



VOLUNTEERS ARE A VITAL PART OF NYP WITH MORE THAN 3000 VOLUNTEERS SERVING ACROSS OUR FIVE LOCATIONS

**NewYork-Presbyterian**  
The University Hospital of Columbia and Cornell



## Message from the Director

It is finally here...the very first issue of YOUR volunteer newsletter for 2012! We are just faced with one slight dilemma...it needs a catchy new name. We figure our NYP volunteers, who never cease to amaze us with their wit and creativity would be more qualified to name it than we would, so we are opening this up to you. And we even have a fun prize for the winner!!! Staff will choose three finalists and you'll have the final say by voting online. The deadline to submit your entry is Friday, June 29th. Please complete the entry slip on page 7 and deliver to your respective Volunteer Services Department. Electronic submissions can be sent to any one of us listed on page 8. Good Luck!

This past year, much like many others, we faced new challenges and were rewarded with great achievements. As I reflect on our past year's achievements, I recognize that many of our successes were made possible by the overwhelming support received by our NYP volunteers. We are extremely fortunate to have Volunteers in the hospital who give their time, energy and enthusiasm every single day; their time is donated selflessly, yet in return, they find their experiences just as rewarding. Thus, we are proud to report that during 2011, all 3020 of YOU provided 309,472 hours of service to NYP. We are deeply grateful for your continued commitment, and most importantly, for embracing NYP's commitment to We Put Patients first...ALWAYS!

We hope you enjoy this issue and look forward to your help in identifying it's new name very soon. Best Regards, **Evelyn Ramos**

## NYP, No. 6 in the nation, No. 1 in NYC!

NewYork-Presbyterian Hospital has once again been ranked as the leading hospital in New York and one of the top hospitals in the nation! For the 11th consecutive year, we have been named to the Honor Roll, and for the sixth consecutive year, we have held steady at No. 6 in the nation, according to the 2011 *U.S. News & World Report* "America's Best Hospitals" Survey.

NYP was also honored in having the most physicians listed in *New York* magazine's "Best Doctors" issue.



### SPECIAL POINTS OF INTEREST:

NEW DATABASE FOR  
VOLUNTEER SERVICES—PG. 3

NEW MEMBERS TO THE TEAM—PG. 6





# Hospital Auxilian and Volunteer Achievement



On March 16, 2012, the United Hospital Fund\* honored five of our NYP volunteers at the Waldorf Astoria in recognition of their outstanding efforts. Please join us in congratulating this year's Hospital Auxilian and Volunteer Achievement Awardees:



**Columbia University Medical Center**  
James Beltran – Patient Centered Care and Infectious Diseases

**Weill Cornell Medical Center**  
Elke Bachik – Geriatric Unit  
Dorothy Lear— Auxilian

**MSCHONY**  
Ann O'Connor – Family Advisory Council

**The Allen Hospital**  
Lauren Cagliostro – Nutrition Department

*\*The United Hospital Fund is a health services research and philanthropic organization whose primary mission is to shape positive change in health care for the people of New York.*

# New Database for Volunteer Services



**Database Software:** With V Sys One the Volunteer Services staff are better able to schedule, communicate, track our volunteer vacancies and generate reports from one software. This robust technology allows us to manage our 3000+ across campus volunteers with greater ease.

**Touch Screen/Kiosk:** Volunteers are now able to sign in and out on their respective touch screen/kiosk. They will also see personalized messages like birthday well wishes, compliance reminders, along with holiday greetings, and other relevant communication. Volunteers may also send a message to Volunteer Services via the kiosk.

## 2011 Volunteer Services Statistics

- 4,769 volunteer applications received and reviewed by the team
- 2306 candidates interviewed
- 2,054 volunteers joined NYP
- 3020 volunteers provided service to NYP during 2011—hours totaling 309,472
- Volunteer File Audit Compliance Rate 97%

## Board Representation



Volunteer Coordinators **Brian Thornton** (Weill Cornell), **Amy Bush** (The Allen Hospital), and **Rena Gordonson** (MSCHONY) served as Board Members between The New York Association for Volunteer Administration (NYAVA) and the Greater New York Association of Directors of Volunteer Services (GNYADVS). Both organizations mission is to advance and serve the volunteer resources management profession in the New York City area.

## NYP Gets Social on Facebook

NewYork-Presbyterian Hospital launched its official Facebook page. Created as a way to engage patients to make informed decisions about their health care, visitors can view videos from the “Amazing Things Are Happening Here” campaign, as well as keep abreast of new services, facilities, programs and other exciting developments at the Hospital. Visit us at [www.facebook.com/newyorkpresbyterian](http://www.facebook.com/newyorkpresbyterian)



## Falcon Award

Kudos to **Ariel Lenarduzzi** for being awarded a Hospital Falcon Award\* after being voted by his peers to have chaired the most effective, innovative and creative Joint Staff meeting during 2011.

*\*The NewYork-Presbyterian Hospital Falcon Award Program was designed as a way to recognize an NYP employee on-the-spot for delivering a superior performance.*

# The Comfort Zone

The Department of Social Work hosted a celebration on November 8, 2011, commemorating the five-year anniversary of The Comfort Zone, a volunteer program for family caregivers of patients at NYP/Weill Cornell. The program was founded by **Kathleen Hale**, a caregiver whose husband was a cancer patient for four years at the Medical Center. Following her husband's death in January 2005 Kathleen sought ways to memorialize him-and to turn something bad into

something good. The Comfort Zone provides an oasis of calm in the hospital, where caregivers can recharge and relax-and have someone with whom to talk.

The Comfort Zone is located in the Education Center of the Ronald O. Perelman Heart Institute in the Greenberg Atrium. Since its beginning in November 2006, The Comfort Zone has helped 25,000 caregivers.



## Volunteers Needed

### Morgan Stanley Children's Hospital (MSCHONY)

We are excited to be launching the **Pediatric Emergency Department Story Hour & Entertainment Programs**. We are looking for interested volunteers who would like to read to and entertain the children in the waiting areas of our busy Morgan Stanley Children's Hospital Pediatric Emergency Room. If you have a specific talent (music, art, storytelling...) or would simply like to read one of our selected books please let us know. Opportunities are available on an ongoing or episodic basis.

### Weill Cornell (WCMC) and The Allen Hospital

As a member of the **Site Navigator Program**, individuals are responsible for greeting and directing patients and visitors. Site Navigators are stationed throughout the hospital to provide directions and usually escort individuals to their destination. Those interested must be able to stand for long periods of time. Please contact **Brian Thornton** via email at [rot9038@nyp.org](mailto:rot9038@nyp.org) if interested in WCMC or **Amy Bush** at [amb9056@nyp.org](mailto:amb9056@nyp.org) for The Allen Hospital.

### Westchester Division

**Gift Shop Volunteers** work in the Hospital Gift Shop under the direction of the Volunteer Coordinator. Duties include opening and/or closing procedures, assisting customers, gift wrapping, managing inventory, and assisting with displays and merchandising. Candidates should have customer service skills, be welcoming, self-sufficient, responsible, and be able to work independently. In addition, candidates must be able to count money, make correct change and operate a small cash register. Good basic math skills are preferred as well as prior experience in retail and handling currency. Available weekdays anytime between 10AM – 4PM.

# Volunteer Spotlight



We have all enjoyed the creative and colorful window displays in our hospital Gift Shop. Those displays are masterfully designed by **Inez Karr**. We recently spoke with Inez to find out more about her.

Mrs. Inez Karr has volunteered at New York-Presbyterian, Westchester Division for 32 years. What inspires her to do volunteer work is how rewarding it is to give a helping hand when needed. The inspiration she gets when doing the window display is seeing the children stop by to look at the holiday decorations. The look on their faces gives her a beautiful feeling.

Many years ago, Inez worked in a department store in Rye, New York, selling china and crystal. One of her hobbies is gardening. She loves plants, especially rare plants, and her favorite flower is the gardenia for its wonderful aroma. Her favorite colors are yellow, white, and black. She likes classic music like Frank Sinatra, whom she met when she was 12 years old. Her favorite food is sushi because of the special way it is wrapped. She finds how delicate it looks to be a thing of beauty.

Inez also shared two wonderful stories from her childhood. The first one was about the ice cream truck that used to come in her neighborhood, she said, "When we bought a popsicle and got a star inside, we won a free ice cream." All the children used to sit on her building steps waiting for the ice cream truck. Her favorite ice cream flavor is Butter Pecan.

The second story she shared was about her mom teaching her how to sew by hand. Inez had a project from school to sew a small white cloth bag. When she brought the project to the class, the school principal called and asked her mother if her daughter had done the project by sewing machine because it was so perfectly done. The project was supposed to be done by hand. Her mom smiled and replied, "I taught my daughter how to sew by hand." The principal was astonished to see what wonderful work she had done.

Inez encourages others to do volunteer work. It is extremely rewarding. Thank you Inez, for all the work you do at the Westchester Division.

---

## MyNYP.org — Volunteers Needed



In our ongoing efforts to provide patients with the best care, Volunteer Services is pleased to announce that we will now be providing patients with detailed information about MyNYP.org. If you have an interest in working with patients to explain the resources available through MyNYP.org please contact someone at your respective Volunteer Services Department. Special training sessions will be organized to provide a deeper understanding of MyNyp.org services and the registration process.

***What is MyNYP.org?*** *MyNYP.org is an interactive personal health record that allows patients to control and access their medical information wherever and whenever they need it. Introduced by New York-Presbyterian using Microsoft's HealthVault and Amalga technologies, MyNYP.org consolidates and organizes information such as medication history, surgery reports, hospital discharge instructions, laboratory and radiology records, immunization history, allergy information, doctor and insurance information, and emergency contacts. By giving patients a simple, convenient way to manage their health, MyNYP.org helps them become more informed, active, and empowered.*

**NYP History** — On January 1, 1998, The New York Hospital publicly announced its full-asset merger with The Presbyterian Hospital to create New York-Presbyterian Hospital. In this unprecedented event, two world-class academic healthcare institutions combined to create the largest and most comprehensive hospital in New York, with over 13,000 employees and 2,200 patient beds.



---

# New to the Volunteer Services Team

## Laura White — WCMC Manager



**Laura White** joined us in December as Manager of Volunteer Services at the Weill Cornell campus. She has been at NewYork-Presbyterian since October 2010 where she was the Volunteer Coordinator for both the Adult and Pediatric Emergency Departments at Columbia and MSCHONY. Laura spent ten years practicing as an Art Therapist in Chicago, focusing on work in pediatric hospice and oncology. Following a move to New York in 2005, she worked as an Art Therapist at Montefiore Children's Hospital before deciding to join the circus. With a desire to grow in management, Laura joined the Big Apple Circus as a Coordinator and later Manager of the Clown Care and Vaudeville Caravan programs. In all of her past positions, Laura has been able to work with volunteers in various settings and is thrilled to be a part of NewYork-Presbyterian's Volunteer Services Department.

---

## Naomi Meyer — WCMC Volunteer Coordinator



**Naomi Meyer** joined the Volunteer Department as Volunteer Coordinator in November 2011. She originally began at NewYork-Presbyterian in September 2008 as a Recruitment Coordinator in the Employment Services department of Human Resources. She assisted with the initial recruitment and subsequent on-boarding activities for new employees in most areas of the hospital during her tenure. In this capacity, Naomi learned about the many different departments in the Hospital, and how each and every position and person at NYP contributes to its success. Naomi was eager to join the Volunteer Services team in order to expand her role in helping NYP find the best people to carry on the tradition of excellence at the hospital. She is excited to work with the volunteers who are here to give their time and efforts, as the staff and this Hospital could not run as well without them. Naomi is responsible for a variety of programs, including the Hospital Elder Life Program on 10N, various Cardiac Units, the Burn Unit, and others. Before joining NYP, Naomi held positions with the National Basketball Association, Boston University, and Hollister Staffing in Boston, MA. Naomi holds a Bachelors of Arts in History and a Masters in Business Administration with a concentration in Human Resources and Management & Leadership, both from Union College in Schenectady, NY.

---

## Gipssi Garcia — CUMC Staff Assistant



**Gipssi Garcia** joined our team in October 2011. After earning her Associates Degree in Business Administration from Berkeley College in 2000, Gipssi started her career at a private firm, which specialized in hedge funds and private equity. Most recently serving as Executive Assistant to the Vice President, Gipssi's was employed at the firm for ten years. As Staff Assistant for the office of Volunteer Services at NYP/Columbia, Gipssi is responsible for several vital functions of our operations. These include overseeing all day-to-day front-line office activity, maintaining our entire filing system, assisting in several processes to ensure file compliance, helping to on-board new volunteers, greeting and assisting volunteer applicants, and managing a heavy volume of telephone calls. .

---

## Beatriz Badillo — CUMC Volunteer Coordinator



**Beatriz Badillo** joined the Volunteer Services Department in March 2012 as Volunteer Coordinator for both the Adult and Pediatric Emergency Departments of the Columbia and MSCHONY campuses. In this role, she is responsible for the recruitment, on-boarding and scheduling of volunteers. Beatriz received her Bachelor's Degree in Health Education from Mount Saint Vincent in Riverdale NY. In April 2002 Beatriz began working at NewYork-Presbyterian Hospital as a Patient Financial Advisor in the Ambulatory Care Network (ACN). She went on to become the Registration Coordinator of the outpatient Specialty Practices and most recently was the Financial Coordinator in the Lung Transplant Department at Columbia University Medical Center. Beatriz feels that having worked in these different areas has allowed her to see firsthand how NYP delivers patient care and how critical teamwork is in improving a patient's experience. She looks forward to continue to impact positive patient satisfaction by collaborating with our volunteers and ED staff.

# Interpreter Services



*According to African Services Committee, "Today, 1 in 20 New Yorkers is African born. They come from over 40 countries, speak dozens of languages and have brought a stunning cultural diversity to the U.S."*

Every day NewYork-Presbyterian cares for the most diverse patient population. One of the ways We Put Patients First is by providing our Limited English Proficiency (LEP) patients and their families with interpretation assistance in their preferred language and with cultural sensitivity. African languages requested at NewYork-Presbyterian have included:

- **Fulani\***: A language of West Africa. It is spoken as a first language by the Fulbe (Fula or Fulani people) and related groups (such as the Tukulor in the Senegal River Valley) from Senegambia and Guinea to Cameroon and Sudan.
- **Mandingo\***: It is spoken as a first language by the Fulbe (Fula or Fulani people) and related groups (such as the Tukulor in the Senegal River Valley) from Senegambia and Guinea to Cameroon and Sudan.
- **Somali\***: The Somali language is spoken by ethnic Somalis in Somalia, Djibouti, Ethiopia, Yemen and Kenya, and by the Somali diaspora.
- **Soninke\***: The language has an estimated 1,096,795 speakers, primarily located in Mali, and also (in order of numerical importance of the communities) in Senegal, Côte d'Ivoire, The Gambia, Mauritania, Guinea-Bissau, Guinea and Ghana. It enjoys the status of a national language in Mali, Senegal, and Mauritania.
- **Twi\***: Is the principal native language of Ghana, spoken over much of the southern half of that country, by about 52% of the population, and to a lesser extent across the border in eastern Côte d'Ivoire.

## 2011 Interpreter Services Statistics

115 foreign languages requested

### Top Requested Foreign Languages

- Spanish
- Mandarin
- Russian
- Arabic

Over 200,000+ Interpretations recorded

\*Source, Wikipedia

## A Tribute to Frances Ahlf

**Frances Ahlf**, a long time volunteer at The Allen Hospital, dedicated her time to many of the programs within HealthOutreach. At the end of 2011 she lost a hard fought battle with cancer. As a part of the HealthOutreach program, Frances served on the planning committee, participated as a co-leader of the Peer Support Group, assisted with special events and helped out in the office. She even watered plants throughout the Hospital. In addition to her involvement with that program, Frances was instrumental in the success of The Golden Spoons, a dining companion program for patients in the Geriatric Unit at The Allen. She was passionate about the mission of this program and dedicated to putting patients first. Frances conveyed that passion and dedication through training new volunteers to be dining companions. Her lively spirit and passion to serve will surely be missed.



### Rename the Newsletter Contest

**Volunteer Name:**

**Contact Information (phone/email):**

**Campus:**

**Submission:**

# Volunteer and Interpreter Services Staff

Evelyn Ramos

Corporate Director, Volunteer and Interpreter Services

## Volunteer Services

Columbia University Medical Center, 212-305-2542

- **Peter Rivera**, Manager, per9015@nyp.org
- **Gipssi Garcia**, Staff Assistant, gig9022@nyp.org
- **Beatriz Badillo**, Coordinator, beb9016@nyp.org

Morgan Stanley Children's Hospital of New York 212-305-1197

- **Rena Gordonson**, Coordinator, reg9028@nyp.org

The Allen Hospital 212-932-5319

- **Amy Bush**, Coordinator, amb9056@nyp.org

Payne Whitney Westchester 914-997-5780

- **Laurel Torres**, Coordinator, lat9002@nyp.org

Weill Cornell Medical Center 212-746-4396

- **Laura White**, Manager, law9042@nyp.org
- **Elaine Levy-Ohlson**, Staff Assistant, eohlson@nyp.org
- **Naomi Meyer**, Coordinator, nam9055@nyp.org
- **Brian Thornton**, Coordinator, rot9038@nyp.org

## Interpreter Services

- **Vanessa Parker**, Office Assistant - Weill Cornell, vlg9005@nyp.org
- **Olga Monge**, Office Assistant - Columbia, olm9009@nyp.org



AMAZING  
THINGS  
ARE  
HAPPENING  
HERE