



An important dimension of Advancing Care, one of our six Strategic Initiatives, is improving the patient experience through information technology that revolves around the easy sharing of information among care providers, and the needs, safety, and convenience of our patients. Health care information technology has the ability to save lives, as well as empower patients, reduce errors, and lower costs.

We are excited to report that NewYork-Presbyterian Hospital has launched an innovative technology that is a critical milestone in our journey, and the first of its kind to be offered by an academic medical center. myNYP.org, an electronic personal health record NYP developed with Microsoft, went live at NYP/Columbia on April 6. It is initially being offered to cardiac inpatients so that they can access, store, and manage their own medical information. Our Chief Information Officer, Aurelia Boyer, announced this at the Healthcare Information and Management Systems Society conference held in Chicago last month. myNYP.org is just one way that we are fulfilling our commitment to We Put Patients First, and furthering our role as a leader in health care information technology. Additionally, we have been working closely with our physicians, nurses, and staff to further refine NYP's electronic medical record to ensure better patient outcomes.

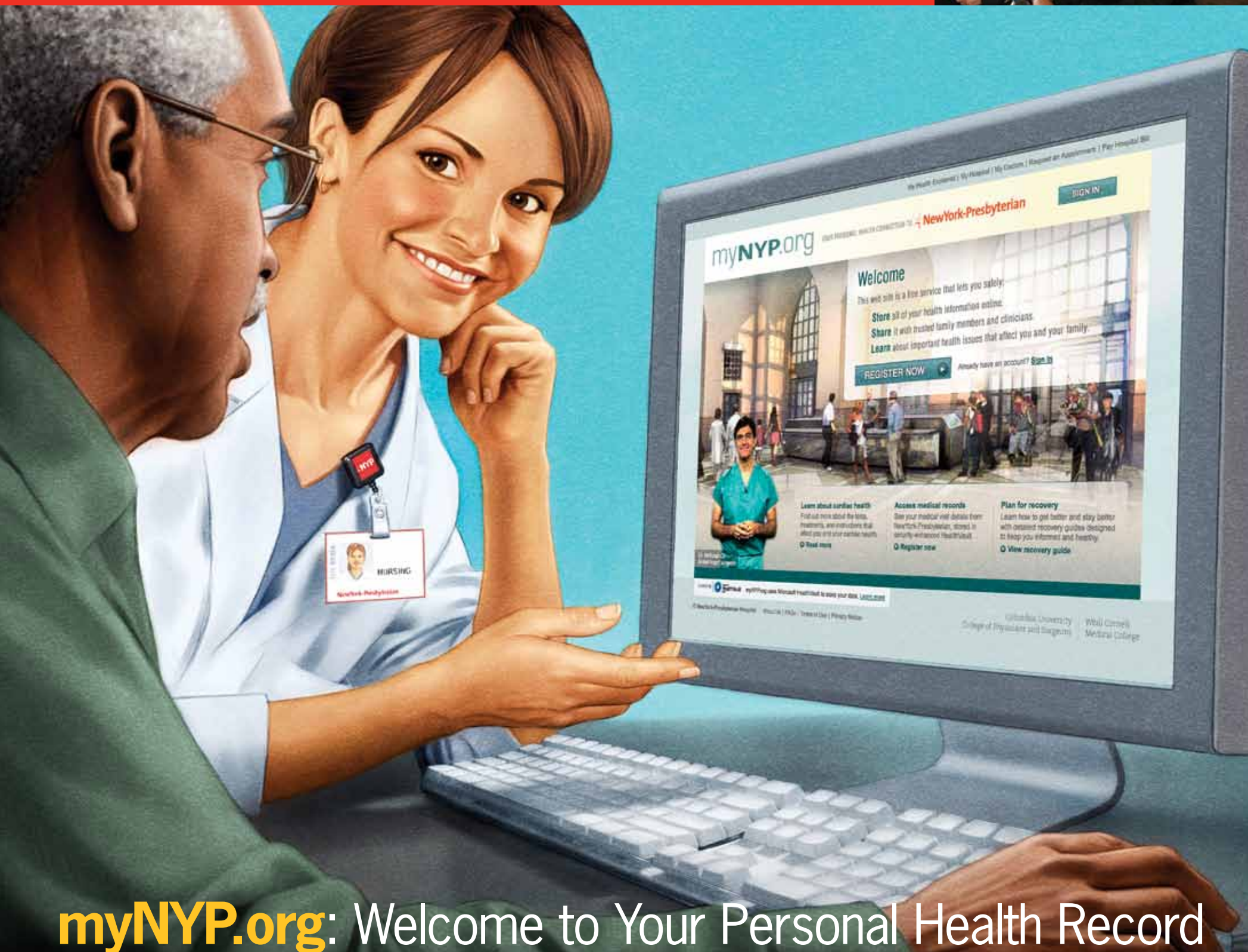
As we strive to become one of the nation's top academic medical centers, we must continually embrace innovative information technology that will enable us to provide the highest quality and most reliable patient care and service. We are proud of NYP's progress in this area. It would not have been possible without the hard work and dedication of all of our staff. Thank you.



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



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



## myNYP.org: Welcome to Your Personal Health Record

On Monday, April 6, NewYork-Presbyterian made an announcement that is likely to set a new standard in the field of electronic personal medical record management.

Called myNYP.org, this technology serves as an online portal for patients to access their personal health record in a safe and secure environment. Patients will have the ability to select and store personal medical information generated during their doctor and hospital visits using Microsoft's HealthVault. myNYP.org is currently in a pilot program phase with access

limited to cardiology and cardiac surgery patients at the Columbia campus. Future roll-out plans are being developed based on feedback that is collected during this pilot phase.

The April 6 announcement was made by Aurelia Boyer, Senior Vice President and Chief Information Officer, at the 2009 HIMSS (Healthcare Information and Management Systems Society) conference in Chicago, which is attended annually by an estimated 30,000 technology and healthcare professionals. The announcement capped off several months of intense collaboration

between several Hospital departments, including our doctors, nurses and nurse educators, patients, the IT, Marketing and Public Affairs departments, and the NYP Web Design Group.

The innovative system — which includes the use of readily available software and hardware platforms — is the first of its kind to be launched at a major medical institution and the only such system to provide security, privacy and portability to patients from all walks of life. Mehmet Oz, M.D., Director of NYP/Columbia's Cardiovascular Institute, is featured on the

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Green Pages





# “Sage” Advice: Keep It Green



Shirts the color of sage identify the “green” cafeteria’s staff.

Following a renovation, NYP/Columbia’s cafeteria in the Milstein Hospital Building reopened on April 6. Formerly “The Streets of New York,” the cafeteria is now “Sage,” a completely re-envisioned and remodeled dining site, based on principles of wellness and environmental sustainability.

While NYP/Columbia has been composting kitchen waste since December 2008, Sage now lets customers help. “Our recycling stations empower our customers to make a positive impact by responsibly managing their food waste,” says Jessica Prata, NYP’s Sustainability Officer.

In addition to recycling plastic and glass, Sage is using paper products that are compostable, meaning that when customers use the recycling stations, their food and paper waste will be converted back to soil, reducing NYP’s carbon footprint.

Low-energy lights and low-flow faucets reduce the use of electricity and water, and Sage is the first food service operation at NYP to use “green” chemicals in the kitchen. Because of these changes and others, Sage will likely be certified as a “green restaurant” by the Green Restaurant Association in the coming months.

The entire menu has also been re-created to include healthier, organic choices. An omelet and waffle station will be available for breakfast, and customers will find gourmet sandwiches from the “Corner Deli” and hot entrees with upscale, healthy side dishes at the “Carver’s Board.” The salad and soup bar has been doubled in size, and Sage features a “Kid Zone” with specially selected sandwiches, comfort foods and healthy snacks that appeal to kids.

The theme of sage, an aromatic herb,

runs throughout the cafeteria, from the signature sage-infused pork loin and cornbread stuffing to the relaxing music and décor.

“Our vision was to create a place to get away from the trials of the day,” says Sue Sussman, Network Retail Business Manager of Food & Nutrition Services.

While many of Sage’s snacks will be organic and healthier, the emphasis will still be on comfort food.

“Even people who lead a healthy lifestyle are here dealing with the pressures of patient care, and they often want comfort foods that they might never eat at home,” she says. “So we are striving for a balance of the two in order to have as many things as we can for everyone.” ■



Veggies play a starring role in the cafeteria’s expanded salad bar.

## Dancing the Night Away

### Gala Raises More than \$2 Million for Hospital Programs



Singer Natasha Bedingfield entertained nearly 1,000 NYP supporters at the annual Gala at the Waldorf-Astoria on April 16. The event raised over \$2.2 million for the Departments of Neurology and Neurosurgery.

Dinner co-chair Howard Solomon donated \$1 million in honor of the evening. A highlight was the story of Patricia Hermida, who suffered from disabling dystonia until the Neurological Surgery team cured her using implantable electrodes.

Sharing the dinner co-chair role with Mr. Solomon and his wife, Sarah, were Marianne and John K. Castle and Phyllis and Ivan Seidenberg.

Gala co-chairs were NYP/Columbia’s Timothy Pedley, M.D., Chair, Department of Neurology, and Robert Solomon, M.D., Chair, Department of Neurosurgery, as well as NYP/Weill Cornell’s Philip Stieg, M.D., Chair, Department of Neurosurgery, and Matthew Fink, M.D., Acting Chair, Department of Neurology. ■



(Top) Natasha Bedingfield lit up the stage. (Bottom left) Patricia Hermida (second from left) and her husband, Joseph Hermida (far left,) chatted with Dr. Pardes and Nancy Wexler, Ph.D., Higgins Professor of Neuropsychology at Columbia University’s College of Physicians and Surgeons (Bottom right) Gala guests included NYP Trustees John K. Castle and David Koch.

## DID YOU KNOW?



In the process of providing meals and snacks for staff, patients, and visitors, NYP/Columbia’s Food Service generates some impressive numbers.

- Number of customers expected per day at Sage: **1,270**
- Amount of food waste currently composted each month at NYP/Columbia: **10-12 tons**
- Pounds of vegetables eaten at the salad bar last year: **30,094**
- Cups of coffee consumed last year at NYP/Columbia cafeterias: **150,000**
- Gallons of milk added to coffee each day: **16**



# Using Barcodes at the Bedside

It's probably something you've seen so many times that you don't even think about it: you're standing in line at the register at your local supermarket, watching the cashier ring up your groceries by passing each item over a glass panel, which in turn reads the item's barcode and enters the price and name of the item into the cash register. It's fast, it's easy and, more than anything else, it's accurate.

Believe it or not, that same scanning technology is now being used at NYP/Allen — but instead of totaling a grocery bill, it's used to scan the barcodes on a patient's I.D. wristband, and the barcode on a bottle of medication to verify that we are following the “five rights” of medication management: the right medication, the right dose, the right route, the right patient, and the right time.

Called “Barcoding at Point-of-Care” (BPOC), the system was developed by Intellidot, a company based in San Diego, California, that provides point-of-care technology to hospitals across the country. The system in use at NYP consists of a handheld wireless scanner that is used



by the nurse at the patient's bedside in a three-step protocol: 1) scan the barcode on the patient's wristband; 2) scan the patient's medication barcode; and 3) scan the barcode on the nurse's employee ID badge.

The data collected from these wireless scans is immediately transmitted via a base station to the Medication Administration Record in the Hospital's IT system where the name of the medication, the dosage and the name of the person administering the medication are added to the electronic patient record. All wireless information is digitally protected using state-of-the-art data encryption technology. This ensures that patient information remains strictly confidential.

What do employees think of the new technology?

“I love Intellidot,” said Andrea Cummings, R.N., C.N. I, at NYP/Allen. “I like using it because it alerts me if there is a problem with a patient's medication — if a medication has not been ordered or has never been verified. The system really helps us prevent medication errors.”

The Intellidot system is now being used in select inpatient units at NYP/Allen. The successful implementation of the technology is the result of a cross-campus, multidisciplinary collaboration with Nursing,

Pharmacy, Information Technology, Prescribers, Quality and Performance Improvement, COLE, Facilities, Security, Human Resources, Biomedical Engineering, the Service Desk, Strategic Sourcing, and Legal Affairs, among others. Setting up the system was definitely a team effort.

A plan is now being readied for implementation of the Intellidot system at all inpatient sites at each NewYork-Presbyterian campus. In addition to medication administration, the barcode technology is also

being evaluated for use in other areas that require constant monitoring, including mother/baby breast milk matching, specimen collection and blood product administration.

According to Debra O'Hehir, NYP/Allen's Vice President, Patient Care Services, “This technology helps us put patients first by providing nurses a safer process for medication administration and by preventing errors from occurring.” ■



Staff at NYP/Allen pioneered the use of barcode technology at the Hospital, trying out a system that will be introduced at all inpatient sites in the coming months.

John Vecchione

# NYP/Westchester: Handling Stress in Tough Times

It took a huge financial hit this week,” said Mark Benjamin, a native of Harrison, New York, who rents real-estate properties. “I depend on income from summer rentals, and they're cancelling. That's a huge hit.” Like many people throughout New York and the country, Mr. Benjamin is feeling the effects of the economic downturn. It's affecting not only his business but also his personal relationships.

“I have to be careful who I talk to, and I have to be cautious about getting caught up in an argument. If my fire is already burning, when I talk to some people, they make my fire burn more, and those aren't the people that I need to be reaching out to.”

Mr. Benjamin was speaking as an audience member at a recent Community Lecture Series event held at NYP/ Westchester titled “When the Going Gets Rough: How to Stay Sane in an Insane Economy.”

The lecture was given by Sharon Ward-Miller, R.N., C.S., Patient Care Director at NYP/Westchester.

In small amounts, stress is good, Ms. Ward-Miller said; it gives us the motivation to get things done. But chronic stress — unresolved, continuous anxiety — is linked with many diseases, including heart disease, hypertension, headaches, ulcers, asthma and allergies.

Ms. Ward-Miller's lecture was based in part on the 2008 Stress in America survey conducted by the American Psychological Association, which found that Americans' stress levels are increasing dramatically and that money and the economy top the list of stressors. Among the other key findings: women report having more stress than men, and “baby boomers” are most affected by the economic downturn.

While some stress management tools, such as smoking, shopping or eating excessively, can be unhealthy, one of the most basic and healthy ways to manage stress is to be mindful of our own stress levels.

“We should ask, ‘How are we feeling?’ and take an inventory of what kinds of

things stress us out,” Ms. Ward-Miller said.

There are many strategies to managing stress, such as exercising or listening to music, but there was one message that Ms. Ward-Miller emphasized: Pay attention to what's going on around you, but refrain from getting caught up in doom and gloom.

It was a message that resonated with Mr. Benjamin as he thought about his finances.

“I'm going to have to make concessions, and they're not going to be easy. But I have things that I can do, and while it's easy to be a victim, I don't need to be a victim. I just need to do what I need to do.” ■

## TIPS FOR MANAGING STRESS

### From Sharon Ward-Miller

- Be mindful of stress levels
- Pay attention to sources of stress without getting caught up in the hype
- Reach out to family and friends

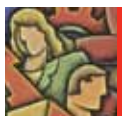
### From Audience Members

- Adopt a new pet
- Walk in a “beautiful place,” such as a sculpture garden or natural preserve
- Practice deep breathing or begin an exercise program



David Garner





## people on the move

### Familiar Faces Take on New Responsibilities

#### Ken Haber

**K**en Haber has been appointed Vice President, Quality and Patient Safety.

He will work closely with other Quality and Patient Safety leaders to oversee the Hospital's quality, performance improvement, and patient safety functions, and he will be responsible for Joint Commission preparation and regulatory compliance.

"Quality and Patient Safety are at the core of what we do," Mr. Haber says. "I am excited to continue the outstanding work of the QPS team."

Mr. Haber joined NewYork-Presbyterian Hospital in 2003 as Vice President, Patient Support Services, overseeing the support service departments on all five campuses.

His accomplishments include the estab-

lishment of an institution-wide, streamlined Environment of Care program; design and implementation of the Hospital's extensive fire safety training program; creation of NYP's sustainability program; and a leadership role in the Patient Safety Fridays initiative.

For 10 years Mr. Haber was Vice President for General Services and Safety Officer at The New York Hospital Medical Center of Queens. He also held management roles at Nassau County Medical Center, Westchester County Medical Center, and United Hospital.

Mr. Haber, who earned a master of public administration degree from Long Island University, is a fellow of the American College of Healthcare Executives. ■



Ken Haber

Rene Perez

#### Rick Evans

**R**ick Evans has been appointed NYP's Vice President, Support Services and Patient-Centered Care.

In this role, he will be responsible for Food and Nutrition Services, Environmental Services, Patient Transport and Laundry for NYP/Milstein, NYP/Allen, NewYork-Presbyterian Morgan Stanley Children's Hospital and the Ambulatory Care Network. He will also have institutionwide responsibility for Patient-Centered Care and Accommodations.

"I look forward to bringing my passion for improving the patient experience to Support Services," Mr. Evans said. "I have great respect for the hard-working people who clean our Hospital, prepare food, transport our patients, and clean and deliver our linen, and I look forward to working alongside them."

Mr. Evans joined NewYork-Presbyterian

in 2004 as the Director for Volunteer Services and Patient-Centered Services. Under his leadership, the Hospital's Volunteer, Interpreter and Pastoral Care programs were strengthened and expanded. He also played a pivotal role in NYP's "We Put Patients First" initiative, which has resulted in significant improvements in the patient experience and sustained increases in patient satisfaction.

Before coming to NYP, Rick served as the Vice President of Mission Services for the Bon Secours and Canterbury Partnership for Care in New Jersey as well as the Director of the St. Francis Hospital Foundation in Delaware.

Mr. Evans holds a master's degree in theology from Christ the King Seminary and a bachelor's degree in philosophy from Wadham's Hall Seminary College. ■



Rick Evans

Nancy Gantner-Matros

#### John Evanko, M.D., M.B.A.

**J**ohn Evanko, M.D., M.B.A., has been appointed Vice President and Medical Director, Perioperative Services, for the Milstein Hospital at NYP/Columbia.

Responsible for assuring the highest quality, safest and most reliable perioperative care, he will oversee policy implementation, budget, manpower and capital resources for the operating rooms, post-anesthesia care units and recovery room. He also will oversee pre-admission testing, central sterile processing, materials management and purchasing.

Dr. Evanko says, "A huge undertaking will be the development of The Vivian and Seymour Milstein Family Heart Center ambulatory operating rooms that will hopefully give more access to patients and surgeons."

Dr. Evanko has been the Chief of Gynecology and the Director of General Obstetrics and Gynecology at NewYork-Presbyterian/Columbia since 2006 and Assistant Clinical Professor of

Obstetrics and Gynecology at Columbia University's College of Physicians and Surgeons since 1999.

He also holds appointments in NYP/Columbia's Division of Urogynecology and Pelvic Reconstructive Surgery, the Division of Advanced Laparoscopic Surgery and the Center for Women's Minimal Access Surgery.

During his tenure at NYP/Columbia, he has held various leadership positions at NYP/Allen and in the Ambulatory Care Network.

Dr. Evanko received his undergraduate degree from Princeton University and his medical degree from New York Medical College, where he was elected to Alpha Omega Alpha, the honorary society for top students. He completed both his internship and residency training at NewYork-Presbyterian Hospital/Columbia University Medical Center. In 2006, he received a master's degree in business administration from Columbia Business School. ■



John Evanko, M.D., M.B.A.

Rene Perez

### Your Personal Health Record

(Continued from page 1)

myNYP.org home page, and was instrumental in building support for this technology with the Hospital's clinical staff. "This is a win-win for the patient and the Hospital," Dr. Oz said. "This is yet another way that we are putting our patients first."

"The myNYP.org personal health record represents a significant step in the journey to create a completely connected health care system, from hospital to community, with the patient at the center," says Herbert Pardes, M.D., President and Chief Executive Officer of NewYork-Presbyterian. "When patients can easily share their medical record with their physician or hospital, it reduces the need for excess paperwork and testing, which will result in lower costs, improved outcomes, reduction in medical errors and better care."

myNYP.org offers an individual the ability to consolidate and organize an unprecedented amount of medical information — medications; surgery reports; hospital discharge instructions; laboratory, radiology and EKG results; immunization schedule and history; allergy information; doctor and insurance information; emergency contacts and more. The health information provided by myNYP.org is annotated with customized explanations to help patients understand their medical tests and procedures and give them additional information about normal and abnormal results.

"Increasingly patients are taking charge of their own health care, and myNYP.org gives them the tools to accomplish this — empowering them to effectively and efficiently manage all aspects of their health and wellness," says Steven J. Corwin, M.D., Executive Vice President and Chief Operating Officer of NYP. "This technology not only gives patients access to their health information, but puts them in the driver's seat, with complete control to take their information with them, add to it, and share it with family, with other doctors and health care providers, and anyone they choose."

In addition to managing their own health information, patients have the option to serve as family health managers by adding and tracking the information of consenting family members. Patients will be able to coordinate doctors' appointments; develop a directory of physician contacts; manage their children's health records; comply with school and child-care-provider health record requirements; give custodial access to primary care physicians; and search for specialists.

"myNYP.org truly brings health information technology into the 21st century," says Ms. Boyer. "Our goal is to connect patients and care providers, empowering everyone to make decisions and take action with more insight, intelligence and confidence."

For more information about myNYP.org go to myNYP.org. ■



# 2009

## state of the hospital SUMMARY



In February and March, Dr. Herbert Pardes, President and CEO, held his annual State of the Hospital Talks. The Talks took place at seven Hospital sites, at times convenient to staff on different shifts. During each Talk, Dr. Pardes gave an overview of the Hospital's achievements in 2008, as well as a look ahead to 2009.

At the end of each session, staff were invited to ask questions of Dr. Pardes and members of the leadership team. Following is a brief summary of Dr. Pardes' comments and some of the questions asked by employees, along with responses from Senior Leadership.



Photos by Charles Manley



# 2009

## state of the hospital SUMMARY

### 2008: A "Terrific Year"

"2008 was a terrific year," said Dr. Pardes, as he thanked all NYP employees for their contributions. "We have created a spectacular organization. We continue to work together to do a great job, and I couldn't be more proud."

He went on to cite some of our accomplishments this year, beginning with the continued growth in services we provide to our communities. With 1.8 million ambulatory visits, 111,000 admissions, and more than 240,000 emergency department visits, NYP provides approximately one fifth of all health care services given in New York. "There are very few other places that provide this amount of care," said Dr. Pardes.

In 2008, NewYork-Presbyterian had a slight positive margin of 0.4% in terms of revenue versus expenses. "We were lucky to have any kind of margin with all the negative pressures on health care institutions these days," explained Dr. Pardes. "Despite severe challenges in terms of our investments, our financial stability remains strong."

Many factors contributed to this positive performance in 2008. These included a modest increase in patient discharges; a reduction in expected length of stay of 0.05 days; savings obtained by our Strategic Sourcing group of \$18 million; and our continued ability to collect more of the money that is due to us, including over \$34 million from our various billing initiatives.

### Innovation

"As a teaching hospital, innovation is at the heart of what we do," said Dr. Pardes. He spoke about our continued work with

minimally invasive surgery, highlighting a new procedure pioneered here at the Hospital to repair aortic valves. "If you are able to fix a heart valve by just going through a vessel instead of making a big cut in the chest, then that means a person goes home faster, with less infection, less blood loss, less time away from the family, and less time away from work," explained Dr. Pardes. "It is just better on every account."

Another example of the innovative spirit at NYP is our organ transplantation program. For the third year in a row, we were the largest transplant center in the United States and we just celebrated our 1,000th liver transplant. "The bottom line," said Dr. Pardes, "is that you're expanding the number of people whose lives are saved." The Hospital recently participated in New York City's first four-way kidney swap and is expecting to participate in more even larger swaps over the coming years.

### Focus on Quality and Safety

Dr. Pardes congratulated the staff for their hard work on our successful Joint Commission Survey, calling it a "really spectacular accomplishment."

He praised Patient Safety Fridays, saying that this staff-generated program has become a model for other hospitals around the country and has led to many inquiries from leading medical centers. "We have received calls from many top medical centers, and recently over 20 people came from UCLA, one of the nation's finest, to see how this program works."

Dr. Pardes also applauded our efforts to improve hand hygiene across the Hospital, indicating that "our compliance rate has

reached over 90%, and on many units, it is 100%." In addition, he praised our improved compliance with patient verification procedures, our progress in avoiding the use of "Do Not Use" abbreviations, our increasing use of the "time out" procedure, and our progress in medication reconciliation. Finally, he pointed to our 50% improvement in the prevention of pressure ulcers across many units.

### We Put Patients First

Dr. Pardes also congratulated staff on efforts to raise patient satisfaction. In 2008, we saw a 1.2 point increase in our overall patient satisfaction score as measured in our Press Ganey survey, rising from 81.2 to 82.4 by year's end. This was our highest score ever and shows that we "pay a tremendous amount of attention to patient satisfaction."

### National & Local Recognition

NewYork-Presbyterian continues to achieve regional and national recognition, reported Dr. Pardes. In 2008, NewYork-Presbyterian was ranked #1 in New York for the eighth year in a row, and #6 in the nation in the *U.S. News & World Report* hospital rankings for the third year in a row.

We also had the highest number of top doctors in New York according to the Castle Connolly Top Doctors survey. In addition, we had the highest number of top nurses according to a *New York Times* study. The Hospital was also recognized as one of the country's Best Workplaces for Information Technology by *Computerworld* magazine.

Our efforts to conserve resources for the future and be environmentally sensitive earned us recognition for 2007, the fourth year in a row that the Environmental

Protection Agency recognized us with an Energy STAR Partner of the Year Award. "No other hospital has received this award even one time, and we got it four times. That's remarkable," noted Dr. Pardes.

### Low Employee Turnover, High Employee Satisfaction

"People come here, and people stay here," said Dr. Pardes, citing our low employee turnover and vacancy rates compared to national averages. Dr. Pardes also proudly reviewed the results of our employee satisfaction survey, in which overall employee satisfaction was 77% as compared to the national average for teaching hospitals of 67%. "In terms of overall satisfaction, our results were the highest we have ever seen, and according to the survey company are the highest they have ever seen for an academic medical center," added Dr. Pardes. "This indicates that something special is happening here."

### Serving Our Community

Dr. Pardes spoke of the many ways we serve our community, including free health screenings and flu shots, community health fairs, walkathons, and other events for residents of the community. He also emphasized the diversity of our patient population that mirrors the broad communities we serve, noting that in 2008 we had a 17 percent increase in translation encounters. We provide these services in 95 different languages. "We take care of people from all different places and backgrounds," said Dr. Pardes. "It is crucial to the quality of care they receive that our patients are able to communicate with us."

2008: A "Terrific Year"

Innovation

Focus on Quality and Safety

We Put Patients First

National & Local Recognition

Low Employee Turnover, High Employee Satisfaction





### **Building Projects/Fundraising**

2008 was a busy year in terms of building projects at the campuses. Many of these projects will be completed or almost completed by the end of this year. These include a new Heart Center at NYP/CU, with a large conference and education center, 20 new ICU beds, eight new state-of-the-art operating rooms, expanded catheterization lab with hybrid room, radiology and phlebotomy/EKG suite, and physician practice space. We also expanded the emergency room and are currently expanding the infusion center by relocating it to Irving 14th floor.

At NYP/WC, we completed a new residential building on First Avenue for our staff. In addition, we are currently completing a new 14th floor on the Greenberg Pavilion with an additional 48 single-bedded rooms, a four-floor Advanced Therapeutics Services Center, providing state of the art operating rooms, interventional rooms and a new, modern blood bank, as well as a newly expanded emergency room, an expanded, modern MRI suite, relocated and modernized inpatient and outpatient dialysis suites and more.

Dr. Pardes also spoke about our Hospital's continued success at fundraising. The money we receive from our extraordinarily generous donors allows us to invest in new technologies, renovations of existing space and construction of new buildings. There were several gifts, including \$50 million from Ronald Stanton for a cancer program at NYP/WC and \$20 million from the Coleman family for brain, cancer and heart programs at NYP/WC and

\$25 million from Florence and Herbert Irving for radiation oncology at NYP/CU. This year, we received a \$50 million gift from Ronald O. Perelman for a new Heart Institute and a Reproductive Medicine Center at NYP/WC.

### **2009: Looking Ahead**

In looking toward 2009, Dr. Pardes described several areas of focus. We will continue to concentrate on improving quality and patient safety. As part of this effort, we will carry on our important work during Patient Safety Fridays and make a big push to improve our patient satisfaction scores — targeting a 1.2 point increase in 2009.

Another important focus will be addressing the challenges we face from the economic downturn and associated state and federal budget actions to reduce health care costs. Dr. Pardes assured the staff that working at all levels of government to mitigate the effects on hospitals like ours will be a top priority for him throughout the year. (See next page for an update)

As we move forward, we will continuously strive to remain true to our mission and fulfill our promise of "We Put Patients First." "We try to create a warm and friendly environment so people feel welcome here, because when you come to the Hospital you are scared," said Dr. Pardes. "When somebody says 'this Hospital saved my life,' or that baby who you saw in the video attached to all kinds of machines, becomes a four year old whose mother says is 'sweet when he wants to be,' we know that we have done our jobs and made a difference in people's lives." ■



**Serving Our Community**

**Building Projects/  
Fundraising**

**2009: Looking Ahead**



Photos by Richard Lobell, Charles Manley and Gary Wilner



# Questions & Answers



**Q:** *We should try to respect each other more across all the different staff levels. Employees are not satisfied when they feel disrespected. In addition, patients see if we are not respectful to each other, and this can impact their satisfaction.*

**A:** We were pleased that last year we received our highest employee satisfaction score to date, and according to the Survey company the highest score ever received by an academic medical center in their database. One of the reasons we do the Survey is to learn where we can make improvements, and employees told us that one of these areas is Respect. To address this, we have asked all managers to work with their staff to develop Making It Better Plans to improve employee and patient satisfaction that include Respect as a priority area for improvement. By working together in this way, we can make NYP an even better place for our patients and each other.

**Q:** *Central Lab staff members are required to remove lab coats upon leaving the lab. Why do other Hospital staff walk around with scrubs?*

**A:** We are working on our Uniform Policy to make it very clear to all staff what the appropriate procedure is for wearing scrubs and lab coats in each setting. We will communicate this to you shortly.

**Q:** *The Hospital is currently ranked #6. What can we do to be ranked #1?*

**A:** In 2000, we were ranked #16 by U.S. News & World Report. Now we are #6, a major jump, thanks to the efforts of everyone across the Hospital. Being ranked #1 will be difficult, since the hospitals in the top 5 have been there for many years. Our goal is to stay among the very top hospitals nationwide and continue to advance in the rankings. We will do it by staying focused on quality

care, technology, innovations and patient satisfaction. It requires the continuing efforts of every one of us.

**Q:** *With regard to the budget, how will employees be affected (i.e., layoffs, increases, etc.)?*

**A:** We are going to do all we can to avoid layoffs and continue to provide pay increases. We are holding new capital spending until we see how the economy goes, and we have a “freeze” on recruiting. We do see that people are avoiding or postponing elective surgery, and we don’t yet know about the state and federal budget cuts. We have Hospital representatives in Washington, and we continue to negotiate with lawmakers. If we can keep budget cuts low, we will do everything we can to avoid layoffs but, in these difficult times, I cannot make any promises.

**Q:** *How has the economy affected the number of uninsured patients we see?*

**A:** There has been a slight increase in uninsured patients over the past year, and we expect this number to grow over the next year.

**Q:** *What are we doing about anticipated Medicaid budget cuts?*

**A:** We are concerned that Governor Paterson may cut the budget for Medicaid this year. We are fighting this and working very closely with his staff to try to make sure that we are able to maintain our current levels.

**Q:** *Do we have an R&D division for making artificial organs?*

**A:** The Hospital has been and remains very active in the development of mechanical devices that stand in for a period of time for organs, such as the heart, but

some organs, such as a liver or lungs, present very difficult challenges. We do the largest number of transplants in the nation, and we are going to continue research and development to find new and innovative ways to help our patients.

**Q:** *When will the doctors participate in the Hospital’s health plans?*

**A:** We know how important this issue is to our staff. However, it is the individual physician and not the Hospital who decides whether or not to participate in a health plan. The Hospital is continuing to work with the doctors to get them to participate in the Hospital’s health plans. Some NYP physicians do participate in a program with Empire Blue Cross Blue Shield that enrolls NYP employees only. The list of these physicians is posted on the Infonet at <http://infonet.nyp.org/HR/Benefits/Prof-Providers-Affiliated-with-Presb.pdf>. We also have an arrangement with Empire that allows our employees to nominate NYP physicians to participate in this exclusive panel. You can nominate your physician at any time; the physician decides whether he/she will accept.

**Q:** *We have many sick patients entering the Hospital who have difficulty walking. Is it possible to have wheelchairs readily available at entrances at NYP/Columbia for them?*

**A:** We work to keep a supply of wheelchairs in the lobby. Each year, we invest in an inventory of new wheelchairs and try to take the broken ones out of circulation. However, wheelchairs that are used to transport patients can remain in different areas of the Hospital for weeks. We can all help by returning wheelchairs to the lobby after they are used.

**Q:** *In the Payson Pavilion at NYP/Weill Cornell, many busy services, including*

*oncology, ambulatory surgery, etc., share two very busy elevators that transport both patients as well as equipment, medical waste, and other items. This causes lengthy delays for many patients and families. What can we do to address this?*

**A:** We are well aware of the situation and are working to improve elevator traffic. We understand that older buildings, like Payson, have slower elevators. At the same time, currently several of the Greenberg elevators are out of service as we create elevator pathways to the new Greenberg 14th floor. Once this project is finished later this year, we will have more elevator resources to offload some of the “service-related” functions that the Payson elevators are currently performing. This should improve elevator flow and alleviate the long waits.

## AN UPDATE FROM DR. PARDES:

Since the completion of my State of the Hospital Talks at each campus of the Hospital, both the federal and state government have announced preliminary budget numbers — some which may benefit the Hospital and others that will undoubtedly challenge us. Whatever the outcome, it is important to remember that the Hospital has been and will continue to be a financially strong, viable institution that has weathered many difficult economic periods in the past. Regardless of the economic times we’re in, we will never alter our commitment to high quality, compassionate patient care.

Photos by Richard Lobell



# Getting to Know You . . .

“Getting to Know You” is a monthly feature that gives you the opportunity to learn a little bit more about an NYP employee. Jennifer Fisher works at NYP/Westchester.

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

**A:** My name is Jennifer Fisher. Most people call me Jen. I am the Administrative Manager for the Borderline Personality Disorder Resource Center at NYP/Westchester — believed to be the only person in the country with this type of job.

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

**A:** I came to NYP/Westchester in October 2007.

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

**A:** Hearing the expression of relief from callers when they finally get an empathetic voice on the phone, who allows them to tell their story, and then is able to get the resources they need.

**Q:** Do you have a funny story about something that's happened to you since you've been working here?

**A:** I'm a klutz, so I'm sure there is something about my tripping over my feet or walking into a door. My role is pretty serious, and I work alone most of the time, so I can't recall anything recent.

**Q:** Why did you want to come to work at NYP?

**A:** NYP is the ultimate place to work in health care in this area, with so many opportunities for growth. Professional development choices are infinite, and the class of clinicians and administrators you'll work with are beyond compare.



Jennifer Fisher

John Vecchiola

**Q:** What does “We Put Patients First” mean to you?

**A:** I take calls from patients and their loved ones who are struggling with severe mental illness. Putting patients first means going the extra mile; taking a few extra minutes on the phone, doing my own research when necessary, getting back to them even if I can't find what they require, and being an advocate. It's about really *hearing* them and being able to properly direct them to professionals qualified and experienced to handle their unique needs.

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

**A:** I love rock music, especially the Doors, Janis Joplin, Aerosmith, Jimi Hendrix, and especially Bon Jovi.

**Q:** What do you do in your spare time?

**A:** I spend a lot of time with my 2 ½ -year old daughter. I try to read anything and everything I can related to work and BPD. Shopping for luxury goods at the lowest possible prices is a personal challenge!

**Q:** What three things are we likely to always find in your refrigerator?

**A:** Soy milk, yogurt and hummus.

## Ways to Outwit Hunger



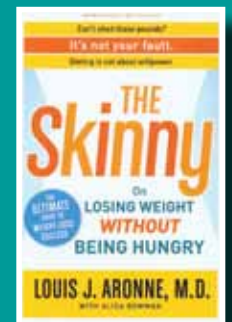
In *The Skinny, On Losing Weight Without Being Hungry*, Louis Aronne, M.D., founder and Director of the

Comprehensive Weight Control Program at NYP/Weill Cornell, shares a weight-loss plan that has worked well for his patients and earned his book a place on *The New York Times* best-seller list.

Dr. Aronne believes that excess weight is “about biology” rather than a lack of will power. Because “lack of fullness” is an issue for many, he teaches readers how to stop the weight-loss, weight-gain cycle, how to feel full with fewer calories, and how to stop craving food. He also describes common medications and medical conditions that can cause weight gain.

*The Skinny*, which Dr. Aronne wrote with Alisa Bowman, includes comprehensive menus, restaurant options for every type of food, a do-it-at-home strength plan and exercise plans, and more than 50 low-calorie recipes.

Published in March by Broadway Books, *The Skinny, On Losing Weight Without Being Hungry* is available in hard-cover (\$24.95) and also as an e-book, an electronic version.



## HOSPITAL HOUSING AVAILABLE



NewYork-Presbyterian Real Estate has several newly renovated apartments in various sites near NYP/Weill Cornell. They are conveniently located, competitively priced and ready for occupancy. If you are interested and want to learn more, stop by the Real Estate Office in the Payson House lobby (435 East 70th Street) or call (212) 746-1776/1968.



## In Memoriam

• **William Krejci**, the Manager of Facilities Operations at NYP/Weill Cornell, died suddenly on March 12 at the age of 65. After serving in the United States Army, Mr. Krejci joined the staff of what was then The New York Hospital in 1963 as a locksmith.

During his distinguished 45-year career at the Hospital, Mr. Krejci was responsible for such endeavors as leading the Buildings and Grounds Department; acting as unofficial Hospital historian; safeguarding priceless pieces of Hospital artwork, pottery and furniture; maintaining the falcon's nest atop Baker Tower; and mentoring and teaching countless staff members.

Mr. Krejci's wake, held March 17 — what would have been his 66th birthday — at John Krti Funeral Home, was an opportunity for hundreds of colleagues, friends and family members to pay their respects to a beloved member of the NYP community.

"Bill Krejci was a one-of-a-kind NYP person," says Louis F. Reuter IV, Senior Vice President, Facilities Development and Real Estate. "We are all honored to have worked with him. Several generations of Facilities Operations employees at the Weill Cornell campus benefited from his skills, historical perspective and the genuine concern he felt for his colleagues and staff."



William Krejci

Mr. Krejci survived by his wife, Donna Barbaro, Vice President, Design and Construction; three daughters; one son; and seven grandchildren, one of whom is named William Krejci III.



## promotions

Human Resources reports the following promotions as of March 31, 2009:

### NYP/ACN

**Karina Guzman**  
Patient Financial  
Advisor, ACN-549 W.  
180th St.

**Fanta Diane**  
Patient Financial  
Advisor, Rangel Practice

**Keena Emory**  
Certified Medical Assis-  
tant, Rangel Practice

**Mildred Sosa**  
Certified Medical Assis-  
tant, Rangel Practice

**Celeste Breton**  
Patient Financial  
Advisor, Hemo/Oncology  
Clinic

**Owen Earl Gibson**  
Staff Assistant,  
Ambulatory-Inter. Med

**Felicia A. Royster**  
Supervisor, Women's  
Health Svcs Support



Felicia A. Royster

### NYP/ALLEN

**Queenland Alvarez**  
Sergeant-Security,  
AL-Security

**Annette C. Middleton**  
Manager-Labor  
Relations, Allen-Human  
Resources



Annette C. Middleton

### NYP/MSCHONY

**Akosua Gyimah**  
Clinical Nurse II,  
CHT 6-M/S Cardiology/  
Neurology



Akosua Gyimah

### NYP/COLUMBIA

**Layna Abreu**  
Office Assistant,  
Volunteer Dept

**Mirna Echavarria**  
Unit Assistant, MB-7GN  
Orthopedics

**Waleska Escalera**  
Unit Assistant, MB-6GS  
Medicine

**Maria Lasorsa**  
Staff Nurse, Emergency - A

**Carol Lee**  
Spl-Quality Mgmt,  
Regulatory & Quality  
Info Mgmt

**Pacifico Marquez**  
Clinical Nurse II, MB-6HS

**Juan Mejia**  
Dir - Clinical Services,  
Office G.M. Ancillary

**Shawanda Patterson**  
Clinical Nurse II,  
MB-8HN Neurosurgery

**Ramona Perez**  
Laboratory Technologist,  
Core Lab Hematology

**Victrina Plan**  
Nurse Practitioner,  
Emergency - A

**Bridgette Quame**  
Staff Nurse, MB-9GS  
Medical

**Robert Rosado**  
Prgmr Analyst II - IS,  
Ancillary Information  
Svcs

**Yael Schwarzenberger**  
Senior Physical  
Therapist, Inpatient  
Rehabilitation Thera

**Dwight Johnson**  
Mgr - Laundry, Laundry  
- Admin



Dwight Johnson

**Antonio Soto**  
Waxer - Stripper, Envi-  
ronmental Services-CH

**Traci Spray**  
Dir - Clinical Services,  
Office G.M. Ancillary

**Lisandro J. Taveras**  
Assistant Supervisor-  
Distribut, Distribution  
Center

**Juan Vasquez**  
Unit Assistant, MB-4HN  
MICU

**Dorrian S. Wright-  
Williams**  
Telemetry Technician,  
SB-5 Telemetry

### NYP/WEILL CORNELL

**Satinder Dhillon**  
Clinical Mgr, W&C  
Health-L&D

**Richard Evans**  
VP Suppt Svcs-Pat Cen-  
ter Care, Administration  
- VP

**Courtney Francis**  
Invntry Cntl Anly,  
Perioperative Svcs

**Joy Guevarra**  
Nurse Practitioner,  
Critical Care-Cath Lab

**Luis Herrera**  
Jr Buyer, Purchsng Mats  
Mgmt

**Kenya Shauntiea Jones**  
Tech-Emerg Dept,  
Critical Care Nsg -  
Emerg Room

**Venese March**  
Tech-Emerg Dept,  
Critical Care Nsg -  
Emerg Room

**Margaret Oswald  
Manning**  
Dir-Pat Svcs Client Rela-  
tions, Client Relations

**Sarah Pascoe**  
Lead Technologist,  
Microbiology

**Dahlia P. Purvey**  
Tech-Emerg Dept,  
Critical Care Nsg -  
Emerg Room

**Iran K. Saha**  
Sr. Prog Analyst Interface,  
IT Business Solutions

**Miguel Sepulveda**  
Lab Assistant, Clin Lab  
Admin

**Leticia U. Tan**  
Lead Technologist,  
Central Lab

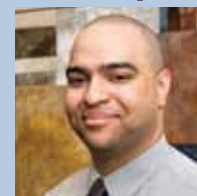
**Brandon S. Thompson**  
Periop Patient Asst, OR

**Cyd Charisse Villalba**  
Prgmr Analyst III - IS,  
CPOE

**Juliana Wong**  
Radiological Spl-Cross  
Sect, Radiology-CT

**Michelle Zawislewski**  
Staff Nurse-RN, NUR-  
10N MSURG ACE

**Ronald Mercedes**  
Jr Investment Analyst,  
Investment Department



Ronald Mercedes

### NYP/WESTCHESTER

**Nancy A. Porter**  
Rehabilitation Specialist,  
Patient Care Services



Nancy A. Porter

## classifieds



- **FOR RENT:** Spacious one-bedroom apartment on tree-lined street (West 182nd) in Hudson Heights section of Washington Heights. High ceilings, hardwood floors in prewar, elevator building. A two-minute walk to the A express train, five minutes to the local #1 train. \$1,175/month. No fee. Credit verified. Call (212) 781-7731 or e-mail hudsonapt@yahoo.com.
- **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-\$4,000/week July/August. Call (212) 628-0226 or e-mail mp2106@columbia.edu.

- **FOR RENT:** Deluxe Upper West Side office in small suite around the corner from Trump on Riverside Boulevard. Good public transportation (buses #72, 57, 5, 104 and subways #1, 2, 3). Quiet; perfect for psychiatrist, social worker, therapist. Includes storage closet, utilities, Internet access. Large enough (101 square feet) to accommodate couches or other furniture. Contact office@pslnyc.com.
- **FOR RENT/FOR SALE:** Doorman condominium in The Bennett, 736 West 187th Street. Sleeps four. Gym, roof deck, garden, washer/dryer. Quiet with good light. Pets welcome. One-year lease with option to renew. Rent: \$3,200/month (just reduced from \$3,700); \$3,200 security deposit. Private parking available in building for \$325/month. Also for sale at \$830,000, including parking. Contact Robyn Carvey at (646) 505-5685 or cell (917) 407-2951.
- **FOR RENT:** Bright, spacious, junior-4 apartment in Riverdale. Renovated kitchen/bath, central air conditioning, terrace, 24-hour door-

man. Utilities and pool membership included in rent. Convenient transportation to NYP/Columbia and Manhattan. \$2,250/month. Available in June. Call Helen Morik at (917) 952-9175.

- **FOR RENT:** Two-bedroom apartment in private house in Riverdale. Quiet, convenient. Garage available. No pets. \$1,600/month. No fee. Please call owner at (845) 893-2464 (cell) or (845) 735-4134 or e-mail at 291nor@gmail.com.
- **FOR RENT (SUMMER):** Charming, quiet, furnished and renovated one-bedroom cottage in Westhampton Beach, Long Island. Sleeps four. Pool, air conditioning, barbecue, laundry. Walk to town, library, places of worship. Close to village beach. Available monthly or from Memorial Day to Labor Day. Call (631) 727-0626.
- **FOR SALE:** Expansive two-bedroom, two-bathroom apartment at 720 Fort Washington, near NYP/Columbia in Hudson Heights. Sunken living room; high-end renovation,

including top-of-the-line kitchen appliances; north and east exposures with city views. Next to A train, M4, M98 buses and Fort Tryon Park. \$745,000. Contact (917) 613-7107/ francisco@barakny.com or (646) 322-6274/ maria@barakny.com.

- **FOR SALE:** Impeccable two-family home on 1/4-acre lot in Westchester. Great family neighborhood and schools. Close to New York City by public transportation or driving. Professionally maintained and updated. No broker fees. View listing and pictures at [www.ContinentalRealEstate.com/114476](http://www.ContinentalRealEstate.com/114476) or call (914) 475-7272.
- **FOR SALE:** One- to three-bedroom cottages in historic three-season bungalow community in Westchester/Hudson Valley. Pool, tennis, hiking, social activities. \$79,000-\$95,000 cash. Maintenance \$4,500/year. Sorry, no dogs. (212) 879-2113 or RHcottages39@verizon.net.

Place your ad in *NYP* Press — FREE of charge. Space is available on a first-come, first-served basis. For more information, call Marcy at (212) 821-0579. (The publication of an ad does not indicate endorsement by the Hospital.)



## Awards and Honors

**DEVELOPMENT** Larry Schafer has been elected Chair of the Group on Institutional Advancement of the Association of American Medical Colleges. The Group's goal is to enhance awareness and support for medical education, health care and biomedical research.

Since 1998 Mr. Schafer has served as Vice President for Development of NewYork-Presbyterian Hospital and as Vice Provost for Development of the Weill Cornell Medical College. ■

## COMMUNITY HEALTH DEVELOPMENT

National Medical Fellowships in March honored J. Emilio Carrillo, M.D., M.P.H., with its Distinguished Alumni Award. Dr. Carrillo is NYP's Vice President, Community Health Development.

National Medical Fellowships provides scholarships for underrepresented minorities in medicine. ■

## News Briefs

### ONE APPLIANCE AT A TIME

NYP staff participated in Unpower Hour for the first time on April 2, turning off for 60 minutes lights, computer monitors, coffee pots, microwaves, and other appliances normally in use during the work day. The initiative was spearheaded by NYPgreen, the Hospital's sustainability program, in an effort to reduce energy consumption and increase awareness of the need to do it year-round. ■



Hospital leaders and the Community Physicians of NewYork-Presbyterian celebrated a partnership that facilitates patient care.

## COMMUNITY PHYSICIANS AND NYP: WORKING TOGETHER

For 13 years NYP has worked with physicians in Washington Heights/Inwood to provide care for patients. On March 10 Michael Fosina, Vice President and Executive Director, NYP/Allen, emceed an annual event at which NYP leaders meet with the Community Physicians of NewYork-Presbyterian to celebrate their collaboration and discuss their goals.

Many of the hospitalizations that take place at NYP/Columbia are referrals from Community Physicians. "If we took all of the health care done by the doctors in this room, it would be enormous," Dr. Pardes said. "These physicians carry a tremendous amount of responsibility."

Because patients are constantly moving between NYP doctors and community physicians, "we need to align ourselves so that we can provide seamless care as patients move from one place to another," said Dr. Corwin.

J. Emilio Carrillo, M.D., M.P.H., thanked the community physicians

"for being such good partners."

Robert Kelly, M.D., Group Senior Vice President, Chief Operating Officer and Chief Medical Officer, NYP/Columbia, gave a patient example of how working together is improving the care of the community.

An important initiative under way is an electronic health information system that will allow easier sharing of patient records. "Our programs are the result of ongoing dialogue with NYP leadership," said Community Physicians' Chairman, Gabriel Guardarramas, M.D. "In partnership with NYP our practices will achieve interconnectivity for our patients."

(To learn more about the Community Physicians see page 1 of the May 2008 issue of NYPress.) ■

## calendar



■ **May 12**—Assistant Attending Psychiatrist Barbara Bartlik, M.D., and Research Aide Julie Kolzet, M.A., will present a Health & Wellness Seminar at NYP/Weill Cornell titled "Keep Love Alive: Conquering Stress to Revitalize the Sexual Self." Free and open to the public, the seminar will take place at Uris Auditorium, 1300 York Avenue (East 69th Street). For more information, call (212) 821-0888.

■ **May 17**—AIDS Walk New York, which supports AIDS service providers in the tristate area, will take place, beginning 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.

■ **June 4**—The Hepatitis B Support Group at NYP/Weill 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) 962-4731 or arl2005@med.cornell.edu.

■ **June 7**—The American Liver Foundation's Liver Life Walk will start at Battery Park City at 9:30 a.m. (check-in at 8:30 a.m.) at Battery Park. The morning of food, festivities and entertainment will raise funds to support research, education and advocacy efforts to help the 30 million Americans currently living with liver disease. No registration fee. To learn more, contact Aimee Muth at (212) 305-2178 or aim9003@nyp.org.

■ **June 11**—The J.P. Morgan Corporate Challenge will start at 7 p.m. in Central Park. For more information, contact Employee Activities at activities@nyp.org.

■ **June 26**—National HIV Testing Day will be observed at NYP/Columbia in the Energy Court at 168th Street and Broadway. From 10 a.m. to 3 p.m., community-based organizations will provide information about HIV, and free HIV testing will be offered. For more information, contact Paula Merricks-Lewis at (212) 305-3557 or Jenni Perez at (212) 305-7098.

## BASKETBALL FANS TAKE A BREAK TO LEARN HOW TO BENEFIT OTHERS

Spectators at Madison Square Garden the night of March 3 didn't just watch St. John's University's men's basketball team win a heart-pounding 59-56 victory over Georgetown; they also learned about the importance of organ donation.

Manikkam Suthanthiran, M.D., Chief, Department of Transplantation Medicine and Extracorporeal Therapy at NYP/Weill Cornell, spoke to the crowd, along with organ transplant recipients and donor families. In the U.S., every 12 minutes another name is added to the organ donation waiting list, he said, and the waiting list in New York alone has nearly 10,000 names on it.

Dr. Suthanthiran spoke under the auspices of Get Game – Give Life®, a national program that works to raise awareness of organ donation among college students and sports fans. ■



At halftime at a March 3 basketball game, Manikkam Suthanthiran, M.D., promoted organ donor awareness to a crowd of thousands at Madison Square Garden.



# We Put Patients First

We Put  
Patients First

## 21,000 Shining Stars ... and Counting

### Congratulations to all NYP's Shining Stars

**T**he Shining Star Program helps patients and family members acknowledge NYP employees who embody "We Put Patients First." Patients, families and staff have embraced this program, and more than 21,000 Shining Star cards were submitted in the past 12 months.

This spring special awards ceremonies were held to recognize employees who have received multiple Shining Star citations over the last six months. Awards, based on number of cards received, were given to Gold, Silver and Bronze level winners.

Shining Star cards and collection boxes are available all across NYP, and cards are displayed on communication boards across the Hospital. The comments on these cards reflect what it means to our patients to receive high quality, compassionate care and service. Here are just a few examples of the thousands of comments written about our Shining Stars:

"When I needed a biopsy of a tumor, she held my hand. When I returned for a shot, she personally went to the hospital pharmacy for me to get the injection. When I was told I needed surgery, she held me when I cried."

"God put angels on this earth, and one of them was my nurse."

"She is an asset to your institution. People like her are a better advertisement than any commercial."

"I look forward to coming to my treatment every month because the nurse makes me feel very happy — a very warm-hearted person."

"What a difference from other hospitals in New York — compassionate, skilled, efficient, caring. We've found our hospital!"

To learn more about the Shining Star program, visit the "We Put Patients First" page on the Infonet and click on the "Awards and Recognition" tab.



### Progress toward our patient centered care goal for 2009

NewYork-Presbyterian Hospital's goal for patient satisfaction in 2009 is to achieve an Overall Rating of Care score of 83.6 on the Press Ganey survey. This is an increase of 1.2 points from 82.4, which was our final score for 2008.

We are pleased to report that at the end of the first quarter of this year, we have continued to make progress toward our goal. By the end of March, we had improved our score by .5 points, bringing our current rating to 82.9. As 2009 continues, we must gain another .7 points to reach our goal for the year.

These numbers are just a way to measure our progress toward the real goal of providing our patients and their family members with the most compassionate and responsive care possible. Thanks to the hard work of every member of the Hospital team, we have improved patient satisfaction for three years in a row. We can do it again in 2009!

Photos by Richard Lobell



**Herbert Pardes, M.D.**  
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Chief Executive Officer

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

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Senior Vice President for  
External Relations

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**Michael Sellers**  
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**Marcella Kerr**  
Editor-in-Chief

**Cynthia Guernsey**  
Art Director

**Joshua Hammann**  
Feature Writer

**Andria Lam**  
Copy Editor

**Jima Ware**  
Production Assistant

## CONTRIBUTORS

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

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

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

**Carol LeMay**  
Director of Internal  
Communications

**Kathy Thompson**  
Editorial Consultant

**Gabriel Miller**  
Contributing Writer

**Susan Drake**  
Communications Specialist

**Kathleen Stanley**  
Benefits Manager

**Joy Rhodes**  
Benefits Supervisor

**Kimberly Ann Solop**  
Senior Awards and Recognition  
Specialist

**Kathy Suero**  
Specialist, Awards &  
Recognition/Employee Activities

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

## benefits corner

### QUALIFYING EVENTS REMINDER



If you have a Qualifying Event, you must notify the Benefits Service Center to initiate the change within 31 days of the actual qualifying event date.

A Qualifying Event, as defined by the IRS, allows you to change your benefit levels or enroll in certain benefit plans without waiting for the next annual enrollment period.

Qualifying Events include:

- Marriage
- Divorce or legal separation
- Change in spouse's employment or loss/gain of spouse's medical coverage
- Change in domestic partner's employment which results in loss/gain of domestic partner's benefit coverage
- Death of a spouse or qualified dependent
- Birth or legal adoption of a child
- Dependent meets requirements of dependent eligibility
- Dependent no longer meets requirements of dependent eligibility

Log on to the Infonet and click on **for Employees/Benefits Forms**, and print the **Qualifying Life Event Form**. Complete the form and fax it to the Benefits Service Center at (212) 585-6656.

### NYP PENSION PLAN PARTICIPANTS ANNUAL FUNDING NOTICE

During May, participants of the NewYork-Presbyterian Hospital Retirement Plan will receive a comprehensive statement which includes the description and value of the plan's assets, liabilities and benefits guaranteed by the Pension Benefit Guaranty Corporation.

This is part of the amendments to the Pension Protection Act of 2006, which require pension plans to provide participants with an annual funding notice.

## 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](mailto:activities@nyp.org).



**In The Heights**  
Tuesday, June 9  
Rodgers Theatre  
7 p.m.  
Rear Mezzanine  
\$61.50 per ticket

**9 to 5**  
Wednesday, June 24  
Marquis Theatre  
8 p.m.  
Rear Mezzanine  
\$60.00 per ticket



**New York Mets vs. Philadelphia Phillies**  
Thursday, June 11  
7:10 p.m.  
Pepsi Porch  
\$48.00 per ticket

**New York Mets vs. St. Louis Cardinals**  
Tuesday, June 23  
7:10 p.m.  
Pepsi Porch  
\$32.00 per ticket



### JUNE 2009 BLOOD DRIVE

All employees who are able to donate blood are encouraged to participate in the June 2009 Blood Drive. Your donation may help save someone's life.

The schedule is listed below:

**NewYork-Presbyterian/Weill Cornell**  
Monday, June 15 & Tuesday, June 16  
8 a.m. – 6 p.m., Cayuga

**NewYork-Presbyterian/Columbia**  
Tuesday, June 16 & Wednesday, June 17  
9 a.m. – 5 p.m., Milstein Lobby

**NewYork-Presbyterian/Westchester**  
Wednesday, June 17  
9:30 a.m. – 4 p.m., Auditorium

**Morgan Stanley Children's Hospital**  
Thursday, June 18  
9 a.m. – 9 p.m., Wintergarden

**West 57th Street**  
Friday, June 19  
10 a.m. – 3:30 p.m.  
15th Fl. Conference Room

**East 38th Street**  
Monday, June 22  
8:30 a.m. – 4:30 p.m.  
3rd Fl. Conference Room

**NewYork-Presbyterian/Allen**  
Wednesday, June 24  
11 a.m. – 7 p.m.  
Mobile van by entrance



NewYork-Presbyterian is expanding the use of environmentally friendly, "green" practices across the Hospital and focusing on sustainability in order to conserve resources for the future.

Here are some tips on how you can help make a difference each day:

- Help conserve energy:
  - Shut off lights in unused areas
  - Turn off computers when they are not in use
- Help conserve paper:
  - Print only what you need
  - Copy double-sided where possible
  - Place non-confidential white/color and mixed paper, newspapers and magazines in the blue recycling bins

### ERRAND SOLUTIONS AT WORK FOR EMPLOYEES



Errand Solutions staff offer a variety of services to help employees, but they can also assist the patients and families that we serve.

You may be working with patients and families who need help getting food deliveries, or making hotel, restaurant and gift arrangements. Some patients may need food delivered to their homes as they are discharged, or help with other items to make their transition from the Hospital to home easier. Patients can connect to Errand Solutions by dialing \*99 from their room phones, and Errand Solutions staff can help address their needs and questions.

Last month, the Errand Solutions team helped NYP staff with everything from wedding invitations and gift deliveries to hotel, dining and travel arrangements and much more. Employees used Errand Solutions almost 6,000 times last month. And, approximately 1,000 patients and families also used this service.

Call or stop by the Errands Solution desk to see how they can help you or the people you care for each day.



*errand solutions at* **NYP**



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

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

**Other Green Pages News:**  
**[hrweb@nyp.org](mailto:hrweb@nyp.org)**