

## NYP Goes Prime Time

After much anticipation, filming is now under way for a prime-time television documentary series set at NewYork-Presbyterian. Produced by ABC News and the team behind the award-winning “Hopkins,” “Hopkins 24/7” and “Boston Med,” the new seven-part series will provide a fresh look at life inside our top-ranked academic medical center.

“We are very pleased at this opportunity to highlight our Hospital at its best, demonstrating our commitment to putting patients and their families first. We want to give a national audience a unique chance to see the high-quality, innovative and compassionate care we deliver every day,” says Dr. Pardes.

The as-yet-untitled series is expected to air in the spring or summer of 2012. It will be the fourth such medical documentary series for ABC. “Hopkins 24/7” debuted in 2000 and was followed in 2008 by “Hopkins,” which won a Peabody Award. The 2010 series “Boston Med” featured Massachusetts General, Brigham and Women’s, and Children’s Hospital Boston.

Executive Producer Terence Wrong worked on the previous series and leads the 20-person ABC News team at NewYork-Presbyterian. He explains that the documentary will present dramatic and inspirational stories told from the point of view of patients and care providers.

“Although it is a documentary, the series won’t be narrated by a correspondent or omnipresent voice. Hospital staff and patients will tell their own stories and share their own perspectives,” says Mr. Wrong.

The ABC News team will follow stories at the Hospital, with as many as 10 people filming in separate locations at one time. They began shooting in February and will continue through June. “I expect we will film over a thousand hours of footage to come up with the several dozen storylines that weave through the seven-hour series,” explains Mr. Wrong.

Working in the same way they have in other major academic medical centers and under the terms of a contract between ABC News and the Hospital, ABC News has 24/7 access to the Hospital and is not being escorted by Public Affairs. Before filming began, the team met with senior management and physician and nursing leadership and underwent training focusing on privacy, confidentiality and safety. The team was also

(Continued on page 3)



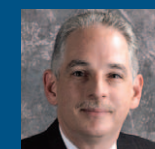
It has been a busy first few months of 2011 as we continue to focus on our recent Kick-Off theme — We Put Patients First...ALWAYS — our commitment to providing outstanding, compassionate care and service to each patient in every encounter. We want all our staff to hear about the Hospital’s goals for this year and hope you will take a few moments to view the 2011 Kick-Off page on the Infonet, including the video coverage of the event. Our ambitious patient satisfaction target of 86 will be a challenge, but we are confident that this NYP team has the determination and passion to achieve this goal for our patients and their families.

As we heard at the Kick-Off, during this era of health reform, it is more important than ever that we continue working as a team to provide the highest quality and safest care, improve patient access to physicians, embrace our innovative information technology, reduce costs, and provide care more efficiently. You will soon hear more about the HERCULES initiative — focused on Hospital Efficiency, Revenue Cycle, Clinical Utilization, Length of Stay, and Enhanced Sourcing. Already underway, many staff across our campuses will be participating in this extensive effort to identify ways to further reduce length of stay, minimize indirect costs, reduce variation in clinical practice, and optimize the use of our ambulatory and Healthcare system. We must accomplish these things while continuing to provide an amazing experience for our patients and families every single time they walk through our doors.

Also walking through our doors are the ABC News producers of the award-winning “Hopkins,” “Hopkins 24/7” and “Boston Med”! We are proud and delighted to be hosting them over the next few months as they film a seven-part television documentary here at NYP. Airing in the summer of 2012, the series will demonstrate to a national audience the commitment of our physicians, nurses, managers, and staff to delivering the highest quality, most compassionate patient care and service.



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



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

# In March, “Eat Right with Color”

## NYP Chefs Show the Way

In observance of National Nutrition Month, NYP/Columbia Executive Chef Madhu Sharma and NYP/Weill Cornell Executive Chef Miriam Zamparelli have given *NYP*Press healthful recipes for readers to enjoy. See below.

### Executive Chef Madhu Sharma, NYP/Columbia



#### TAMARI-GLAZED SALMON Yield: 4 servings (200 calories each)

##### Ingredients:

- 1/8 T low sodium vegetable base
- 1 clove garlic, minced
- 1 1/2 T orange juice
- 1 T tamari soy sauce
- 2 ounces ginger, fresh minced
- 1/4 tsp sesame oil
- 4 each 4-ounce salmon fillets, boneless, skinless
- 1 each scallion, julienned

##### Directions:

- 1) Preheat the oven to 450 degrees F.
- 2) Whisk together the vegetable base, garlic, orange juice, tamari, ginger and sesame oil until thoroughly mixed. Submerge the fish in marinade and refrigerate for 1 hour.
- 3) Place fish on oil-sprayed baking pan and bake until the internal temperature reaches 145 degrees F. (about 5-7 minutes).
- 4) Remove from pan and garnish with scallions. Serve hot.

The phrase “taste the rainbow” takes on a whole new meaning during March, National Nutrition Month. The theme this year is “Eat Right with Color.”

“Adding colorful, seasonal fruits and vegetables to your diet makes for more than just eye appeal,” says Georgia Giannopoulos, R.N., C.D.N., a clinical dietitian at NYP/Weill Cornell. “We teach patients to eat a rainbow of fresh foods to get the nutrients that add up to a healthful eating plan.”

To eat right with color, NYP dietitians and nutritionists suggest you include lots of fruits and vegetables in your diet since these tend to be the most colorful, nutrient-rich foods.

Also, eating whole, unprocessed foods like a bag of nuts rather than a bag of potato chips will give you an additional nutrient boost.

“As registered dietitians we encourage Americans to consume fresh whole foods of varied colors and to eat a rainbow,” says Barbara Rothstein, M.S., R.D., a clinical nutritionist at NYP/Columbia. “A rainbow of foods provides multiple nutrients and phytochemicals contributing to overall good health.”

“Eat Right with Color” encourages consumers to make informed food choices focusing on eating a wide variety of fruits and vegetables. Be sure to look for our colorful March Be Fit to Be ne’fit Specials in NYP retail areas.

For more nutrition information check out the American Dietetic Association website: [www.eatright.org](http://www.eatright.org). ■

### Executive Chef Miriam Zamparelli, NYP/Weill Cornell



#### BALSAMIC-ROASTED PEARS AND ARUGULA SALAD Yield: 4 servings

##### FOR THE PEARS:

- 1 each fresh semi-ripe Anjou, Bartlett or Asian pear
- 1/2 cup balsamic vinegar
- 1/2 cup water
- 2 T brown sugar
- 1/8 tsp ground cinnamon
- 1/8 tsp ground nutmeg
- 1/4 tsp salt
- 1/8 tsp ground white pepper

##### Directions:

- 1) Mix together all of the above ingredients (except the pear) and whisk well. Set aside.
- 2) Preheat oven to 350 degrees.
- 3) Cut pear in half lengthwise. Core and remove seeds with a melon baller.
- 4) Toss pear halves well in balsamic mix.
- 5) On non-stick sheet pan place pear skin side up with liquid.
- 6) Bake in oven for 25 minutes. If the liquid starts to dry out before the pears are ready, add water.
- 7) When pears are soft to the touch, take out and cool.
- 8) Once pears are cool, cut in half lengthwise, then into quarters. To create a fanning effect, cut each quarter into thin slices lengthwise without cutting all the way through the top.

##### FOR THE SALAD:

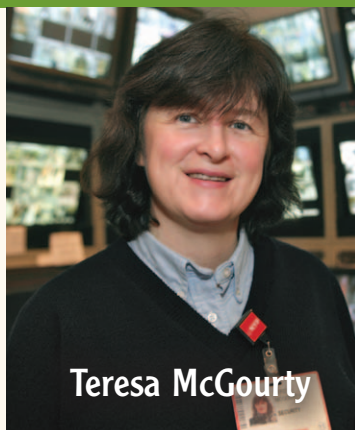
- 1 pound baby arugula
- 12 strawberries (quartered)
- 4 tsp dried cranberries
- 4 tsp toasted almonds or toasted pine nuts or toasted chopped walnuts
- 2 ounces balsamic vinaigrette

##### Directions:

- 1) Toss salad with balsamic vinaigrette and place in middle of plate. Top with dried cranberries and desired nuts. Place strawberries around the base of the salad.
- 2) Surround salad with the fanned-out pears, laying them flat on the plate. Drizzle some of the roasting pear liquid over the pears.
- 3) Garnish the salad with 2-3 oz. of shaved Gruyere or Parmesan cheese, if desired.

# Getting to Know You

Teresa McGourty, NYP/Columbia



Teresa McGourty

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

**A:** Teresa McGourty. I am a Senior Security Officer with the NYP Security Department.

**Q: How long have you been at NYP?**

**A:** On August 1, 1989, I started with the NYP/Allen Security Department.

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

**A:** I have the chance to assist visitors, patients and employees in making their stay a positive experience. I work with a good group of people, my sister, Senior Security Officer Eileen McGourty, being one of them. I enjoy the interactions between the different departments of NYP.

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

**A:** I would say the "right path" as I enjoy my work and appreciate my supervisors. I have advanced within the department and have learned much while employed as an officer. Continuing with my education is always an option, but I believe I make a difference here.

**Q: What's your favorite type of music?**

**A:** I listen to a variety of music in English and Spanish. I should say Katy Perry, Shakira, Usher, Alicia Keys, Herb Alpert, Billy Joel and Aerosmith, to name a few. However, I'm not keen on Justin Bieber (saaaawy).



Teresa McGourty's colleagues include Security Officer Victor Colon (left) and Security Officer Gladstone Mason.

**Q: What kinds of vacations do you enjoy?**

**A:** I love to go somewhere warm to relax and shut down. I look forward to good places to eat with a good selection of desserts!

**Q: What's on your personal to-do list?**

**A:** Greece, and a few more stops. I need the time to really go and enjoy.

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(Continued from page 1)

screened by Workforce Health and Safety.

"It is an enormous privilege to be invited to portray the men and women of this Hospital and the world-class care they deliver. My team and I look forward to meeting as many members of the NewYork-Presbyterian community as we can," says Mr. Wrong.



Public Affairs' Media Relations Associate Linda Kamateh and Media Relations Director Bryan Dotson (center) are working with the ABC News team, which includes Executive Producer Terence Wrong (far left) and Supervising Producer Erica Baumgart.

### FAQ

**Is this "gotcha" television?**

Absolutely not. The ABC News team has no agenda except to present uplifting and informative stories to the broadest audience.

**If I am filmed, am I likely to be on TV?**

In most instances, no. ABC News will film many more cases than they can include. Hundreds of hours of footage are filmed to make the seven hours that appear on air.

**Can I opt out of being filmed?**

Yes. Simply inform a member of the crew or of Public Affairs that you do not wish to be included.

**How can I get story ideas to ABC News for consideration?**

Contact Public Affairs at (212) 305-5587 or (212) 821-0560, or [pr@nyp.org](mailto:pr@nyp.org); or ABC News at (212) 305-8786 and at (212) 746-6699. ABC News has office space at 622 West 168th Street and at 525 East 68th Street.

**How do I know if someone is a part of the ABC News crew?**

Crew members will have Hospital IDs that say "NYP/Public Affairs/ABC."

**Will ABC News be filming in and/or have access to the ICUs, Pediatric and Neonatal ICUs, Labor and Delivery, Nursery, EDs, ORs, Clinics and ACNs?**

Yes, they will have access to these areas while they are following a staff member or a patient story.

**Will ABC News be filming after normal business hours?**

Yes, they will have 24/7 access to the Hospital.

**Who should I call if I have questions about this project?**

Department of Public Affairs is available 24/7. Daytime phone number is (212) 305-5587 or (212) 821-0560. Public Affairs can be accessed directly nights, weekends and holidays via Bryan Dotson at (917) 690-9929 or Linda Kamateh at (917) 837-4065.

*NYPress will update readers on the ABC project as it goes forward. (Readers can find the full FAQ on the Infonet.)*

## In Memoriam



Myra Mahon

Myra Mahon, 73, a trained social worker who, in the words of NYP leaders, "directed her considerable abilities in the service of others," died on January 29. She was the wife of Arthur J. Mahon, a member of the NYP Board of Trustees and Vice Chair of the Weill Cornell Medical College Board of Overseers.

A champion of high-quality health care and health education for women, Mrs. Mahon was Co-Chair of the Women's Health Symposium at NYP/Weill Cornell. The Weill Cornell Medical College honored her by naming the Weill Greenberg building at 1305 York Avenue in her honor. The Myra Mahon Patient Resource Center provides reading rooms and a library for patients and their families.

Mrs. Mahon is survived by her husband, three daughters, a son and two grandchildren.

## calendar



- **March 15** — A blood drive will take place in NYP/Westchester's Auditorium from 9 a.m. to 3 p.m.
- **March 16** — A blood drive will take place in NYP/Westchester's Auditorium from 10 a.m. to 4 p.m.
- **March 16** — Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **March 16** — A blood drive will take place in NYP/Weill Cornell's Cayuga Room from 8 a.m. to 6 p.m.
- **April 6** — Literature at Work will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **April 7** — The Hepatitis B Patient Support Group will meet from 4 to 5 p.m. at 1305 York Avenue, 2nd floor. An RSVP is required; e-mail arl2005@med.cornell.edu.

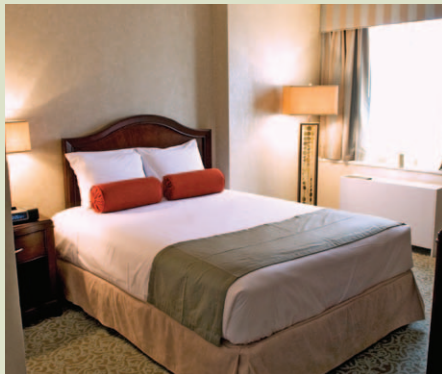
## Hospitality for Patients, Families and Visitors

The NewYork-Presbyterian Guest Facility at The Helmsley Medical Tower offers temporary accommodations for Hospital patients, their families and visitors.

Each spacious room offers cable TV, a fully equipped kitchen, high-speed Internet, and daily maid service.

The newly renovated Sovereign Suites opened on July 1 to rave reviews.

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



## Did You Know?

In 2010, NYP helped its patients with their personal hygiene needs by distributing (across all campuses):

- 246,394 adult toothbrushes
- 196,073 small tubes of toothpaste
- 147,011 bottles of shampoo
- 35,362 no-rinse bottles of shampoo (for patients who can't leave their beds)
- 107,701 containers of skin cream
- 89,096 bottles of mouthwash

Now patients receive all their amenities in a single kit.

"Patients no longer get these items piecemeal. Instead they are given a beautiful leatherette bag containing high-quality products from Crabtree & Evelyn," says Jack Fleischer, Vice President, Strategic Sourcing. "It's one more step in our ongoing effort to improve patient satisfaction."



## promotions

Human Resources reports the following promotions as of January 31, 2011.

### NYP/ACN

**Sandra Herbert**  
Coord-WIC  
Nutritionist, WIC Program

### NYP/ALLEN

**Eric Saka Ansah**  
CT Tech - Certified,  
Allen-X-Ray

**Fior Batista**  
CT Tech - Certified,  
Allen-X-Ray

**Jenny Fernandez**  
CT Tech - Certified,  
Allen-X-Ray

**Hamdan Hassan**  
CT Tech - Certified,  
Allen-X-Ray

**Staycey T. St. Germain**  
Unit Assistant,  
1-RW-Obs.P.C.-Allen



Staycey T. St. Germain

### NYP/COLUMBIA

**Malika Aitazzat**  
Operating Room  
Technician I, Oper Rms  
MB-3-4

**Sharon C. Alexander**  
Periop Pat Care Asst,  
Eye Institute- 7th Floor

**Agnes K. Anti**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Ashley Aurigemma**  
Staff Assistant, Kidney  
Transplant Program

**Junius Barrie**  
Lead Electrician,  
Electrical Shop

**Jenny Lind Brown**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

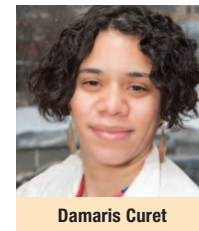
**Jose Casado**  
CT Tech - Certified,  
CT Scanning Atchley

**Sandra Castillo**  
Transplant Coordinator,  
Kidney Transplant  
Program

**Monica Chisholm**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Joseph Collazo**  
Chaplain, Pastoral  
Care and Education

**Damaris Curet**  
EKG - Phlebotomy  
Technician, T. A. U.



Damaris Curet

**Robert Desjardins**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Daniel Durandis**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Ebony Flowers**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Geneveive V. Gayle**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Cruz Gomez**  
Periop Pat Care Asst,  
Cystoscopy

**Patricia Houghton**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Katty Jimenez**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Valentina Katsnelson**  
Lead Ultrasound Tech,  
Echocardiology PH-9C

**Kenneth Levine**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Shayna Nolasco**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Yoselyn Perez**  
Rehab Therapy Aide,  
Inpatient Rehabilitation  
Thera

**Emmanuel Rivera**  
Prgmr Analyst III - IS,  
Medical Informatics  
Svcs

**Farah Seeburg**  
Patient Fin Advisor-Pat  
Access, Patient Access  
Services

**Kojo Sekyi**  
CT Tech - Certified,  
CT Scanning MH-4

**Heather L. Smith**  
Mgr-Core Measures,  
Regulatory & Quality  
Info Mgmt

**Walton Stephens**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Viola Stokes**  
Periop Pat Care Asst,  
Oper Rms MB-3-4

**Edgar R. Toro**  
Mgr-NeuroLabs-  
Epilepsy Ctr, Comp  
Epilepsy Center  
Program

### NYP/WEILL CORNELL

**Maria Abreu-Goris**  
Mgr-Clinical Ops  
Transplant, Kidney  
Acquisition Program

**Walter P. Bayne**  
Leader - General  
Const, Engineering  
Maint

**Edgar G. Benavides**  
Spl-Perf Improvement,  
Regulatory & Quality  
Info Mgmt

**Kevin W. Branford**  
Staff Nurse-RN, W&C  
Health-PICU



Kevin W. Branford

**Richard S. Cassa**  
Sr Physician Asst,  
Neurology PAS

**Anthony Croese**  
Paramedic Supv, EMS

**Michelle Dillon**  
HIM Processing  
Specialist, Health Info  
Mgmt-Management

**Kathleen Erbacher**  
Mgr-Transplant  
Operations, Kidney  
Acquisition Program

**Stuart Hillman**  
Project Leader - IS,  
CPOE

**Carolyn M. Kim**  
Mgr-Pharmacy,  
Pharmacy

**Lisa-Vanessa Magtibay**  
Dir-Clin Aff and Qual  
Alliance, Network  
Admin

**Lefonda Mapp**  
Data Quality Assistant,  
Health Info Mgmt-  
Management

**Natalie Mohammed**  
Clinical Mgr, NUR- 5N  
MED SURG

**Rachel Negron**  
Dir-Empl Relations,  
Human Resources

**Amanda Picicci**  
Coord-Outreach Svc  
Line, Liver Transplant  
Program

**Jennifer Pipa**  
Lead Technologist,  
Immunopath-lab

**Philip Pitter-Peart**  
Data Quality Assistant,  
Health Info Mgmt-  
Management

**Gregory Powell**  
Prgmr Analyst I - IS,  
CPOE

**Christian Ramos**  
Patient Assistant,  
Recovery Room G-3

**Carlos Silva**  
Staff Nurse-RN, Nur-  
6C Medsurg/Neuro

**Ashish Singhal**  
Senior Accountant,  
Financial Controls

**Cindy Spiegel**  
Mgr-Significant Event  
Rptg, Regulatory &  
Quality Info Mgmt

**Clive Thorne Jr.**  
Security Officer,  
Security

**Pamela Thrower-Webb**  
HIM Processing  
Specialist, Health Info  
Mgmt-Management

**Kathleen M. Touhey**  
Accountant, Accounting

**James Travers**  
Lead Technologist,  
Microbiology

### NYP/WESTCHESTER

**Daneshia S. Gomes**  
Staff Nurse, Nursg-  
Child(nc)



Daneshia S. Gomes

**Melodee Morrison**  
Sr Social Worker,  
Women's Unit

If you know of any promotions that have been omitted, please report them to Human Resources at these numbers: 746-1448 (Weill Cornell); 305-5625 (Columbia).



## Attention, Rock Musicians!

Off the Chart, the accomplished rock/pop band made up of NYP employees, is looking for a solid keyboard player and also a drummer who can practice most Tuesday evenings from 6 to 8:30 p.m. The band performs at such venues as The Bitter End on Bleecker Street and at NYP on-campus events.

If you are interested, please contact Lou Doganieri at (212) 297-4353.

## Labyrinth Is a Tool for Healing

NYP/Westchester last fall dedicated an outdoor labyrinth — an intricate structure of interconnecting passages — for walking meditation for patients and staff. The 40-by-40-foot brick labyrinth was installed by The Labyrinth Company in Connecticut through the auspices of Ilona Swaring of New York City, a generous, long-time Hospital benefactor.

Labyrinth patterns and symbolism date back to ancient times, but they have experienced a renaissance in the last three decades in health care settings and spiritual retreat centers. The key element in how a labyrinth differs from a maze, and the reason it has therapeutic value, is that a labyrinth has one path leading into the center and the same path out. It has no dead ends and requires no decisions.

A growing body of multidisciplinary clinical literature exists to support its use as a healing tool for mind, body and spirit. It is a means for calming, coping, problem-solving and promoting self-care. NYP/Westchester staff from inpatient units, Pastoral Care and Psychosocial Rehabilitation Departments use the labyrinth for guided meditation with patients.

The Rev. Lynne Mikulak, Coordinator of Pastoral Care and Education, says the installation of the labyrinth in the enclosed south courtyard “represents the long-term stability and groundedness we seek for our patients. By walking the labyrinth, patients find a way into the center of themselves, where they might have new insights and awareness about their health and healing.”



The Rev. Lynne Mikulak (left) and NYP benefactor Ilona Swaring were photographed at NYP/Westchester's labyrinth, a structure that enables patients and staff to do walking meditation.

## On the Way to Careers in Nutrition



These new graduates have completed the clinical training required to become Registered Dietitians.

NYP's Dietetic Internship Program in January graduated 12 individuals who had completed a 50-week post-baccalaureate program that gave them the clinical training they need before they can take the nationally administered examination required to become Registered Dietitians.

Some of the graduates are pursuing further training; others are seeking employment or working as clinical dietitians in acute care, long-term care and community agencies.

Established in 1940, the NYP Dietetic Internship Program has graduated 1,386 individuals who represent 45 states, the District of Columbia, and four foreign countries.

## classifieds



■ **FOR SALE:** Sunny, two-bedroom, two-bath co-op at 62nd Street and York Avenue with views of East River and 59th Street Bridge. Living/dining room; plentiful closets. Full-service doorman building with newly renovated lobby, live-in super, roof deck, storage, bike storage and laundry room. Pied-à-terres, guarantors and co-op purchasing allowed. Fido is welcome. Price: \$899,000; monthly maintenance/common charge: \$2,277. Contact mrosenblum@elliman.com; sgansberg@elliman.com; bgansberg@elliman.com.

■ **FOR SALE:** Gut-renovated, one-bedroom and two-bedroom co-ops on 192nd Street between Broadway and Bennett Avenue. Granite kitchens with new appliances, new bathrooms, new plumbing and electrical wiring. Immaculate elevator building complex with laundry rooms, garden and video security. Convenient to shopping, restaurants, beautiful parks. Near NYP/Columbia (five-minute bus ride, three stops on A train, or 15-minute walk). Prices from \$269,000, with no board approval and flexible sublet policy. Contact Chris O'Neill at (917) 445-9744 or coneill@ardorny.com.

■ **FOR SALE:** Two-bedroom, one-bath co-op with terrace in Van Cortlandt Village, Bronx. Open kitchen into dining room/living room. Lots of windows, lots of sun. Recently painted; hardwood floors recently refinished. Move-in condition. Convenient to bus and subway. No dogs. Asking price: \$239,000. Call Robert at (718) 432-0198.

■ **FOR SALE:** Prestigious all medical/dental commercial co-op at 115 East 61st Street. Full-time attended lobby. No steps. Easy access to NYP/Weill Cornell and to transportation. For more information, contact Sharon Aspis at (212) 692-6139.

■ **FOR SALE:** Two-bedroom apartment in Riverdale, Bronx. Two full bathrooms, five big closets. In quiet neighborhood near highways, buses, shopping, schools, places of worship, public park and public baseball court. Easy streetside parking; indoor garage available for additional \$80. Suitable for a couple or couple with a small child. Price: \$199,900. Maintenance fee: \$900/month (includes gas, water and heat). E-mail z9615@yahoo.com.

■ **FOR SALE:** Two-bedroom, two-bath condo in Morningside Heights. 1,029 square feet. Near NYP/Columbia; within walking distance of City College. Doorman, fitness room. Price: \$550,000; maintenance: \$860/month. Call Jimmy Pilku at (347) 471-9596.

■ **FOR SALE:** New corner penthouse at 1175 York Avenue facing south, west and north. Spectacular, 50-foot, south-facing terrace with river views. Two bedrooms (convertible to three), 2.5 bathrooms, separate dining room. Renovated. Top appliances. Full-service building with roof garden, gymnasium, playroom and garage. Price: \$1,825,000. Contact Edith Tuckerman and Katharine Tuckerman at (212) 906-9228.



### 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.

## Managing Pain with Empathy and Expertise

### The Pain Resource Nurse Program

**A**s part of our commitment to We Put Patients First, NYP is working to provide optimal pain management for all our patients — adults, children, inpatients and outpatients. One of the ways the Hospital is supporting this effort is through our new Pain Resource Nurse (PRN) Program. Pain Resource Nurses are specially trained registered nurses who serve as resources to their colleagues and patients, providing information and facilitating quality pain management. They are educators and coaches, helping to promote greater sensitivity and best practices around pain management.

The PRN Program was instituted in response to feedback from patients on our HCAHPS Patient Satisfaction Survey. Our patients told us that we needed to do a better job with this critical aspect of their care. We listened and are working to improve their experience.

Currently there are 60 PRNs across NYP. Throughout 2011, we will continue to train additional PRNs and explore other ways to enhance pain management for all our patients.

Interested in becoming a Pain Resource Nurse on your unit? Contact Lourdes V. Mellino, R.N., at [lvm9001@nyp.org](mailto:lvm9001@nyp.org).

### HCAHPS Provides Valuable Feedback on Pain Management for Adult Inpatients

HCAHPS, which stands for “Hospital Consumer Assessment of Healthcare Providers and Systems,” is a Survey that provides us with feedback from our adult inpatient areas. Patients are asked about various aspects of their stay, including their opinion of our ability to manage their pain effectively. The Survey results are publicly reported online so patients can use them when choosing where to receive care. Our ratings on the Survey also impact our reimbursement.

On the HCAHPS Survey, patients are asked to rate the frequency with which they felt “staff did everything they could to help with pain” and how consistently their “pain was well controlled.” The only response that is reported is the percentage of patients who said “ALWAYS.” The chart at right shows our scores for this area and how we compare to state and national averages. These scores, as well as scores on pediatric patient satisfaction surveys, tell us that we need to do better! ■

**PATIENT SATISFACTION TARGET FOR 2011 IS**

**86**

At NYP, we are on a journey to improve our patients’ experiences and to create a “culture of ALWAYS.” Our patient satisfaction scores on the Press Ganey Survey let us know how well we are achieving this goal. In 2010, we increased our overall NYP score by 0.9 points, reaching a new high of 84.2. Although this fell short of our 2010 target of 85.5, it is the fifth consecutive year of improvement. The 2011 Overall Patient Satisfaction goal for NYP is 86. Working together, we can reach this goal and provide the best experience for our patients and their families.



“As a PRN nurse in labor and delivery, postpartum and the well baby nursery, I feel confident that I can help my patients manage their pain. PRNs have additional knowledge about pain medications and techniques. We can help troubleshoot and problem solve to always provide the best care to our mothers and their babies.”

— Andrea Cummings, NYP/Allen (on right)



“Being a Pain Resource Nurse gives me a great sense of satisfaction. It is very rewarding to partner with my colleagues to relieve mothers of their pain and allow them to better bond with their child. I feel like I am helping attain our goal of We Put Patients First.”

— Pushpa George, MSCHONY (on right)



“The PRN Program supports institution-wide efforts to improve pain management through patient advocacy and sharing expertise with clinical colleagues from multiple disciplines.”

— Johnny Batista-Shallit, NYP/Weill Cornell (on right)

### PAIN MANAGEMENT OVERALL ON THE HCAHPS SURVEY

NYP Average % ALWAYS	State Average % ALWAYS	National Average % ALWAYS
<b>66*</b>	<b>64</b>	<b>69</b>

\*Represents unadjusted data for surveys received between 1/1/10-12/31/10.



“I am very proud to say that I am a PRN at NYP. This program has empowered me to be an effective pain management advocate for our patients. I now have a better understanding of our patients’ pain perception, what contributes to it and how to manage expectations around pain. The PRN Program helps us to stay true to our mission of We Put Patients First.”

— Mini Varghese, NYP/Columbia (center)



## Benefits Corner



### MONTHLY HEALTH FOCUS PROGRAM FOR NYP EMPLOYEES

The NYP Benefits Department has partnered with Empire Blue Cross to provide employees with monthly information to help you stay healthy. Upcoming topics include protecting against skin cancer, ways to manage diabetes, facts about immunizations and nutrition for your health.

March is National Nutrition Month, and the Monthly Health Focus edition has links to information about nutrition basics and reading nutrition labels. The April edition will focus on topics related to National Cancer Control Month.

To access Monthly Health Focus on the Infonet, go to the *Human Resources* page, and click on *Employee Benefits* under HR Support Services. You will find the link to *Monthly Health Focus* under *Other Resources*.



### HEALTH CARE SPENDING ACCOUNT DEADLINES REMINDER

You have until March 15, 2011, to incur eligible expenses for your 2010 Health Care Account. The deadline for submission of eligible expenses for reimbursement is no later than **April 30, 2011**.

Requests for reimbursement of expenses for your 2010 Health Care Account must be submitted to P&A. Reimbursement forms are available on the NYP Infonet. On the *for Employees* page, click on *Benefits Forms*. If you have questions or need additional information, call P&A directly at (800) 688-2611.



### CASH BALANCE STATEMENTS

The annual Cash Balance statements have been mailed to each participant's home address. If you do not receive your statement by March 15, please e-mail [retirement@nyp.org](mailto:retirement@nyp.org), and a copy will be mailed to you promptly.



### NURSING SCHOLARSHIPS AVAILABLE TO EMPLOYEES' CHILDREN

The Division of Nursing is offering one-year scholarships to the children of full-time NewYork-Presbyterian employees who are pursuing nursing careers. Students enrolled full-time in a Bachelor of Science in Nursing program are eligible. In exchange for the scholarships, the recipients agree to work at the Hospital for two years after they graduate. Since Nursing instituted the scholarship program 11 years ago, 55 scholarships have been awarded.

**Applications must be submitted by April 15, 2011, and are available at these sites:**

**NewYork-Presbyterian/Weill Cornell**  
On the bulletin board outside Nursing Education in Payson House Sub-Basement.

**NewYork-Presbyterian/Westchester**  
See Mary Jenkins in Human Resources.

**NewYork-Presbyterian/Columbia and Morgan Stanley Children's Hospital**  
See secretarial staff in the Nursing Office, Milstein Hospital Building, 6th floor.

**NewYork-Presbyterian/Allen**  
See Annette Middleton in Human Resources.

For more information, call Linda Saal at (212) 746-1225.

## GREEN PAGES CONTACT INFORMATION



**Benefits Corner**  
(212) 297-5771  
[BenefitsBridge@nyp.org](mailto:BenefitsBridge@nyp.org)



**Employee Activities**  
(212) 746-5615  
[activities@nyp.org](mailto:activities@nyp.org)

**Other Green Pages News**  
[hrweb@nyp.org](mailto: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](http://www.plumbenefits.com).

If you have any questions, please e-mail [activities@nyp.org](mailto: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.**



### Spider-Man: Turn Off the Dark

Wednesday, March 23  
Foxwoods Theatre  
Balcony  
8 p.m.  
\$66 per ticket  
(adults and children 2 years and older)

### Jersey Boys

Thursday, April 14  
Wilson Theatre  
Mid-Mezzanine  
8 p.m.  
\$62 per ticket  
(adults and children 2 years and older)



### New York Knicks vs. Memphis Grizzlies

Thursday, March 17  
Section 320  
7:30 p.m.  
\$44.50 per ticket  
(adults and children 2 years and older)

### New York Knicks vs. Chicago Bulls

Tuesday, April 12  
Section 322  
8 p.m.  
\$65 per ticket  
(adults and children 2 years and older)



### EMPLOYEE SPA DISCOUNT

The Lodge at Woodloch is offering a 20 percent savings for employees, family and friends of NewYork-Presbyterian through March 31, 2011. The Lodge is a luxury spa located 90 miles from New York City and offers a retreat for the mind, body and spirit. Packages include accommodations, three meals daily, workshops, health and fitness amenities, adventure excursions and more.

For details, log on to their website at [www.thelodgeatwoodloch.com/NYP](http://www.thelodgeatwoodloch.com/NYP).

For reservations, call (866) 953-8500, and be sure to mention NewYork-Presbyterian to obtain the discount.

## errand solutions at NYP

While you are at work, your Errand Solutions site representatives can assist you with errands that take up your free time when you leave for the day. They can send out your dry cleaning, organize automotive repairs during your shift, mail your letters and packages and much more. Contact Errand Solutions to find out how they can help you save time.

As the weather gets warmer, you might be thinking about participating in outdoor activities such as jogging, walking and riding your bike. Errand Solutions can help you with ideas and any equipment you may need for activities you are interested in.

Remember that patients, their loved ones and any Hospital employee can access the Errand Solutions desks directly by dialing \*99 from a Hospital phone.

# 20 Years or More and Going Strong!

NYP/Weill Cornell

Every year NYP hosts parties for employees who have served the Hospital for two decades or more. This year, these veterans headed for the New York Marriott Marquis, where they celebrated their anniversaries with dinner, dancing and unrestrained high spirits. ■





20 Years or More and Going Strong!

NYP/Columbia



# No Second Acts Needed



NYP's longest-serving employee, Ann Ametta (on right), shares the spotlight with NYP/Columbia colleagues Rosemarie Glennon and Richard Dempsey.



At NYP/Weill Cornell (from left), Mitchell Springer, Maryann Stahl and Franklin Gray have all passed the 50-year mark. Not pictured: Edwin Maldonado.

## Long-Time Employees Continue to Serve

"I never thought about leaving," says Ann Ametta, Housing Supervisor in Real Estate and Housing at NYP/Columbia. "I've always gotten along with everyone I work with, and I've always been happy."

What makes Ms. Ametta's comment striking is that she started at the Hospital in 1951 and will celebrate her 60th anniversary on August 8.

And as remarkable as her story is the fact that she has six colleagues in the Hospital's

unofficial 50-year club: Rosemarie Glennon and Richard Dempsey at NYP/Columbia and Edwin Maldonado, Franklin Gray, Maryann Stahl and Mitchell Springer at NYP/Weill Cornell.

At the Columbia campus Ms. Glennon, a 51-year employee, is a Patient Financial Advisor in the Emergency Department, and Mr. Dempsey, with 50 years, is an Information Services Hardware Analyst in Communication Management.

At NYP/Weill Cornell, Edwin Maldonado, with 50 years, is an Account Specialist in Patient Accounts; Franklin Gray, with 51 years, and Mitchell Springer, with 53 years, are Food Pro-

duction Assistants in Food and Nutrition; and Maryann Stahl, with 52 years, is a Processing Specialist in Health Information Management.

They took varied paths at NYP. Ms. Glennon came to the Hospital after she got married more than 50 years ago and found herself in a bit of a dilemma. She despised housework, so the thought of cooking and cleaning all day was out. But, she says, "I needed something to keep me occupied."

So she applied for a job in the Emergency Department of what was then The Presbyterian Hospital, attracted in part by the fact that in those days Hospital

employees received six weeks of vacation, which would give her ample opportunity to visit her family in Europe. Ms. Glennon got the job and, a half century later, she still serves in the E.D.

Mr. Dempsey, in contrast, has worked in five different departments at the Hospital. "To work anywhere this long, you have to like your job, and you have to like the people you're working with," Mr. Dempsey says. "The Hospital is my second home. It has changed over the years, but one thing that hasn't changed is that I've always worked with a great group of people." ■

## 20 Years or More and Going Strong!



NYP/Weill Cornell



NYP/Columbia

### CONTRIBUTORS

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

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

Rick Evans  
Vice President, Support Services  
and Patient-Centered Care

Carol LeMay  
Director of Internal  
Communications

Kathy Thompson  
Editorial Consultant

Tim Paul  
Contributing Writer

Rachel Neifeld, R.D.  
Contributing Writer

Susan Drake  
Communications Specialist

Kathleen Stanley  
Benefits Manager

Joy Rhodes  
Benefits Supervisor

Kimberly Ann Solop  
Senior Awards and Recognition  
Specialist

Kathy Suero  
Specialist, Awards &  
Recognition/Employee Activities

Photography by  
Brad Hess, Richard Lobell,  
Charles Manley, Amelia Panico,  
Rene Perez, and John Vecchiolla

Public Affairs Office at NewYork-Presbyterian/Columbia:  
627 West 165th Street, 6-621  
New York, New York 10032  
PH: (212) 305-5587 (ext. 55587)  
FAX: (212) 305-8023 (ext. 58023)  
Public Affairs Office at NewYork-Presbyterian/Weill Cornell:  
425 East 61st Street, 7th Floor  
New York, New York 10065  
PH: (212) 821-0560 (ext. 10560)  
FAX: (212) 821-0576 (ext. 10576)

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