our enduring success!

- Deborah Cooke

Special Events Committee Wins Team Achievement Award!

Patient Centered Care Awards were given to teams that designed and implemented innovative projects, or programs that achieved meaningful improvements in the patient experience. The Special Events Committee at MSCHONY, of which Volunteer Coordinator, Rena Gordonson is a member, was a recipient of the Team Achievement Award. Congratulations to all!

MCHONY Special Events Committee, Rena Gordonson, Volunteer Coordinator, back row, second from the right.



HAVAA Award Ceremony



Mrs. Gessula accepted the HAVAA award on behalf of her late husband Benjamin.

The annual Hospital Auxiliary and Volunteer Awards Ceremony was held on Friday, March 6, 2009, from 1 to 3 p.m. in the Grand Ballroom of the Waldorf Astoria. This annual event honors individuals selected for their outstanding service as volunteers and auxiliary members, nominated from the United Hospital Fund's beneficiary, not-

for-profit hospitals, as well as hospitals of the New York City Health and Hospitals Corporation. The United Hospital Fund established HAVAA in 1994 to focus attention on outstanding efforts by private citizens to further the mission and goals of hospitals in New York City. This year 90 volunteers from 52 hospitals throughout

the five boroughs were recognized. Please join us in congratulating the NYP Hospital honorees, Greer Griffith from MSCHONY, Pat Remer from Cornell, Johanna Zurndorfer from TAP, and Benjamin Gessula from CUMC. Mr. Gessula sadly past away in January. His award was accepted by his wife, Sheila.



Pictured to the right are the HAVAA award recipients and staff from NewYork—Presbyterian Hospital .

Patient Centered Care Grants

As part of our effort to ensure that We Put Patients First, the Volunteer Services Department sponsors fund raising events, such as jewelry and book sales, and generously donates the proceeds from these activities to the Hospital for patient centered care grants. Fifty thousand dollars has been donated by volunteers from both centers for these grants, and the Hospital matches this amount for an

additional \$50,000. In 2009, over 155 grant proposals were submitted. Twenty-four grants were awarded to departments across NewYork-Presbyterian Hospital to improve patient service and satisfaction. These grant-funded projects have been very effective in improving the patient experience.

This year, two grants were available in the amount of \$12,500. The remaining \$75,000 available was

awarded in grants of up to \$5,000 per award. The 2009 focus for grants was on programs and efforts to improve the patients' experience of care – making care more compassionate, responsive and sensitive. Examples of award recipients include funding for sleep chairs, communication kits for non-verbal patients, patient artwork displays, a culturally sensitive cookbook, and various other patient education and recreation projects.

George Berger—Westchester Paws for Patients

Achievement Award Recipient

I've been a dog lover all my life. More than 30 years ago, I decided to take a course in Obedience training, and that was the beginning of my interest in - and passion for - working with dogs as a team. Three years after taking that first course, I taught my first training class, and have been doing it ever since. It is a hugely rewarding activity, and gratifying in that it helps to form stronger, more productive bonds between owners and their dogs.

As my interest in training grew, I became more aware and fascinated by therapy

dog work. This was at a time, however, when my career in magazine publishing was in full swing and my wife and I were raising a young family, so I didn't have time to pursue becoming involved in the work. Nevertheless, my interest remained keen, and I promised myself that as soon as time permitted I would become involved.

In 2007, I took an early retirement and immediately began the process of becoming therapy dog-certified with my Lab/Golden mix, Dixie. In fact, we have two certifications - from The Good Dog Foundation and

from the Delta Society. To date - as of early April, 2009 - Dixie and I have made over 225 visits at Roosevelt Hospital, Bellevue Hospital, The Hallmark residence for assisted living - all in Manhattan - and at NewYork-Presbyterian Hospital, White Plains Division.

I enjoyed a sometimes glamorous, nearly always interesting career in the publishing world. I must say, however, that nothing could possibly compare with the work I do now, volunteering with my dog, helping people to heal.

Volunteers of the Year!

CUMC—Eliot Lable

Eliot Lable first contacted NewYork Presbyterian over a year ago. He wanted to find a way to give back to NYP for the incredible care and support he received when undergoing treatment for cancer.

He was referred to the Volunteer Department and during the interview process we learned that Eliot attended the Brooklyn Museum Art School and the New School, majoring in visual arts. He studied welding at the Sculpture Center School and at De Lorenzo Steel Fabricators. He recently retired from his position as an adjunct lecturer at LaGuardia Community College and The International High School, where he taught painting, drawing and sculpture.

Eliot is a sculptor who uses welded steel as his canvas. He has exhibited his art in dozens of solo and group shows. Some of his work can be found in the Museo de Arte Costarricense in Costa Rica, the City Art Museum of Helsinki, and the Contemporary Museum of Art in Finland.

So it was no surprise that Eliot proposed to spearhead an art program for oncology patients. He remembered how therapeutic drawing was and how it helped him cope with the daily fears and uncertainties.

Over a year later, Eliot has touched the lives of many. We've received many accolades by staff. They've felt that Eliot is an essential part

of their team. He enthusiastically provides our patients with compassionate interactions, is a wonderful listener, and has the knack in engaging our cancer patients to create their own arts of beauty. This artwork will soon be displayed on a wall in the Oncology inpatient unit in Milstein.

When Eliot is not volunteering at NYP, he is an active member on the Board of Directors of NURTUREart Nonprofit and is the coordinator of its Education Outreach Program that he started six years ago. This is a program where the students from low socioeconomic communities benefit by meeting and working with neighborhood artists.

Cody Aichele,
MSCHONY
Volunteer of
the Year

MSCHONY—Cody Aichele



Cody Aichele grew up in the wilds of Moscow, Idaho. She started volunteering at the age of five helping her mother to bake cookies for a local as-

sisted living home. She has been an active member of her community ever since,

participating in various outreach programs and recycling endeavors. During college, Cody had the opportunity to travel the world with Semester at Sea visiting several counties including Viet Nam, India, Venezuela, and Kenya. After graduating from Washington State University in 2005, she moved to New York City. Cody began volunteering at the hospital two years ago when everyday work left her wanting more.

Cody loves the time she gets to spend at the hospital! Cody is a Respite Care Volunteer, enhancing patient and parent satisfaction by offering relief/respite for caregivers and providing one-on-one companionship to patients. Cody says, "The people and patients are wonderful to work with and everyday brings new and exciting surprises." Cody is headed to graduate school this year to attain a Master's degree in Environmental Science and Conservation.

WCMC—Pat Gross

Pat Gross was born and raised in New York City. She is a graduate of Brown University, married to Steve for fifty-three years, mother of three daughters and grandmother of seven.

Volunteering has been a part of her life from high school to the twenty years spent in Pediatrics, organizing the monthly “Teas”, as well as being a member of NYP’s Volunteer Council. Pat has given almost 3,500 hours of service to NYP to date! For

many years, she also ran the New York City alumni interviewing program for Brown University applicants.

As Pat says, her commitment to Cornell is an important part of her life, and the rewards are endlessly gratifying.

We are grateful to Pat for her commitment and generosity and applaud her as NYP/Cornell’s Volunteer of the Year 2008!



Pat Gross, WCMC Volunteer of the Year

Allen Pavilion—Nola Johnson

It is with honor and pleasure that we present Nola Johnson for The Allen’s Pavilion’s 2009 Volunteer of the Year Award. Nola has been a Health OutReach member and volunteer for the past 4 years.

Ms. Johnson states that “upon retirement I was wondering how I was going to occupy so much free time.”

She goes on to say that “the program is so well structured and managed that it has far surpassed my expectations”; therefore prompting her to become a volunteer. Some of the activities in which she belongs to and volunteers in is the knitting club, horticultural club, art class, exercise class, and also is part of the HealthOut Reach Committee; as well as

a member of the Volunteer Advisory Council representing The Allen Pavilion.

Nola retired from Columbia University, in 2005 after 35+ years of employment. She spent most of her adult life primarily in New York City. She has 2 children and 2 grandchildren, which are all grown up.

Congratulations Mary and George!

Please join us in congratulating Mary Belkin and her 6 year old Golden Retriever George for receiving the 2009 Planetree Pet Therapy Award!

George and Mary visit the Adolescent Psychiatric Unit, the Rehabilitation Unit, and the Pediatric Neurology Unit at Cornell.

Welcome Brian Thornton!



Brian Thornton,
Coordinator, Neural
Connections

Brian Thornton joined the Volunteer Department as Coordinator of Neural Connections in March 2009. He graduated from DePauw University with a degree in French. He went on to study medicine in France for two years before returning to the United States.

Volunteering has always been an important part of Brian's life. He started

volunteering at his local church for various activities in Arkansas. While studying in college, Brian volunteered as a soccer coach for children. He later spent time volunteering with patients in Sydney, Australia at St. Vincent's Hospice. Brian also has volunteered in South Africa working with HIV patients at a local clinic as well as at an after school tutoring program.

Before becoming a volunteer coordinator, Brian was a project manager for an interpretation agency that supplies interpreters for New York-Presbyterian Hospital. Brian is very happy to come closer to the health care community and excited to work with volunteers on this wonderful program.

Join our Volunteer Advisory Council!

How would you like to play a prominent role in furthering the growth and development of the Volunteer Services Department, as well as represent the hundreds of volunteers who selflessly give so much of their time and energy to helping patients at NewYork – Presbyterian Hospital?

We have two Volunteer Advisory Councils: one representing the volunteer effort at Weill Cornell Medical Center, another at Columbia University Medical Center. Each council consists of at least 8, but no more than 12 members and

meets at least 7 times per year.

Ideally, the members of the council reflect the diversity of volunteer positions throughout the hospital, e.g. nursing, emergency department, paws for patients, surgical waiting rooms, clerical, etc.

Council members, working closely with the Volunteer Services Department Administration, serve a minimum term of one year and a maximum term of two years. Following a two year hiatus, a member may again be considered

for membership on the council.

If you have served in your volunteer position for at least a year, been active and consistent in your job duties, and demonstrated leadership in your area of service, you may ask your supervisor to submit your name to the Volunteer Services Department at your center.

The appointment of council members is made by the Volunteer Services Department Administration.

Volunteers Needed

Columbia University Medical Center (CUMC)

Nursing

Nursing Volunteers assist patients on our inpatient units. Duties may include: assisting unit clerks with greeting visitors, answering patient call lights, participating with diversional activities, and general administrative/clerical assistance. We are currently recruiting for the following departments: Surgery, Oncology, Medicine, Cardiology, Neurology, Rehabilitation, and Transplant. Available daily 8am – 8pm (4 hour shifts minimum)

Clerical

Volunteers provide general office assistance at the direction of departmental staff. Duties may include answering telephones, filing, data entry/light typing, labeling, running errands, etc. Pleas-

ant personality and accuracy are important. Opportunities available in the following departments: Eye Clinic, Lung Transplant, Material Management, Neurology, Nuclear Medicine, Oncology, Surgery and Orthopedics.

Ambassador Program

Ambassadors visit our newly admitted patients to provide a warm welcome and basic orientation to the hospital. The Ambassadors share key information about the unit as well as orient patients and families to the concierge services available to them through Errand Solutions.

Ambulatory Surgery Waiting Area/PACU/Recovery Room

Individuals needed to assist patients, families, ICU, and recovery room staff. You will act as a liaison with family members in the waiting room and keep them informed regarding the patients status. Strong communication skills are required and training is included. Available Monday - Friday 10 a.m. - 1:00 p.m. or 1:00 p.m. - 4:00 p.m.

Weill Cornell (WCMC)

Clerical

5 North (2) - Gastroenterology/CSS
38th St. Talent Acquisition/ Employment Services
Admitting – 38th Street – Filing/Clerical
Employment Services at 75th & York
Graduate Medical Education – Filing E 71st St.
Health Outreach/Lifeline – Telephone Reassurance
Health Outreach Program Champion – Events Volunteer
Human Resources/Employee Relations – Filing
Hypertension Center – 450 E 69 Street
Interventional Cardiology Cardiac Cath. Lab - Clerical Volunteer
Nuclear Medicine – Clerical Asst.
Patient Centered Care – service recovery fulfillment and delivery
Patient Family Resource Center / Computer
Psychiatric Patient library
Pediatric Cardiology – Filing
Regulatory Planning – Discreet project
School of Continuing Nursing Education
Secretary's Office

WorkForce Health and Safety

Women and Children's Pre/Ante Partum Greenberg 7 – clerical

Vascular Access – Clerical Copying Volunteer

Clinical

3W – Infusion Center – Waiting Area volunteer
3rd Floor Recovery PACU Area – afternoon/evenings
5 North (2) - Gastroenterology/CSS
Child Literacy
CSS – Center for special Studies - Patient Liaison
Errand Solutions Ambassadors – Daily, throughout hospital
Family Waiting Areas – (9 positions) - Surgical Areas G2 Tues PM 5-7
Gift Shop - Newspaper/Magazine Cart Service - Daily
Interventional Cardiology Cardiac Cath. Lab – Family Waiting Area
Labor and Delivery
Milkshake Volunteers Oncology unit
Palliative Care volunteers
Patient Family Waiting Area – SICU
Pharmacy – Techs.
Physical Therapy – Groups on Tues., Thurs. late afternoons
Rehab Unit –IRU Socialization/Feeding Program
Women and Children's Pre/Ante partum Greenberg 7 – Clinical
Wright Center for the Aging – Outpatient
Women and Children – 7th Floor Greeter

For more information on Volunteer Opportunities at New York-Presbyterian Hospital, please visit our website at www.nyp.org/volunteer

Staff Directory

Please visit our website:
www.nyp.org/volunteer

NewYork-Presbyterian Hospital

Ariel Lenarduzzi, Manager, Interpreter Services

NYPH/Columbia University Medical Center

Evelyn Ramos, Manager, Volunteer Services

Iraida Rosado, Staff Assistant

Layna Abreu, Office Assistant, Interpreter Services

Josie Dominguez, Coordinator, Volunteer ED Program

Morgan Stanley Children's Hospital of New York

Rena Gordonson, Coordinator, Volunteer Services

The Allen Pavilion

Mayra Garcia, Manager, Volunteer Services

Payne Whitney Westchester

Diane Clark, Manager, Volunteer Services and Patient Centered Care

Laurel Torres, Volunteer Coordinator

NYPH/Weill Cornell Medical Center

Trisha Choi, Manager, Volunteer Services

Elaine Levy-Ohlson, Staff Assistant

Vanessa Parker, Office Assistant, Interpreter Services

Deborah Cooke, Coordinator, Hospital Elder Life Program

Brian Thornton, Coordinator, Neural Connections

Jennifer Prokop, Coordinator, Nancy's Friends & Editor-in-Chief, *Volunteer Vistas*

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