

BEST HOSPITALS

& WORLD REPORT
U.S. News

HONOR ROLL
2011-12

BEST HOSPITALS

& WORLD REPORT
U.S. News

NATIONAL
CANCER
2011-12

BEST HOSPITALS

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NATIONAL
CARDIOLOGY &
HEART SURGERY
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DIABETES &
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BEST HOSPITALS

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NATIONAL
UROLOGY
2011-12

NYP Is No. 6 in the Nation, No. 1 in New York

NewYork-Presbyterian Hospital ranks No. 1 in New York and among the top six in the U.S. out of the nearly 5,000 hospitals evaluated by *U.S. News & World Report's* 2011-12 edition of "America's Best Hospitals." For the 11th consecutive year, NYP has also earned the distinction of being listed on the prestigious *U.S. News* Honor Roll, which highlights medical centers that rank at or near the top in at least six specialties based on reputation, volume and other patient-care factors.

NewYork-Presbyterian is nationally ranked in 15 of the 16 specialties including: Cancer; Cardiology & Heart Surgery; Diabetes & Endocrinology; Ear, Nose & Throat; Gastroenterology; Geriatrics; Gynecology; Nephrology; Neurology and Neurosurgery; Ophthalmology; Orthopedics; Psychiatry; Pulmonology; Rheumatology; and Urology.

The Hospital also achieved the highest possible score for advanced technologies and patient services in all 12 specialties where these categories apply.

"We are pleased to once again to be ranked among the nation's best hospitals," says Dr. Herbert Pardes, President and CEO of NewYork-Presbyterian Hospital. "Patients at our Hospital are cared for by some of the world's leading physicians and surgeons who are dedicated to offering the most advanced treatment options in a compassionate and caring environment. Through our affiliation with two of the nation's leading Ivy League medical schools — Weill Cornell Medical College and Columbia University College of Physicians and Surgeons — our medical

(Continued on page 2)

Congratulations!

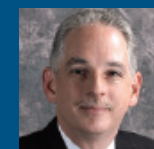
NewYork-Presbyterian Hospital has once again been ranked as the leading hospital in New York and one of the top hospitals in the nation! For the 11th consecutive year, we have been named to the Honor Roll, and for the sixth consecutive year, we have held steady at No. 6 in the nation, according to the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

This is an amazing achievement, particularly in our competitive and challenging environment. It truly validates the outstanding quality and compassionate care and service that we deliver to our patients and families. Thank you to our amazing doctors, nurses, staff and our medical school partners Weill Cornell and Columbia, for your teamwork and commitment to *We Put Patients First*. We are very grateful and proud of the work you do every day!

NewYork-Presbyterian has had an extraordinary 12-year journey. We have accomplished what many said would be impossible — the successful merger of two top hospitals to become a recognized academic medical leader in New York, across the nation, and around the world. Reflecting on everything we've achieved together, there is so much to celebrate. And, as we begin the next chapter, there is so much to look forward to. We are confident that because of all of you, NewYork-Presbyterian will continue to do amazing things!



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



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

A Special Message from Herb Pardes

August 1, 2011

To my wonderful colleagues at NewYork-Presbyterian:

This issue of *NYPress* celebrates the fact that once again NewYork-Presbyterian is among the top ranked hospitals on the *U.S. News & World Report* national Honor Roll of hospitals. This year, the achievement is particularly meaningful because it signifies that the Hospital is in a strong position to transition to a new leadership team.

I want to congratulate Dr. Steven J. Corwin in the strongest possible terms. I could not be prouder or more happy that he will be the new CEO with Dr. Robert E. Kelly as his President. Dr. Corwin has led many of the initiatives that have brought the Hospital to its present position of clinical, operational and financial strength. In appointing him CEO, the Trustees rightly expressed their confidence that he is exactly the person to steer the Hospital through upcoming challenges and make it even stronger and greater. Dr. Corwin and Dr. Kelly are two outstanding individuals with magnificent values. The Hospital could not move into better hands.

We have come together through a wonderful 12 years to a special moment. It has been my great privilege to work with you as President and CEO. In my role as Executive Vice Chairman of the Board, I will continue to work on behalf of the Hospital, supporting Dr. Corwin and his team in any way I can, advocating on the Hospital's behalf in the halls of Washington and Albany and helping to raise the funds to keep it at the forefront of medicine. We are all partners in the task of making NewYork-Presbyterian a great hospital, where patients and their families consistently receive the best care medicine has to offer and where compassion and empathy are a way of life.

With thanks to all of you for all you do and warmest regards,



Herbert Pardes



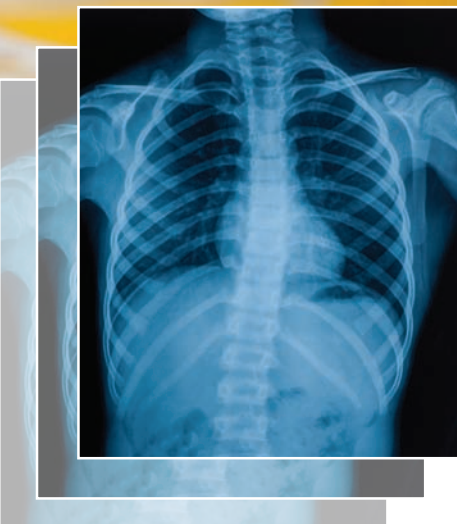
A Mighty Response to Health Reform

Designed to meet the challenges of health care reform by finding opportunities to reduce costs while maintaining our commitment to *We Put Patients First*.



HERCULES is a key Hospitalwide 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.

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



HERCULES Project Highlights

Improving Blood Product Utilization

NYP utilizes a high volume of blood and blood products to care for many of our complex patients. Through the **HERCULES** initiative, we are now focused on using our blood products more efficiently. We are reviewing the Hospital's processes for managing our blood product inventory and developing strategies for ensuring adequate supply levels and optimizing use of various blood products. All staff can help by returning unused, viable blood products to the blood bank as soon as possible.

Reducing Duplicate and Unnecessary Testing

In order to minimize duplication of radiologic and laboratory tests, which uses resources and may not be beneficial to patients, a series of alerts have been set up in the Hospital's clinical information system. When a clinician requests a duplicate test, an alert will appear in order to confirm that the test is necessary. If a radiologic test is ordered within six hours of a previously ordered exam, the clinician placing the order will be alerted. Similarly, if certain

laboratory tests are reordered within specific time frames, clinicians will be alerted as well. Further, certain blood tests will be removed from daily routine order sets altogether. Clinicians will now be encouraged to evaluate their patients' lab and X-ray results each day, discuss the clinical necessity of further testing, and avoid ordering a week's worth of tests in advance. These new alerts will help to conserve resources and unnecessary testing, while ensuring the safest and highest-quality care for our patients.

Look for other examples of **HERCULES** cost-saving initiatives in upcoming issues of *NYPress*.

NYP Is No. 6 in the Nation, No. 1 in New York

(Continued from page 1)

team is continually developing cutting-edge technologies and potentially life-saving therapies."

Says Dr. Steven J. Corwin, Executive Vice President and COO, "Our patients and their families are our No. 1 priority. This special recognition from *U.S. News* reflects the steadfast commitment of our physicians, nurses, and our entire staff to support them as they face their biggest medical challenges."



Several Reasons NewYork-Presbyterian Is Among the Nation's Top Hospitals:

1. We put patients and families first.

From cutting-edge treatment options to our culture of empathy, NYP is committed to providing the highest-quality care to patients and their families.

2. Reinventing medical practice. As the nation's only hospital affiliated with two leading Ivy League medical schools, NYP physician-scientists are on the forefront of innovations, from less-invasive heart valve replacements to breakthrough treatments in brain and prostate cancers.

3. World's best facilities and technologies.

The Vivian and Seymour Milstein Family Heart Center has advanced operating rooms allowing clinicians to perform "hybrid" heart surgeries combining surgery and interventional cardiology. The Ronald O. Perelman and Claudia Cohen Center for Reproductive Medicine achieves success rates that are among the highest in the world.

4. World-class care. Our solid-organ transplant program, including heart, lung, kidney, liver and pancreas, is the largest in the country, and we are a National Cancer Institute-designated comprehensive cancer center. We continually recruit the world's top physicians, most recently, renowned leaders in rheumatology, autism, cardiovascular surgery and liver transplantation.

5. Safety and quality. The Hospital's award-winning Patient Safety Fridays, a program that involves reviewing quality and safety goals on a weekly basis, has been adopted by major medical centers across the nation.

U.S. News & World Report's 2011-12 "America's Best Hospitals" rankings are available online at www.usnews.com/besthospitals. The national rankings and the regional rankings for the 51 largest metro areas will also appear in the Best Hospitals 2011-12 print guide published by *U.S. News*, available on newsstands on August 30.



Heading Toward Recovery

The NYP/Weill Cornell Pediatric Brain and Spine Center hosted the second annual Lids4KidsNY softball game on June 18, celebrating the return to healthy lives for children who have sustained neurological injuries, and raising awareness of Chiari malformation and sports head safety. Coached by pediatric neurosurgeons Mark Souweidane, M.D., Director of Pediatric Neurological Surgery, and Jeffrey Greenfield, M.D., Ph.D., Assistant Attending Neurological Surgeon, more than 30 pediatric patients enjoyed a day of fun on the Great Lawn of Central Park.

Keep your eye on the ball: Dr. Mark Souweidane coaches 3-year-old patient Nazier Council.

NYP Launches Health Program for Children in Washington Heights

The Hospital has been working for years to address the disproportionately high rates of obesity and attendant illnesses among young people in Northern Manhattan. NYP kicked off the Healthy Children in the Heights program on June 17 to improve the health and wellness of the community it has called home for decades. Dr. Pardes was joined by Councilmember Ydanis Rodriguez to raise awareness of health and wellness strategies and to recruit individuals, families and businesses to make a public commitment to principles of nutrition, exercise and healthy living.

Cheerleaders from P.S. 189 in Washington Heights were among those who learned about nutrition and healthy eating habits at the kickoff for the Hospital's new health initiative for area children.



NYP and Community 'Dunk the Junk'

NYP joined forces with community organizations in East Harlem June 25 as part of the second annual Nutritional Awareness Day. During this day, community organizations join with academic and medical institutions to help improve the quality of life and health care of the community. The Harlem event, organized and created by NYP/ACN, took place at Taino Towers Gym on East 123rd Street.

Participants in Dunk the Junk took part in cooking demonstrations, health screenings, nutritional counseling, games and giveaways.



FDNY Visits Komansky Center to Teach Fire Safety

Firefighters from the FDNY Foundation came to the Komansky Center for Children's Health at NYP/Weill Cornell June 16 to teach the young patients about fire safety. The children learned about "get low and go," smoke detectors and how to identify burn and fire dangers in the home.

Hotdog, the FDNY fire safety mascot, taught pediatric inpatients at the Komansky Center important lessons about fire safety.



In Memoriam



Kevin Curiotto

• **Kevin Curiotto**, Senior Production Coordinator in Duplicating Services at NewYork-Presbyterian Hospital/Weill Cornell Medical Center, died on June 10 at the age of 47. He had served the medical center for nearly 15 years.

A resident of the Bronx, Mr. Curiotto is survived by his wife, Donna, and two teenage sons.

"He was our main typesetter," says Kenneth Watson, Senior Production Coordinator in Duplicating Services, which produces materials by printing and photocopying. "He was a man who never said no to anyone. Many people have commented on how helpful he was to everyone here."

classifieds



■ **FOR SALE:** Renovated, bright studio in parklike setting of Bryant Gardens near downtown White Plains. Kitchen has new cabinets, stove, refrigerator, countertops and floor. Carpeted main room has crown-molding accents and unique, handcrafted wooden wall that divides living and bedroom areas. Unlimited/unassigned parking for residents and visitors. Monthly maintenance does not include New York State School Tax Relief Program (STAR) tax credit of \$98.37. Offered at \$95,021. To learn more or to schedule an appointment, contact Fran Barr at (914) 310-7308 or fbarr225@yahoo.com.

■ **FOR SALE:** Two-bedroom, cedar-lined cottage on waterfront of a private barrier island off Great South Bay, Long Island, 45 minutes from NYC. Open floor plan; living room/dining room/kitchen with island perfect for entertaining. Master bedroom has French doors to open porch. Front and back decks; enclosed porch; outdoor stall shower. Private dock can accommodate two boats. Access to island via private locked parking lot and community pier with boat slip. Asking price of \$400,000 includes 13-foot Boston Whaler and 25 HP 2-cycle Yamaha engine in pristine condition. Call Barbara McGinn at (516) 527-9627.

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.



Let Your Voice Be Heard

2011 Employee Survey Coming Soon

Each year, NewYork-Presbyterian Hospital conducts an Employee Survey to help us better understand employee satisfaction and identify areas for Making It Better. This year's Survey will be held from September 12 – October 7. More information will be mailed to your home and posted on the Infonet.



promotions

Human Resources reports the following promotions as of June 30, 2011:

NYP/MSCHONY

Myrlene Madelon
Clinical Nurse Specialist,
CH-Pediatric Intensive
Care



Myrlene Madelon

NYP/COLUMBIA

Martha Arriaga
Licensed Practical Nurse,
PH-IV Team

Josephus Best
Lead Plumber,
Plumbing Dept

Jackson Brown
Periop Patient Care
Assistant, Oper Rms
MB-3-4

Yovana Chardon
Certified Medical
Assistant, Cardiac
Catheterization Lab

Ayman Eideh
Lab Technologist - 2
Licenses, Core Lab-
Chemistry

Tajuana Ellis
Unit Assistant, MB-5GN
Cardiac Telemetry

Luis Fernandez
Processing Tech, Ambula-
tory Laboratory Services

Carmen Franco
Spl-Transplant Living
Donor, Comp. Transplant
Center

Brian Gleeson
Lab Technologist - 2
Licenses, Core Lab-
Chemistry

Leonardo Gonzalez
Coord-Clinical-
Respiratory,
Respiratory Care Admin

Inessa Guzik
Section Chief Technologist,
Blood Bank

Shari Hall
ICU Technician,
MB-8HS Neurology

Kenny Hernandez
Central Processing Tech-
Cert, Sterile Supplies

Ramnarine Lall
Licensed Engineer - 1
License, Air
Conditioning Dept

Natar Matias
Staff Nurse,
MB-8HN Neurosurgery

Angelina McClain
Laboratory Clerk Typist,
Hemotherapy Center

Candace Melton
Clinical Nurse III,
Eye Institute- 7th Floor

Michelle Murray
Clinical Nurse II, Car-
diac Catheterization Lab

Justin Ramirez
Coord-Billing/Scheduling,
Adult Oncology
Treatment

Giselle Sampson
Periop Patient Care
Assistant, Oper Rms
MB-3-4

Maria Serrantes
Clinical Nurse II, Elec-
trophysiology Unit

Luz Stokes
Lab Technologist - 2
Licenses, Core Lab-
Chemistry

Camilo Trejo
Second Cook, Central
Food Purchase



Camilo Trejo

Jessica Terrusa
Mgr-Corp Emplmmt
Pract-Compl, HR-
Employment Services

Luis Velasquez
Proj Leader - IS,
Core Resources

Kirsten Warner-Gordon
Clinical Nurse III,
MB-6GN Medicine

NYP/WEILL CORNELL
Andrea Adderley
Sr-Staff Nurse RN,
NUR-5W CRIT CARE
(MED SDU)

Michael Brown
Sr-Techn Anesthesia,
Anesthesiology

Jill Burton
Sr-Staff Nurse RN,
NUR-4W CRIT CARE
(CTICU)

Lissette Candelario
Sr-Staff Nurse RN,
NUR-6N & 6NR
WCH PEDS

Sherry Coleman
Critical Care Pmdc,
EMS

Jennifer Dejoya
Sr-Account Rep,
Patient Accounts



Jing Li

Jing Li
Analyst-Business Intel,
IT Business Solutions

Jodi DiMarzo
Nurse Clinician-RN,
NUR- 2SW CRIT.
NEUROICU

Alyse Ferrara
Sr-Staff Nurse RN,
Critical Care-Med Team

Oksana Filatova
Sr Analyst-Med Data,
Health Info Mgmt-
Management

Lauren Foster
Sr-Staff Nurse RN, NUR-
2SW CRIT. NEUROICU

Adam Ganzman
Nurse Clinician-RN,
Critical Care-Med Team

Dmitry Gluzman
Pharmacy Intern,
Pharmacy

Christine Hillman
Sr Analyst-Fac Sys
Suppt, Facilities Dev.
Construction

Yi Hong
Senior Accountant,
General Acctg

Annabelle Layugan
Sr-Staff Nurse RN,
NUR-5W CRIT CARE
(MED SDU)

Anthony Lindsey
Project Leader - IS,
Help Desk Svc/Client Svc

Leopold Maximilien
Supv-Call Ctr-IS,
Help Desk Svc/Client Svc

Dennis McDonald
Unit Clerk,
Emergency Dept

Rosanna Padovano
Administrative Assistant,
Engineering Maint

Michael Parks
Mgr-Strategy Dev,
Strategy & Regulatory
Planning

Robin Perez
Sys Hardware
Analyst II - IS,
IT Back Office

Patrice Powell
Sr-Staff Nurse RN,
NUR-B15 SHORT
STAY SURG

Ravindra Ramoutar
Senior Accountant,
General Acctg

Julia Reid
Reservn-Docmtn Rep,
OR

Adam Rio
Sr-Staff Nurse RN,
NUR- 2W Neuro
Science SDU

Andrea Rivas-Javier
Staff Assistant, Kidney
Transplant Program

Arlene Rodriguez
Info Sys Spl Prgmng
- IS, CPOE

Rowena Salinas
Sr-Staff Nurse RN,
NUR-5S CRIT ICU
(MED ICU)

William Sweeney
Spl-Communications-
EMS, EMS

Girly Sweet
Mgr-Fire Det and Supp
Systems, OFO Corporate
Compliance

Robert Weitzman
Mgr-Radiology Ops,
Radiology/Opd

Stephen Wills
Zone Mechanic,
Eng Plant Svcs

Abigail Wilson
Nurse Practitioner,
Electrophysiology

Kit Yee
Manager-Retirement
Svcs, Pension

Jolanta Zabielska
Sr-Staff Nurse RN,
Recovery Room G-3

NYP/WESTCHESTER
Marva Hatchett
Supv-Call Ctr-IS,
Information Systems

Robert Kmetz
Sys Hardware Analyst
I-IS, Information Systems

Jean Lefever
Sys Hardware Analyst
II-IS, Information
Systems

Prince Murrell
Sys Hardware Analyst
I-IS, Information Systems

Scott Trefny
Sr-Rehab Specialist,
Nichols Cottage



Scott Trefny

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



- **August 18** — As part of its patient and family education series, the NYP/Weill Cornell Epilepsy Center will present a free seminar offering current, in-depth information on epilepsy and mood. A group discussion with Assistant Attending Neurologist Steven Karceski, M.D., will follow, with light refreshments provided. The seminar will take place from 4 to 5 p.m. at 1300 York Avenue, Room A126. To learn more or to register, call (212) 746-2471.
- **September 10** — The Third Avenue Fair will take place between East 66th Street and East 86th Street from 11 a.m. to 6 p.m.
- **September 10** — The T.E.A.L. (Tell Every Amazing Lady) Walk to promote awareness of and to promote a cure for ovarian cancer will take place in Brooklyn's Prospect Park. Check-in will start at 8:30 a.m., the 5K walk at 10 a.m. Registration is now open. To learn more, e-mail info@tealwalk.org.
- **September 18** — The Susan G. Komen Greater New York City Race for the Cure to combat breast cancer will take place in Central Park. To learn more, contact Nancy Gautier-Matos at (212) 305-5587 or at gautier@nyp.org
- **September 18-24** — Clinical Documentation Improvement Week will recognize Clinical Documentation Improvement Specialists. NYP's 20 specialists, all registered nurses, serve as the bridge between health information management and clinical staff, reviewing patient medical records and assessing whether all conditions and treatments are documented.
- **October 2** — The Alzheimer's Memory Walk will take place at White Plains High School starting at 9 a.m. For more information, contact Mary Beth Keating at (914) 997-5779 or mkeating@nyp.org.
- **October 12** — NYP's Cabaret 2011 will take place at the Park Avenue Armory, with cocktails at 6:30 p.m. and dinner at 7:30 p.m. To learn more, contact Eliza Cohn at (646) 317-7346 or at erc2004@med.cornell.edu.
- **October 15-16** — The Avon Walk for Breast Cancer will take place on a 39-mile route around Manhattan. To learn more, contact Nancy Gautier-Matos at (212) 305-5587 or at gautier@nyp.org.
- **October 28** — NYP's Halloween party for employees' children will take place. To learn more, contact Nancy Gautier-Matos at (212) 305-5587 or at gautier@nyp.org.

Cancer Survivors Celebrate Healthy Living

NewYork-Presbyterian, along with health care centers nationwide, hosted the 24th annual National Cancer Survivors Day, an event aimed at celebrating life for America's 12 million cancer survivors and to show that life after a cancer diagnosis can be meaningful

and productive. Events were held at NYP/Columbia on June 5 and at NYP/Weill Cornell on June 21. Participants joined in free Zumba, yoga and Reiki classes and heard from other survivors about their experiences with cancer.



Experts in prevention, treatment, survivorship, nutrition and fitness were on hand to answer questions at NYP/Weill Cornell.



Two hundred cancer survivors and their families attended events at NYP/Columbia to enjoy an afternoon of exercise and relaxation.

Awards and Honors

The Society of Practitioners of the Columbia-Presbyterian Medical Center held its annual dinner on June 14 honoring distinguished members of the NYP/Columbia faculty. Attending Surgeon **Roman Nowygrod**, M.D., and Attending Cardiologist **Ronald E. Drusin**, M.D., were honored with the Distinguished Practitioner Award. NYP President and CEO **Dr. Pardes**, received the Alfred Markowitz Service Award. The awards dinner took place at the Riverview Terrace of the Milstein Family Heart Center.

NYP was honored with two awards on June 23 from the New York Blood Center for its high-performing blood drive program in 2010. With more than 3,000 donations last year, NYP was recognized as the third highest of the top 10 donating organizations

in Manhattan, following employees of the City of New York and the NYPD. The Hospital was also recognized as a Diamond Award winner for contributing more than 1,750 blood donations. In 2010 NYP ran more than 80 blood drives.

Mehmet Oz, M.D., Attending Surgeon, Medical Director of the Integrative Medicine Program at NYP/Columbia, and host of "The Dr. Oz Show," is the recipient of the 2011 Daytime Emmy Award for Outstanding Talk Show Host. The program is also the winner for Outstanding Informative Talk Show. This is the second Emmy Award for Dr. Oz, who won last year in the show's inaugural season, and the first Emmy for the show.

Harvey Lincoff, M.D., Attending Ophthalmologist

at NYP/Weill Cornell, was a guest speaker and recipient of the Distinguished Visiting Lecturer award at the annual Buffalo Ophthalmology Symposium at the Olmsted Center for Sight on June 17. Dr. Lincoff, a renowned expert on retinal diseases who pioneered the modern treatment of retinal detachment, spoke about ambulatory binocular occlusion and the misdiagnosis of retinoschisis. A dinner was also hosted in his honor.

Anna Lemay, Supervisor of the Center for Electrocardiography at NYP/Weill Cornell, is a winner of the 2011 Lifestyle Change Award from the American Heart Association. Nominated by colleagues at the Perelman Heart Center, Anna was recognized for her dedication and commitment in caring for herself, her

family, her friends and her community. The award was presented during a ceremony on June 28 at the Perelman Heart Center.

Shelly Lazarus is the recipient of the United Hospital Fund's 2011 Distinguished Trustee Award. Ms. Lazarus, Chairman of Ogilvy & Mather Worldwide, has served on the Hospital's Board of Trustees since 1995, providing leadership on the executive and joint conference committees and marketing and public relations committees. The award was established in 1991 to publicly recognize extraordinary service, philanthropic support and leadership, and deep commitment to the voluntary spirit of New York City's hospital system. It was presented during the UHF's 21st Annual Tribute to Hospital Trustees at the Waldorf-Astoria on June 10.

William J. Farrell, C.P.A., Vice President, Finance, received a Future Financial Leaders Award from the Healthcare Financial Management Association, a 37,000-member organization for health care financial management executives and leaders. It recognizes future leaders who provide innovative and exemplary performance resulting in organizational performance improvement. Mr. Farrell is a key leader in the Hospital's revenue cycle committee, which has created dashboards and analytic tools to identify leaks in the revenue cycle. His efforts have led to more than \$300 million in additional recurring revenues. The award was given June 29 in Orlando during the HFMA's 2011 ANI Healthcare Finance Conference.



Patient Centered Care Grants Promote Innovation and Empathy

The Patient Centered Care Grant Awards program, created 10 years ago, has given away more than \$1 million to frontline clinical staff to fund more than 200 projects that improve the hospital experience for patients and their families.

On June 21, the Hospital awarded 22 new grants, selected from more than 150 applications.

“This ceremony brings people together from across the Hospital and helps communicate best practices,” said Robert Kelly, M.D., Chief Operating Officer and Chief Medical Officer, NYP/Columbia.

Several 2010 grant winners gave progress reports on the improvements their grants had brought about: Michael Radosta, Patient Care Director, NYP/Westchester, described how patient activity groups put together “comfort baskets” with hygiene items, a blanket, information on clinicians and nurses and a personal card; Amie Reipl, Child Life Therapist at the Komansky Center for Children’s Health, created a Beads of Courage program that provides young cancer patients supplies to make necklaces and bracelets that help them share their experience with friends and family; and Mona Pederson, C.N.I., educated young mothers-to-be at the ACN Broadway Practice with a 12-session series on breastfeeding, nutrition and other pregnancy-related issues.

According to Steven J. Corwin, M.D., Executive Vice President and COO, this past year was a record year for patient satisfaction scores.

“Perhaps this is not a coincidence,” he said. “The ideas that you have are making it better for our patients every day, so it’s no surprise that our scores are going up substantially.” ■



The 2011 Patient Centered Care grant recipients at the awards ceremony at NYP in June.

NYP/ALLEN Psychiatry

Submitted by:
Carlos Cuevas

Provide patients with reading glasses so they may function independently while in the Hospital and after discharge, motivating them to become engaged in activities on the unit as well as in the community.

Nursing/Patient Care Services

Submitted by:
Ellen Cotter & Alan Levin

Increase and enhance communication between patients with limited English proficiency and health care providers with dual handset telephones.

Neurology

Submitted by:
Cheryl Thomas-Harcum

The Allen Hospital Neurology Service Stroke Center will provide patient and family education to patients admitted to the hospital with a stroke or transient ischemic attack (TIA).

AMBULATORY CARE NETWORK Weill Cornell Internal Medicine Associates

Submitted by:
Stephen Toppin & Judy Tung

Create a photo face board that lists the names and roles of each provider and staff member for display in each practice reception area.

Community Pediatrics, Choosing Healthy and Active Lifestyles for Kids (CHALK)

Submitted by:
Stephanie Pitsirilos-Boquin & Danny Neghassi

CHALK has developed an easy-to-read, resource-based, family-centered “Guide to Healthy Living” for providers at ACN clinics to give patients and families to enhance discussion of healthy habits.

Adult Dental Clinic

Submitted by:
Norma Efstathiou

Enhance patient experience by improving the overall comfort and pleasantness of exam rooms through positive and relaxing imagery on ceiling tiles.

Child Advocacy Center

Submitted by:
Cynthia Arreola

Renovate exam room at The Child Advocacy Center (“CAC”) to create an “Aquatic Wonderland,” where children use their imagination to feel safe again. Children and their families come to the CAC in the aftermath of traumatic and stressful events.

NYP/COLUMBIA Endoscopy & Bronchoscopy

Submitted by:
Melinda Lugay, Diane Smith & Sheila Jones

Provide blanket warmers for patients to make the Endoscopy and Bronchoscopy Suite’s patient experience more comfortable.

Adult Emergency Department

Submitted by:
Melaney Gordon

Expand hospitality cart project to provide snacks, hot and cold beverages and distraction items for patients and families waiting in the Emergency Department.

Neurosurgery & Neurology

Submitted by:
Natalia Cineas & Rebecca Gordon

Encourage patients on 8 Hudson North and 8 Hudson South to mobilize as early as possible by tracking their day-to-day progress with Mile Marker signage along the patient care hallways.

Neuro ICU

Submitted by:
Kathy Figueroa

Install reclining sleeper chairs in the Neuro ICU for family members who are staying overnight with patients or in the visitors’ lounge.

Cardiac Services

Submitted by:
Maria Ali

Maintain communication among nursing staff, doctors and families with a Healthcare Paging System between Milstein waiting area on the 4th floor and Milstein CTICU and Heart Center units on the 5th floor.

NYP/MORGAN STANLEY CHILDREN’S HOSPITAL Child Life & Family Advisory Council

Submitted by:
Toni Millar

The MSCHONY Family Resource Center will purchase medical resources, such as classic children’s books in several languages, USB ports as a “green” alternative to paper copies for families’ medical research, a coffee maker and information cards that detail available Center services.

Child Life

Submitted by:
Shannon Barnett & Laura Gilbert

The Comfort Care Program will continue to create an atmosphere of patient- and family-centered care in the Pediatric Emergency Department and Radiology suite with a Snoezelen projector and soothing music.

Center for Prenatal Pediatrics

Submitted by:
Anne Van der Veer

Create a space in the NICU to provide family-centered end-of-life comfort care for terminally ill newborns.

NYP/WEILL CORNELL Women’s Health Service Line & OB/GYN

Submitted by:
Matthew Wolden & Amos Grunebaum

The Stork Arrival Board will serve as an electronic communication board in the Labor & Delivery waiting area for families and friends to see when the baby of their loved one has been delivered.

G3 Operating Room & Perioperative Services

Submitted by:
Cathryn Presiewicz & Courtney Boucher

Support patient’s family and loved ones with the placement of OR patient tracking screens.

Rehab Medicine

Submitted by:
Tara Post & Kerri Fitzgerald

Use portable, computerized training programs at the patient’s bedside for daily cognitive therapy by occupational therapists.

Burn Center

Submitted by:
Maureen M. Marren & The Burn Center Team

To help patients and families with recovery, the Burn Center will provide three novel approaches for pediatric patients and their caretakers.

NYP/WESTCHESTER Nursing/Patient Care Services

Submitted by:
Michael Radosta & Janet Moran

Enhance the current environment of the quiet/seclusion rooms with the addition of ceiling imagery. The imagery would provide a sensory-based approach that will ultimately aid patients in crisis, minimizing the amount of time spent in the room.

Patient Care Services & Volunteer Department

Submitted by:
Ellen Brous & Aggie Cindrich

Establish a clothing closet for inpatients who do not have basic clothing and no means to purchase or procure clothing on their own.

Patient Care Services

Submitted by:
Carol Toto & Lisa Defelice

Create comfort boxes for 7 North patients to help with de-escalation and provide tools for help with self-calm.



Benefits Corner



NYP LIFE INSURANCE BENEFIT

Life insurance is a very important benefit that NYP

provides to benefit-eligible employees. While employed at NYP, you are provided with term life insurance at no cost to you. If you retire or leave NYP, you have the option of continuing your coverage at the group rate.

Here is some general information to help you understand how this benefit works.

- Until you are 65, your term life insurance is valued at 100 percent of the amount of your current annual salary. For example, if you earn \$40,000 a year, your life insurance would be \$40,000.
- After you turn 65, the amount of your life insurance will be reduced to 65 percent of the amount of your current annual salary. If you earn \$40,000, your life insurance would be \$26,000.
- After you turn 70, there will be a further reduction to 65 percent of the amount that went into effect at age 65. If you earn \$40,000, your life insurance benefit would now be \$16,900 (65 percent of \$26,000). This amount will stay in place for as long as you are working at the Hospital or continue paying for the policy on your own at the group rate.
- The basic term life insurance plan includes a "living benefit." This allows you to request up to 50 percent payment of your life insurance if you have a terminal illness with a life expectancy of 12 months or less. Upon

your death, your beneficiary receives the balance of your insurance benefit.

- Financial counseling services are included with your life insurance plan. Services include financial advice and planning support to beneficiaries of employees and for covered employees and their spouses who are terminally ill. It is important to keep your Life Insurance beneficiary information up-to-date. Follow the step-by-step instructions "How to Enroll for Benefits" on the Benefits Infont page.



VOLUNTARY BENEFITS ENROLLMENT DEADLINE IS SEPTEMBER 2

The 2011 enrollment for the voluntary Individual Short-Term Disability, Specified Disease Insurance for Critical Illnesses, and Universal Life benefit plans ends on Friday, September 2, 2011.

For more information about these plans, or to schedule an appointment with an Enrollment Counselor, call (800) 229-5129.

SELECTING TSA 403(b) INVESTMENT OPTIONS

NYP's TSA 403(b) Plan is designed to offer employees appropriate investment options that allow participants to create well-balanced, diversified portfolios. The Plan is overseen by the Hospital's TSA 403(b) Plan Investment Committee, chaired by NYP's Chief Investment Officer, Gloria Reeg, and comprised of Senior Management from our Finance and Human Resources Departments. The Committee, working with a team of external financial advisers, continuously evaluates and monitors the performance of Plan investment options to make sure NYP is providing staff with a range of choices to meet individual retirement goals.

As a result of a recent review, effective August 17, a new fund, Vanguard Target Retirement 2055, will be added to our investment options. The fund primarily invests in other Vanguard mutual funds and is designed for investors planning to retire within a few years of 2050.

Employee Activities and Services

TICKETS AVAILABLE AT ERRAND SOLUTIONS

Movie tickets and the sports and family entertainment tickets listed below are available for purchase at your site's Errand Solutions desk. Tickets can be purchased by check, money order, cash or major credit cards. You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets.

For discounts on additional sports and family entertainment tickets, contact Plum Benefits, Monday through Friday, from 9 a.m. to 5 p.m., at (212) 660-1888, or log on to www.plumbenefits.com.

If you have any questions, please e-mail activities@nyp.org.

Please note: All tickets are limited to four per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.



New York Yankees vs. Los Angeles Angels

Wednesday, August 10
7:05 p.m.*

Section 207

\$57 per ticket (adults and children 2 years and older)

New York Mets vs. Atlanta Braves

Saturday, August 27

4:10 p.m.*

Section 137

\$43 per ticket (adults and children 2 years and older)

New York Yankees vs. Boston Red Sox

Saturday, September 24

Time TBD*

Section 207

\$57 per ticket (adults and children 2 years and older)

New York Mets vs. Cincinnati Reds

Tuesday, September 27

7:10 p.m.*

Section 137

\$28 per ticket (adults and children 2 years and older)

**Note: All game times are subject to change. Please check team website prior to game date.*



U.S. Open

Friday, September 2
Upper Prom, Section 311
7 p.m.

\$47 per ticket (adults and children 2 years and older)

Madame Tussauds New York Wax Museum

Admittance to the attraction, the cinema, 4D and SCREAM

\$23 per ticket (age 2 and under free)

For more information go to www.nycwax.com.



BRIGHT HORIZONS CHILD CARE CENTERS

Bright Horizons Child Care Centers are offered at two locations for NewYork-Presbyterian

Hospital employees. These child care centers offer a stimulating, caring, safe and nurturing environment for children with encouragement and guidance of experts in early education. Bright Horizons programs are guided by skilled professionals who recognize each child's individuality.

They also offer backup care, at \$15 a day, for parents whose primary child care provider is temporarily not available. Please call the center to register.

Bright Horizons Child Care Centers are open year round, except for major holidays, and are located at:

61 Haven Avenue

New York, NY 10032
Patricia Ferguson, Director
Phone: (212) 740-2723
Fax: (212) 740-7376
Hours are:
7 a.m. - 6:30 p.m.

435 East 70th Street

New York, NY 10021
Rachel Silver, Director
Phone: (212) 746-6543
Fax: (212) 746-5795
Hours are:
7 a.m. - 6:30 p.m.

For more information on Bright Horizons, curriculum and faculty, please visit its websites:

61 Haven Avenue

<http://centers.brighthorizons.com/nypres>

East 70th Street

<http://centers.brighthorizons.com/nyh>

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Continuing a tradition of more than a decade, NYP/Allen staff relaxed at the Hospital's annual barbecue, held in its garden on June 17.



Getting to Know You



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

A: My name is Frances Renton. I am the first Child Life Specialist in the Jeff Giordano Playroom of the William Randolph Hearst Burn Unit. I promote effective coping techniques and emotional support for patients and families through play, preparation, education and self-expression activities.

Q: How long have you been at NYP?

A: My one-year anniversary is in August.

Q: What path did you take to get to your current job?

A: I received my bachelor's degree in art therapy and went on to get my Master of Science degree in Child Life at the Bank Street College of Education. I started my career at Bellevue Hospital and then was Child Life Coordinator at NYU Hospital for Joint Diseases for four years. After expanding the programming there, I learned about the opportunity to create Child Life Services on the Burn Unit with a large, hospitalwide Child Life Staff, and I jumped at the chance.

Q: What's your favorite type of music?

A: I love all types of music, especially jazz. Billie Holiday is one of my favorites.

Q: What kinds of vacations do you enjoy?

A: I enjoy going to tropical destinations and lying on the beach.

Q: What's on your personal to-do list?

A: I would love to travel more, one day start a family of my own, and continue to grow and develop in my Child Life profession.

Frances Renton, M.S., C.C.L.S., NYP/Weill Cornell