

A Round of Applause for Nursing Staff



NYP/MSCHONY

“Patients say, ‘You are my angel, my shining star.’”



NYP/Allen



NYP/Westchester



NYP/Columbia



NYP/Weill Cornell

“My heart and passion are to care for patients who can’t take care of themselves.”

A Message from Dr. Corwin and Dr. Kelly

As we mark 2012's half-way point, we remain focused on our vision of becoming the nation's preeminent academic medical center. Toward that end, we are delighted to share that NewYork-Presbyterian's most recently released Press Ganey patient satisfaction scores were among the highest ever. Our Institution-wide April score was 86 overall. Inpatient areas at NYP/Columbia and NYP/Allen were 86.3 and 86.6 respectively, and NYP/Weill Cornell's inpatient scores reached a high of 88.2, at the 90th percentile of our national "best hospitals" peer group! Congratulations to the amazing NYP team and thank you for your continued focus on consistently providing the best possible care and service to every patient, every day.

Key to the NYP team and to our patients' experiences are our amazing nurses and nursing support staff. We were honored to celebrate their achievements and hear their wonderful testimonials at last month's recognition ceremonies held across our campuses, and of course, at Yankee Stadium! Congratulations to all the awardees and thank you for serving as such important role models in providing true care and caring to our patients and their families.

In the spirit of recognizing our nurses and all our staff for the terrific work they do, we are excited about the roll-out of NYP's **AMAZING People Recognition Program**, a new, on-line program that allows managers to easily recognize staff for their commitment to patients and colleagues. **AMAZING People** encompasses and expands upon many of our existing award programs including Employee of the Month, the CARE and C.A.R.E. Awards, Resident of the Month, Shining Star and Falcon Awards. Details about this exciting initiative are included in this issue. The strength of our Hospital lies in our people, and as we begin the second half of the year, we know that amazing things will continue to happen here because of all of you! ■

Steven J. Corwin, MD

Chief Executive Officer
NewYork-Presbyterian Hospital

Robert E. Kelly, MD

President
NewYork-Presbyterian Hospital

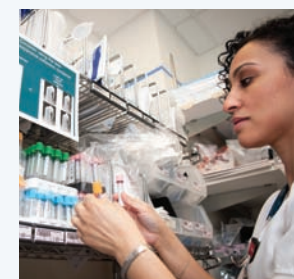


Dr. Corwin expressed his appreciation to nursing staff at NYP/Westchester.



Clinical Nurse Excellence Award winner Thomas Rottino, CN 1 (third from left), was congratulated by Dr. Kelly (far left), Willie Manzano, SVP and Chief Nursing Officer, NYP, and COO, NYP/Allen (far right), and his wife, Christina Rottino, at NYP/Allen.

Inside This Issue



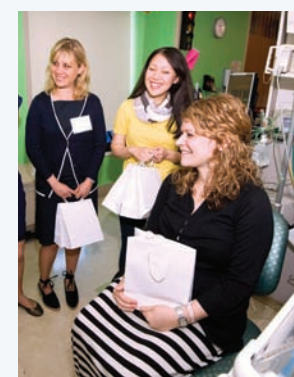
HERCULES

pg. 3



Obama Visit

pg. 7



We Put Patients First

pg. 8

Heard at CEO Town Hall Meetings with Dr. Corwin



Each month, as part of his commitment to encouraging open dialogue and learning from the NYP team, Dr. Corwin meets with staff across our Hospital sites. In April, he held a Town Hall Meeting at NYP/Columbia with staff from several departments, including Operations, Quality & Patient Safety and the Ambulatory Care Network. Here are just a few of the questions and answers that came up at this meeting.

Q: What is our strategy to get to the next level of patient satisfaction?

A: I know how hard everyone is working to achieve the highest levels of patient satisfaction. I think we do a terrific job at managing the difficult and complicated cases. Yet it is often the simplest, day-to-day interactions that can have the most impact on patient satisfaction, and we need to focus on these. Our standards are high, and our patients expect a lot from us. I believe that the key to even higher patient satisfaction is consistency — day after day, providing the same level of high quality and compassionate care and service to each of our patients and families, with every encounter.

Q: How do we control our supply costs when vendors seem to overcharge?

A: The Procurement and Strategic Sourcing Department has negotiated prices for specific supplies from our vendors. To ensure that we are receiving the highest quality item at the lowest cost, we limited the number of options available for each type of supply item. We have been successful in negotiating deep discounts on supply prices from many of our vendors, but we cannot publicize the actual costs. The prices you see in catalogues are not the prices we are actually paying for these items. I appreciate your vigilance on this and certainly want to encourage you all to continue to send your money-saving ideas to HERCULES@nyp.org. Every idea is reviewed and carefully considered. ■

NYPress

Volume 14, Issue 6 • June 2012

**NYPress is published by the
Public Affairs Department.**

627 West 165th Street, 6-621
New York, New York 10032
PH: (212) 305-5587
FAX: (212) 305-8023

425 East 61st Street, 7th Floor
New York, New York 10065
PH: (212) 821-0560
FAX: (212) 821-0576

Photography by Jason Green, Brad Hess,
Richard Lobell, Charles Manley,
NYP Media Services/Steve Harris,
Amelia Panico and John Vecchiolla.

**To obtain PDF versions of this and prior
issues of NYPress, please visit infonet.nyp.org/nypress. To submit ideas to NYPress,
email: nypress@nyp.org**

© NewYork-Presbyterian Hospital



A Mighty Response to Health Reform

Supplies Offer a Way to Save, While Continuing to Deliver the Best Patient Care

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

Share Your Ideas



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

At NewYork-Presbyterian, there are many opportunities to achieve savings by reducing the cost of supplies, minimizing waste, and standardizing the amount of supplies we give to patients at discharge. As part of our HERCULES effort, NewYork-Presbyterian's **Nursing Med-Surg /ICU/ED Supply Committee** has been focused on identifying these opportunities and raising awareness across patient care areas and clean supply rooms.

The Committee quantified the average supply cost per patient day per floor, and then set a 2012 cost reduction target of \$2 from the 2011 level of \$62. Reports have been made available to our Patient Care Directors that provide information they need to track overall supply expense per patient day per floor, as well as monthly expense trends, in order to identify opportunities to replace high cost items with lower cost alternatives. For example, the cost of one suction canister equals the cost of four less expensive containers. Sharing concrete examples like this with front-line staff has helped to heighten their awareness and change the culture. The Committee will soon be rolling out a relative cost-awareness campaign so that staff will be able to easily distinguish between high vs. low cost items.

The Committee is committed to promoting awareness across patient care areas throughout the Hospital. They have encouraged Patient Care Directors and front-line staff to actively seek and share potential cost saving ideas, and

maintain "supply utilization" as a standing agenda item at monthly staff and unit meetings. They want everyone at NYP to know that "if you see any opportunity to save, say something!"

The Nursing Med-Surg /ICU/ED Supply Committee has also worked with Social Work leadership in partnering with various home care agencies such as the Visiting Nurse Service, Metropolitan Jewish, and others, to standardize and reduce the time it takes for supplies to be delivered to a patient's home. By reducing home delivery time, patients will need to take fewer supplies home with them at discharge, resulting in savings to the Hospital.

The Committee has been working diligently on promoting awareness and communicating about the importance of supply cost reduction, and they are committed to achieving their supply cost reduction target of \$2 per patient day per floor. To date, much progress has been made. These initiatives have resulted in overall clean supply room expense savings of \$1 per patient day per floor. That means we are 50% there and further savings are anticipated. ■

NOTE: Bernadette Khan, VP, Nursing-Specialty Services at NYP/Weill Cornell, leads the Hercules Nursing Med-Surg/ICU/ED Supply Committee. Team Leaders are Deborah Stilgenbauer, Director, Nursing, NYP/Weill Cornell; Joan Kaiser, Director, Nursing, NYP/Columbia; Maureen Cole, Director, Nursing, MSCHONY; Marie Finn, Director, Nursing, NYP/Allen, and Carolyn Halik, Administrator, Financial Strategy.



Staff Nurse Johanny Batista-Shallit, RN, viewed information posted in clean supply rooms that helps raise awareness of costs and guides staff in their choices.

New Program To Recognize NYP's AMAZING People

At NewYork-Presbyterian, we have many award programs to recognize our amazing staff for the work they do for patients and families, as well as for their co-workers. In June, the Hospital is launching the **AMAZING People Recognition Program**. This new online, Hospital-wide program is an industry best practice that allows managers to easily recognize staff and offers employees a wide array of gift choices.



Currently, the Program comprises the following awards: Employee of the Month, which incorporates our existing CARE and C.A.R.E. Awards, Resident of the Month, Falcon Award, and Shining Stars. Managers can now recognize recipients and award them points, called AwardperQs® that can be redeemed on the **AMAZING People Recognition Program** website for electronics, jewelry, clothing, accessories, sporting goods, and other merchandise.



As part of the **AMAZING People Recognition Program** the Hospital is introducing Applaud a Teammate, a new award category that enables staff to recognize their co-workers.

In coming weeks employees will receive information via email or at home explaining how to access their **AMAZING People Recognition Program** account. To introduce the site and to say thank you, all non-management employees will receive one AwardperQs® when they log into the system for the first time on or before June 30.



To access the **AMAZING People Recognition Program** site at the Hospital go to <https://nyp.performnet.com> From outside the Hospital, use nyp.org/employees.



A Round of Applause for Nursing Staff



NewYork-Presbyterian has 4,900 nurses and more than 10,000 nursing support staff members, and the Hospital celebrated them all during National Nurses Week, May 6-12. For the first time both nurses and support staff were recognized together at events at each of the main NYP sites.

Highlighting the advocacy role that nursing professionals play, Dr. Corwin said, "Being

there for the patient is what it's all about in nursing. It's about taking care of sick people and making them better."

Each celebration featured a video of NYP nurses and support staff members reflecting on their work.

Dr. Kelly thanked the families of Nursing's employees, telling them, "You are the structure that holds them up."

"I love it.
I've been here 44 years."

Nursing Honors Its Own

The following individuals were nominated by their peers for National Nurses Week awards.

NURSES

NYP/Allen, Christina O'Neill, Thomas Rottino; **Milstein**, Tracey Andrews, Ann Finck, Mavis Denise Robinson, Allison Weiss; **NYP/Westchester**, Marianne Brulhardt, Susan McTernan, Sharon Ward-Miller; **MSCHONY**, Joyce McRae, Tammy Stoklas; **NYP/Weill Cornell**, Katie Dwulet, Magdalena Smith, Ranjani Venkataramanan.

NURSING SUPPORT STAFF

NYP/Allen, Debbie Carr; **Milstein**, Adora Brown, Michelle Gayle; **NYP/Westchester**, Anthony Obi, Michael Reynolds; **MSCHONY**, Jane Davis, Edwin Munoz; **NYP/Weill Cornell**, Denise O'Sullivan, Maisie Thompson.

FRIENDS OF NURSING

NYP/Allen, Roberto Nunez; **Milstein**, Nathan Stern; **NYP/Westchester**, Jami Somereve; **MSCHONY**, Allison Heffer; **NYP/Weill Cornell**, Katherine Pavlovich.



NYP/Allen



"My colleagues are incredible. They taught me everything I know."



NYP/Columbia

Dear NYP Nurses,

My name is Amy Jordan. I was a dancer. My life was about moving.

Until May 1, 2009. On that day I was struck by a passenger bus. I was taken to a nearby hospital.

Nine days later a surgeon sat down and said, “Ms. Jordan, we are just not going to be able to save your leg.” I was referred to a NewYork-Presbyterian physician and pleaded with him to get me to another hospital. The next day I was transferred to the burn unit of NewYork-Presbyterian. I had lost the skin off my right leg and needed skin grafts.

The moment I arrived I knew I was in great care. I had a high fever and the nursing team went to work. They made sure I got the nutrition I needed, and one of the nurses stayed by my side for hours.

Over the coming weeks the care I received was unbelievable. The night nurses would stay with me when I feared I would not wake up. They assured me they would be there throughout the night.

They would talk to me about my passion, dancing, and get my opinion about “So You Think You Can Dance.” If they were off when it aired, they would make a point to stop by and ask for my critique.

My friends taped paper flowers to the walls, windows, and door. When it came time to move me from the burn unit to stepdown, I thought, “No more decorations.” But when I arrived in my new room, I was moved to tears. Andrew Greenway, a nurse, had taken down all the flowers and put them in my new room. I was amazed at the gesture.

The care I received on a daily basis under such harsh conditions was miraculous and loving. All my nurses were always smiling. They always encouraged me and told me I would recover.

Today, after three years and 18 surgeries, I am done being rebuilt.

Today I walked around New York on MY leg. I rode the bike at the gym for 30 minutes and did seven minutes on the elliptical. Tomorrow I will go to spin class.

I owe my life to NewYork-Presbyterian Hospital, on a level I cannot even articulate. When I get frustrated or low or afraid of what lies ahead for me, I think of those days and all those people did for me, and sometimes it is the one thing that keeps me going amidst all this uncertainty. I will be forever grateful.

With love and appreciation,
Amy Jordan

“They always encouraged me
and told me I would recover.” — *Amy Jordan*



Amy Jordan (left) with NYP/Weill Cornell burn unit nurse Andrew Greenway, Clinical Nurse Specialist.

Hospitality for Patients, Families and Visitors

The NewYork-Presbyterian Guest Facility at The Helmsley Medical Tower offers temporary accommodations for Hospital patients, their families and visitors. Each spacious room offers cable TV, a fully equipped kitchen and daily housekeeping service.

The Guest Facility now offers recently renovated Sovereign Suites on the 12th floor as well as flat screen LCD



TVs and new mattresses in all guest apartments. High speed Internet access, which is now wireless and FREE, is available in all guest rooms.

The Guest Facility is located at 1320 York Avenue between 70th and 71st Streets. To learn more details or to make a reservation, call (212) 472-8400 or visit www.nypguestfacility.com.



COMPLIANCE HELPLINE

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

classifieds



■ **DRIVER WANTED:** For commute to NYP/Columbia from Suffern/SpringValley/Nanuet, New York, or Ramsey, New Jersey (flexible). Start times would be 8 a.m. and 4-4:30 p.m. Will share expenses. If interested, call (845) 368-1336.

calendar



■ **June 9** — The First Avenue Street Fair will take place between East 68th and East 79th Streets from 12 to 5 p.m. To learn more, contact Agnes Peterson at (212) 821-0560 or apeterso@med.cornell.edu.

■ **June 14** — Care and Outreach for People Living with Epilepsy (COPE) will sponsor a talk on "Safety and Activities of Daily Living" by Laura Ponticello, RN, and Maithili Manassis, PT, DPT. The talk will take place from 5:30 to 6:30 p.m. at Weill Cornell Medical College, Room A-126 (1300 York Avenue at East 69th Street). To learn more or to register, call

Luydmila Jovine, LSW, BCD, at (212) 746-2471.

■ **June 14** — NYP/Westchester will hold a blood drive in its auditorium from 10 a.m. to 4 p.m.

■ **June 23** — The 2012 Arthritis Walk will take place in Battery Park beginning at 10 a.m. (registration at 8:30 a.m.). David Royce, MD, Chief, Pediatric Orthopaedic Surgery, Morgan Stanley Children's Hospital, will be the Walk's 2012 Medical Honoree. For more information, contact Nancy Gautier-Matos at (212) 305-5587 or gautier@nyp.org.



promotions

Human Resources reports the following promotions as of April 30, 2012:

NYP/ACN



Rebecca Osei

Rebecca Osei
Patient Fin Advisor-Pat Access, Rangel Practice

Raul Colon
Patient Fin Advisor-Pat Access, Psych Clinic Onsite Program

Jason Young
Supv, Women's Health Svcs Support

NYP/ALLEN

Roberto Nunez
Dir-Facilities Opr, Allen-Operation & Maint

Armando Porte
Unit Assistant, Allen Per Diem Pool



Patrice Davis

Patrice Davis
Clinical Nurse II, Admin. OB/GYN

NYP/MSCHONY

Jose Florentino
Patient Fin Advisor-Pat Access, CHONY E.D. Registrars

Edward Kim
Staff Nurse, CH-Emergency Room



Monika Copelin

Monika Copelin
Operating Room Technician II, CH-Operating Room

NYP/COLUMBIA

Kwasi Acheampong
Central Processing Tech-Cert, Sterile Supplies

David M. Baorto
Mgr-IS, Medical Informatics Svcs

Alisha Beverly
Coord-Patient Care-Rehab Med, Inpatient Rehabilitation Unit

Juliet Brathwaite
Patient Representative, Vascular Interventional

Scott Cooper
Nurse Coordinator, Cardiac Catheterization Lab

Idalia Cruz
Coord-Pat Exec Svcs, Patient Accounts Admin

Jamilla Demorizi
Financial Coordinator, Lung Transplant Program

Jose Gil
Sys Hardware Analyst II - IS, Desk Top Support - West

Roy Jarvis
Transporter - Messenger, Emergency - A

Charon Kirk
Patient Fin Advisor-Pat Access, Radiology-Central Scheduling

Michael Lowery
Truck Driver, Receiving Dept

Denise Marquez
Staff Nurse, MB-9GS Medical

Serena McKinney
Administrative Assistant, HR-Employment Services

Tatiana Montoya
Staff Nurse, MB-6GS Medicine

Joanne Newman
Mgr-Significant Event Rptg-Psy, Admin Psychiatry

Ademola Odugbes
Nuclear Medicine Technologist, Nuclear Medicine-MHB3

Karen Stugensky
Sr-Physician Asst, Transplant Pas

Annica Sutherland
Unit Assistant, Milstein Surgical Pool

Robin Thomas
Prgmr Analyst III - IS, Clinical Information Systems



Durell Webb

Durell Webb
Sys Hardware Analyst II - IS, Communication Management

NYP/WEILL CORNELL

Alaaeldin Ahmed
Sys Hardware Analyst II - IS, Desktop Support - East

Inga Bennett
Prgmr Analyst III - IS, IT Financial Systems

Leonardo Bodden
VP IT-Converged Technologies, Administration - VP

Elias Boyle
Coord-Recruitment, HR-Employment Services

Aaron Brown
Coord-Care, Care Coordination

Monica Cabrera
Clinical Nurse Specialist, Med/Surg-Nursing

Jose Castillo
Sys Hardware Analyst I-IS, Desktop Support - East

Jia Chen
Project Leader - IS, IT Corporate Systems

Hemchand Cheta
Rehab Aide, Rehab Medicine

Lillian Clark
Sr Analyst-Revenue Cycle, Patient Accounts

Yael Coppleson
Manager-Quality Data, Regulatory & Quality Info Mgmt

Lesley Covington
Prgm Mgr-Infect Preventn Ctrl, Epidemiology

Robert Coy
Project Leader - IS, Clinical Information Systems

Ilirjan Decka
Mgr-IS, IT Business Solutions

Debra Faecher
Prgm Mgr-Partl Hospn, PWC Partial Hosp Pgm

Jonathan Gordon
Dir-Strategy, Strategy & Regulatory Planning

Andrew Greenway
Clinical Nurse Specialist, Nursing Admin-Critical Care

Lauren Groce
Clinical Manager, Critical Care Nsg - Emerg Room

Dritan Hashorva
Technical Specialist - IS, IT Business Solutions

Jennifer Holohan
Nurse Epidemilgst, Epidemiology

Eileen Hunt
Mgr-Clin Pharmacy, Pharmacy

David Lennihan
Sys Hardware Analyst II - IS, Communication Center



Zameena Salim-Rasheed

Zameena Salim-Rasheed
Spl-Compliance, Corporate Compliance

Sandra Leon
Nurse Practitioner, Nur-B15 Short Stay Surg

Betsy Maldonado
Staff Assistant, Kidney Acquisition Program

Edwin Martinez
Zone Mechanic, Engineering Maint

Natalie Mohammed
Patient Care Director, NUR- 5N MED SURG

Sonny Mulia
Account Repr, Stich Radiation Ctr

Ziad Nasr
Sys Hardware Analyst III - IS, Desktop Support - East

Rodrigo Ortiz
Prgmr Analyst III - IS, IT Corporate Systems

Janett Pike
Sr Nurse Epidemiologist, Epidemiology

Vladimir Portnoy
Mgr-IS, IT Corporate Systems

William Roberts
Emergency Paramedic, EMS

Damon Ros
Dir-IS, Clinical Information Systems

Darius Santiago
Prgmr Analyst III - IS, Clinical Information Systems

Serge Schmakov
BioMed Tech III, Biomedical Engineering

Eric Schmitz
Technical Specialist - IS, IT Business Solutions

Brian Schneider
Nurse Administrator, Nursing Administration

Evgeny Shelkov
Supv-Clin Neuroscience Techs, Neurophysiology

Yury Shlionsky
Info Sys Spl Prgmng - IS, IT Business Solutions

Candace Solon
Spl-Talent Acquisition, HR-Employment Services

Peter Stoffan
Staff Nurse-RN, NUR-8N Surgical SDU

Marc Sturm
Dir-IS, IT Business Solutions

Nadejda Timofeeva
Prgmr Analyst III - IS, Clinical Information Systems

Matthew Walsh
Project Leader - IS, Clinical Information Systems

NYP/WESTCHESTER

Jennifer Ayers
Care Mgr-Behavioral Hlth, Care Management



Jennifer Ayers

If you know of any promotions that have been omitted, please report them to Human Resources at these numbers: 746-1448 (Weill Cornell); 305-5625 (Columbia).

Yankees, NYP Collaborate to “Strike Out Stroke”

To observe National Stroke Awareness Month — May — NYP teamed up with the New York Yankees to raise awareness of stroke and stroke care.

As part of a Sunday, April 29, game day, NYP set up stroke screening booths inside Yankee Stadium, and for two hours before the Yankees played the Detroit Tigers, fans checked their blood pressure and learned about the warning signs and symptoms of stroke. The first 20,000 fans in attendance received stop watches, courtesy of NYP, as a reminder of the importance of recognizing a stroke right away.



“More than half a million strokes occur every year in the U.S., touching the lives of many New Yorkers,” a Yankees announcer declared over the loudspeaker. “Stroke can be a devastating disease, but if it is treated right, the result can be great.”

NYP is a designated stroke center and one of the leading institutions for stroke care in the country.



(Above) A fan had his blood pressure checked.

(Left) Before the first pitch Yankee relief pitcher David Robertson joined NYP staff, patients and Dr. Corwin, John Mack, and Drs. Pardes, Randolph Marshall, Stephan Mayer, Olajide Williams, Philip Stieg, Babak Navi and Matt Fink.

A Presidential Sister Visits



Auma Obama signed a copy of her book for Leslie Kirzner, Manager, Pastoral Care-Education.

Dr. Kelly welcomed Auma Obama, President Barack Obama's older sister, to MSCHONY on April 30 for a book signing for her recently published memoir, *And Then Life Happens*.

“I wrote the book to explain who I was, who my family was,” she said. “Our family is complex. A lot is being written about us, but the writers are not asking us for information.”

She read an excerpt from the book about her first meeting with her brother, which took place in Chicago in the 1980s, when he was a young community organizer. She grew up in Kenya with their father, while her brother was in the U.S. and Indonesia with his mother.

A resident of Kenya, Dr. Obama worked for five years for the nonprofit organization CARE and then started her own foundation, called Sauti Kuu (Kiswahili for “powerful voices”) that works to support children and youth. Profits from the sale of her book, published by St. Martin's Press, will benefit Sauti Kuu.

“People are interested in me because of my brother,” Dr. Obama says. “Their interest gives me exposure and opportunities. It's how I use them that matters.” After the book reading Dr. Obama visited young patients.

Awards & Honors

Charlie Rose Honored for Distinguished Service

For his work to raise public awareness of the brain and brain-related disorders, broadcast journalist Charlie Rose received the Distinguished Service Award from the Columbia Presbyterian Health Sciences Advisory Council at a luncheon on May 3.

Mr. Rose, executive editor and anchor of “Charlie Rose” on PBS and a co-anchor of “CBS This Morning,” hosts “The Brain Series” on PBS, working in close collaboration with Eric Kandel,

MD, Columbia University Professor and Nobel Prize winner. The series explores the scientific study of the human brain and has so far devoted episodes to such topics as perception, social interaction, aging and creativity, and the latest research on depression, schizophrenia and Alzheimer's.

“I count myself to be one of the lucky ones,” Mr. Rose said. “I can sit at a table and connect with people. I have the opportunity to tap into the passion of people whose work will enrich us all.”



Congratulating broadcast journalist Charlie Rose (third from left) were (from left) Dr. Corwin; Mark Schwartz, Chairman of the Columbia Presbyterian Health Sciences Advisory Council; and Lee Goldman, MD, Dean of the Faculties of Health Sciences and Medicine at Columbia University Medical Center.

100 Best Hospitals

The magazine *Becker's Hospital Review* has named NewYork-Presbyterian to its “100 Great Hospitals” list and profiled Dr. Corwin as one of “100 Leaders of Great Hospitals.” The leadership of these individuals, it said, “continues to serve as a primer for the future.”

Becker's Hospital Review features business and legal news and analysis relating to hospitals and health systems.

Psychiatrists Honor Senator

Jeffrey Lieberman, MD, Psychiatrist-in-Chief at NYP/Columbia and president-elect of the American Psychiatric Association, and Jack Barchas, MD, Psychiatrist-in-Chief at NYP/Weill Cornell, presented former Senator Arlen Specter with the Public Service Award given annually by NewYork-Presbyterian Hospital, Columbia University Medical

Center and Weill Cornell Medical College. The institutions honored Senator Specter for his sustained efforts to increase support for biomedical research and enhance mental health care services.

The award presentation took place at the American Psychiatric Association meeting held in Philadelphia in May.



Jeffrey Lieberman, MD (on left), and Jack Barchas, MD (on right), with Senator Arlen Specter



Delighters

Creating Positive, Memorable Experiences for Patients

Surprise birthday cakes, performances by talented musicians, relaxing facials and hand-knit blankets for newborns are just a few of the ways NewYork-Presbyterian tries to “delight” our patients. A “delighter” can be any low cost, high impact amenity, activity, food item or

service that provides an unexpected, positive experience for our patients and/or their family members. We have many programs in place that use “delighters” to help ease our patients’ Hospital stays. Several are featured in this article and others can be viewed at http://infonet.nyp.org/Attach/NYP-Delighters_for_Infonet.pdf.

In addition to formal programs, individual members of the Hospital team continuously find new and creative ways to try to make our patients feel especially cared for while they are at NYP. The Patient

Centered Care team wants all staff to share their ideas for ways to “delight” patients and is holding a contest in June. All suggestions will be reviewed, and several winners will be selected from each campus. Please see the box below for details. ■



Xavier Cardriche of Musicians on Call, an organization that takes music to patients, played for Susan Elberth (center) and her daughter, Julie Elberth. INSET: Fiona Soman-Thomas, Musicians on Call coordinator.



At MSCHONY, flowers from Monicamma Mathew, CN II (on right), said “Happy Mother’s Day” to Dianita Delpozo.



Patient Family Advisory Councils helped celebrate Mother’s Day at both MSCHONY and NYP/Weill Cornell. At Komansky Center for Children’s Health, (from left) Council members Jen Small, Annie Nugent, Justine Leguizamo and Daria Kim presented a Mother’s Day card to Jill Diamant.

**ENTER
CONTEST!**

★ 2012 NYP “Delighters Contest” ★

To enter the contest, please submit your ideas to <http://www.surveymonkey.com/s/TG737LX>. If you don’t have easy access to a computer, please ask your supervisor to submit your idea for you in your name. When submitting your ideas,

remember that small gestures of kindness can make a big difference to our patients. To win, ideas should be new to NYP and inexpensive to implement and should impact as many patients as possible.

The deadline for entry is June 30, and

winners will be announced in July. Several winners will be selected from each campus. Each will receive a prize, and winning ideas will be posted on the Infonet. We look forward to hearing from you.

Benefits Corner



2012 VOLUNTARY BENEFIT UPDATE AND ENHANCEMENTS

The 2012 annual enrollment for the Voluntary Benefit plans, which include Universal Life, Critical Illness and Short-Term Disability, is June 4 through August 31. During this period, you can enroll for the first time, or if you already enrolled, make changes and review existing policies for benefits.

The Short-Term Disability plan has been enhanced with the following changes:

- **Guarantee of Coverage** - Employees who were previously denied coverage due to medical history will now be approved.
- **Increased Coverage** - You may now elect up to 40 percent of your income with a maximum benefit amount of \$5,000 per month.
- **Policy Duration** - The new policy allows for coverage to age 72. Previously, coverage was allowed to age 64.
- **Waiver of Premium** - After 90 days of disability, the premium that is deducted from your paycheck will be waived for the duration of your disability. During this period you will continue to receive coverage at no cost to you.

Please review your options to make sure you have the plan and benefits that best fit your needs. Enrollment Counselors will be onsite to assist you. To schedule an appointment, call (800) 229-5129, ext. 248.



NEW COLLEGE ADDED TO PREPAID TUITION PROGRAM

As part of our Educational Assistance Program, NYP offers a prepaid tuition option which provides employees up to \$3,000 when attending a participating college. Effective with the 2012 Fall semester, The College of New Rochelle will be participating in the prepaid tuition option. Currently there are 21 colleges on the list of participating schools. We are continually working to improve the program by encouraging more schools to participate.

Information about prepaid tuition, including a complete list of participating schools, is available on the *Employees* page of the NYP Infontet. Click on *Education Assistance Agreement* in the *Forms* section.

You can also find information about our comprehensive Education Assistance Program by clicking on *Education Assistance Program* in the *Resources and Guides* section.

If you need assistance, call (212) 297-4428 or email Tuition@nyp.org.

Employee Activities



DISCOUNT TICKETS MOVIE TICKETS

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

SPORTS, THEATER AND FAMILY ENTERTAINMENT TICKETS

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

► Plum Benefits

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

► TicketsAtWork.com

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

► Working Advantage

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

► GoldStar

Log on to www.goldstar.com.

► Corporate Offers

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

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

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

EMPLOYEE DISCOUNTS



Six Flags Great Adventure and Hurricane Harbor • July 18 & July 21

Join the third annual Family and Friends Days for NewYork-Presbyterian Hospital employees at Six Flags Great Adventure and Hurricane Harbor on Wednesday, July 18 and Saturday, July 21. Employees pay \$42.48 per person, per day (regular price is \$95.45) and children aged 2 and under are admitted free. The price includes admission to Great Adventure, Wild Safari and an all-you-can-eat-and-drink buffet from 12 noon until 2 p.m. in a private picnic area.

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

To purchase tickets:

- Logon to: <http://www.sixflags.com/greatAdventure/index.aspx>
- Enter Promo Code: **nyp2012** where indicated in upper right hand corner and click "Go."

You must purchase your tickets online no later than **July 17** for Wednesday, July 18 and **July 20** for Saturday, July 21.

Additional offers are available online for the Hurricane Harbor Water Park, Theme/Safari only tickets and discounted Parking Passes. Savings range from 56 percent to 75 percent off the main gate price for all. There is no limit on the number of tickets you purchase but they must be purchased online.



METROACTIVE FITNESS

MetroActive Fitness (MAF) is a group of mobile personal trainers and instructors based in New York City who specialize in Pilates, martial arts, Krav Maga, yoga, and strength training. MAF is pleased to offer a 20 percent discount on all personal training for NewYork-Presbyterian employees so that you can meet your fitness goals in the comfort of your home. Visit their website at www.metroactivefitness.com or contact justin@metroactivefitness.com for more information and to schedule your personal training session.



Verizon TV, Internet, and Home Phone Bundle Discounts

NewYork-Presbyterian employees can receive a discount of up to \$10 per month if they bundle TV, Internet and home phone services through Verizon. This offer is good for both new and existing customers and is available online only. To sign up, go to verizon.com/connections, enter your work email address or select "I don't have a work email address" and follow the prompts to start saving. If you are a new FiOS customer, you may be eligible for additional special offers.



"Dell Advantage" from Dell's Member Purchase Program

NYP employees can upgrade their employee savings and, for a limited time, join the "Dell Advantage" loyalty program for free. Visit www.dell.com/MPP/NYPAdvantage to register and receive a 5 percent promotional gift card and free second business day shipping on every future purchase with Dell. You can earn rewards on your already discounted employee deals.

Through the Member Purchase Program, NYP employees receive the best prices on consumer PCs from Dell and save up to 10 percent on select electronics and accessories. To view the latest offers logon to www.dell.com/MPP/NYP or call (800) 695-8133 and use member ID **HS31704453**.



NYP Gala

A Rock Band and a Youth Chorus Help Raise Funds for NYP's Children

Friends and guests of NYP dressed in their best evening attire May 2 for the annual black-tie Gala at the Waldorf Astoria. This year's event, featuring the legendary band Chicago, raised \$2.7 million for the Hospital's children's programs.

The Brooklyn Youth Chorus also performed at the Gala, which took place in the hotel's Grand Ballroom.

Gala Chairs included NYP Board of Trustees Chairman John Mack and his wife Christy, and Hospital Trustee David Komansky and his wife Phyllis. Faculty Chairs were Lawrence Stanberry, MD, and Gerald Loughlin, MD



Physicians, nurses, and other staff who care for NYP's youngest patients surrounded Gerald Loughlin, MD, Pediatrician-in-Chief at NewYork-Presbyterian Phyllis and David Komansky Center for Children's Health (front row, center, on left), and Lawrence Stanberry, MD, Pediatrician-in-Chief at NewYork-Presbyterian Morgan Stanley Children's Hospital (front row, center, on right).

People on the Move

Juan Mejia



Juan Mejia

Juan Mejia has been promoted to Vice President of Operations for Morgan Stanley Children's Hospital and Sloane Hospital for Women. He is responsible for managing day-to-day operations as well as the capital and operating budgets for cardiology, perioperative, emergency, outpatient subspecialty services and diagnostic and interventional imaging services.

In 2003 Mr. Mejia joined NYP as a Revenue Manager. For the past six years he served as Director of Clinical Operations for the Milstein Hospital, overseeing the daily operations of numerous departments and clinical areas, including the infusion center, radiation oncology, endoscopy/bronchoscopy and gamma knife services.

He was also Director of the Gastrointestinal Service Line at NYP/Columbia and has held leadership roles on many cross-campus patient safety, business planning and disaster management committees.

Mr. Mejia, who earned a bachelor's degree in physiological science from the University of California Los Angeles and a master's degree from Columbia University's Mailman School of Public Health, worked as a consultant for the New York City Department of Health and Mental Hygiene before joining the NYP staff. ■

Leo Bodden



Leo Bodden

Leo Bodden has been promoted to Vice President of IT-Converged Technologies in the Department of Information Services. In this role, he will continue to be responsible for Hospitalwide budgeting, development, research and strategic oversight for Unified Communications Services, which includes new and existing data network, telecommunications and video services. He will also continue to be responsible for Biomedical Engineering. In addition to his responsibilities at NYP, he will continue his oversight role at Columbia University Medical Center.

Mr. Bodden started at NYP in 1995 as a volunteer and joined the Hospital's staff a year later as workstation coordinator. He has served in various roles with progressive responsibility in the department ever since, most recently as Corporate Director.

Mr. Bodden earned a bachelor's degree in computer science from a combined program offered by Rutgers University and the New Jersey Institute of Technology. He is also a Cisco-Certified Internetwork Expert. ■