They had been to six different hospitals and met with six different doctors, all of whom told the family the same thing: “Nothing can be done.” Their options running out, the McNamara family held little hope that the aggressive tumor inside 7-year-old Heather would ever be removed and save her life.

Then they went to NewYork-Presbyterian Morgan Stanley Children’s Hospital, where they met Tomoaki Kato, M.D., NYP’s Surgical Director of Liver and Gastrointestinal Transplantation. After a careful evaluation, Dr. Kato said the five words the family had longed to hear: “Yes, we can help you.”

Dr. Kato’s “help” was in the form of a 23-hour surgery that began on February 6 and involved the removal and partial re-implantation of six of Heather’s internal organs. The groundbreaking procedure was designed to resect the tumor lodged deep inside her abdomen that would otherwise be considered inoperable.

(Continued on page 2)
It takes a village to make a historic surgery possible. Pictured above with Heather McNamara (holding the teddy bears) and her family are some of the NYP staff members who contributed to her overall care.

(Continued from page 1)

“Medicine increasingly can provide hope to people facing major illnesses, and that is the essence of this day,” Dr. Pardes said at a March 10 press conference to celebrate Heather’s remarkable recovery.

“Many hospitals told the family the tumor was inoperable, but they found NewYork-Presbyterian. They found a medical staff dedicated to saving Heather’s life, a medical staff emotionally invested in her survival.”

During the procedure, Dr. Kato and his team of seven surgeons and eight other clinicians removed nearly every major organ in Heather’s abdominal cavity, including her small and large intestines, liver, pancreas, spleen and stomach. Three separate surgical teams worked to remove the tennis-ball-sized tumor, which was tangled around vital organs and essential blood vessels. Once the tumor was removed, the liver and small and large intestines were re-implanted. However, her pancreas, spleen and stomach—non-vital organs that had been compromised by the tumor—were unsuitable for re-implantation.

“We knew it would be a huge challenge for us,” said Dr. Kato, believed to be the only physician ever to perform this kind of surgery. “But I was very confident that we could pull her through.”

While the tumor was rare, Dr. Kato notes that this surgical approach could be used for more common cancers: “Any time a tumor wraps itself around an organ’s blood vessel it has been generally considered inoperable. Our solution is to take out the organs just as you would in transplantation. This surgery could potentially save the lives of dozens of adults and children every year.”

“Dr. Kato’s approach, known as autotransplantation, can also be used in place of traditional transplantation for some patients, precluding the need for a donor organ,” says Jean Emond, M.D., Chief of Transplantation at NYP/Columbia. “This could save lives and make lifelong immunosuppressant drugs that are required after transplantation unnecessary.” Dr. Emond was a member of the surgical team involved in this historic case.

“Today we are celebrating a tremendous technical achievement,” said Steven Lobritto, M.D., Medical Director, Pediatric Liver Transplantation. “There were multiple surgical teams involved with this success, including anesthesia, the blood bank, nurses, and of course, the surgeons themselves.”

While Heather’s life is no longer in immediate danger, she will have some long-term medical challenges. Without a stomach, she will have dietary restrictions; without a pancreas, she will be diabetic; and the absence of a spleen could make her more susceptible to certain infections.

But Heather isn’t looking back. She’s home in Long Island, where she plays with her dog, Angel, and her 10-year-old sister, Stephanie.

“Thank you for getting the tumor out,” Heather said to her surgical team at the press conference.

“Through all of this, through all of these hospitals, I would just look at her and say, ‘I know there’s somebody out there. We just have to keep looking,’” said Heather’s father, Joseph McNamara. “And we found that person in Dr. Kato.”

Soon Heather will resume her second-grade schoolwork at home with a tutor. The goal is to have her back at school with her friends when she starts third grade in September.

“She wasn’t just a patient,” said Tina McNamara, Heather’s mom. “People here cared. Everybody cared. Whoever is out there with a medical problem, know that there is hope.”

Photos by Richard Lobell
All eyes were on NYP/Weill Cornell’s Executive Chef Michael Kaplan as he deftly prepared a pan of jambalaya on a hotplate, all the while offering tips on how to cook the dish at home. The setting was the kitchen of the Inpatient Rehabilitation Department on Baker 17 at the NYP/Weill Cornell campus. Guests included seven patients, a few of their visitors and staff members. Chef Mike—his nickname for the occasion—selected the Cajun specialty of meat, vegetables, rice and seasonings to honor Mardi Gras, being celebrated in far-off New Orleans that very day, February 24. As mouth-watering aromas wafted around the dining table, everyone prepared to dig in, and the mood was as festive as that on Bourbon Street. Part of the fun was cheering on a patient volunteer who was tossing ingredients into his pan just like Emeril Lagasse from the Food Network.

“Chef for a Day,” was one of an ongoing series in the Inpatient Rehab and Inpatient Psychiatry units that began last year. Earlier sessions were offered on homemade salad dressings, pizza toppings and in a nod to Valentine’s Day, decorating cookies and dipping strawberries in melted chocolate. All have been led by Mr. Kaplan, supported by staff from Food Service and Occupational Therapy.

Chef for a Day is one of the innovative programs and amenities that are part of NewYork-Presbyterian’s Planetree program geared towards humanizing the hospital experience. The serious purpose behind the fun events is to give patients needed practice in handling utensils, learning new skills and obtaining nutritional information to promote good health after they leave the Hospital. The enticing aromas and sheer enjoyment of dining in the company of peers are also part of this therapeutic experience.

“Cooking and dining this way allows patients to come together as a community and helps them support each other from an entirely different perspective,” says Kristy Theisinger, Occupational Therapist and Senior Planetree Coordinator. While an event such as this requires extra staff effort, it is effort well spent. “I get great feedback about our food at these events, and I learn about patients’ tastes,” Mr. Kaplan said. Several patients gave the jambalaya party a thumbs-up. “The food was great, and sharing it with the others was life-affirming,” one said. That’s just what the staff had in mind!
Every day dozens of patients at NYP require language assistance, which is provided by a corps of freelance interpreters. In 2008 these interpreters:

- conducted more than 211,000 interpretations throughout the Hospital
- provided service in more than 95 languages
- most frequently assisted speakers of Spanish, Chinese, Russian, Arabic and Bengali.

In October 2008, more than 150 people from the tri-state region attended the third annual Interpreter Services Conference, sponsored by NYP. Participants included representatives from more than 30 area health care institutions and the Joint Commission.

### THINK GREEN, DRINK GREEN

At NYP, “going green” is as easy as getting a cup of coffee.

Sixteen-ounce reusable “Eco-mugs” are being sold at various NYP locations for $10 under the sponsorship of NYgreen, NYP’s new sustainability program.

The mugs are not only better for the environment but also easier on the wallet. Each mug comes with a coupon for one free beverage—a $3.15 value—and hot drink fill-ups thereafter are only 85 cents. After only 11 uses, the mug has paid for itself.

“Campuswide, we serve more than a million hot beverages in a year,” says Susan Sussman, Network Retail Business Manager, Food and Nutrition Services. “If 25 percent of those were in the Eco-mug, the reductions in paper production and our waste stream would be staggering.” Currently, Americans throw away approximately 25 billion Styrofoam cups every year, and Styrofoam cannot be recycled.

You can buy Eco-mugs at NYP/Weill Cornell Garden Café, NYP/Columbia Streets of New York and Garden Café, NYP/Westchester Hilltop Café and NYP/Allen café. 

**Promotions**

Human Resources reports the following promotions as of February 28, 2009:

**NYP/CORNELL**

- Elizabeth Abbott
  - Nurse Practitioner, Admin OB/GYN
- Richard Boateng
  - Unit Assistant, CHT-6 M/S Cardiology/Neurology
- Allison Koblenz
  - Asst Head Occupational Therapy, N.Y. 7/8 Occup Therapy
- Abdullah Lake
  - Accounts Representative-Distr, Distribution Ctr
- Jacinta C. Russell
  - GME Administration Coor.

**NYP/WEILL CORNELL**

- David Adeogan
  - Prgm Analyst III - IS, CPOE
- Jeffrey Boloser
  - Dr - Clinical Services, Prov Svs Admin
- Eriskay Liston
  - Supv Genetic Counsel, Genetic Counseling

**NYP/COLUMBIA**

- James Black
  - Operating Room Technician III, Oper Rms MB-3-4
- Joan Bresil
  - Coor Compliance, GME Administration
- Josy Clement
  - Clinical Nurse III, Radiology Nursing
- Melissa Intzarry
  - Patient Representative, Radiology-Central Scheduling

**NYP/ALLEN**

- Edwin Miranda
  - Section Chief Technology, Lab-Bacteriology CHS-3
- Kara Colopinto
  - Spl Periop Pt Safety, Perioperative Svcs
- Enrico Del Signore
  - Patient Care Director, Neonat-2W Crit Care Sd
- Taino Garcia
  - Unit Clerk, Wm/Chldrn Hlth Ngs
- Mercy S. Immanuel
  - Med Data Analyst, Health Info Mgmt-Management

**NYP/WESTCHESTER**

- Lakisha A. Evans
  - Mental Health Worker, Nursing Schizophrenia 3 South
- Adrea D. Faiella
  - Sr Staff Nurse, Nursing Schizophrenia 3 South
- Michael Radosta
  - Patient Care Director, Nursing Crisis Stabiliz - 6N
- Laurel A. Torres
  - Coor Voluntecr Svcs, Volunteers
- Joanne C. Giblin
  - Nurse Clinician II, Nursing Schizophrenia 3 South

**MORGAN STANLEY CHILDREN’S HOSPITAL**

- Maricela Rodriguez-LeViness
  - Clinical Nurse III, CHT-6 M/S Cardiology/Neurology

**NYP/ACON**

- Carmen Kujawinski
  - Office Assistant, Ambulatory Care Network
- Olga Perez
  - Patient Financial Advisor, Call Center
- Madeleine Catedral
  - Advisor, Call Center

- David Adeogan
  - Prgm Analyst III - IS, CPOE
- Jeffrey Boloser
  - Dr - Clinical Services, Prov Svs Admin
- Eriskay Liston
  - Supv Genetic Counsel, Genetic Counseling

**NYP/GARDEN CAFE**

You can buy Eco-mugs at NYP/Weill Cornell Garden Café, NYP/Columbia Streets of New York and Garden Café, NYP/Westchester Hilltop Café and NYP/Allen Café.
MANHATTAN MEDIA HONORS ONE OF OUR OWN

Some people picture the hustle and bustle of the television show “ER” when they imagine an Emergency Department. But for Neal Flomenbaum, M.D., the Hospital’s Emergency Physician-in-Chief and a recipient of Manhattan Media’s 2008 OTTY award, it’s more than that. And his 2008 OTTY Award proves that.

“It’s providing the best possible emergency care to all the patients who come to NewYork-Presbyterian day in, day out, with and without the ‘glamor and excitement’ depicted on television,” he says.

The OTTY awards—officially the “Our Town Thanks You” awards—are presented annually by Manhattan Media, publisher of the Our Town community newspaper, to salute East Side New Yorkers whose accomplishments and service deserve to be highlighted.

For the last 30 years Dr. Flomenbaum has been a Director or Associate Director of several New York City Emergency Departments. In 2003 he played a key role in establishing the Emergency Medicine Residency Program at NYP/Well Cornell.

In the late 1990s, he foresaw the need to develop emergency geriatric care, and he established the country’s first geriatric emergency medicine fellowship in 2005.

Laura Forese, M.D., NYP/Well Cornell’s Senior Vice President, Chief Operating Officer, and Chief Medical Officer, says, “Neal sets the tone and the style for the staff. He strives for and expects excellence.”

Dr. Flomenbaum says, “We do our job as a team without calling attention to ourselves. We do the best we can every day for every patient. And we do it because it’s the right thing to do.”

SNOWSTORM? WHAT SNOWSTORM?

The snowstorm that hit the Northeast on Monday, March 2, may have been the biggest of the winter—a classic swirling monster of a storm—with “howling winds and heavy snows,” as The New York Times reported. But it wasn’t enough to keep Elaine Manning from coming to work.

That morning, despite the six to 12 inches of snow slowly accumulating across the city, she strapped on her cross-country skis and glided her way from her Riverside Drive home to NYP/Columbia, where she works as a Hematology Laboratory Technologist. “It was bad when I started out,” she says. “The snow was deep until I got to Fort Washington Avenue.”

The dedication that brought Ms. Manning to work on skis is evident in another fact of that March day; it happened to be the 42nd anniversary of her first day of work at NYP/Columbia, where she has served since March 2, 1967.

calendar

April 1-30—National Occupational Therapy Month

April 16—NYP’s annual Gala, which will benefit Neurology and Neurosurgical Surgery, will take place at the Waldorf-Astoria, with cocktails at 6:30 p.m. and dinner at 7:30 p.m. Natasha Bedingfield will perform. For more information, contact Lucia Falco-Sardana at lab9001@nyp.org

April 17—Deadline for registering for the 2009 JP Morgan Corporate Challenge, which will take place on Thursday, June 11, in Central Park. For more information, contact Employee Activities at activities@nyp.org

April 26—the Arthritis Walk will take place at Battery Park. Registration begins at 8:30 a.m., the walk at 10 a.m. For more information, contact Arline at (646) 253-0353.

May 2—The Revlon Run/Walk for Women, which raises funds to fight cancer, will begin in Times Square and finish in Central Park. Registration will start at 7 a.m., the run/walk at 9:15 a.m. For more information, contact Nancy Gautier-Matos at (212) 305-5987 or gautier@nyp.org

May 3-9—NYP will observe Corporate Compliance and Ethics Awareness Week. Visit lobbies of the main Hospital sites to meet Compliance Office staff, pick up a copy of the Code of Conduct, and enter a contest to win fabulous prizes.

May 7—the Greenberg Award Dinner, which will honor Daniel Knowles, M.D., Pathologist-in-Chief at NYP will take place from 6:30 to 10 p.m. at the Pierre Hotel. For more information, contact Julie Sanders at (212) 821-0576 or jgs2011@med.cornell.edu.

May 7—the Hepatitis B Support Group at NYP/Well Cornell will meet from 4 to 5 p.m. at 1305 York Avenue, 2nd floor, Room Y-206. For more information, contact Arline at (646) 302-4731.

May 9—the National Alliance for Mental Health Walk will take place at the South Street Seaport. For more information, contact Jenna Levy at (212) 821-0099 or jlevy@nyp.org.

May 17—AIDS Walk New York, which supports AIDS service providers in the tri-state area, will take place, starting and ending in Central Park. Sign-in starts at 8:30 a.m., the walk at 10 a.m. For more information, contact Maria De La Cruz at (212) 305-8929 or mrd9075@nyp.org.

classifieds

FOR RENT: one-bedroom apartment with balcony in beautiful landmark building between York Avenue and East River. Floor-to-ceiling windows, laundry room on premises. Close to bus and subways. Gas and electric included. Pets allowed. $2,000/month. Contact (646) 924-8182 or (646) 319-5761.

FOR RENT: gigantic three-bedroom, two-bath apartment a stone’s throw from NYP/Columbia. Sunken living room, western exposure and seasonal river views. Next to A train, M4 and M98 buses and Fort Tryon Park, $3,000/month. Call (917) 631-7107.


FOR RENT (SUMMER): Three-bedroom, two-bath home on Fire Island in Ocean Beach, charming village on the Atlantic Ocean. Sleeps 11, plus convertible living room/bedroom. Air conditioning, huge deck, Weber barbecue, piano. One hour from New York City. Families welcome. $24,000/July/August, $12,000/month, $2,500/week, June; $3,500-34,000/week, July/August. Call (212) 628-0226 or e-mail mp2100@columbia.edu.


FOR SALE: Dining room and living room furniture sets in excellent condition. Dining room set includes tan wood table with leaf, six matching chairs (two with arms), wood buffet with glass top. Living room set includes tan wood table with matching end tables. Can be sold separately. Best offer. Call Mike at (914) 522-1680.
ONCOLOGY SUPPORT GROUPS

NYP/Columbia offers the following support groups for cancer patients. All the groups meet in the Irving Pavilion’s Garden Level Conference Room.

A Support Group for Blood Cancer Patients, Their Families and Caregivers meets the third Tuesday of each month from 1 to 2 p.m. Contact Meg Harrison of the Leukemia and Lymphoma Society at (646) 660-9027; Lynette Williams, LMSW, at (212) 305-5274; or Geri Lipschitz, LCSW, at (212) 305-2527.

An Infusion Therapy Support Group for Patients, Families and Caregivers meets every other Wednesday at 3 p.m. Contact Lynette Williams at (212) 305-5274 or Elizabeth Riera at (212) 305-9362.

A Support Group for Newly Diagnosed Cancer Patients meets every Monday from 2 to 3 p.m. Contact Madeline Encarnacion at (212) 305-6320 or Lynette Williams at (212) 305-5274.

In Memoriam

Helen Galvin-Whetzel, C.P.C., Revenue Cycle Manager in NYP/ Columbia’s Department of Orthopedic Surgery, died on December 20, 2008. She was 44.

Ms. Galvin-Whetzel joined the NYP/Columbia Doctors’ Private Office in 1987 as Administrative Assistant in the Dermatology Department. In 1991 she transferred to Orthopedic Surgery, where she spent the next 17 years.

According to Rhonda Gordon, her supervisor, “Helen waged a courageous 10-year battle with cancer and was concerned for others fighting the same disease. She was a support to all she met in the Irving Pavilion-10 treatment room.” Her brother said, “Helen lived her life with cancer, but she never allowed it to be her life.”

In addition to her brother, Ms. Galvin-Whetzel is survived by her husband, James; her son, Jimmy; her daughter, Kate; her parents; and three sisters.

“Getting to Know You” is a monthly feature that gives you the opportunity to learn a little more about another NewYork-Presbyterian employee. Felipe Martinez works with Patient Accounts at 333 East 38th Street.

Q: What’s your name? And what is your job here at NewYork-Presbyterian?
A: My name is Felipe Martinez, and my position at NYP is Driver-Messenger. I transport mail, payroll checks, and important documents between East 38th Street and East 68th Street. When I’m not driving, I mostly scan billing information and sort mail.

Q: How long have you been at NYP?
A: It’s going on seven years this upcoming November.

Q: What’s the best part of your job?
A: The people in my office alternate driving weekly. During the weeks I’m driving, I know I have flexibility with time picking up mail from my office station at East 38th Street and distributing it at the Hospital and vice versa.

Q: Do you have a funny story about something that’s happened to you since you’ve been working here?
A: Last year at Halloween I dressed up like the character Isaac Washington, a bartender on “The Love Boat,” and I won first prize. I thought that was amusing.

Q: Why did you want to come to work at NYP?
A: I heard that NYP was one of the best hospitals to work for, with good opportunities.

Q: What does “We Put Patients First” mean to you?
A: Exactly what it says. Treat the patients with care and respect. It’s a top priority for all NYP employees.

Q: What’s your favorite type of music?
A: I love all types of music with good rhythm and lyrics.

Q: What do you do in your spare time?
A: I spend my spare time with my family, which includes sons 21 and 15, and I listen to music and go exercise in the gym.

Q: What three things are we likely to always find in your refrigerator?
A: Meat (chicken and fish), low-fat milk and fruits.
benefits corner

**FLEXIBLE SPENDING ACCOUNTS (FSA) DEADLINE REMINDER**

All 2008 claims for Health Care and Dependent Care Spending Accounts must be submitted to P&SA Group no later than April 30, 2009. Any unclaimed 2008 balance will be forfeited.

**NEXTRX PRESCRIPTION PLAN**

Open refills for mail service prescriptions will be transferred to the NexRx mail service pharmacy, with some exceptions. According to state law, certain prescriptions such as some controlled substances and compounds cannot be transferred, and you should speak with your doctor about getting a new prescription.

If you are required to get a new prescription, you will be notified by mail. Ask your doctor to write two prescriptions: one for a 90-day supply for mail service and one for a 30-day supply to fill at a local retail pharmacy.

This will ensure you have enough medication until your mail service prescription is delivered.

After you obtain the new prescriptions from your doctor, you can place your first order with the NexRx mail service pharmacy.

To place your order by phone: call (877) 426-1097, Monday through Friday, 8:30 a.m. to 8 p.m.

To place your order by mail: On the Infonet, click on **for Employees/Forms/ Benefits Forms**, then select and print the **Prescription Mail Order Form**. Mail the original prescription, the order form and payment information to the address listed on the form.

To place your order online (for refills): Log on to empreblue.com. Log in to **Order Prescriptions Online/Track Your History** Online in the blue box. Click on **Go to the Pharmacy**, then click on **Refill a Prescription**, located under **Quick Links**. You can also review the status of existing orders.

**MONTHLY INCREASE IN TRANSPORTATION REIMBURSEMENT ACCOUNT**

Effective March 1, the monthly limit for the Transportation Reimbursement Account was increased to $230. This increase is limited to mass transit only, and does not include commuter parking. Enrollment in this spending account is not limited to annual enrollment. You can enroll and change your election any-time during the year.

To enroll, visit the P&SA Web site at www.padmin.com. If you have any questions, please contact the P&SA Group at (800) 688-2611.

**ERRAND SOLUTIONS AT WORK FOR EMPLOYEES**

Errand Solutions is available to help employees with projects that save trouble and time. Here is an example of how Errand Solutions made a difference for a colleague last month.

An employee had a last-minute need for a gift and needed help locating something quickly. He had never used Errand Solutions before but called to see if they could assist him. The Errand Solutions staff found a store in the area that delivered free of charge. The gift was delivered to the Errand Solutions Desk, wrapped by the staff, and picked up by the employee all within 45 minutes.

Last month, more than 4,000 NYP employees used this service. Stop by the Errand Solutions Desk and see what they can do for you to make your life easier, less stressful and more balanced.

The hours of operation are listed on the front page of the Infonet — just click on the Errand Solutions icon.

**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

**TICKETS AVAILABLE**

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

You will be required to present your NewYork-Presidentian 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.

**The Lion King**
Thursday, May 14
Minskoff Theatre
8 p.m.
Mezzanine
$65.50 per ticket (adults and children)

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

**SUMMER DAY CAMP**

The YM&YWHA of Washington Heights and Inwood is sponsoring a summer day camp with various options for children in kindergarten through 10th grade. NYP employees receive a free membership (fitness center excluded), valued at $200, to the YM&YWHA, which is necessary to participate in the day camp. The day camp is located in Rockland County and includes swimming and other sports, nature, arts and crafts, dramatic arts, off-site trips and special entertainment. Transportation to and from day camp is included in the fees.

For more information and camp fees, visit their Web site at www.wwashhts.org, or call Shara Perlman at (212) 569-6200, ext. 248.

NYPgreen's mission is to create the safest and healthiest environment for our patients, staff and community by doing our part to conserve resources for the future.

As part of our NYPgreen initiative and in celebration of Earth Day, NewYork-Presbyterian will hold an “Earth Day Event Series” that will kick off on April 22. This is a great opportunity to hear more about NewYork-Presbyterian’s commitment to energy reduction, recycling efforts, ride-share programs, healthy eating/recipes, and more. Stop by to enjoy fun activities, win free prizes, and learn more about how you can “go green” and make a difference both in the Hospital and in your daily life.

The Earth Day Event Series dates are:

**NewYork-Presbyterian/Weill Cornell**
Wednesday, April 22
11 a.m. – 3 p.m.
Cayuga Room in Cafeteria

**NewYork-Presbyterian/Columbia**
Wednesday, April 29
11 a.m. – 3 p.m.
Milstein Lobby

Dates for NewYork-Presbyterian/Allen and NewYork-Presbyterian/Westchester will be announced later.

**CORPORATE COMPLIANCE AND ETHICS AWARENESS WEEK IS MAY 3-9**

NewYork-Presbyterian will observe Corporate Compliance and Ethics Awareness Week May 3-9. Compliance Office staff will be in the lobbies of the main Hospital sites at scheduled times. Stop by to meet the staff, pick up a copy of the Code of Conduct and enter a contest to win fabulous prizes!
In February, NewYork-Presbyterian Hospital presented awards at each campus to recognize excellence and achievement in service and patient satisfaction for the year 2008. Awards were given out to units and departments, teams and individuals for achievement in improving the patient experience at our hospital.

LEADERSHIP AWARDS

Awards were given to leaders, nominated by their peers and staff teams, whose work exemplifies the philosophy of “We Put Patients First.”

Winners included:

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>LEADER</th>
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<tr>
<td>Allen</td>
<td>John Jones</td>
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<td>Environmental Services</td>
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<tr>
<td>Ambulatory/All</td>
<td>Hanna Gungor</td>
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<td></td>
<td>Manager of Operations</td>
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<tr>
<td>Ambulatory/</td>
<td>Ronald Adelman M.D.</td>
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<tr>
<td>Weill Cornell</td>
<td>Medical Director @ Wright</td>
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<td>Center</td>
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<tr>
<td>Columbia</td>
<td>Carol Finn</td>
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<td></td>
<td>Manager, MRI</td>
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<tr>
<td>Columbia</td>
<td>Christine Agir-Donnelly</td>
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<td>PCD, 7GS</td>
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<td>MSCHONY</td>
<td>Margaret Fisher</td>
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<td>Interim PCD, 5 Tower</td>
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<tr>
<td>Weill Cornell</td>
<td>Shari L. Platt, M.D.</td>
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<td></td>
<td>Chief/Director, Peds. E.D.</td>
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<tr>
<td>Weill Cornell</td>
<td>Kristy Theisinger</td>
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<td>OT/Planetree Coordinator</td>
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<td>Weill Cornell</td>
<td>Laurie Walsh</td>
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<td></td>
<td>Director for Post and Pre</td>
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<td>Anesthesia</td>
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<td>Westchester</td>
<td>Julie Armstrong-Muth</td>
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<td>PCD, 5 North</td>
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We congratulate all of these winning departments, teams and individuals for outstanding work!
We Put Patients First

TEAM ACHIEVEMENT AWARDS
Awards were also given to teams that had designed and implemented innovative projects or programs that achieved meaningful improvements in the patient experience. Winners included:

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>TEAM NAME</th>
<th>CONTACT</th>
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<tbody>
<tr>
<td>Allen</td>
<td>Food &amp; Nutrition</td>
<td>Raquel Rosen</td>
</tr>
<tr>
<td>Allen</td>
<td>Admitting, Discharge &amp; Billing/ PFA’s</td>
<td>Aida Ruiz</td>
</tr>
<tr>
<td>Ambulatory/Columbia</td>
<td>The Access Unit</td>
<td>Lesmah Fraser</td>
</tr>
<tr>
<td>Ambulatory/Columbia</td>
<td>WIN for Asthma Program</td>
<td>Andy Nieto</td>
</tr>
<tr>
<td>Ambulatory/Columbia</td>
<td>Turn 2 Us</td>
<td>Evelyn Montanez</td>
</tr>
<tr>
<td>Ambulatory/Weill Cornell</td>
<td>Women’s Health Practice</td>
<td>Ellanie Ocasio</td>
</tr>
<tr>
<td>Columbia</td>
<td>7 Garden South Interdisciplinary Post-discharge Call Team</td>
<td>Chinette Salveron</td>
</tr>
<tr>
<td>Columbia</td>
<td>Perioperative Service</td>
<td>Mary Ann Abuedo</td>
</tr>
<tr>
<td>Columbia</td>
<td>The Neurological Intensive Care Unit Nursing Staff</td>
<td>Kathleen Dunleavy</td>
</tr>
<tr>
<td>Hospitalwide</td>
<td>Environmental Health &amp; Safety Department</td>
<td>Ken Chin</td>
</tr>
<tr>
<td>MSCHONY</td>
<td>Pediatric Emergency Department</td>
<td>Jayne Skehan</td>
</tr>
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<td>MSCHONY</td>
<td>MSCHONY Events Committee</td>
<td>Moria Balseca</td>
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<td>3N Outpatient Diagnostic Improvement Team</td>
<td>Sonia Bandrowski</td>
</tr>
<tr>
<td>Weill Cornell</td>
<td>Emergency Department Registration Team</td>
<td>Brenda Sauer</td>
</tr>
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<td>Department of Environmental Services</td>
<td>Harold Oehl</td>
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<tr>
<td>Weill Cornell</td>
<td>Medical Orthopaedic Trauma Service</td>
<td>Rita Ruggerio</td>
</tr>
<tr>
<td>Westchester</td>
<td>Behavioral Health Community Fair</td>
<td>Janet Moran</td>
</tr>
<tr>
<td>Westchester</td>
<td>Smoking Cessation Task Force</td>
<td>Janet Moran</td>
</tr>
<tr>
<td>Westchester</td>
<td>The Socialization Program</td>
<td>Jane Milazzo</td>
</tr>
</tbody>
</table>

We congratulate all of these winning departments, teams and individuals for outstanding work!
SATISFACTION
AWARD WINNERS:
Awards were given for achievement by units and departments that have had sustained improvement in patient satisfaction scores as measured by the Press Ganey Survey. Awards were given to the departments with the highest scores, the most improved scores and to departments that "went and stayed green" for the longest length of time during the year. Here are the 2008 winners:

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>HIGHEST RATED</th>
<th>MOST IMPROVED</th>
<th>SUSTAINED EXCELLENCE</th>
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<tbody>
<tr>
<td>Allen</td>
<td>Phlebotomy</td>
<td>3 River East</td>
<td>3 River East</td>
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<tr>
<td>Ambulatory/Col</td>
<td>Hematology/Oncology</td>
<td>Family Medicine at the Herman “Denny” Farrell, Jr., Community Health Center</td>
<td>Fort Washington Geriatric Practice</td>
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<tr>
<td>Ambulatory/Weill</td>
<td>Wright Center</td>
<td>HT-5 Women’s Health</td>
<td>HT-5 Women’s Health</td>
</tr>
<tr>
<td>Columbia</td>
<td>Eye OR &amp; ASU</td>
<td>6 Garden South</td>
<td>Cardiac Cath Lab</td>
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<tr>
<td>MSCHONY</td>
<td>Endoscopy/Bronchoscopy</td>
<td>9PICU</td>
<td>6 Central</td>
</tr>
<tr>
<td>Weill Cornell</td>
<td>2 SW Neuro ICU</td>
<td>Radiology - Ambulatory Surgery</td>
<td>6 North and Radiology - Ambulatory Surgery</td>
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<tr>
<td>Westchester</td>
<td>4 South</td>
<td>4 South</td>
<td>4 South</td>
</tr>
</tbody>
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