



NYP/WEILL CORNELL From left: Hillary D. Shaw, Project Manager, Office of the COO; Abby Jacobson-Friend, Director, Clinical Services; Jason Barell, Manager, Special Projects, Executive Office; Judith M. Lilavois, Manager, Operations Support



NYP/COLUMBIA: Wearing vests that identified their roles in the command centers were (from left) Noah Ginsburg, Analyst, Operations; Charles Curran, Director, Clinical Services; Anthony Dawson, RN, MSN, VP, Operations, Milstein; Juan Mejia, Director, Clinical Operations

## NewYork-Presbyterian in COMMAND



NYP/WESTCHESTER From left: Ruth Mendelowitz, MSW, Director, Access Services; Janet Moran, RN, Director, Nursing; John Flanagan, MPA, Director, Operations



NYP/ALLEN From left: Debra O'Hehir, RN, VP, Patient Care; Kevin Curtin, Director, Operations; Natividad Ahmad, RN, Nurse Administrator

# Four Command Centers Take Control in Emergencies

(see details, page 6)



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## A Message from Steven J. Corwin, MD, and Robert E. Kelly, MD

The beginning of October marks the first completed month in our new leadership roles, and it is with great excitement that we bring you our first *NYPress* column. It has been a terrific start to a new chapter in NewYork-Presbyterian history. Thanks to everyone for your well wishes and ongoing commitment to working as a team to deliver the best care and service to our patients and families.

Over the last few months, the great work done by our nurses, physicians, managers, and staff has been nothing short of exceptional. This is validated by our outstanding local and national *U.S. News & World Report* rankings, extraordinary Joint Commission Survey results, “Amazing” patient testimonials, and record-breaking patient satisfaction scores. Your continued willingness to go above and beyond for our patients during the Hurricane Irene emergency, and the competence and professionalism you demonstrated under very difficult circumstances, made us all extremely proud. NYP is a special institution, and it is a direct reflection of our 19,000+ staff. Every one of you is vital to the care we give our patients, to the way we treat our families, and ultimately to our success. We care about you and value what you think about the Hospital and your work environment. As we wrap up the 2011 Employee Survey, we want to thank all who participated and look forward to sharing and benefiting from the results.

The months ahead will come with challenges as we continue to deal with the economic constraints of health care reform. At the same time, we have ambitious aspirations as we continue on our journey to be the best academic medical center in the nation. NewYork-Presbyterian has a rock-solid foundation and a strong track record of success, and our confidence in your ability to deliver the finest and most compassionate patient care has never been greater. We look forward to working together with all of you to achieve our goals. ■

### Steven J. Corwin, MD

*Chief Executive Officer*  
*NewYork-Presbyterian Hospital*

### Robert E. Kelly, MD

*President*  
*NewYork-Presbyterian Hospital*



**Dr. Steven J. Corwin (center) joined staff at the NYP/Westchester Autism Walk this past summer.**



**Dr. Robert E. Kelly helped distribute lunches at Employee Appreciation Day at NYP/Columbia.**



# 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 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. ■

## Pharmaceutical and Blood Product Utilization

### Increasing “Hang Time” for Premixed Intravenous Bags While Ensuring Patient Safety

**NYP** is investigating a variety of ways to achieve cost savings and efficiency in the use of medications and blood products, while at the same time enhancing patient safety. After carefully reviewing regulatory requirements, manufacturer stability and sterility data, and practices at peer health care institutions, NYP has launched Phase I of a project to extend the length of time an IV bag can hang for eight premixed IV medications.

The IV medications targeted in this project include premixed heparin and premixed dopamine, as well as six others. These medications have extended expirations because they have been produced by pharmaceutical companies that use special manufacturing practices in specialized production facilities to ensure long-term sterility. Currently, these

IV bags hang for 24 hours. This project will enable the bags to hang for up to 96 hours. Hanging the bags for a longer duration will result in Hospitalwide savings estimated at roughly \$250,000 per year.

This project was developed by Enrico Ligniti, PharmD, and Martha Rumore, PharmD, from Epidemiology and Nursing. Says their colleague Richard Fichtl, PharmD, Director of Medical Informatics, who is helping to support the initiative, “If bags and IV lines are manipulated less frequently, they are more likely to remain free of contamination, thereby enhancing patient safety.”

After Phase I results are analyzed, additional medicines may be added to the list of those that can hang for the longer period of time. ■



## Streamlining Use of Supplies

**IN** 2010, NYP spent more than \$4 million on general office supplies. The HERCULES Supply Utilization Group has worked closely with Weeks Lerman, our official office supply vendor, to identify cost-saving opportunities by consolidating and eliminating certain unnecessary products. Currently more than 30,000

products are available for order from the Weeks Lerman catalog, ranging from snacks and decorative items to office supplies and furniture. After reviewing patterns for how the Hospital has been using these products, the group developed recommendations for many that can be substituted or consolidated.

For example, instead of offering 27 different types of calculators for purchase, the group recommended a choice of six calculator options with equivalent functionality. In addition, certain items that fall outside the scope of typical office supply offerings have been eliminated. These changes will be reflected in the online catalog and are projected to result in an estimated \$618,000 in savings for the Hospital.

“All employees at NYP can contribute to reducing our office supply budget,” says Jack Fleischer, VP, Procurement and Strategic Sourcing. “We appreciate everyone’s effort and acknowledge that limiting choice, although not ideal, is necessary to achieve our goals and address the economic challenges ahead. We thank all employees in advance for their cooperation as we all work to implement this initiative.” ■



## Share Your Ideas



**We need everyone’s help, so please share your project ideas with your manager or e-mail them to [hercules@nyp.org](mailto:hercules@nyp.org).**

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



## NYP Team Walks to Raise Ovarian Cancer Awareness

September was National Ovarian Cancer Awareness Month and NewYork-Presbyterian participated in the Third Annual 5K T.E.A.L. (Tell Every Amazing Lady about Ovarian Cancer) Walk for Ovarian Cancer, held at Prospect Park in Brooklyn on September 10. The NYP team was led by team captain Sharyn Lewin, MD, gynecologic oncologist at NYP/Columbia. During the opening program Dr. Lewin spoke on behalf of the Hospital, congratulating the participants for their support for ovarian cancer research and treatment.



Brooklyn Borough President Marty Markowitz and Dr. Sharyn Lewin (fifth and sixth from left) with the NYP team.

## Grateful Patients Tell Their Amazing Stories

AMAZING THINGS ARE HAPPENING HERE

Four NYP patients are adding their stories to NYP's "Amazing Things" TV campaign. From October 3 to November 20 viewers will watch Bob Brown, Dawn Flemming, P.J. Hermida and Tim Sweeney describe the situations that brought them to NYP and the "above and beyond" patient care they received there. The ads will air on WABC, WNBC, WCBS, WNYC, FoxNews, Time Warner Cable CNN, WPBS, AMC and the History Channel.



Learn more about Dawn Flemming and her baby's story at [nyp.org/amazingthings](http://nyp.org/amazingthings).



## get your flu vaccine

The best way to protect yourself, your family and our patients against the flu is to be vaccinated. This year's seasonal flu vaccine, in both injectable and intra-nasal formulations, is being offered free of charge to NYP employees and physicians at the Hospital's Workforce Health & Safety offices, on-site locations across campuses, and by Flu Champions on the units. All NYP employees and physicians must participate in the program by getting vaccinated or signing a declination form in Workforce Health & Safety by December 30. For more details, visit the Workforce Health & Safety page on the Infonet.

## Health & Wellness

OCTOBER

**18 REVERSING TYPE 2 DIABETES:**  
Surgical and Innovative Interventions

Louis J. Aronne, MD, FACP  
Francesco Rubino, MD

**25 STROKE RECOVERY:**  
New Hope for Survivors

Michael W. O'Dell, MD  
Joel Stein, MD

NOVEMBER

**1 EASING BACK PAIN:**  
Standard and Alternative Treatment Options

Victoria Chan Harrison, MD  
C. David Lin, MD  
Jeffrey Radecki, MD

**8 GETTING PAST THE GAS:**  
Medical and Non-Surgical Remedies for Heartburn and Indigestion

Christine L. Frissora, MD, FACP, FACP  
Alyssa Rutchik Padial, MSP, OCS



All seminars will be held at the Weill Cornell Medical College Uris Auditorium at 1300 York Avenue (69th Street), beginning at 6:30 p.m. Seating for 250 people is available on a first-come, first-served basis.

To learn more, go to [www.weill.cornell.edu/seminars](http://www.weill.cornell.edu/seminars). To request a disability-related accommodation, call (212) 821-0888.

All seminars are free and open to the public.





- **October 12** — NYP's Cabaret 2011 will take place at the Park Avenue Armory, with cocktails at 6:30 p.m., dinner at 7:30 p.m. Contact Eliza Cohn at (646) 317-7346 or at [erc2004@med.cornell.edu](mailto:erc2004@med.cornell.edu).
- **October 15-16** — The Avon Walk for Breast Cancer will take place. NYP is the Walk's Medical Sponsor. Andria Castellanos, SVP and COO, NYP/Milstein, and Tony Dawson, VP, Operations, NYP/Milstein, will lead the NYP team. To learn more, contact Nancy Gautier-Matos at (212) 305-5587 or at [gautier@nyp.org](mailto:gautier@nyp.org).
- **October 26** — The 21st Medical Complex Art Show opening reception will take place from 4 to 6 p.m. in the Weill Cornell Medical College library at 1300 York Avenue.
- **October 28** — NYP's annual Halloween Bash for employees' children will take place at the Armory Track and Field Center. Participants will be chosen by a raffle. To learn more, see the Infonet/Employee page.

## Harvard Physician-Scientist Named Weill Cornell Medical College Dean

Laurie Glimcher, MD, one of the nation's leading physician-scientists and researchers, has been named the Cornell University Provost for Medical Affairs and the Stephen and Suzanne Weiss Dean at Weill Cornell Medical College, effective January 1, 2012. Dr. Glimcher is the Irene Heinz Given Professor of Immunology at the Harvard School of Public Health, where she directs the Division of Biological Sciences program, and Professor of Medicine at Harvard Medical School, where she headed one of the top immunology programs in the world.

Dr. Glimcher's pioneering research laboratory at Harvard is known for its many discoveries, ranging from the T-bet transcription factor, which regulates a variety of immune functions, to the Schnurri-3 adapter protein that controls adult bone mass. Her clinical expertise has helped position her as a leader in translational medicine, taking path-breaking discoveries from concept to clinic, often in partnership with the private sector.

Dr. Glimcher will succeed Antonio M. Gotto Jr., MD, DPhil, who has served as Dean since 1997. Beginning in 2012, Dr. Gotto will become Co-chairman of the Board of Overseers for Weill Cornell Medical College and Vice President of Cornell University. ■



Laurie Glimcher, MD

## Neurology Nurse Bids Goodbye

After nearly five decades of service, much of it spent in the Department of Neurology at NYP/Columbia, Patient Care Director Kathleen J. Dunleavy, RN, MSN, is retiring. She came to the Hospital in 1962 as a staff nurse. She has most enjoyed "watching the Hospital evolve into a first-rate institution" that provides high-standard patient care. "The nursing staff have developed into exemplary clinicians and professionals," she says. Ms. Dunleavy worked on many Hospital committees, including the Ethics Committee, Pastoral Care and the Organ Donor Council. In September the New York Organ Donor Network honored her work in organ donation with a Distinguished Service Award.



Kathleen Dunleavy, RN (left), and Georgia Persky, RN, VP, Patient Care Services, NYP/Columbia

## Awards and Honors

• *Becker's ASC Review*, a publication for ambulatory surgery centers, named three NYP physicians in its list of "135 Leading Ophthalmologists in America." **Stanley Chang**, MD, Director of



Dr. Stanley Chang

the Edward S. Harkness Eye Institute at NYP/Columbia; **Donald J. D'Amico**, MD,



Dr. Donald J. D'Amico

Ophthalmologist-in-Chief at NYP/Weill Cornell; and **K. Bailey Freund**,



Dr. K. Bailey Freund

MD, Assistant Attending Ophthalmologist at NYP/Columbia, were selected to represent some of the most respected and talented individuals in the specialty. Their inclusion was based on the awards they received from major ophthalmic organizations, their leadership in these organizations, work on professional publications, and positions of service.

• **Dr. Herbert Pardes**, former President and CEO of NYP, and currently Executive

Vice Chairman of the Board of Trustees, has been named to *Becker's Hospital Review's* annual list, "291 Hospital and Health System Leaders to Know." The people on this list help lead prominent institutions and are actively involved in American health care beyond the walls of their hospitals.



Dr. Herbert Pardes

• **NewYork-Presbyterian Hospital** is listed on *Becker's Hospital Review's* "60 Hospitals With Great Orthopedic Programs." Hospitals are selected for meeting criteria, including clinical excellence, quality of

service, outstanding local and national reputations, and a high volume of orthopedic cases. NYP has been a leader in hip and knee replacement since the surgeries were introduced in the United States in the 1960s.

• **Lori Mosca**, MD, MPH, PhD, Director of Preventive Cardiology, NYP/Columbia, was honored by WomenHeart: The National Coalition for Women with Heart Disease with its annual Wenger Award, presented at a dinner and award ceremony on June 20 in Washington, D.C. Dr. Mosca's award for



Dr. Lori Mosca

excellence in medical leadership recognizes her career devoted to advancing women's heart health.



Dr. Michael Stewart

• **Michael Stewart**, MD, Otorhinolaryngologist-in-Chief at NYP/Weill Cornell, has been named the editor-in-chief of *The Laryngoscope*, an academic journal that has been the forum for many groundbreaking advances in the specialty of otolaryngology-head and neck surgery. He will be the ninth editor of the journal, which was founded in 1896. Dr. Stewart is also Otorhinolaryngologist-in-Chief at NYP.



# NewYork-Presbyterian in COMMAND

**H**urricane-turned-tropical-storm Irene arrived in New York City on Sunday morning, August 28. The largest storm to hit the city in more than 25 years, Irene dumped 6.8 inches of rain in Central Park and scoured the city's empty streets with winds of 65 miles per hour. Thanks to NYP's emergency preparedness efforts, however, the Hospital was well prepared for its wrath.

"The Hospital emergency response plan takes an all-hazards approach," says Jeffrey Bokser, Corporate Director, Safety and Security Administration, who

is responsible for emergency management at all five NYP campuses. "Before 9/11 we had 'cookbook-style' plans, one for snowstorms, another for terrorist attacks. Now we implement a command structure that can prepare, manage and mitigate no matter what the emergency."

At NYP each campus has an emergency preparedness coordinator, and a cross-campus emergency preparedness committee meets monthly. NYP/Columbia's coordinator is Juan Mejia, Director, Clinical Operations; NYP/Westchester's is John Flanagan, Director, Operations; NYP/Allen's

is Kevin Curtin, Director, Operations; and NYP/Weill Cornell's is Christy Listenbee, Analyst, Operations.

On a daily basis the committee works on planning, conducts emergency incident drills, and reviews incidents that have occurred around the world, studying the lessons learned from them and integrating them into NYP preparedness plans.

The committee also works continually with the Mayor's Office of Emergency Management, the Greater New York Hospital Association, and city and state health departments. "We want to speak a common

language so everything can be coordinated centrally," Mr. Bokser says. "Since Hurricane Katrina devastated the Gulf Coast in 2005, we have worked with these partners to really understand the lessons learned."

One important lesson is to always prepare and always have enough supplies on hand to be self-sufficient for potentially days on end. A second lesson is the importance of staff having a personal emergency preparedness plan so that they are able to respond and assist the Hospital in times of emergency. "We realize that we need to be prepared for anything," Mr. Bokser says. ■

## Ready for Irene



**H**ospital staff began tracking Hurricane Irene six days before it arrived and developing plans to cope. A command structure, led by NYP President Robert E. Kelly, MD, was activated at each campus. Debra O'Hehir, VP, Patient Care, was in charge at NYP/Allen; Juan Mejia at NYP/Columbia and MSCHONY; Abby Jacobson-Friend, Director, Clinical Services, at NYP/Weill Cornell; and John Flanagan at NYP/Westchester.

When the hurricane blew in on Sunday morning, staffing had been reviewed and extra Administrators on Call were added at each campus; emergency vehicles and shuttle buses were available at all campuses; generators had been tested; loose debris had been cleared from rooftops; drains had been cleared; adequate supplies were on hand; and more than 750 employees could be, and later were, housed on all five campuses, with

the Hospital's cots set up in conference, board and on-call rooms.

NYP also was ready to care for the 20 ICU, neonatal, pediatric and burn patients who were evacuated to NYP from NYU Langone Medical Center, Coney Island Hospital and Staten Island University Hospital because of their locations in low-lying areas.

NYP\*EMS worked throughout the storm, responding to more than 500 emergency calls that ranged from basic life support assignments to requests for help in evacuating neonatal ICUs.

"This event presented certain challenges our Hospital never had to deal with before," Dr. Corwin says. "This was the first time in New York City history that a natural disaster closed the subways and buses down, so we had to act quickly to make sure we could feed and house large numbers of employees who could get here before the shutdown and stay for an unknown period."

By Sunday evening the rain had stopped, wind gusts had died down, and New Yorkers

were venturing outside. Dr. Corwin and Dr. Kelly e-mailed Hospital staff, "We want to express our deepest gratitude to every member of the NYP team who has been here over the past few days — nurses, physicians, managers and staff. You have all done an extraordinary job of continuing to provide outstanding care and compassionate service to our patients under very difficult circumstances." ■



1



2



3



4

Extra supplies were on hand for both patients and employees during Irene, including (1) beds and cots for staff who stayed at the Hospital throughout the weekend, (2) blood supplies, (3) pillows and (4) oxygen tanks.



*“The NYP Command Center did an amazing job responding to issues that unfolded throughout the weekend of the hurricane. Most remarkable was the hard work done by the front-line staff. It was truly a team effort.”*

— Juan Mejia, NYP/Columbia



*“Employees were flexible with their schedules and willing to stay overnight. Several managers, some scheduled for vacations, agreed to come in to staff the Command Center and provide support to the Hospital. Although we faced some challenging moments, NYP/ Westchester emerged from Hurricane Irene in very good condition.”*

— John Flanagan, NYP/Westchester



In the days leading up to the arrival of Hurricane Irene, the EMS Department increased operations to meet the potential needs of the Hospital and the communities we serve. The “Severe Weather Contingency Plan” was placed in effect, which included additional ambulances and personnel 24 hours a day until the state of emergency has been secured. Teams from the Special Operations Division were deployed with specialized equipment in case conditions rapidly deteriorated and outside assistance was limited or unavailable. “The men and women of the EMS department rose to the occasion, answering numerous calls for medical assistance with unwavering dedication and professionalism,” says Daniel S. Ribaldo, Director, Emergency Paramedic Services, NYP/Weill Cornell.

*“The nurses, the Facilities team, the food service staff and even Au Bon Pain, the food service company in the lobby that remained open 24/7 throughout the storm, prepared for the worst, hoped for the best and worked really hard during a very challenging weekend. Simply amazing.”*

— Abby Jacobson-Friend, NYP/Weill Cornell



*“The staff were phenomenal! Their willingness to stay over, to get to work in spite of the weather — in some cases walking miles — truly exemplifies their commitment to putting patients first. I was inspired by them.”*

— Debra O’Hehir, NYP/Allen



Facilities Operations staff members, including Ramon Garcia, Zone Mechanic/Electrician, keep generators like the ones seen here at NYP/Weill Cornell in a constant state of readiness. In the event of an electrical disruption, the generators are automatically triggered to activate, ensuring safety for staff and the delivery of care, treatment and services to patients.





# Making *It* Better at NYP

## The Meaning of “Always”: *Every Patient, Every Time*

**N**ewYork-Presbyterian is known for the care and services we provide to our patients. Every interaction we have with our patients — a kind word or smile, a clear explanation of care or services, an effort to make sure a patient is informed and comfortable — helps build their trust and our reputation for excellence. Our goal is to create a “culture of Always” where patient and family needs and expectations are met and exceeded consistently.

Thanks to the dedication of all NYP staff, patient satisfaction is at an all-time high. This is reflected in our Press Ganey Score, which reached 85.8, very close to our target of 86. Our HCAHPS scores are also rising. The table (page 9) shows the progress we have made in several areas this year, with more patients giving us a rating of “Always” on the survey than ever before.

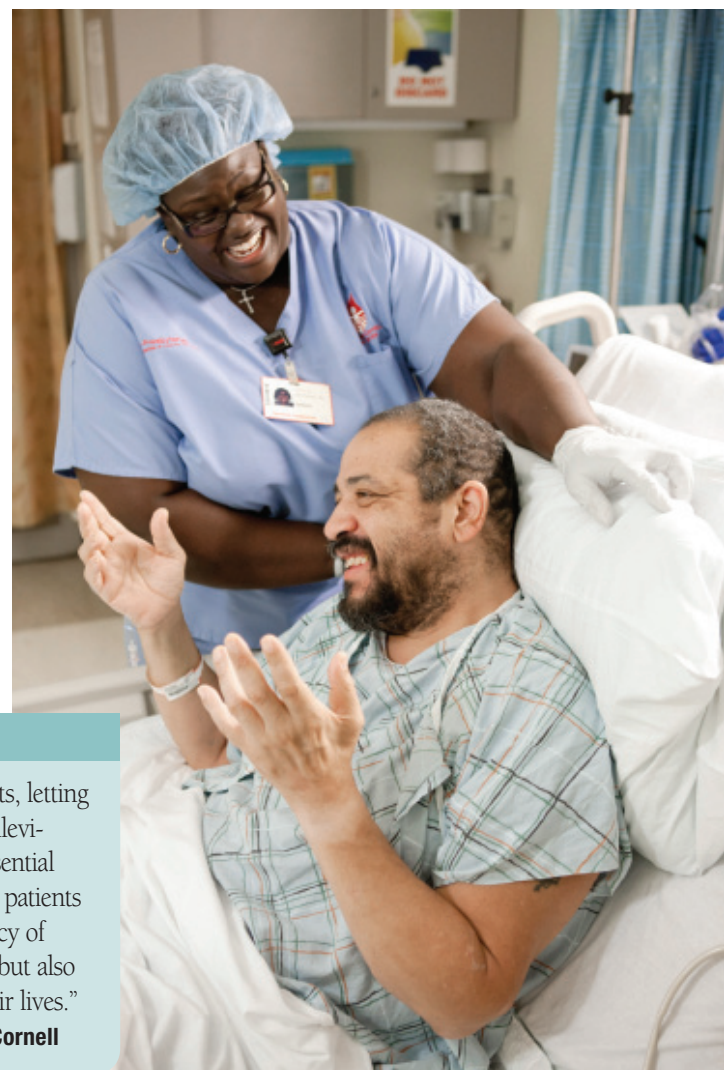
Discharge Calls, Service Recovery, Hourly Rounding and other Hospital initiatives continue to have a positive impact on our patients’ experience and are helping increase satisfaction. But the most important way to create the best experience for our patients is to always honor our commitment to *We Put Patients First*, each patient, every time. ■

“I always want my patients to be comfortable and understand what I am going to do. I explain to each and every patient that I am there to sweep, mop and sanitize their bathroom to make sure their room is always clean and comfortable.”

— **Michael Michel, Housekeeping Worker, Environmental Services, NYP/Allen**

“To me, ‘Always’ means facing every day’s challenges with compassion, understanding and patience anywhere, with anyone and at any time.”

— **Kamila Sahadeo, Staff RN, Perioperative Services, MSCHNY**



**Do you have an idea for how to make NYP better for patients or employees?**

**E-mail your suggestion to [makingitbetter@nyp.org](mailto:makingitbetter@nyp.org).**

“To me, an ‘Always’ experience is offering a kind word to patients, letting them know that they are not alone and that I am here to help alleviate any fears or concerns they may have. I believe ‘Always’ is essential because we have a responsibility to care for and guide all of our patients through traumatic and often devastating experiences. Consistency of service ensures that our patients not only receive superior care, but also walk away with positive memories of a very difficult time in their lives.”

— **Crystal Matthews, RN, BSN, The Burn Center, NYP/Weill Cornell**



# NYP PATIENT SATISFACTION SCORES

## HCAHPS 2010 and 2011

### YTD Comparison



Area of Survey:	Increase in Patients Rating NYP "Always"
Communication with Doctors	3%
Communication with Nurses	5%
Pain Management	4%
Cleanliness of Hospital Environment	5%
Communication about Medicines	2%
Response of Hospital Staff	6%
Quietness of Hospital Environment	1%

The HCAHPS survey measures patient satisfaction for adult inpatients. The Hospital receives credit only when patients rate us "always" on a scale of "never, sometimes, usually, always." These scores are publicly reported by the Center for Medicare and Medicaid Services and impact the Hospital's reimbursement rates and reputation.

## ALWAYS at NYP

Here are some simple things we can all do to help create a culture of ALWAYS at NYP:

- Remember that what is routine for you is a new experience for your patient. To help patients feel safe and informed, always introduce yourself and explain the care or service you are providing.
- Make sure that patients can always reach everything they need, and that they have their call bell before you leave their room. All staff can look for opportunities to ask patients about their comfort needs.
- Always be aware of how your voice impacts the noise level in and around your patients' rooms.
- Acknowledge that each patient is unique and always tailor patients' care to adapt to cultural differences.
- Recognize that the call bell is everyone's responsibility and always respond to call bells promptly. If you cannot deliver the care that the patient needs, be sure to bring the issue to the nurse or appropriate NYP team member and follow up with the patient to let him/her know that help is on the way.

# Getting to Know You

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

**A:** My name is Dwight Smith. I'm the Senior Upholsterer at NYP/Westchester, where I work with

furniture and its stuffing, springs, cushions and fabric.

**Q: How long have you been at NYP?**  
I've been employed at NYP for 15 years.



Dwight Smith, NYP/Westchester

**Q: What is the best part of your job?**

**A:** Seeing the smiles of satisfaction on the faces of patients, co-workers and visitors when a piece of antique furniture is brought back to new life. In a way I am the doctor of broken furniture. Upholstery is a dying art, and I love what I do.

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

**A:** I started out as an accounting student, and then I discovered I didn't like numbers. I was always good with my hands. I worked with Plant Operations here at Westchester as a painter/carpenter for a few years, and then I was given the opportunity to do my self-taught art.

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

**A:** I like almost all types of music. My favorite is classical. My liking

for it is inspired by my daughter, Ashley, who is an award-winning violinist. I also like reggae and calypso.

**Q: Why did you choose NYP as the place you wanted to work?**

**A:** This organization is highly reputable. It has done many, many wonderful things for people and not just in the U.S., but worldwide. I'm grateful to be a staff member at NYP.

**Q: What kinds of vacations do you enjoy?**

**A:** Any place with a beach. I'm from the Caribbean — the island of Nevis — so I just love the beach.

**Q: What is on your personal to-do list?**

**A:** Just travel as much as I possibly can. I am always on a quest for the next best beach.





■ **FOR SALE:** Two-bedroom, cedar-lined cottage on waterfront of a private barrier island off Great South Bay, Long Island, 45 minutes from New York City. Open floor plan; living room/dining room/kitchen with island. Master bedroom with French doors to open porch. Front and back decks; enclosed porch; outdoor stall shower. Private dock for two boats. Access to island via private locked parking lot and community pier with boat slip. Asking price of \$388,000 includes 13-foot Boston Whaler and 25 HP 2-cycle Yamaha engine in pristine condition. Call Barbara McGinn at (516) 527-9627.

■ **FOR SALE:** By owner, approximately 800-square-foot, one-bedroom apartment in luxury doorman building on East 72nd Street, between York Avenue and East River. Generous closet space; moldings and built-ins throughout. Brand-new parquet wood floors. Many extras. Asking \$739,000. No brokers, please. Call (917) 513-3182.

■ **FOR SALE:** Medical office at 115 East 61st Street in prestigious all-medical/dental commercial co-op located between Midtown and Upper East Side. Full-time attended lobby. No steps. Easy access to NYP and to transportation. Contact Sharon Aspis at (212) 692-6139.

■ **FOR SALE:** New two-bedroom apartment in doorman building in Riverdale. Solid wood floors throughout. Designer kitchen and gadgets, modern bathroom with body jet shower and Jacuzzi tub. New doors and closets designed for maximum storage; recessed lighting; crown/base molding; telephone/cable and Internet wiring. Near playground, bus, train, shops. List price: \$330,000. Open house every Sunday from 1 p.m. to 3 p.m. in October. Contact Comfort Usukumah at (914) 715-7229.

■ **FOR SALE:** Round oak table with glass top with four matching chairs, \$175; couch, \$125. Call (718) 796-1227 on weekends.



## 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.

## In Memoriam



Peter Dunsmore Stevens, MD

**Peter Dunsmore Stevens, MD**, Director of Endoscopy at NYP/Columbia and Associate Professor of Clinical Medicine at Columbia University College of Physicians and Surgeons, died August 13 at age 49. One of the country's premier interventional endoscopists, he helped develop minimally invasive techniques for treating pancreatic and biliary disease, including by pioneering single-operator cholangioscopy and making this technique a standard of care. He also was the first gastroenterologist in New York to help perform natural orifice transluminal endoscopic surgery. A longtime member of our medical center community, Dr. Stevens received his undergraduate

and medical degrees at Columbia and completed subsequent specialty training at NYP/Columbia. Dr. Stevens was a Past President of the New York Society for Gastrointestinal Endoscopy (NYSGE) and founded the NYSGE course for advanced fellows. He established the interventional endoscopic fellowship at NYP/Columbia, and many of his trainees have gone on to prominent faculty positions as interventional endoscopists. Dr. Stevens was admired for his prodigious talents and beloved for his kindness and friendship. His immediate survivors include his wife, Dr. Amy Stevens (P&S '89); son, Sam (Columbia College '15); and daughter, Christina.



## promotions

Human Resources reports the following promotions as of August 31, 2011:

### NYP/ACN

**Jeffrey Chrzan**  
Practice Administrator,  
I S Wright Ctr



Jeffrey Chrzan

**Marlena Palombo**  
Sr-Social Worker,  
I S Wright Ctr  
**Krystalee Santana**  
Office Assistant,  
Center for Community  
Hlth & Ed

### NYP/ALLEN

**Juan Guevara**  
Second Cook, Food  
Service-Allen



Juan Guevara

**Lizbeth Pimentel**  
CT Tech - Certified,  
Allen-X-Ray

### NYP/MSCHONY

**Teresa Doromal-Obed**  
Clinical Nurse III,  
CH-Operating Room  
**Jo Marie Palazzo**  
Nurse Practitioner,  
CH-Emergency Room  
**Nazia Rahman**  
Nurse Practitioner-  
Rotating, CHNY  
Neonatal ICU Coverage



Nazia Rahman

### NYP/COLUMBIA

**Elsie Binns**  
Spl-Perf Improvement,  
Regulatory & Quality  
Info Mgmt  
**Nyerere Colbert**  
Patient Representative,  
X-Ray VC Emergency  
**Sean Ferguson**  
Patient Fin Advisor-Pat  
Access, Psychiatric  
Emergency  
**Antonio Giurato**  
Registered Ultrasound  
Tech, Echocardiology  
PH-9C  
**Edwin Hernandez**  
Spl-Hlth Priorities,  
Endoscopy Suite

### Marlom Marmol

Ultrasound Technologist,  
Ultrasound Milstein-3  
**Anthony Marte**  
Clerk-Receiving,  
Receiving Dept  
**Trisha Moricette**  
Clinical Nurse I,  
McKeen-9HN/HS Surgery

**Duane Rigby**  
Patient Fin Advisor-Pat  
Access, Emergency-A  
**Nairobi Russell**  
Grant Writer, Grant  
Development Fund  
**Melissa Sacco**  
Mgr Food-Nutrition,  
Nutrition Dept

**Ammara Tanweer**  
Staff Pharmacist,  
Pharmacy-Administration  
**Caress Gabrinowitz**  
Clinical Nurse II,  
MB-6GN Medicine



Caress Gabrinowitz

**Taknida Tubo**  
Spl-Perf Improvement,  
Regulatory & Quality  
Info Mgmt  
**Otto Williams**  
Laundry Worker II,  
Laundry-Admin

### Erin Woerner

Staff Nurse, McKeen-  
9HN/HS Surgery

### NYP/WEILL CORNELL

**Elizabeth Antoine**  
OR Technician,  
W&C Health-L&D  
**Anna Cheung**  
Pharmacist, Pharmacy  
**Deborah Chin**  
Patient Assistant, OR  
**Lanetta Darlington**  
Analyst-Financial,  
Financial Planning  
**Cindy Delaine**  
Patient Care Director,  
Pre-Admit/Testing 3  
West

**Kristen Fanti**  
Patient Care Director,  
NUR-10C/10S  
MEDSURG (ONC)  
**Brandon Ford**  
Senior DDC Technician,  
Facilities Direct Digital  
Cont

**Cecilie Gjerde**  
Nurse Practitioner, Cir-  
culatory Physiology  
**Louie Inizio**  
Supv-External Transport,  
EMS  
**Cheuk Lee**  
Pharmacist, Pharmacy  
**Vicky Marsan**  
Analyst-Invntry Control,  
General Stores

### Jennifer Ortega

Mgr-Client Svcs,  
Select Health  
**Angela Park**  
Staff Nurse-RN,  
Med/Surg-Geriatric  
**Vandana Puri**  
Sr-Rad Therapist,  
Stich Radiation Ctr  
**Jasmine Yu**  
Sr-Techn Anesthesia,  
Anesthesiology



Jasmine Yu

**Felix Rivera**  
Driver-Messenger,  
Patient Accounts  
**Michael Rodriguez**  
Mgr-Radiology,  
Radio/Cardiovas  
**Antonios Sadrak**  
Pharmacist, Pharmacy  
**Joseph Scuccimari**  
Supv-Linen Services,  
Building Service  
**Coleigne Solomon**  
Staff Nurse-RN,  
W&C Health-PICU  
**Su-Chieh Sun**  
Supv-Central Lab,  
Central Lab

### John Tallent

Dir-Buss Pln Dev-Sys,  
Financial Planning  
**Alexander Triculis**  
Sr Analyst-Financial,  
Revenue Cycle Support  
**Nicole Varuzza**  
Staff Nurse-RN,  
NUR-10C/10S  
MEDSURG (ONC)  
**Esperanza Zozobrado**  
Patient Care Director,  
Perioperative Svcs

### NYP/WESTCHESTER

**Kathleen Glass**  
Coord-Care Mgmt,  
Care Management  
**Carlos Hernandez**  
Sr-Security Guard,  
Security



Carlos Hernandez

**Justine O'Neil**  
Spl-Rehabilitation, Nich-  
ols Cottage

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).





# green pages

## Benefits Corner



### 2012 ANNUAL BENEFITS ENROLLMENT IS OCTOBER 24 – NOVEMBER 14

This year, you can access your NYP benefit materials, review your options, and enroll from any computer, at home or at the Hospital. Look for a post-card mailed to your home. It will include a link that will take you to the 2012 Benefits Enrollment website for information about plan updates, benefit fair schedules, and how to get assistance enrolling. Once you are at the site, just click a button to enroll for benefits with your NYP computer ID and password.

Also, to support NYPgreen and HERCULES efforts to create efficiencies and save money without impacting patient care, all benefits enrollment materials will be online. You will not receive a booklet at home.



### AETNA PPO DENTAL PLAN EXPLANATION OF BENEFITS (EOB) IMPROVED

Explanation of Benefits (EOB) forms explain to Plan members the services for which their dentists billed, how much of the bill Aetna covers and the member's out-of-pocket responsibility. We are pleased to announce that, beginning in October 2011, Aetna PPO Dental Plan members will receive a redesigned EOB.

In addition to the information now available, the new EOB will provide details such as the amount of your remaining deductible, how much you saved through the Plan's discount, and why you may be responsible for any amount Aetna did not pay (for example, if you chose a doctor or facility not in the network). It also includes an easy-to-understand guide to key terms as well as contact information if you need any assistance with the EOB or plan details.

## Employee Activities



### DISCOUNT TICKETS AVAILABLE ON-SITE

Even though NYP has discontinued on-site family entertainment and sports ticket sales, Activities still has a few left for purchase by staff. They are available on a first-come, first-served basis through e-mail at [activities@nyp.org](mailto:activities@nyp.org). Payment can be made by check or money order payable to NYP. Tickets will be sent directly to you.

#### Priscilla Queen of the Desert

Thursday, November 10  
The Palace Theatre  
Balcony  
8 p.m.  
\$52 per ticket

**Reminder:** Hospital gift shops now sell movie tickets, gift cards and postage stamps. Tickets for theater and sporting events are accessible on the sites listed below and the *Employees* page of the Infonet by clicking on *Discounts & Perks* under *Quick Links*.

## ACCESSING DISCOUNT TICKETS

### MOVIE TICKETS

As mentioned above, discounted AMC movie tickets can be purchased at your site's gift shop.

### SPORTS AND FAMILY ENTERTAINMENT TICKETS

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

#### ► Plum Benefits

Log on to [www.plumbenefits.com](http://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](http://www.ticketsatwork.com) or call (800) 331-6483. The company code is **NYP**.

#### ► Working Advantage

Log on to [www.workingadvantage.com](http://www.workingadvantage.com). The NYP member ID number is **99042364**.

#### ► GoldStar

Log on to [www.goldstar.com](http://www.goldstar.com).

#### ► Corporate Offers

Log on to [corporateoffers.com/corporateaccess/offers/broadway.php](http://corporateoffers.com/corporateaccess/offers/broadway.php).

If you have any questions, please e-mail [activities@nyp.org](mailto:activities@nyp.org).

## EMPLOYEE DISCOUNTS



### Employee Car Rental Discount Program

NewYork-Presbyterian employees can receive car rental discounts of up to 25 percent from companies such as Avis, Budget, Dollar, Thrifty and Hertz. As an added bonus, employees are eligible for additional coupon offers such as free days, free upgrades and dollars off on top of discounted rates.

To take advantage of this offer, please visit [www.rentalcarperks.com/nyp.php](http://www.rentalcarperks.com/nyp.php).



### Equinox Fitness Clubs

Equinox at East 74th Street is pleased to announce an exclusive rate for employees of NewYork-Presbyterian. The offer provides a \$0 initiation fee to join (regular rate is \$525) and a monthly rate of \$155 per month (regular rate is \$171). This also includes one complimentary Equifit, which is an overall physical/needs assessment, two complimentary personal training sessions and two complimentary private Pilates sessions.

Contact Michael Borak at (212) 249-3917 or via e-mail at [Michael.Borak@equinox.com](mailto:Michael.Borak@equinox.com).

## GREEN PAGES CONTACT INFORMATION



### 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)





The Central Sterile Processing Department operates 24 hours a day, seven days a week, staffed by dedicated technicians, such as 1) Kwadwo “Kojo” Oduro (right) and Shirley Bryce, NYP/Weill Cornell; 2) Nayomi John, RN (left), Manager, and Elizabeth Anima, NYP/Columbia; 3) Carlos Ramos, NYP/Weill Cornell; and 4) Jason Viado, Supervisor, NYP/Columbia.

# Central Sterile Processing

## *Behind the Scenes Heroes*

**T**housands of surgical instruments are used throughout NYP every day. The way in which these instruments arrive, pristine and sterilized, back in their respective operating rooms is a model of efficiency.

On any given day, about 1,000 trays of instruments are processed by both the NYP/Columbia and NYP/Weill Cornell Central Sterile Processing Departments. This adds up to more than 30,000 trays and many thousands of instruments per month.

Today’s technicians must have a firm grasp of how all of these instruments work — everything from simple scalpels to the instruments that are part of multi-million dollar robots — in order to take them apart when necessary and clean,

sterilize and reassemble them.

“An operating room of today is much more complex than one of 10 years ago,” says Nayomi John, RN, Manager of the Central Sterile Processing Department at NYP/Columbia.

The sterilization process itself is an extremely complex, 24-hour-a-day operation where each instrument is tracked with a unique barcode that is monitored throughout the process.

“We have a set list of what must be routinely accomplished, but we always have to be ready for the unexpected as well,” says Esperanza Zozobrado, RN, Patient Care Director of the Central Sterile Processing Department at NYP/Weill Cornell. “We must deliver safe instruments in

a timely manner in all circumstances.”

To ensure patient safety, every single instrument — whether it appears used or not — must be decontaminated, which involves rinsing, soaking in an enzyme solution and being run through a large washer.

Once washed, the trays go to “Prep & Pack” where the technicians check for any defects that could make an instrument unusable. The instruments are then sorted, scanned and packed back into sterile, locked trays.

Depending on their ability to withstand heat, the packed trays then undergo one of a variety of sterilization processes, from low-temperature plasma sterilization to high-temperature steam autoclave.

“The most enjoyable part of the job

is the everyday challenges that we go through,” says Kwadwo “Kojo” Oduro, the Lead Technician at NYP/Weill Cornell’s Central Sterile Processing Department. “Everybody has a role to play and everybody really shines when those moments happen. Though we are not directly involved in patient care, patients are our first priority.”

Technicians take pride in knowing that their work contributes to each and every procedure performed in the hospital, from drawing blood to the most complex multi-hour surgeries.

“I’m very proud of my department,” says Ms. John. “Infection control is critical at the Hospital and what we do makes a tremendous difference to every department.” ■