



A Beacon of **HOPE**

New NYP/Westchester Center will help families cope with autism

Group photo From L to R: Dr. Corwin, Dr. Catherine Lord (Director, Center for Autism and the Developing Brain at NYP/Westchester), Laura Slatkin (Co-Founder, New York Center for Autism), James Simons (Chairman, The Simons Foundation), Bob Wright (Co-Founder, Autism Speaks), Ilene Lainer (Co-Founder, New York Center for Autism), Suzanne Wright (Co-Founder, Autism Speaks), Marilyn Simons (President, The Simons Foundation).

— story on page 5

A Message from Dr. Corwin and Dr. Kelly

This month we celebrate and thank our amazing nurses and nursing support staff for providing such compassionate care and service to our patients. They are core to promoting the spirit of care and caring that makes NewYork-Presbyterian such a special Institution and we are very pleased to be recognizing both our nurses and nursing support staff together at combined Excellence Award ceremonies across our campuses. This is another way of acknowledging that we are all part of one team working together for our patients and their families. Congratulations to all our award winners and nominees!

The Department of Nursing also recently held a Hospital-wide Nursing Leadership Retreat at which more than 200 of our nurse leaders convened to hear about health reform and its anticipated impact on the Hospital. It was a very productive session and we thank our nurse leaders for continuing to play a significant role in improving quality and safety, and enhancing patient satisfaction, critically important as we face the challenges of health reform. Although we await a decision by the Supreme Court on the Affordable Care Act, we appreciate the dedication of our nurses, physicians, and all our staff as we focus



Attending the groundbreaking for NYP's new Center for Autism were (front row, from left) Dr. Catherine Lord, Dr. Laura Forese, Dr. Pardes, Dr. Corwin, Dr. Kelly and White Plains Mayor Thomas Roach.

on achieving greater operating efficiencies, reducing costs, improving access and further advancing patient-centered care.

As you'll read in this issue, we celebrated advancing patient-centered care for autism last month at our groundbreaking for the new Center for Autism and the Developing Brain at NYP/Westchester. Developed in collaboration with our Medi-

cal Schools and the New York Center for Autism, we plan to open this state-of-the-art, 11,000 square foot facility early next year. The Center's mission is to provide cutting edge research, education, and comprehensive services to people with Autism Spectrum Disorders at every stage of life. We know it will have a transformational impact on so many children and families. ■

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

Robert E. Kelly, MD
President
NewYork-Presbyterian Hospital

Heard at CEO Town Hall Meetings with Dr. Corwin

Each month, as part of his commitment to encouraging open dialogue and learning from the NYP team, Dr. Corwin meets with staff across our Hospital sites. In March, he held a Town Hall Meeting at NYP/Weill Cornell with staff from several departments, including Nursing and Pharmacy. Here are a few of the questions and answers that came up at this meeting.



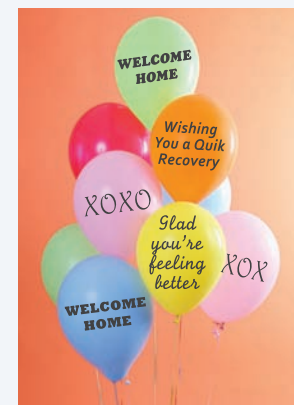
Can we consider offering healthier, more affordable choices in the cafeteria?
We continue to experiment with new ways to offer nutritious and affordable food in the cafeterias, based on your feedback. Our Food and Nutrition staff is outstanding and open to suggestions. In the future, for example, you will see calorie counts on more foods. When choosing a vendor for our 24/7 café service at NYP/Weill Cornell, we selected Au Bon Pain, which offers many healthy choices. At NYP/Columbia, we recently introduced Hale and Hearty Soups at our Heights Café in the Milstein Building, which also offers an array of healthy options. Please let us know if you have any further ideas for improving our cafeteria offerings.

What can I do if my manager does not address my concerns properly?
If you feel that you can't resolve an issue with your immediate supervisor, you can "kick it up" and speak with your Department's manager, director or vice president. You can also speak with a member of the Labor/Employee Relations Department in Human Resources. Our policy expressly forbids any retaliation against an employee who voices a concern or seeks help from Human Resources. ■

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NYPpress

Volume 14, Issue 5 • May 2012

NYPpress is published by the Public Affairs Department.

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Photography by Janet Charles, Richard Lobell, NYP Media Services/Al Pine/Steve Harris, and John Vecchiolla.

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People on the Move

Shaun Smith

Shaun Smith has been appointed Vice President of Human Resources at NYP/Weill Cornell. In this role, he will be responsible for oversight of Human Resources strategy, including guiding the development and implementation of employee relations strategies, policies and initiatives.



Shaun Smith

Mr. Smith comes to NYP with nearly two decades experience in human resources, law and health care management. He last served as Vice President/Chief Human Resources Officer at Champlain Valley Physicians Hospital in Plattsburgh, New York. Earlier he worked for 12 years at Memorial Sloan-Kettering Cancer Center in various human resources management roles.

Mr. Smith received a bachelor's degree in business administration as well as a law degree from Pace University. He was an adjunct professor of human resources management at SUNY Plattsburgh and serves on various health care industry boards. ■

Emily Goodwin

Emily Goodwin has been promoted to Vice President of Managed Care Operations. She will be responsible for managed care contracting, overseeing the managed care negotiating infrastructure and managing implementation and day-to-day oversight of Hospital and physician managed care contracts.



Emily Goodwin

Ms. Goodwin has more than 25 years experience in health care finance and advocacy and has worked in consulting firms, insurance companies and hospitals. She joined the NYP staff in 2001 and since then has served as Corporate Director of Managed Care Operations. In prior positions Ms. Goodwin was Director of Managed Care Operations at Mount Sinai-NYU Health, and Director of Research, Analysis and Planning at the United Hospital Fund of New York.

Ms. Goodwin has a bachelor's degree from Northern Illinois University and a Master in Business Administration degree with a concentration in finance from Loyola University of Chicago. ■

Getting to Know You

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

A: My name is Jose A. Perez. I am Unit Coordinator in the NYP/Weill Cornell E.D., where I order daily medical supplies, make sure equipment is accounted for, and maintain environmental standards.

Q: How long have you been at NYP?
A: I've been employed at NYP since 1998.

Q: What is the best part of your job?
A: I like taking the initiative, being a team player and making sure my task is done. I like being able to help my coworkers and being recognized for what I do.

Q: What path did you take to get to your current job?
A: Starting at 14, for two years I volunteered at Wyckoff Heights Medical Center in Brooklyn as a General Store Room Clerk

and a Mailroom Clerk. Then for four years I worked in retail. In 1997 my stepfather fell off a scaffold at a construction site on the East Side and ended at the NYP ER. I showed up at the ER and was amazed at the great care the medical staff gave him. From that point on I wanted to work in the hospital setting. A month after his fall I sent out a general resume to 10 different hospitals and was lucky to receive a phone call from an NYP recruiter with a job offer as a Unit Coordinator.

Q: What's your favorite type of music?
A: My favorite music is pop/dance.

Q: Why did you choose NYP as the place you wanted to work?
A: The care my stepfather was given in the NYP ER gave me the impression that NYP would be a great place to work.

Q: What kinds of vacations do you enjoy?

A: I love vacations where I can go sightseeing and encounter new things.

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

A: I want to continue being myself, and I'm looking forward to opportunities to grow in public/emergency administration.



Jose A. Perez

A Beacon of HOPE

Light It Up Blue For Autism

NYP WENT BLUE IN APRIL

Buildings across NYP's campuses were illuminated in blue for the entire month of April in recognition of National Autism Awareness Month.

The "Light It Up Blue" campaign, spearheaded by Autism Speaks, the world's largest autism research and advocacy organization, is a global initiative to help raise awareness for autism. The organization was founded by Hospital Trustee Bob Wright and his wife, Suzanne.

The Centers for Disease Control and Prevention now estimate that one of 88 children in the U.S. has an autism spectrum disorder. ■



1. NYP/Westchester 2. NYP/MSCHONY 3. NYP/Allen 4. NYP/Columbia 5. NYP/Weill Cornell



NYP Breaks Ground on New Center for Autism and the Developing Brain

The gymnasium of the building that will become NYP's new Center for Autism and the Developing Brain was packed on April 4 with people who came to watch the Center's leaders hold a groundbreaking ceremony.

To open in 2013 at NYP/Westchester, the 11,000-square-foot Center is a joint initiative of the Hospital, Weill Cornell Medical College and Columbia University College of Physicians and Surgeons, in collaboration with the New York Center for Autism. The Center will provide research, education and comprehensive services to people with

autism spectrum disorders at every stage of life, from infancy through adulthood.

"We intend this center to provide vital translational research and to be a beacon for the care of children with autism and for their families," said Dr. Corwin.

The Center's opening coincides with new estimates on the prevalence of autism released by the Centers for Disease Control and Prevention in March: the disorder is 25 percent more common than previously thought. The CDC estimates that one out of 88 children in the U.S. has an autism spectrum disorder. The earlier estimate was

one in 110 children.

Experts seeking the cause of this increase hope their research will pioneer therapies that will transform autism diagnosis and treatment while they provide exceptional clinical care to those affected by the disorder today.

"We've got to get to the bottom of it," said Rep. Nita Lowey of New York's 18th Congressional District encompassing Westchester County. "Increased research and education opportunities and better services can make a difference."

That's what the Center for Autism and the Developing Brain seeks to do.

"This is an amazing opportunity for me, for all of us, to build a place for high-quality clinical care for our children and adults with autism, absolute high quality educational services and translational research to find out what to do in the future," said Catherine Lord, Ph.D., a leading autism authority and the Center's director.

The New York Center for Autism, led by Laura Slatkin and Ilene Lainer, and with a generous contribution from Marilyn and James Simons of the Simons Foundation,

has provided guidance and support for the formation of the Center for Autism and the Developing Brain. Autism Speaks, the world's largest autism research and advocacy organization, founded by Hospital Trustee Bob Wright and his wife, Suzanne, provided additional support.

"I'm thrilled that we have completed our goal and dream to build a state-of-the-art autism center," said Mrs. Slatkin.

The Center will streamline the process from diagnosis to treatment. It will provide leading-edge diagnostics and intensive short-term treatment, as well as longer-term follow-up. Interdisciplinary staff will give patients a combination of expanded applied behavior analysis and other targeted therapies to improve social communication and motor and adaptive skills. The Center will also conduct basic and clinical research with more than seven institutions around the nation.

"Anyone with any connection to the community knows families who have been touched by autism," said White Plains Mayor Thomas Roach. "Having this facility to help people is a wonderful thing." ■



1. Philip Wilner, MD, VP and Medical Director for Behavioral Health at NYP/WC (left) with former White Plains Mayor Joseph Delfino.

2. Dr. Corwin spoke in the new center's space.

3, 4. Renderings depict the new Center's activity rooms.

5. Staff and friends of the new center attended the groundbreaking ceremony.



promotions

Human Resources reports the following promotions as of March 31, 2012:

NYP/ACN

Melisa Adeyinka

Patient Fin Advisor-Pat Access, Call Center

Maria Cruz

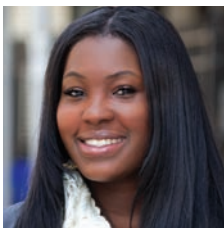
Certified Medical Assistant, ACN-549 W. 180th St.

Maria Diaz

Certified Medical Assistant, ACN-549 W. 180th St.

Gary Francis

Supv, Stockamp Implementation Team



Melisa Adeyinka

Maxine Hamilton

Certified Medical Assistant, ACN Audubon Practice

Karen Jimenez

Coord-Program, AIDS Medical Program

NYP/ALLEN

Veronica Dzandza

Staff Nurse, 1-RW-Labor/Delivery Allen

Cassandra Rivera

Coord-Staffing, 1-RS-Administrat.Allen

Jose Rodriguez

Third Cook, Food Service-Allen



Jose Rodriguez

NYP/MSCHONY

Anese Vincent

Staff Nurse, CHT 4 Medical Surgical 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).

NYP/COLUMBIA

Eric Baah

Supv-Central Sterile Sup, Sterile Supplies

Beatriz Badillo

Coord-Volunteers, Volunteer Dept

Latasha Brown

Lab Technologist - 2 Licenses, Core Lab-Chemistry

Jeevaratnam Edward

Planner-Scheduler, Physical Plant Admin

Shelagh Ferguson

Asst-Head Physical Therapist, Rehab Physical Therapy Outpatient

Vito Ha

Licensed Engineer - 1 License, Air Conditioning Dept

LaRae Klarenbeek-Mitchell

Head Physical Therapist, Rehab Physical Therapy Outpatient

James Leach

Patient Care Director, MB-5HN

Margaret Liu

Financial Mgr-Radiology, X-Ray Administration

Maureen Lowers Roach

Nurse Coordinator, SB-5 Telemetry

Jimmy Lucca

Planner-Scheduler, Grounds Department

Monica Moreyra

Spl-Hlth Priorities, Patient Navigator Program

Althia Parsons

Telemetry Technician, SB-5 Telemetry

Brandon Pinsky

Corp Dir - IS, Core Resources

Brian Ramnath

Coord-Clinical Neurophysiology, Comp Epilepsy Center Program

Jarret Rasnow

Neurophysiology Techn III-Reg, Comp Epilepsy Center Program

Evelyn Sanchez

Senior Dietary Worker, SAGE



Daniel Giorgianni

Daniel Giorgianni

Neurophysiology Techn III-Reg, Comp Epilepsy Center Program

Gifty Taylor

Staff Pharmacist, Pharmacy-Administration

Trislian Tucker

HVAC Mechanic Unlicensed, Refrigeration Dept

Alexa Vargas

Mgr Workforce Sys, Payroll Unit

Brianne Weiner

Analyst - Workforce Planning, HR-Employment Services

NYP/WEILL CORNELL

David Brown

Controller - Workforce, Accounting

Huilan Chou

Controller, Budget

Emily Goodwin

VP Manage Care Ops, Administration - VP

Elizabeth Hynes

Nurse Practitioner, Critical Care-Cath Lab

Hugh Johnson

Supv-Call Ctr-IS, Help Desk Svc/Client Svc

Tae Kim

Sys Hardware Analyst III - IS, Biomedical Engineering

Florence Lazard-Dubuche

Mgr-General Accounting, Budget

Christopher Lowe

Corp Dir-IS Clinical, IT Corporate Systems

David Manigbas

Med Rec Abstract, Health Info Mgmt-Management

Ryan Maynard

Analyst-Invntry Control, Perioperative Svcs

Timothy McCabe

Planner-Scheduler, Engineering Maint

Juan Mejia

VP Operations - MSCHONY, Administration - VP

Ellen O'Connor

Instructor - Nursing Ed, Nursing Education

Brunilda Rosado

Cafeteria Cashier, Food & Nutri Svc

Paul Sampson

Corp Dir-IS, Office of the CIO

Niloo Sobhani

Corp Dir-IS, IT Business Solutions

Roman Szewczyk

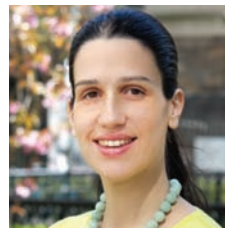
Technical Specialist - IS, Biomedical Engineering

Jonathan Tessin

Asst-Controller, Budget

Robert Vaccaro

Planner-Scheduler, Engineering Maint



Melissa Besada

Melissa Besada

Clinical Spl Physical Therapy, Rehab Medicin

Pearl Yeung

Sys Hardware Analyst II - IS, Biomedical Engineering

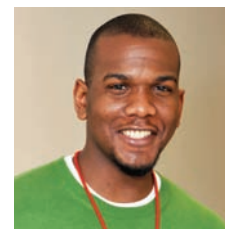
NYP/WESTCHESTER

Rebecca Emmanuelli

Staff Nurse, Nursg-Child(nc)

Michael Williams

Psychiatric Technician, Nursing - Women's Unit



Michael Williams

classifieds



- **FOR SALE:** Sunny, bright, brick two-family home located on quiet cul-de-sac in Riverdale. Three-bedroom duplex plus income-producing, large studio or in-law apartment with a separate entrance. Three bedrooms and 1.5 baths, entry foyer, formal dining room, upgraded, windowed kitchen and hardwood floors. Private driveway and spacious garage. Front porch and backyard for outdoor entertaining with garden. Great location: walking distance to schools, places of worship and shopping. Very well priced for the location and space. Call (917) 509-1151 or email prodman5@hotmail.com.
- **FOR RENT (SUMMER SHARE HOUSE):** Hamptons summer house seeks singles/couples, 50s-60s. May-September. Educated, athletic, fun-loving group. Pool, tennis court. Walk to beach/town. Near jitney/LIRR. Photos available. Contact mtc01605@gmail.com.

calendar



- **May 8** — NYP's Cancer Prevention Program will sponsor free screening for skin cancer at NYP/Columbia, Herbert Irving Pavilion, 12th floor and at 16 East 60th Street, 3rd floor, Suite 300 from 2 p.m. to 5:30 p.m. No appointment necessary.
- **May 8** — Ana Krieger, MD, and Haviva Veler, MD, will talk about "How to Get a Good Night's Sleep: From Infancy to 103," at a Health and Wellness Seminar in Uris Auditorium of Weill Cornell Medical College, 1300 York Avenue at East 69th Street. The seminar, which is free and open to the public, will begin at 6:30 p.m. To learn more or to request a disability-related accommodation, call (212) 821-0888.
- **May 11** — NYP's Cancer Prevention Program will sponsor free screening for skin cancer at NYP/Weill Cornell, 1305 York Avenue, 9th floor from 1 p.m. to 4 p.m. No appointment necessary.
- **May 16** — Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 p.m. to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.
- **May 24** — Care and Outreach for People Living with Epilepsy (COPE) will sponsor a talk on "Women's Issues and Epilepsy Through the Reproductive Years" by Padmaja Kandula, MD, and Helene Quinn, RN. The talk will take place from 5:30 p.m. to 6:30 p.m. at Weill Cornell Medical College, Room A-126, 1300 York Avenue at East 69th Street. To learn more or to register, call Luydmila Jovine, LCSW, BCD, at (212) 746-2471.

Compliance and Ethics Week

NYP's Compliance Officer and staff will visit the following campuses during Corporate Compliance and Ethics Week, May 7-11:

- **NYP/Weill Cornell** — Monday, May 7, Cafeteria, 10 a.m. to 3 p.m.
- **NYP/Columbia** — Tuesday, May 8, Milstein 2nd floor lobby, 10 a.m. to 3 p.m.
- **NYP/Allen** — Wednesday, May 9, Cafeteria Basement, 10 a.m. to 3 p.m.
- **NYP/Westchester** — Thursday, May 10, Fish Tank, 10 a.m. to 3 p.m.
- **NYP/Columbia** — Friday, May 11, Milstein Lobby, 10 a.m. to 3 p.m.

Stop by to meet the compliance staff, test your knowledge of compliance and have a chance to win a prizes.

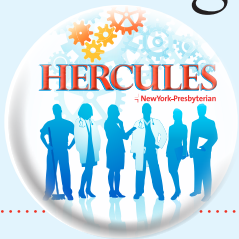


COMPLIANCE HELPLINE

To report fraud or violations of NYP's Code of Conduct, call the Compliance Helpline at (888) 308-4435.

Anonymous calls are accepted.

A Mighty Response to Health Reform



LOS Initiative: Quality Care, Efficiently Delivered

HERCULES

is a key Hospital-wide initiative that is helping us find opportunities to become more efficient and enhance our revenue, in order to meet the challenges of health care reform while continuing to provide the highest-quality, most compassionate care and service to our patients. ■

Share Your Ideas



We need everyone's help, so please share your project ideas with your manager or email them to hercules@nyp.org.

One of the Hospital's key HERCULES initiatives aims to provide the highest quality of care for patients in the most appropriate amount of time. Led by Wilhelmina Manzano, SVP and Chief Nursing Officer, and Kevin Hammeran, SVP and COO, Morgan Stanley Children's Hospital, the HERCULES Length of Stay (LOS) Initiative

is focused on reducing the amount of time patients stay in the Hospital. This will help to enhance patient care and will ultimately enable the Hospital to care for more patients. This year, our goal is to reduce the average length of time that a patient stays in the Hospital by one-third of a day. This translates to a reduction of approximately 25,000 days

— days that are in excess of the amount of time patients are expected to stay in the hospital, based on their diagnosis. The HERCULES Length of Stay Steering Committee designed 12 key initiatives to accomplish this goal and multidisciplinary teams have already contributed toward reducing approximately 3,000 excess days across all campuses. Tina

Stimpson, Director of the Medicine Service Line and coordinator of the HERCULES Length of Stay Initiative, says, "Reducing LOS is a cornerstone of HERCULES. As a result of our efforts, we are witnessing improved quality, lower length of stays and reduced costs."

Three of the LOS initiatives are summarized below:

Barrier Reduction Teams

Frontline staff members work in Barrier Reduction Teams (BRTs) to identify and eliminate obstacles that may slow down or disrupt the patient care process. Since they were created in 2009, these Teams have instituted more than 100 different process changes. Improved collaboration across disciplines has truly helped facilitate the movement of patients across the care continuum, and our ability to accept and treat more patients. This effort has also had a positive impact on staff. "Everyone who cares for the patient works together and contributes to improving the process," says Suzanne Boyle, VP of Patient Care Services, NYP/Weill Cornell, and Executive Sponsor of this initiative. BRTs have given staff a feeling of owning their work. "A social worker said how empowered these meetings made her feel," says Kate Pavlovich, Quality Improvement Manager. Carol DeJesus, Director of Case Management and Social Work at NYP/Weill Cornell, says, "If people have a voice, they can take action."



Neonatal Intensive Care Coordination

The Neonatal Intensive Care Units at the Komansky Center for Children's Health and Morgan Stanley Children's Hospital have been working to reduce excess days for their tiny patients. The 2012 goal is a reduction of 610 excess days. The multidisciplinary Barrier Reduction Teams meet on each campus weekly and have identified many best practices, including focusing on regulating babies' body temperature and providing comprehensive education for parents, to prepare them for their baby's discharge. To date, these efforts have improved the patient care process and have removed 102 excess NICU patient days. "We have also benefited from meeting regularly with our colleagues at Komansky," says Fern Butler, Nursing Director of Obstetrics and Neonatal Services at Morgan Stanley Children's Hospital. Mary McCready, NICU Patient Care Director at the Komansky Center, says, "This effort is the right thing to do for our babies and their families."

UPDATE on Early Mobilization in the ICU

As we reported in our November 2011 issue of *NYP* Press, last year, the HERCULES LOS team initiated a project to mobilize critically ill patients in four Intensive Care Units (ICUs) across NYP/Columbia and NYP/Weill Cornell. Research has shown that one of the ways to reduce length of stay and also have a clinical benefit for our patients is by keeping them physically active. Physical activity is important for critically ill patients; mobility affects the way they respond to care while in the Hospital, as well as their quality of life after discharge. Moving arms and legs, sitting on the side of the

bed, and walking are all proven to help patients — even those breathing with mechanical assistance — under the right circumstances. In addition to reducing the risk of ICU-associated adverse events such as pressure ulcers and sedation-associated delirium, mobility also helps patients return more quickly to such activities as caring for their personal hygiene and dressing themselves. In addition to higher quality of care and better outcomes, a quicker recovery will lead to reduced length of stay in both the ICU and throughout the patient's hospitalization. Through this initiative, ICU patients

are now averaging one therapeutic treatment per day, often within 24 hours of admission to the ICU. This prevents patients from being bedridden, it boosts their morale, and it reduces their days on ventilators," says Bob Tamargo, a clinical nurse in the Medical ICU at NYP/Columbia. "With the new program, we can sit patients up and get them out of bed to a chair almost every day; and, when you're lying down without stimulation, you tend to be depressed." "We see clear evidence that the Early Mobilization initiative is helping our patients," says Dr. David Berlin, Director of the Medical ICU at NYP/Weill Cor-

nell. "I know of at least one patient whose ICU course was completely turned around by a level of physical therapy we never had before, and her outcome was changed, too," says Dr. Robert Sladen, Director of the Surgical ICU at NYP/Columbia. This exciting effort has resulted in a substantial drop in the number of days patients are spending in our ICUs, and as a result, we have been able to treat 100 additional ICU patients during January and February 2012, compared with the same time period last year. Dr. Sladen says, "This is one of the most important initiatives ever implemented at NYP."



Back to Basics

Enhancing the Patient Experience

At NYP, we want all our patients and their families to have the best possible experience. To help achieve this goal, over the past few years, we have implemented several nationally recognized, evidence-based best practices, highlighted below. This year, we are going “back to basics” and focusing on using these best practices with every patient, every time to create a great experience. ■



Patient Registrar Nicole Couvertier (right) providing service recovery to a patient by acknowledging, apologizing and amending with empathy and compassion.



Housekeeping Worker Nancy Cascante introducing herself by name and title and offering a warm smile as she knocks on a patient's door before cleaning her room.

Best Practice

How You Can Help

Hourly Rounding

Check on patients' pain, toileting, and comfort needs hourly. Always make sure objects are within reach, and that the environment is safe and comfortable. Be sure to explain to patients that you are conducting “Hourly Rounds” so they understand the purpose of your visit. Tell the patient when you will return and document the rounds.

Discharge Phone Calls

Several attempts should be made to reach patients. When you do connect, be sure you are thorough and compassionate. Use all questions in the discharge call script to cover pain control, discharge instructions, questions about medications and follow-up care, etc. Remember, the quality of the calls you make is just as important as the quantity.

Key Words at Key Times

Always knock and introduce yourself by name and title when entering a patient's room. Remember, what is routine for us is a new experience for our patients. Explain the reason for your visit and before exiting the room ask, “Is there anything I can do for you before I leave? I have the time.”

Service Recovery

Acknowledge, Apologize, and Amend. The sincerity of the apology and your efforts in resolving the patient's concern are far more important than a beverage voucher or meal ticket. Be empathetic and make sure the patient is satisfied with the outcome.

Quiet Times

Appropriately monitor visitation, be mindful of the volume of your voice and turn off equipment alarms promptly to help create a quiet healing environment.

Daily Huddles

Huddle with your teammates at the start of every shift. This is an opportunity to share messages about service, quality and safety expectations; make an operational plan for that shift; share the daily NYP Huddle Message; and recognize members of the team.

Benefits Corner



RETIRETRACKSM FROM DIVERSIFIED

RetireTrackSM, Diversified's free, interactive online tool, was designed to help

you with a savings and investing strategy to meet your income needs when you retire. If you have a Diversified account, you can use RetireTrack to find out where you currently are in reaching your retirement income goal and steps you can take to help get there.

Sign in to your account at www.divinvest.com and click on the RetireTrack button near the bottom of the page, or click the RetireTrack link in the "Retirement Planning" tab at the top.

Diversified offers short video tutorials to introduce you to RetireTrack:

Get Started: Learn how RetireTrack works, and how to create your retirement profile and see your retirement outlook.

Personalize the Tool: See how to create an outlook that reflects your retirement picture.

Improve Your Retirement Outlook: Find out how to increase your chances of reaching your goals.

Your site TSA counselors are also available to meet with you and assist with RetireTrack.

NYP/Weill Cornell:

Arlene Futterman
Telephone: (212) 746-5220
Email: afutterman@divinvest.com

NYP/Columbia, Morgan Stanley Children's Hospital:

Aida Rios
Telephone: (212) 305-4361
Email: arios@divinvest.com

NYP/Allen, NYP/Westchester, East 38th Street, Patient Financial Services at 7th Avenue, Ambulatory Care Network:

Bill Shopovick
Telephone: (914) 960-0760
Email: bshopovick@divinvest.com



SUBMIT FLEXIBLE SPENDING ACCOUNT (FSA) CLAIMS ONLINE

P&A, the vendor for the NYP Flexible Spending

Account (FSA) benefits, has introduced a new web feature to allow you to upload claims electronically. You can go online to submit your FSA claims, such as Health and Dependent Care, instantly with this new secure and paperless process. It saves time and is environmentally friendly.

Visit the P&A website, www.padmin.com, to begin using this new feature.

Login to your account, click on *Member Tools* in the toolbar and then click *Upload a Claim*. Follow the prompts on the screen to upload your claim.

Parking and Transit claims can continue to be submitted by clicking on the *Participants* tab and under *Transportation*, click on *Online Claims*.

If you need assistance, customer service agents are available Monday – Friday, from 8:30 a.m. to 8:00 p.m. at (800) 688-2611, option 1.



CAREMARK RX SAVINGS BROCHURE

Some NYP benefit-eligible employees and their dependents over the age

of 18 may be overlooking opportunities to save money on their medications. The NYP Benefits Department and Caremark have designed a personalized brochure that will be sent to employees who have missed savings on their CVS Caremark prescription plan during 2011. This brochure helps you better manage your prescription expenses by highlighting your medication history and projecting future costs and potential savings. In addition to helping you save, the brochure also shows the generous portion of your prescription costs which are paid for by NewYork-Presbyterian Hospital.

The brochure will be mailed to your home address this month.

Employee Activities



DISCOUNT TICKETS MOVIE TICKETS

Discounted AMC movie tickets can be purchased at your site's Gift Shop.

SPORTS, THEATRE AND FAMILY ENTERTAINMENT TICKETS

Discounted sports and family entertainment tickets are available online from the following:

► Plum Benefits

Log on to www.plumbenefits.com or call (212) 660-1888, Monday through Friday, from 9 a.m. to 5 p.m.

► TicketsAtWork.com

Log on to www.ticketsatwork.com or call (800) 331-6483. The company code is **NYP**.

► Working Advantage

Log on to www.workingadvantage.com. The NYP member ID number is **99042364**.

► GoldStar

Log on to www.goldstar.com.

► Corporate Offers

Log on to corporateoffers.com/corporateaccess/offers/broadway.php.

You can also access theater and sporting events on the *Employees* page of the Infonet by clicking on *Discounts & Perks* under *Quick Links*.

If you have any questions, please email activities@nyp.org.

Showvite Discount: Cirque du Soleil: Zarkana Radio City Music Hall

June 6 – September 2

Ticket Prices:

Weekday Evenings

\$85 (regular \$110), \$75 (regular \$90), \$65 (regular \$75) and \$50 (regular \$59)

Matinees

\$80 (regular \$99), \$70 (regular \$90), \$60 (regular \$75), and \$50 (regular \$59)

Weekend Evenings

\$100 (regular \$125), \$80 (regular \$90), \$65 (regular \$75) and \$55 (regular \$59)

Order Tickets Online:

Weekday shows <http://showvite.info/B2h>

Matinees <http://showvite.info/B2g>

Weekends <http://showvite.info/B2i>

Enter Code: **NYP**

If you have any questions, contact Keith Laxman at (212) 631-5266 or keith.laxman@msg.com



EMPLOYEE DISCOUNTS The Parking Spot — Airport Parking

The Parking Spot is offering a 20 percent

airport parking discount to all NYP employees at their JFK, LGA and EWR airport locations. You can save up to 60 percent at JFK, 41 percent at LGA, and 47 percent at EWR compared to the daily rate for airport parking. At The Parking Spot, guests ride to and from the airport in the company's shuttles, which pick up guests at their vehicles or valet lobbies and run continuously to the airport. Shuttle drivers offer complimentary luggage assistance.

To register for a card go to: <http://www.theparkingspot.com/Promotions/SpotClubExecOrder.aspx?CCode=NewY3205>

For more information, contact Peter Kim at pkim@theparkingspot.com or their website at <http://www.theparkingspot.com>.

Special Offer from The Parking Spot: two days of free parking points for all NYP employees who sign up for a Spot Card by May 31, 2012. To sign up for a Spot Card, go to: <http://www.theparkingspot.com/Promotions/SpotClubExecOrder.aspx?CCode=NewY3205> or you can email pkim@theparkingspot.com from your NYP email address with the subject heading 'NYP 2DAY.' Please include your mailing address in the email.

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



Awards & Honors

Housestaff Initiatives Win Eisenberg Award

NYP's distinguished record in patient safety and quality earned honors in March when the National Quality Forum and The Joint Commission named the Hospital a winner of their prestigious John M. Eisenberg Patient Safety and Quality Award.

The Eisenberg Award recognizes major achievements of individuals and organizations in improving patient safety and health care quality. The honorees of the annual award are selected in three categories and hail from all corners of the United States.

The National Quality Forum and The Joint Commission recognized NYP for its Housestaff Quality Council. Since its inception in 2008, the Council has promoted greater housestaff participation in quality and patient safety initiatives by partnering with key constituencies to ensure that processes and systems are in place to avoid medical errors.

This collaboration produced spectacular results, including more than 90 percent compliance with medication reconciliation and a 70 percent reduction in the use of paper in laboratory orders in favor of electronic orders.

Dr. Corwin says, "The Housestaff Quality Council has proven to be a prime example of how engaged clinicians help the Hospital to fully understand and address quality and safety challenges."

Eliot Lazar, MD, SVP and Chief Medical Officer for Quality and Patient Safety (fourth from left), joined National Quality Forum and Joint Commission and other health care officials at the Forum's annual conference in Washington, D.C., in April.



Herbert Pardes, MD

Dr. Pardes Endows Research Award

A supporter and champion of biomedical research, Herbert Pardes, MD, Executive Vice Chairman of NYP's Board of Trustees and former NYP President and Chief Executive Officer, has established and endowed a prestigious award. It is to be presented annually to a physician-scientist whose research exemplifies the very best in scientific advancement and innovation.

The Herbert Pardes Clinical Research Excellence Award, which includes a cash prize, was the top award bestowed by the Clinical Research Forum at its inaugural Top 10 Clinical Research Achievement Awards in Washington, D.C., in April. The awards honor outstanding accomplishments in clinical research.

"The tripartite mission of excellence in research, medical education and patient care unites all scientists in academic medical settings in their pursuit of clinical research that will expand the boundaries of medicine, increase the ability to diagnose, treat and prevent disease, and offer patients and their families hope for the future," says Dr. Pardes. "I am delighted to be able to advance this vitally important mission and support researchers as they pursue game-changing medical breakthroughs."

Myron Cohen, MD, Chief of the Division of Infectious Diseases at the University of North Carolina School of Medicine, was the recipient of the Herbert Pardes 2012 Clinical Research Excellence Award.

The Clinical Research Forum comprises more than 50 of the nation's most acclaimed academic health centers.

Dr. Lieberman to Lead American Psychiatric Association

Jeffrey Lieberman, MD, Psychiatrist-in-Chief at NYP/Columbia, is the new president-elect of the American Psychiatric Association. His term begins in May and will extend through April 2014.

In his new role, Dr. Lieberman plans to actively address urgent pri-



Jeffrey Lieberman, MD

orities in the field, including influencing health care legislation and policies on access to and funding for mental health care, increasing funding for clinically relevant psychiatric research and supporting graduate medical training in psychiatry.

"The scientific foundations and the quality of psychiatric care are better now than at any time in human history with the potential to improve rapidly," Dr. Lieberman says. "However, unless psychiatric services and mental health care are adequately supported, both the burden of suffering and the costs of untreated mental illness will continue to rise. There is no health without mental health."

In addition to his work as Psychiatrist-in-Chief, Dr. Lieberman is also a Distinguished Life Fellow of the APA, Chair of the Department of Psychiatry at Columbia University College of Physicians and Surgeons and Director of the New York State Psychiatric Institute.



JUNE 3
Come Out and
Walk for Autism

Westchester/Fairfield Walk
at NYP/Westchester

in White Plains

For more info: www.walknowforautismspeaks.org/westchesterfairfield/

[nypwestchester](http://www.walknowforautismspeaks.org/westchesterfairfield/nypwestchester)

New York City Walk at South
Street Seaport

For more info:

www.walknowforautismspeaks.org/nyc/nyphweillcornell