In many languages, NYP cares

A distraught, pregnant woman recently came to NYP/Weill Cornell seeking help because she felt that something might be wrong with her unborn baby. Compounding her distress was the fact that she could not speak English.

After approaching the information desk at the Hospital, the security officer on duty knew immediately that this woman would not be able to communicate with staff unless she had someone there to translate her concerns from Portuguese to English.

That’s when NewYork-Presbyterian’s Department of Interpreter Services was called.

Within minutes a medical interpreter came to assist the woman, who had just emigrated from Latin America. The interpreter helped her communicate with the physician assigned to her, who was then able to convey to her, through the interpreter, that her child was not in any danger. She was relieved at the news but also reassured that her concerns had been heard, understood and she was treated with respect.

This woman is just one of dozens of patients who come to NYP every day requiring a language interpreter and finding a corps of freelance linguists ready to help. In 2008 alone, NYP provided interpreters for nearly a quarter of a million patient visits, speaking in more than 90 different languages.

“We are a demand-driven department,” says Ariel Lenarduzzi, Manager of NYP’s Department of Interpreter Services. “Basically doctors and nurses tell us what they need and our job is to find someone who can speak that language,” he says. “On some days we may have more than 50 interpreters working at any given time at all the Hospital sites. On other days we may have 30 or fewer. Our bottom line is if the service is requested, we find the interpreter.”

Medical interpreting is not an easy job. Sometimes interpreters have to deliver upsetting news to patients or help caregivers by explaining cultural differences that might impede treatment.

“We are very proud of our Interpreter Services program and the dedicated interpreters who serve in it,” says Susan Mascetello, Senior Vice President for Patient Services. “Our program has grown into an industry standard, and the interpreters have made an important contribution to that success.”

An interpreter’s goal is, in a sense, to move into the background while doing his or her work — becoming almost invisible so that the patients feel that they are talking directly to Hospital staff. But NYP’s freelance interpreters are anything but invisible. Many have colorful life stories, unique backgrounds and other jobs outside the Hospital that put them at the forefront but also help them hone their interpreter skills.

Ishita Guha is one of those unique interpreters who serve in it,” says Susan Mascetello, Senior Vice President for Patient Services.

(Continued on page 3)
Recognizing NYP Nurses as “the Best and the Brightest”

Alba Reyes, R.N., O.C.N., an NYP nurse who “has that special ability to make everyone around her feel special and loved,” was one of eight winners profiled in the New York Times magazine’s annual “Tribute to Nurses,” published last November 30. A member of the Oncology Service at NYP/Weill Cornell, Ms. Reyes was recognized, too, for her clinical skills, her interest in research, and her ability to form relationships with patients and families.

Five other NYP nurses were given Honorable Mentions: NYP/Columbia’s Melinda Fernandez, C.N. II, Estela Padron, C.N. I, and Karin Swiencki, C.N. V; NYP/Weill Cornell’s Patricia Jones-Williams, R.N.; and Morgan Stanley Children’s Hospital’s Lisa Murray, C.N. III.

The New York Times magazine’s special Sunday section described the nurses who were honored as the “best and the brightest” in their profession, which has “entered a new era … when evidence-based practices and the striving for better patient outcomes have made today’s nurses more highly trained and educated than ever before.”

NYP Nurses Honor Those Who Inspire

NYP nurses once again paid tribute to physicians, fellows, house staff and medical students at the 2008 Physician of the Year celebrations. These annual events recognize collegiality, collaboration, and physicians’ contribution to nursing practice across all NYP campuses.

“The Physician of the Year Awards are the most inspiring event that we do all year,” Dr. Pardes said. “Nurses have exquisite taste in picking out model physicians who show a kind of medical care that we want emulated.”

“It is truly an honor to be singled out by our nurses,” said Dr. Cyril Sahyoun, a resident in General Pediatrics at MSCHO-NY. “We work so closely with our nursing staff — when the best tell you you’re the best, you believe them.”

Nurses at Morgan Stanley Children’s Hospital honored (from left) Cyril Sahyoun, M.D., Resident in General Pediatrics, and Arthur Smerling, M.D., Medical Director, Pediatric Cardiac Intensive Care Unit.

Assistant Attending Physician Jonathan Rieber, M.D., (center) won top honors at NYP/Allen. He is shown with (from left) Michael Fosina, Vice President and Executive Director, NYP/Allen; Paula Castano, M.D., and Wilson Bourjolly, M.D., award nominees; and Debra O’Hehir, R.N., Vice President, Patient Services.

Physicians of the Year at NYP/Columbia were Stan Arkow, M.D., Director, Inpatient Psychiatric Service; John Chabot, M.D., Chief of the Division of GI/Endocrine Surgery; Dennis Fowler, M.D., Vice President and Medical Director for Perioperative Services; Adrian Gonzalez, M.D., Assistant Attending Physician; Benjamin Lebwohl, M.D., Fellow in Gastroenterology; and Mark Vitale, M.D., M.P.H., House Officer in Orthopedics. Shown here are (first row, from left) Dr. Lebwohl; Dr. Vitale; Dr. Chabot; Dr. Arkow, and Christi Fowler, who represented her husband, Dennis Fowler, M.D.; (second row) Dr. Gonzalez; Dr. Corwin; Georgia Persky, Vice President, Patient Care Services; Dr. Padron; and Robert Kelly, M.D., Group Senior Vice President, Chief Operating Officer and Chief Medical Officer.

Honorees at NYP/Weill Cornell were (from left) Matthew Gamilton, M.D., Associate Attending Anesthesiologist; Joseph Cooke, M.D., Associate Attending Physician; Michael Herman, M.D., Resident in Urology; and Anna Dvorak, M.D., Fellow in Pulmonary and Critical Care Medicine.
New Appointments for Longtime Leaders

Susan Mascitelli has been named Senior Vice President, Patient Services. Ms. Mascitelli will continue in the position she has held for the past year as Senior Vice President for Operations, supporting the Office of the President with projects and initiatives critical to fulfilling the Hospital’s mission.

“Working side by side with a leader whose single-minded mission is to provide the highest quality care to all patients in the most compassionate and empathic way is not only rewarding but also contagious,” Ms. Mascitelli said. “My job responsibilities involve many areas of the Hospital, but my goals relate to helping to build the Hospital’s reputation, one patient at a time.”

Ms. Mascitelli came to the former New York Hospital in 1974 as a staff nurse and since then has advanced through progressive levels of patient care and management responsibility.

She has oversight of all activities and functions of the Department of Patient Services. In addition, she has operational oversight of the Department of International Services and administrative responsibility for the Hospitals volunteer, chaplaincy, ethics and administrator-on-call functions. Over the years, Ms. Mascitelli has also held leadership roles in many of the Hospitals quality, patient safety, and regulatory initiatives.

Jaclyn Mucaria has been promoted to Senior Vice President, Ambulatory Care and Patient Centered Services.

She will continue to lead the Hospitals Ambulatory Care Services and Patient Centered Care efforts and, in addition, will assume executive oversight for NYP’s Division of Support Services.

“I’m looking forward to working with the Support Services team,” Ms. Mucaria said. “Further alignment of the We Put Patients First initiative with all of the support services will hopefully result in even greater patient satisfaction.”

Since joining the NewYork-Presbyterian staff in 2000, Ms. Mucaria has led the multi-campus Ambulatory Care Network (ACN). She oversees all facets of the ACN, including clinical care delivery, strategic planning, financial performance and compliance. In 2005, she was given additional responsibility for leading We Put Patients First, NYP’s organization-wide, patient-centered care initiative. Under Ms. Mucaria’s leadership, the ACN has seen higher levels of patient, employee and physician satisfaction and improved compliance.

Ms. Mucaria began her career as a medical technologist. She spent 12 years at Mount Sinai Medical Center, where she held progressive leadership positions in laboratory, perioperative and post-operative services, the cardiac catheterization laboratory, endoscopy, radiation oncology, infusion/chemotherapy and the Emergency Department.

Ms. Castellanos was pivotal in the planning and development of The Vivian and Seymour Milstein Family Heart Center and holds leadership roles on Hospital-wide committees, including Safety, Radiation Safety, Disaster Management, Hospital Space Planning, and Hospital Equipment Planning/Capital. She earlier served the former New York Hospital as both Director of Ambulatory Care Services and Associate Director of Professional Services.

Working closely with Ms. Castellanos will be Anthony Dawson, R.N., newly appointed Vice President for Operations of the Milstein Hospital Building. Mr. Dawson most recently was Vice President for Quality and Patient Safety. He says, “Patients are the first and most important reason we are here, and so as I transition back into Hospital operations I will focus on some key issues: enhancing quality and patient safety, improving patient and staff satisfaction, and encouraging teamwork.”

Mr. Dawson came to NYP in 1989 as a staff nurse. He later became Clinical Director of Perioperative Services at NYP/Well Cornell and then a Master Black Belt in Performance Excellence.

In many languages, NYP cares

(Continued from page 1)

interpreters. Originally from India and now a resident of Murray Hill, the 34-year-old is an interpreter of Urdu, the official language of Pakistan, and she also speaks Bengali and Hindi. She works at both the NYP/Well Cornell and NYP/Columbia campuses.

“These languages are very culturally sensitive because some of them are related to different religions,” Ms. Guha says. For example, “at times I must explain to a clinician that Muslims cannot take medications during Ramadan,” a month of fasting in the Islamic faith. “As an interpreter, I’m not supposed to add anything of my own, but at times like this I have to step out of the interpreter role and become more of a cultural advocate.”

Ms. Guha also works as a linguist for the U.S. government and teaches language at colleges throughout New York City.

Medical interpreting, she says, “has emotional stress and long and erratic hours, but there is never a dull moment.”

Joanne Moriarty is another interpreter whose professional life is as diverse as the people she helps. Although she calls her work interpreting at NYP/Well Cornell “the best job I’ve ever had,” she is also the personal translator for the Spanish writer Elvira Lindo. Her translation of Lindo’s Manolito Gafotas (Manolito Four Eyes) — a classic of Spanish children’s literature — was released last May.

Ms. Moriarty often works in the Women’s Health Clinic at NYP/Well Cornell interpreting for Spanish-speaking women who are experiencing high risk pregnancies. “What I love most is helping the people who need it, those who might be lost without my help,” Ms. Moriarty says.

Gisela Cardenas is another interpreter who at times finds herself literally in the spotlight. An actress and stage director, she worked as an interpreter at the American Embassy in Peru before she received a scholarship to study theater performance in New York. Now a successful stage director — she was nominated for a prestigious Drama Desk Award in 2006 and will direct a production Off-Broadway in March — says that working as an interpreter at Morgan Stanley Children’s Hospital complements her work in the theater.

“The theater world is full of ego and drama, but not real drama,” Ms. Cardenas says. “Being a medical interpreter trains my humility, and I’m thankful for that.”

Ms. Cardenas believes “language is power,” and each year she and her fellow interpreters give that power to thousands of NYP patients and their families.
Getting to Know You . . .

“Getting to Know You” is a monthly feature that gives you the opportunity to learn a little more about another NewYork-Presbyterian employee. Bernadette Fair works in the Pharmacy at Morgan Stanley Children’s Hospital.

Q: What’s your name? And what is your job here at NewYork-Presbyterian?
A: My name is Bernadette Fair. I am an Oncology Pharmacist in MSCHONY Tower 5.

Q: How long have you been at NYP?
A: It was six years last May.

Q: What’s the best part of your job?
A: The satisfaction I get from doing meaningful work and trying to make a difference.

Q: Do you have a funny story about something that’s happened to you since you’ve been working here?
A: Meeting co-workers here that I knew from past employers. Quite a few have gravitated to NYP over the past few years.

Q: Why did you want to come to work at NYP?
A: I came at the suggestion of pharmacists and pharmacy managers I know. I was given the opportunity here to work in diverse pharmacy and patient care areas.

Q: What does “We Put Patients First” mean to you?
A: I know I was given the opportunity here to work in diverse pharmacy and patient care areas.

Q: What’s your favorite type of music?
A: Elvis and other music of the ’50s and ’60s.

Q: What do you do in your spare time?
A: Spend time with my family. Read. I have been “learning” to crochet for five years!

Q: What three things are we likely to always find in your refrigerator?
A: Flavored Coffee-mate, eggs and cheese. An instant meal any time!

ANESTHESIA EXPLAINED

Even though more than 70 million Americans undergo surgery every year, “most patients don’t consider the role of anesthesia,” says Panchali Dhar, M.D. To educate patients and address common fears, she wrote Before the Scalpel: What Everyone Should Know About Anesthesia (Tell Me Press, 2009).

Dr. Dhar tells readers how to ask the most important questions of their anesthesiologists and surgeons and how to prepare for surgery. She alleviates concerns about being awake during surgery and explains the latest pain-control techniques. Individual chapters focus on how anesthesia is used during plastic and cosmetic surgery, during labor, and during dental care. Other chapters explore the special needs of babies and children, address the ways surgeons and anesthesiologists are adapting their techniques in response to the growing rates of obesity, and discuss how to avoid postoperative nausea and vomiting. Each chapter ends with a checklist that highlights key points.

Dr. Dhar is Assistant Attending Anesthesiologist at NYP/Weill Cornell, board certified in internal medicine and anesthesiology.

promotions

Human Resources reports the following promotions as of December 31, 2008:

NYP/PACN
Miosotte D’Oleo
Coon Specialty Clin Reg, Family Medicine Program
Catherine Marie Dowd
Office Assistant, Ambulatory-Int Med
Rosina Leonardo
Patient Financial Advisor, Rangel Practice
Peggy Lopez
Certified Medical Assistant, Rangel Practice

MORGAN STANLEY CHILDREN’S HOSPITAL
Elise Bims
Systems Admin – OR, CHONY, Periop Administration
Juan Rodriguez
Patient Financial Advisor, Rangel Practice
Esther Santiago
Patient Financial Advisor, Rangel Practice

MORGAN STANLEY

Columbia

Noemi De Jesus-Aponte
Clinical Nurse II, CHC Labor Delivery & Triage
Maris Maduro
Clinical Nurse III, CT13 Radiology Nurses
Vudelka Pierret
Patient Financial Advisor, X-Ray Children’s Hosp-3

NYP/COLUMBIA
Latoya Charles
Patient Representative, Film File Library
Jose C. Delgado
Sr Security Officer, Security - Admin
Christina Drakopoulos
Manager-Accounts Payable, Accounts Payable
Elvis Ferrer
Inventory Control Clerk, Sterile Supplies

NYP/WEILL CORNELL
Hannah Brown
Respiratory Therapist, Resp Therapy
Hemchand Cheta
Unit Aide, Equipment Center
Lai-Fun C. Cheung
Account Repr, PWC NY Psychiatry Pt Accounts
Ellen Felton
Clerk Recep, Stich Radiation Ctr
Andrew Francis
Intrvnt Cntl Anly, Perioperative Svcs

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). Photos by Charles Manley

NYPress 4 FEBRUARY 2009

Bernadette Fair

Photo by Wing Gee Leo
News Briefs

Blood Drives at NYP: 2,000 Gave in 2008
Two thousand individuals donated 3,166 units of blood during the Hospital's 2008 blood drive, surpassing our goal of 3,000 pints.

NYP/Well Cornell collected the most units with 1,004, but Milstein and MSCHONY posted the largest improvements over last year, collecting 979 and 298 units respectively, a 20 percent increase for each. NYP/Westchester collected 175 units; East 38th Street, 272; NYP/Allen, 136; and West 57th Street, 210.

In 2009, NYP's blood drive program will become one of the pillars supporting NYP's new sustainability program, NYPgreen. At the core of NYPgreen is consideration of future generations, a mission aligned with the sense of social responsibility that inspires blood donation.

Raising Money to Support NYP Is Par for the Course
Despite February's arctic temperatures, thoughts of spring are in the air, and NYP golfers are anxiously waiting for the frost melt on their local putting greens. They also are beginning to anticipate the 2009 Golf Outing at the Deepdale Golf Club in Manhasset, New York, that benefits NYP/Well Cornell's Emergency Medical Services. The 2009 golf outing is scheduled for Monday, July 20.

The golf outing was co-founded in 2003 by Collette Kean (center) and Steven J. Corwin, M.D., NYP's Executive Vice President and Chief Operating Officer (far right). Joining Mrs. Kean and Dr. Corwin at the 2008 event, which raised more than $180,000, were (from left) Jack Fleischer, NYP's Vice President, Strategic Sourcing, Tom Ferguson, Senior Vice President and Chief Human Resources Officer, and Mark Larmore, Senior Vice President, Finance, and Assistant Treasurer.

In Memoriam
- John F. McGillicuddy, a NewYork-Presbyterian Chairman Emeritus and Life Trustee, died on January 4 at his home in Harrison, New York, from complications of prostate cancer. He was 78.
- David I. Margolis, 78, a NewYork-Presbyterian Life Trustee, died of cardiac arrest on December 13, 2008. A trustee for nearly 20 years, Mr. Margolis was an enthusiastic supporter of the Hospital's clinical mission, particularly in neuro-intensive care and ophthalmology, according to Dr. Pardes. He contributed to the success of the 1998 merger between The Presbyterian Hospital and New York Hospital.

As President of Colt Industries (now Coltec), Mr. Margolis expanded the company, which originally produced firearms, into the production of machinery for the aerospace, automobile, and other industries.

Mr. Margolis was a member of the state's Emergency Financial Control Board, which helped guide the city out of its financial crisis in the 1970s. He also was a friend and advisor to former Mayor Edward I. Koch, whom he once saved with the Heimlich maneuver after he choked on a piece of food at a Chinese restaurant where they were dining.

Mr. Margolis is survived by his wife, Barbara; three sons; a daughter; a sister; and five grandchildren.

- John F. McGillicuddy
- David I. Margolis

Nursing Scholarships Available to Employees' Children
The Department of Nursing is offering one-year scholarships to 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 one year after they graduate.

Since Nursing instituted the scholarship program 10 years ago, 44 scholarships have been awarded.

Applications must be received by April 17. You can pick them up at these sites:

NEW YORK-PRESBYTERIAN/WELL CORNELL
See Michelle Vale-Marti in Continuing Education for Nurses, Payson House Sub-Basement.

NEW YORK-PRESBYTERIAN/WESTCHESTER
See Mary Jenkins in Human Resources.

NEW YORK-PRESBYTERIAN/COLUMBIA AND MORGAN STANLEY CHILDREN'S HOSPITAL
See secretarial staff in the Nursing Office, Milstein Hospital Building, 6th floor.

NEW YORK-PRESBYTERIAN/ALLEN
See Annette Middleton in Human Resources.

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

Every Person Has Value and Importance

NP measures patient satisfaction through surveys, thousands of which are sent to our patients throughout the year. Employees are also surveyed annually to understand their satisfaction with working at NYP. The results of both surveys reveal many “points of intersection” between what our patients and families feel is important to them and what employees say they want from NYP. One major area of common ground is in how we show respect to those we serve and those with whom we work.

NYP strongly believes that showing respect for each other creates a positive environment for all of us — patients and employees. Respect is one of NYP’s Core Values, and the sixth Service Expectation in our Commitment to Care is: “I respect the dignity of those I serve, am sensitive to cultural diversity and treat people as they want to be treated.” This year, managers and their staff have developed “Making It Better Plans” to address both patient and employee concerns and suggestions that were reflected in surveys. The goal of these plans is to foster effective, team-based efforts to make things better. Respect was selected as an area of focus in every “Making It Better Plan.”

Dr. Pardes recently sat down with NYPress to talk about ways in which we can understand and express respect in our daily lives — both with our patients and our co-workers. In upcoming issues of NYPress, we will feature interviews with other members of the Hospital team speaking about what respect means to them.

Dr. Pardes, what does the word “respect” mean to you?

Respect can be a tough concept to talk about and understand. In some cultures, respect might be expressed by one person bowing to another. At NYP, people may communicate respect by being courteous — for example, holding a door open for someone else because you are telling that person that you care about what they have to say. Being compassionate and caring; these are quiet ways to show respect. Not easily visible, but important.

How do you show respect if it’s not visible?

You start with the basics. Every single human being has value. Every person counts. You need to take the other person into consideration. Asking, “What do you think?” is a great way to show respect for someone else because you are telling that person that you care about what they have to say. Being compassionate and caring: these are quiet ways to show respect. Not easily visible, but important.

What’s the best way to show respect to our patients and their families?

First, let’s be clear about the difference between sympathy and respect. Walking into a patient’s room and casually asking, “How are you feeling today?” is sympathetic. Don’t get me wrong — showing sympathy is very important. But maybe as you walk into the room you notice that the patient seems frightened or upset. You could say, “You seem upset. Would you like to talk about it?” The patient will find comfort in knowing that his or her feelings are understood and respected by you. You may show respect to a patient’s family in the same way.

How do you show respect in a non-clinical setting, like an office?

You may not interact with patients on a daily basis, but you certainly work with colleagues in your office and speak with visitors. Showing respect in these situations is no different from the patient scenario. Start by being kind and attentive. Maybe a co-worker is having a bad day and doesn’t feel like talking. Showing respect in this case might mean giving your colleague some space and letting them know that you’re ready to help if they need it. NewYork-Presbyterian is a human organization — we’re not just buildings and machines. Everyone has value and importance.

In what ways can I expect my manager to show me respect?

A good manager knows that you don’t just manage situations or projects — you manage people, and those people have needs and feelings. If you are working hard, your manager must make sure that you know you are making a positive contribution to the Hospital. Maybe your manager asks your opinion when a decision is being made, or regularly asks you to take on important projects in your department. This is your manager’s way of showing respect for you as an individual and a person with talent and unique skills.

Can showing respect really make a difference here at NYP?

Let’s be clear on this: every single employee of this Hospital is called to share in our mission of patient safety and quality care. NewYork-Presbyterian Hospital is a wonderful place to work. When I walk through the doors of the Hospital in the morning, I feel uplifted. I’m here to help people, and I know that my colleagues are here to support me in that endeavor. I want every employee here to feel this way. No matter how difficult the day-to-day world may be, people need to know that when they come to NYP, they are going to find a community of kind and caring individuals who respect the value of every human being. You give respect, you get respect. It’s that simple.
**benefits corner**

**TAX-SHELTERED ANNUITY (TSA) 403(b) PLAN**
The NewYork-Presbyterian TSA 403(b) plan is administered by Diversified Investment Advisors. This is a “voluntary” plan, which means that you set up an account with Diversified and make contributions from your paycheck on a pre-tax basis.

For 2009, the Voluntary TSA 403(b) plan contribution limit is $16,500 for the year. If you are age 50 or older, you can defer an additional $5,500 for a total of $22,000 for the year.

You can set up and manage your account directly on the Diversified Web site at www.divinvest.com/plan/nyp/nyp.html. You can also access the Web site from the Infonet by clicking on [Employee Activities](http://infonet.nyp.org) and under Quick Links, select Diversified Investments. Click on [Sign In To Your Account](http://divinvest.com/plan/nyp/nyp.html) directly or under Plan Resources, click on [How To Access Your Account](http://infonet.nyp.org) for step-by-step instructions.

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**HEALTH CARE SPENDING ACCOUNT DEADLINES REMINDER**

Requests for reimbursement of eligible expenses for your 2008 Health Care Account must be submitted to P&A. For reimbursement forms, you can log on to the P&A Web site at www.padmn.com. If you need additional information, call P&A directly at (800) 688-2577.

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**employee activities**

**TICKETS AVAILABLE**
A limited number of the following tickets are available for purchase, by check or money order, in Human Resources, NewYork-Presbyterian/Weill Cornell, Payson House, 3rd Floor or Human Resources, NewYork-Presbyterian/Columbia, Harkness Pavilion, Main Floor.

You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets.

Tickets will not be held and are available on a first-come, first-served basis. If you have any questions, please send an e-mail to activities@nyp.org.

**Billy Elliot, the Musical**
Wednesday, February 25
Imperial Theatre
8 p.m.
Rear Mezzanine
$73.50 per ticket

**Jersey Boys**
Wednesday, March 18
August Wilson Theatre
8 p.m.
Mezzanine, Rows J-M
$62 per ticket

**New York Knicks vs. Toronto Raptors**
Friday, February 20
7:30 p.m.
Section 301, Rows B-E
$50 per ticket (adults & children)

**New York Knicks vs. Atlanta Hawks**
Wednesday, March 4
7:30 p.m.
Section 301, Rows B-D
$60.50 per ticket

**New York Knicks vs. New Jersey Nets**
Wednesday, April 15
8 p.m.
Section 301, Rows D-G
$50 per ticket

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**EMPLOYEE DISCOUNTS**
Nina’s Argentinean Pizzeria, a home-style Italian eatery located at 1750 Second Avenue (between East 91st and 92nd Streets) is offering a 15 percent discount to NewYork-Presbyterian employees for a dinner purchase of $25 or more. When placing your order, please identify yourself as a NewYork-Presbyterian employee, and show your employee ID when taking advantage of this discount. This offer is available through April 2009.

For more information, call (212) 426-4627 or log on to www.ninaspizzany.com.

**NYPgreen BE THE DIFFERENCE**
As part of the NYPgreen program, NewYork-Presbyterian has launched a mixed recycling initiative across campuses, and blue recycling bins have been distributed Hospital-wide.

Please be aware that any trash placed in the bin will cause the entire bag to be downgraded and disposed of as trash. This means the opportunity to recycle is lost.

Note: It is a federal offense to dispose of regulated medical waste in recycling bins.

Yes! Place These in the Blue Bin
- Non-confidential paper — white/color/ mixed paper, newspapers, magazines, boxed such as tissue, cardboard take-out and cereal boxes
- Aluminum/tin cans
- Plastic/glass bottles, with narrow necks and screw tops ONLY (Lids and caps must be removed and placed in regular trash receptacles. Unused liquids must be drained.)

No! Do NOT Place These in the Blue Bin
- No plastic or Styrofoam takeout food containers, coffee or other beverage cups, plates, utensils, or yogurt containers.
- No MEDICAL PLASTICS such as gloves, tubing IV bags, plastic medical devices
- No plastic wraps, plastic trays or plastic packaging
- No confidential paper — continue to discard in Shred-It containers

A successful waste minimization program means we all participate and follow recycling rules. If you have any questions about this program, please call your site Environmental Services Department.

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**ERRAND SOLUTIONS AT WORK FOR EMPLOYEES**
Errand Solutions continues to provide concierge services to hundreds of employees and patients each month.

Over the holidays, Errand Solutions staff wrapped hundreds of gifts, procured gifts for secret Santas, delivered gifts from employees to local shelters and performed numerous other errands.

This year Errand Solutions can help you with planning a winter getaway, a special evening on Valentine’s Day or getting tickets for a Broadway show. They can also help if you are working on a New Year’s resolution and want to find the nearest Weight Watchers meeting, health club or smoking cessation class.

In addition, Errand Solutions is always available to help with everyday tasks, such as getting your car oil changed, mailing packages or getting watches, jewelry or shoes repaired.

Stop by the Errand Solutions Desk and find out how they can help you get your errands done. Locations and hours are listed on the front page of the Infonet; just click on the Errand Solutions icon located in the right sidebar.
NewYork-Presbyterian Hospital is much more than a place for world-class patient care, and the men and women who staff its facilities are much more than employees. They are the embodiment of our highest mission: We Put Patients First.

And because of NYP employees’ dedication and commitment to excellence, few hospitals can offer the level of satisfaction that NewYork-Presbyterian provides. To express appreciation for the tireless efforts of NYP’s longtime employees, the Hospital has hosted celebrations honoring those who have served 10, 15, and 20 or more years.