Monitoring Hearts

Patients receiving cardiac care at NYP/Columbia and NYP/Weill Cornell can rest assured — someone is always watching their hearts. Using advanced telemetry — technology that enables cardiac signals to be transmitted from electrodes on a patient to a remote receiving location where they are displayed on monitors — hospital cardiac telemetry technicians help clinical staff know when a patient might be in trouble.

“Working closely with nurses and physicians at the patient’s bedside, the telemetry team monitors changes in rhythms before they develop into full-blown cardiac arrests,” said LeRoy Rabbani, M.D., Director of Cardiac Inpatient Services and the Cardiac Intensive Care Units at NYP/Columbia. “It’s a huge advantage to place patients on a monitor.”

This type of monitoring adds an additional layer of protective care to the advanced, state-of-the-art clinical treatment provided by NYP, making it one of the top hospitals in the country for cardiac care, according to the 2010 U.S. News & World Report.

The telemetry technicians, headquartered in the Service Building at NYP/Columbia, monitor in-patients at NYP/Columbia and NYP/Weill Cornell deemed at risk because of such conditions as unstable angina, congestive heart failures, arrhythmias and heart attacks.

“The technicians view patients’ heart rhythms in real-time on a computer screen, looking for potentially fatal arrhythmia patterns. If they see something unusual, they alert the nursing staff on the cardiac unit,” said Catherine Halliday, R.N., Director of Cardiac Nursing, NYP/Columbia.

Technicians can monitor up to 312 patients daily on both campuses and are required to make split-second decisions about whether a patient has gone into cardiac arrest.

“The type of telemetry practiced here is unique, both in terms of size and the type of responsibility the technicians are given,” said Hollis George, Director of Patient Care for Telemetry at NYP.

“I’ve been to seminars for lead telemetry techs all over the country and no other place does telemetry the way that it’s done here. We have the responsibility of calling a cardiac arrest,” said Geddes Booker, a lead telemetry technician at NYP who has worked in telemetry for 25 years.

For the patient going into a life-threatening arrhythmia, that skill can make a real difference.

“Having a telemetry technician skilled at detecting cardiac arrest, and, more importantly, empowered to call an arrest, gives us a jumpstart on CPR and defibrillation,” Dr. Rabbani said. “Our telemetry team’s work absolutely results in saved lives.”
Thousands of employees at the NYP/Columbia, NYP/Weill Cornell, 38th Street, NYP/Westchester and NYP/Allen Hospital campuses had fun with a French theme during the summer’s Employee Appreciation Days.

Attendees enjoyed chicken provençale, niçoise salad, croissants and éclairs as French pop music and the classic chanteuse Edith Piaf crooned in the background. Large models of the Eiffel Tower and the Arc de Triomphe, fresh flowers, and French table linens all added to the Parisian ambience.

As managers dished out generous helpings of food, employees got the chance to eat and mingle with friends and colleagues. It was all a way to say a hearty “merci” to employees for all they give to make NYP the amazing place it is.

Photos by Richard Lobell and John Vecchiolla
New center offers advanced, nurturing care for high-risk moms and babies

NewYork-Presbyterian/Columbia’s maternal-fetal medicine program is already one of the top-ranked in the country. Now, with the opening on September 23 of The Carmen and John Thain Center for Prenatal Pediatrics, women with high-risk pregnancies will receive the most comprehensive, state-of-the-art care currently available, all in a location designed to be warm, beautiful and calming.

“The Center for Prenatal Pediatrics is dedicated to helping pregnant women and their families when a significant birth defect or genetic condition is found in the unborn baby or when families experience other unusual complications during pregnancy, in particular, multiple pregnancy,” says Mary D’Alton, M.D., Director of Obstetrics & Gynecology Services at NYP/Columbia.

Carmen and John Thain are longtime supporters of NewYork-Presbyterian/Columbia’s Sloane Hospital and of women’s health. The new Center complements The Thain Labor and Delivery Unit.

“While the Hospital is committed to providing the highest level of individualized care in every field of medicine, we take special pride in the services we offer for women and children,” says Dr. Herbert Pardes, President and CEO. “The generosity of the Thain family has allowed us to take our care of women and children to an even higher level.”

The 10,000-square-foot Center for Prenatal Pediatrics is located on 12 Central in the Morgan Stanley Children’s Hospital. It houses seven ultrasound rooms, two fetal echocardiogram rooms, and multiple exam rooms and doctors’ offices. It also has space for both prenatal diagnostic and therapeutic procedures, such as amniocentesis, chorionic villus sampling, and laser therapy for twin-to-twin transfusion. The Center is one of approximately 10 centers in the country to perform laser therapy and the only one in New York City.

While it is equipped with the latest in technology, the Center also exudes a peaceful, almost spa-like atmosphere.

“New center offers advanced, nurturing care for high-risk moms and babies”

“I’m working here at NewYork-Presbyterian? It’s work that I really enjoy. I enjoy being outdoors and the landscaping. I also enjoy being on the water in Connecticut, where we spend relaxing weekends.”

James Garvin, NYP/Westchester

Q: What is your favorite type of music?
A: I enjoy a wide variety of music, from Southern rock to country. Some old favorites are Louis Armstrong and Frank Sinatra.

Q: What kind of vacations do you enjoy?
A: I love to play golf so most of my vacations are golf related. I also enjoy the ocean and jet skiing. We have a little house on the water in Mystic, Connecticut, where we spend relaxing weekends.

Q: What’s your path to your current job?
A: I began as a General Service Worker in the Grounds Department. After two years I was promoted to Assistant Foreman. Hard work and knowledge of landscaping helped me achieve the Foreman’s position in 2006. Today, I have a terrific crew who work hard to create a safe and beautiful environment for patients and their families.

Q: What’s your favorite type of music?
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James Garvin, NYP/Westchester
NewYork-Presbyterian has long recognized that getting vaccinated against the flu is the best way to protect ourselves, our families and our patients. The seasonal flu vaccine this year includes protection against H1N1 influenza, so only one vaccination is necessary. All NYP employees and physicians must participate in the program by getting vaccinated or signing a declination form in Workforce Health & Safety by November 30.

Flu shots are being offered free of charge at Workforce Health & Safety clinics, at designated central locations, and through Flu Champions on the units. Please visit the Infonet for more detailed information.

**NYP/ALLEN**

Sharon Clarke
Supervisor-Transport, Allen-Patient Transport
Ana L. Marte
CT Scan Technologist, Allen-X-Ray

**NYP/VONCHY**

Laura J. Lavallee
Clinical Nurse II, CHC Labor Delivery & Triage
Mylene Madow
Clinical Nurse II, CH-Pediatric Intensive Care

**NYP/COLUMBIA**

Alejandro Almanzar
Laundry Worker II, Laundry - Admin
Rohan Banton
Supervisor-HVAC, Engineering-Preventive Maint
Jennifer Joyce Boone
Laboratory Clerk Typist, Central Processing Unit
Rawlins J. Callender
Supervisor-Boiler Room, Powerhouse
Catherine Camilo
Staff Nurse, MB-7HS Transplant Unit
Ordel Clarke
Waxer - Stripper, Environmental Services-MH
Jennifer Emille Hill Cruz
Psychologist-PhD, Clinic-Special Needs
Patricia A. Gall
ICU Technician, Surgical Nursing Office
Lenny Guzman
X-Ray Technologist, X-Ray VC, Emergency
Orion Orridge
Nutrition Host, Nutrition Dept

**NYP/ACN**

Dora Arocho
Psychologist-PhD, Center for Community Hth & Ed
Erica Chin
Sr Psychologist, Clinic-Psychiatry/Pediatrics
Sweene C. Oscar
Psychologist-PhD, GR-RH More Program

**NYP/WELL CORNELL**

Sadaf Khola Mian
Financial Analyst, Purchasing Mgmt

**NYP/WEIL CORNELL**

Ruperto Arellano Sr BMET, Biomedical Engineering
Raymond Baez
Lead Technologist, Central Lab
Alexis Balingongan
Staff Nurse-RN, NUR-2W Neuro Science SDU
Matthew Baney
Pgm Manager-WHS, Workforce Health & Safety

**NYP/CHON**

Laura J. Lavallee
Clinical Nurse II, CHC Labor Delivery & Triage

**NYP/CHC**

Maria-lita M. Villar
Clinical Nurse-Specialist, CH-Neonatal Intensive Care
Jema D. Delfin
Clinical Nurse IV, CH-Operating Room

**NYP/WEIL CORNELL**

Guil Gasv Vincent
Staff Nurse, MB-7GS AM/PM Surgery
Sandra Quinones
Unit Assistant, MB-3/4 Recovery Room
Jennifer Rodriguez
Patient Fin Advisor-Pat Accts, Radiation Oncology
Sonali A. Sheth
Staff Pharmacist, Pharmacy-Administration
Shirley A. Wise
Patient Fin Advisor-Pat Accts, Patient Access Services

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Matthew Baney
Pgm Manager-WHS, Workforce Health & Safety

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 and John Vecchiola
daughter of NYP employee brings down the “House”

Assata Alston, 12, daughter of Pamela Walker, Supervisor of Patient Accounts at NYP, performed before a star-studded audience July 19 as part of the evening “Broadway Celebration at the White House.”

The young singer, who has been called a prodigy, belted out the show tune “Gimme Gimme” from the Broadway classic “Thoroughly Modern Millie.”

An eighth-grader at The Young Women’s Leadership School in Jamaica, Queens, Assata has been singing since about age 5, specializing in Broadway show tunes.

Assata was “discovered” by producer George C. Wolfe, who was in the audience when she sang in “An American Songbook” performance at Lincoln Center.

Assata, who will perform at Gracie Mansion on November 18, is looking forward to a career as a singer.

NYP & NY Giants team up for organ donation

About 1,000 NY Giants fans saw more than their favorite team on September 26 when a group of volunteers from NYP’s Transplant service and the New York Organ Donor Network came to the stadium, pre-game, to disseminate information about organ donation.

Before the Giants took on the Tennessee Titans at the New Meadowlands Stadium in East Rutherford, N.J., the volunteers, joined by five former Giants players, gave information to raise awareness about the importance of signing up to become an organ donor.

NYP, which performs more organ transplants than any other hospital in the nation, is a Proud Sponsor of the New York Giants. Through our partnership, we will try to reach the goal of registering 100,000 new organ donors. Several members of the Giants recognize the importance of organ donation, as they have family members who have received organ transplants.

Fans were invited to have their picture taken with the past Giants greats and to learn how they, too, can become a “giant” in someone’s life, by signing up to become an organ donor.

According to the New York Organ Donor Network, about 9,600 people in New York state are in need of a lifesaving donation, while more than 100,000 people in the U.S. are awaiting transplants.

you gotta have heart

The Ronald O. Perelman Heart Institute celebrated its one-year anniversary on October 7 with a daylong event geared toward raising awareness about heart health. Patients, visitors and staff participated in a Wii Sports tournament, walked the “Perelman Mile” or “Perelman Mile Plus,” enjoyed heart-healthy snacks and capped the day with a classical music concert by Carnegie Hall’s “Musical Connections.”

The Perelman Heart Institute opened last year on the fourth floor of the Greenberg Pavilion. It expanded on the Hospital’s cardiac care expertise and connects all cardiac services, from heart disease prevention to the treatment of life-threatening arrhythmias and complex coronary artery disease.

Education about heart disease is central to the Institute’s mission, especially for women, many of whom still erroneously believe that they are less at risk for heart problems than men. The Education Center at the Perelman Heart Institute offers many programs designed to encourage and train people to live more heart-healthy lives.

More than 50 people took part in either the Perelman walk, a one-mile hike around the fourth floor, or the Perelman Mile Plus, a longer walk outside. Anna LeMay, Supervisor of Patient Accounts at NYP, has improved her fitness and endurance.

The Education Center will be hosting several programs in the coming months as part of the Women’s Heart Program. Call (877) NYP-WELL for more details.

radiation symposium brings together global leaders

On September 20, NYP hosted the 6th International IMRT [Intensity Modulated Radiation Therapy] Symposium. Dr. K.S. Clifford Chao, Chair, Radiation Oncology, NYP/Columbia and Chief, Radiation Oncology, NYP/Weill Cornell, co-directed the symposium with Dr. Nancy Lee of Memorial Sloan-Kettering Cancer Center.

IMRT is the treatment of choice for many cancers. This therapy requires rigorous attention to planning and delivery to ensure the safety and efficacy of the technology. The 187 participants were provided with the most current guidelines, safety measures and QA processes, along with disease-specific treatment planning tools, since proper planning, positioning and dosage application ensures patient safety and the best possible outcomes. Internationally renowned speakers updated health care professionals on the latest advances in IMRT treatment planning and delivery.
This year’s Employee Survey was held in September and early October, and we are now waiting for the results to help us begin the important Making It Better planning process. Each year, staff and managers work together to design Plans to make the Hospital an even better place for patients and employees. We wanted to share the stories of two of the many departments that have achieved great results through this planning process. Through their dedication, commitment and teamwork, they are Making It Better at NYP.

success stories

**Morgan Stanley Children’s Hospital**

Elizabeth Polanco, Patient Care Director of 6 Tower at Morgan Stanley Children’s Hospital, and her team developed a Making It Better Plan that achieved remarkable results in patient and employee satisfaction. On their unit, patient satisfaction is a priority, and they review scores and comments at monthly staff meetings and daily huddles. Working together, they have found ways to hardwire best practices, including Discharge Phone Calls and consistent Hourly Comfort Rounds. “Always get your staff involved in the planning,” says Ms. Polanco. “I am not a salesperson, but I have learned to ‘sell’ initiatives to my staff by explaining the value they provide to our patients. It is then up to the staff to decide how to implement the initiatives. I believe when people have a say in the process, they buy into it.” 6 Tower achieved an Overall Patient Satisfaction score of 89.2 on the Press Ganey survey during the third quarter of 2010, which places them in the 99th percentile when compared with other Best Children’s Hospitals in *U.S. News & World Report.* Ms. Polanco consistently recognizes her staff for their contributions and achievements. For example, after collecting Shining Star ballots, she reads them aloud at staff huddles. Her use of consistent public recognition has helped increase the unit’s Overall Employee Satisfaction score from 71 percent favorable to 90 percent favorable.

**NYP/Weill Cornell, Emergency Department**

Brian Miluszusky, Nursing Director for the Emergency Department at NYP/Weill Cornell, and his team are committed to improving the ED experience for patients and their families. Unit Practice and Quality Councils meet frequently to discuss issues, opportunities and areas of concern. Yoga classes and ice cream breaks during the summer months are helping staff relax, and Mr. Miluszusky’s open-door policy encourages staff to voice any feedback, make suggestions and ask questions. The results can be seen in their Overall Employee Satisfaction score, which has risen from 78 percent favorable to 85 percent favorable.

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**THE GREEN PAGES**

**benefits corner**

**NYP ANNUAL BENEFITS ENROLLMENT: VOLUNTARY BENEFITS**
The NYP Annual Benefits Enrollment period is October 15 through November 15. Benefit selections made during this period will become effective January 1, 2011.

During the Annual Enrollment period, you have the opportunity to enroll in the following valuable voluntary benefits.

**AYCO FINANCIAL PLANNING**
Ayco counselors can provide financial information and professional guidance for concerns such as debt management, budgeting, college funding, insurance, income taxes, estate planning and more. Ayco Answer-Line® counselors have Financial Industry Regulatory Authority (FINRA) licenses. For more information, go to [https://www.aycofinancialnetwork.com/afpc/nyp](https://www.aycofinancialnetwork.com/afpc/nyp).

**HYATT LEGAL PLAN**
The Hyatt Legal Plan offers you and your family access to legal services for personal legal matters. It provides easy and low-cost access to a wide variety of services, including sale or purchase of your home, refinancing your home, small-claims assistance, debt collection defense, personal bankruptcy and family matters such as premarital agreements, guardianship, name changes and protection from domestic violence. To learn more, call (800) 821-6400.

**INFOARMOR**
Identity theft is the fastest growing crime in America and affected more than 11 million Americans last year. NYP has partnered with InfoArmor to provide all NYP benefit-eligible employees and dependents with comprehensive identity monitoring at a discounted price. For more information, go to [www.InfoArmor.com/NYP](http://www.InfoArmor.com/NYP).

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**TICKETS AVAILABLE AT ERRAND SOLUTIONS**

**La Cage Aux Folles**
Tuesday, November 9
Longacre Theatre
Mezzanine
8 p.m.
$69 per ticket

**Big Apple Circus**
Sunday, November 14
Lincoln Center, Damrosch Park
Mezzanine
4:30 p.m.
$25 per ticket (Children 2 years and older must purchase a ticket.)

**Spiderman**
Friday, December 3
Foxwoods Theatre
Balcony
8 p.m.
$52 (Children 2 years and older must purchase a ticket.)

**The Merchant of Venice**
Starring Al Pacino
Tuesday, December 7
Broadhurst Theatre
Mezzanine
7 p.m.
$66.50 per ticket

**HEALTH & FITNESS DISCOUNT**
Equinox at East 85th Street is pleased to announce an exclusive rate for employees at NewYork-Presbyterian Hospital. There is no initiation fee to join and you pay only $135 per month. New members who join by December 31, 2010, will also receive one personal training session, one private Pilates session and a 25-minute massage.

If you are interested in becoming a member at this rate, please contact Arthur Donowski at (212) 439-8300 or via e-mail at Arthur.Donowski@equinox.com.

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**SAVE TIME WITH ERRAND SOLUTIONS**
Errand Solutions can help save you time by running your errands while you work. You can also see your Errand Solutions site representative to purchase items such as gift cards and stamps all in one place.

Thanksgiving is a great time for family and friends to get together, but if you are the host, preparing for it can be time consuming. Let Errand Solutions help find the perfect caterer for your Thanksgiving meal or the best bakery to find a delicious pumpkin pie. Speak with your Errand Solutions site representative for help with your holiday planning.

Errand Solutions has the following special available during the month of November, which can be booked through an NYP site representative: Get a head start on your holiday cards, and save 10 percent on the sitting fee when you book your family portrait session through an Errand Solutions VendorPartner.

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**employee activities and services**

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**GREEN PAGES CONTACT INFORMATION**

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(212) 297-5771
BenefitsBridge@nyp.org

Employee Activities
(212) 746-5615
activities@nyp.org

Other Green Pages News:
hrweb@nyp.org
NYP leads effort for greener hospitals

Hospital hosts major international conference on environmental sustainability

More than 175 people attended a groundbreaking conference, “Going Green: An Emerging Mission in Health Care,” at The Vivian and Seymour Milstein Family Heart Center on October 12. Distinguished leaders in the field of sustainability and health care, including Jeff Immelt, CEO and Board Chairman of General Electric, explored the link between a hospital’s mission and a sustainable environment.

Sustainability — living and working in ways that don’t jeopardize the environment, now and in the future — is a term heard more and more these days. Applied to hospitals, sustainability means having less impact on the environment, using less energy, and creating less waste.

Long committed to providing the very best in patient care, NYP has added a new mission — providing that superlative care in a manner that is both sustainable and environmentally conscious. NYP’s sustainability initiative, NYPgreen, was launched more than two years ago to minimize the Hospital’s environmental footprint and provide the safest and healthiest environment for patients, staff, and community.

Conference attendees heard speakers from Sweden, the U.K., the U.S. Environmental Protection Agency, the U.S. Green Building Council, the Cleveland Clinic and Harvard talk about the critical role that health care institutions play in addressing global environmental concerns.

“As health care leaders, we know that many of the decisions we make — how we construct and maintain our facilities, manage energy use, transport our workers and supplies, clean our facilities — have a significant impact on the environment,” said Dr. Pardes.

The conference was held in The Vivian and Seymour Milstein Family Heart Center, which recently received the prestigious LEED (Leadership in Energy & Environment Design) Gold Certification — an internationally recognized designation developed by the U.S. Green Building Council. It was one of only six hospitals in the U.S. to receive this award.

NYP’s accomplishments in sustainability and green thinking made it an ideal host for this conference, but Dr. Pardes emphasized that the journey has just begun.

“We are proud of what we have done here, but we are not satisfied with where we are or where the health care sector is with regard to sustainability,” he said. “We need to push forward and achieve even more. Our communities, employees and patients expect this of us.”

green facts
• The Hospital’s sustainability initiative — NYPgreen — has launched the following initiatives: a mixed-recycling program at all sites, reprocessed medical devices, “green” chemicals for cleaning, composting kitchen waste, “lights off” and other conservation campaigns, bicycle racks, and hybrid vehicles in the service fleet.
• In 2009, NYP “threw the switch” on a 7.5-megawatt cogeneration system that is reducing the Hospital’s central plant emissions by more than 27,000 tons per year — the equivalent of removing 4,622 cars from the road.
• Between October 2008 and October 2009 NYP reduced its net energy usage by about 13,000 metric tons of carbon dioxide. The Hospital did this across its 10 million square feet of space even while adding new space. This is the equivalent of removing more than 2,500 cars from the road.
• In 2010, NYP received its fifth “Sustained Excellence for Energy Management” award, the most times this award has been received by any hospital in the country.
• “Green Champions,” a network of 250 NYP employee volunteers, are working with their departments to raise awareness and change behaviors.