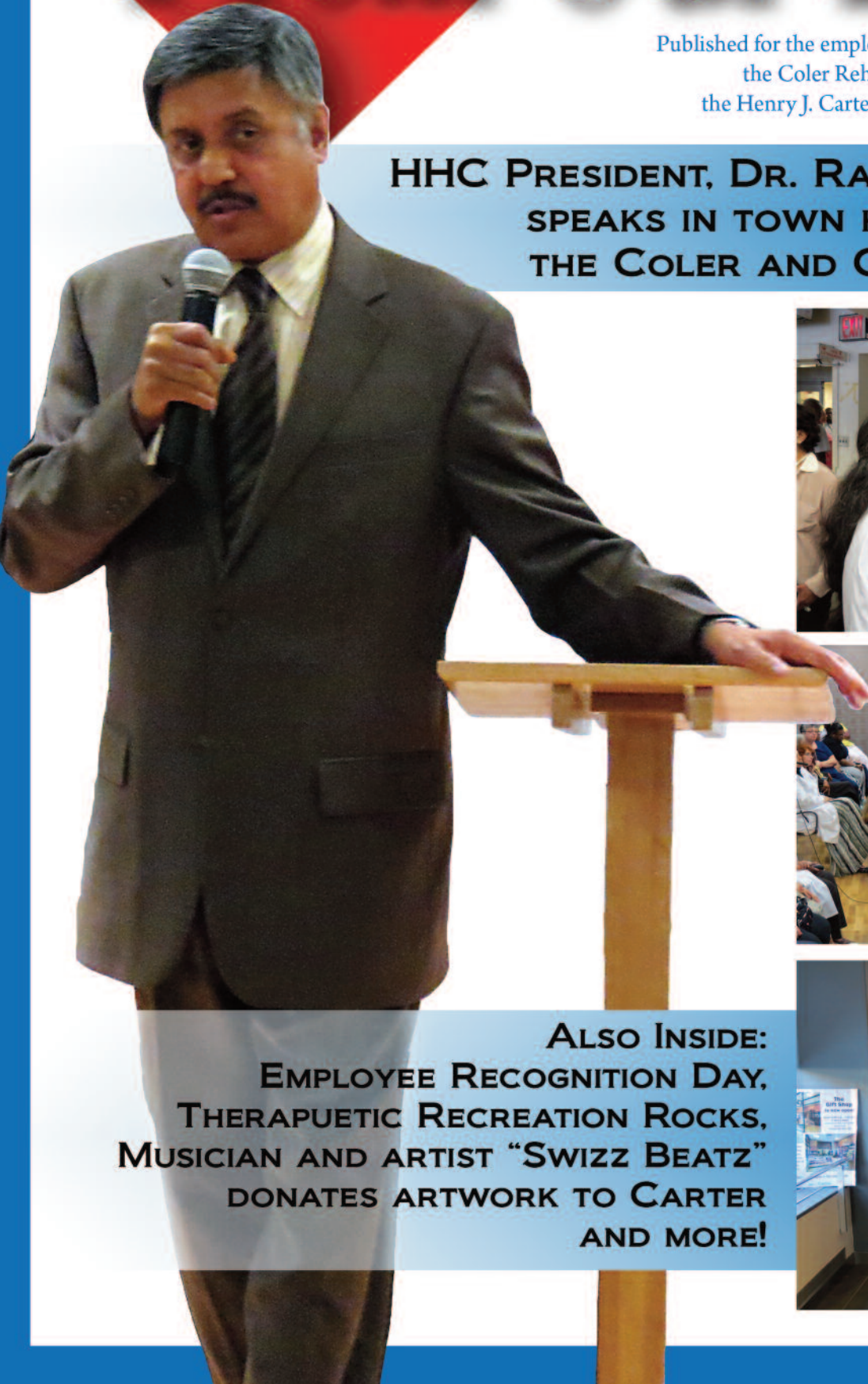


# From Our Heart

Spring / Summer / Fall  
2014

Published for the employees, patients, residents and friends of  
the Coler Rehabilitation & Nursing Care Center and  
the Henry J. Carter Specialty Hospital & Nursing Facility

## HHC PRESIDENT, DR. RAMANATHAN RAJU, SPEAKS IN TOWN HALL MEETINGS AT THE COLER AND CARTER FACILITIES



**ALSO INSIDE:  
EMPLOYEE RECOGNITION DAY,  
THERAPUTIC RECREATION ROCKS,  
MUSICIAN AND ARTIST "SWIZZ BEATZ"  
DONATES ARTWORK TO CARTER  
AND MORE!**

Published by Coler Rehabilitation and Nursing Care Center and Henry J. Carter Specialty Hospital and Nursing Facility for our employees, patients, residents and friends.



Coler Rehabilitation and Nursing Care Center  
900 Main Street  
Roosevelt Island, NY 10044  
(212) 848-6000

Henry J. Carter Specialty Hospital and Nursing Facility  
1752 Park Avenue  
New York, NY 10035  
(646) 686-0000

**Executive Director:**  
Robert K. Hughes

**Editors:**  
Robert K. Hughes  
Floyd R. Long  
Howard Kriz  
Linda Wyatt

**Creative Directors:**  
Jose Torres  
Linda Wyatt

**Photography:**  
Jose Torres  
Jeanne Waller  
Linda Wyatt

**Contributors:**  
Regenia Anderson  
Stephen Catullo  
Sarah Cunningham  
Martin Geller  
Pamela Hargrow  
Malka Konigsberg  
Jose Torres  
Jeanne Waller  
Linda Wyatt  
Sui-Fan Yung

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## A MESSAGE FROM OUR EXECUTIVE DIRECTOR

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As we head into the end of 2014 and prepare for a new year, we reflect on some of the significant events of the past year. Notable among the year's events was the first anniversary of the Henry J. Carter Specialty Hospital and Nursing Facility. A little over a year ago, on November 24 and 25, 2013, we were celebrating its successful "debut"—the relocation of 228 patients and residents to the newly built facility. We were leaving Roosevelt Island's Goldwater campus, and entering new and exciting territory with high hopes and big dreams.

We have much to be proud of and thankful for. One year ago, the Henry J. Carter Specialty Hospital and Nursing Facility was a beautiful space filled with high expectations and much potential, poised to make its mark in the City's health-care delivery system. Our staff adjusted quickly, finding their way around, and learning the nuances of new equipment and a new building. Our Nursing Facility quickly attained near 100% census. Our LTACH bed census is now at 78%, and will continue to increase as we bring more beds online. We continue to perfect our expertise in vent care and weaning and have established our service as a prime placement source for major public and private hospitals in the metropolitan area. Our solid reputation for providing a very high level of sub-acute care—while achieving excellent quality and outcomes—is growing. Further evidence of our maturation and growth is the successful completion of our first two major surveys—one from the New York State Department of Health and the other from The Joint Commission.

Staff played an integral role in these achievements, contributing valuable feedback to help refine and improve new processes, and how to utilize new technology to best meet the needs of our patient/resident populations. Our union and labor partners also deserve high praise and credit, for they teamed with us to ensure the facility's success for our patients, residents and staff.

The Harlem Community has been extremely welcoming to us, and we are pleased that we have developed—and continue to develop—strong community ties. Carter's vibrant and active Community Advisory Board, comprised of leading community members, was formed this past year. It will play a vital role as a voice for the patients, residents and community.

All that we have accomplished at Carter in this past year has been guided by HHC, our staff's dedication and hard

work, and also by the principles and values of our namesake, Henry J. Carter. Affectionately known as "Hank", he is a daily presence at the new facility. Hank's warm greeting, welcoming smile and words of encouragement lift the spirits and bring hope to patients, residents, visitors and staff alike.

In the past year, the Coler facility has been furthering its preeminent role as a safety-provider for the long-term care population, and progressing in significant ways. Most notable was the name change—we are now the Coler Rehabilitation and Nursing Care Center. The new name retains the Coler identity and strong reputation, highlights the services the facility is known for, and reflects the role it plays in the long-term care continuum as we look to position the facility to meet the needs of an evolving healthcare environment.

Coler has continued to implement the HHC process improvement practices of LEAN, also known as Breakthrough. The Breakthrough principles were utilized in a rapid improvement event (RIE) that established a sub-acute unit. This unit is already realizing the desired goals—reducing discharges to acute care hospitals and enhancing the provision of specialized services to a high-acuity population.

We have completed our multi-year, \$29 million Sprinkler Project, which included the installation of sprinklers throughout the entire building. This achievement allows us to comply with the federal regulations requiring all nursing facilities to be fully sprinklered.

A recent FEMA federal grant committed \$1.6 billion to HHC for repairs, restoration and mitigation related to the facilities impacted by Superstorm Sandy. Coler is designated to receive \$181 million of these funds to cover repairs and restoration already completed and remaining projects. In addition to funding the planned restoration of our Auditorium, the funds will be used to construct a flood wall that protects the Coler campus.

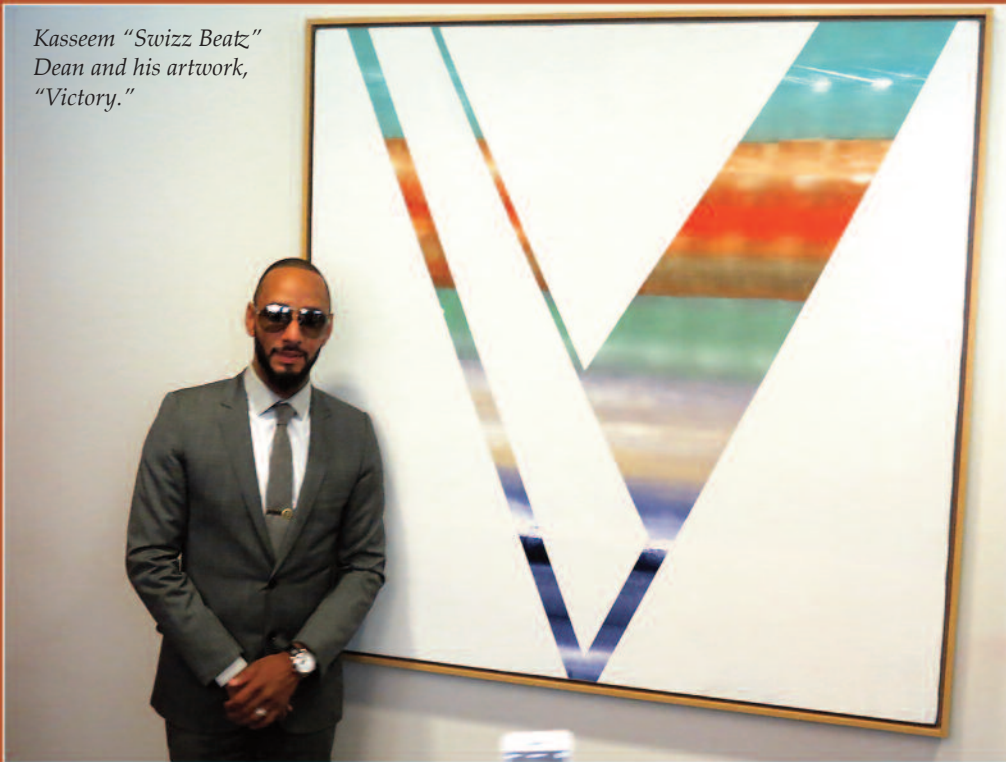
Plans are underway for upgrading the interior décor of Coler. These upgrades will be directed toward improving the appearance of the main corridors and dayrooms, which will enhance the quality of life of the residents and the work environment for the staff. The changes will emphasize our resident-centered care.

Amid the many changes at Carter and Coler, our dedicated Breast Cancer Fundraising Team—with members on both campuses—still found the time and energy to raise \$20,000 for the American Cancer Society. October, Breast Cancer Awareness Month, culminated with "The Walk" in Central Park. Staff from all levels joined HHC leadership and other HHC employees in this important annual event.

With Coler's established and well-regarded reputation, and the swift emergence of Carter as a preferred sub-acute provider—especially for ventilator care and weaning—we eagerly look forward to this coming year's journey.

# ARTIST'S DONATION IS A "VICTORY" FOR THE CARTER FACILITY

(L-R) Joe Schick, Exec. Director, The Fund for HHC; Ram Raju, MD, President, HHC; and Gregory Mink, HHC Network Art Administrator; joined Mr. Dean at the "Victory" unveiling.



Kasseem "Swizz Beatz" Dean and his artwork, "Victory."



Right: Mr. Dean looks on as some of the adaptive technology, donated by Wheelchair Charities, is demonstrated.



Above: Mr. Dean gets a hands-on demonstration of our Therapeutic Recreation services from Regenia Anderson.

*"Victory is a powerful statement representing the personal struggle to triumph over the challenges of profound physical disability. This piece symbolizes the monumental daily effort in working toward rehabilitation goals and physical progress."*

– Kasseem "Swizz Beatz" Dean

Kasseem Dean wears many hats in his career. Under his more recognized moniker, "Swizz Beatz," he is a superstar hip-hop producer and recording artist, who has worked with musical giants like Jay-Z, Kanye West and Beyonce. His successful musical career opened doors to his other ventures—which include fashion and shoe design as well as brand promoting. However, it is his work as a painter that brought him to the Henry J. Carter Specialty Hospital and Nursing Facility on April 17, 2014.

The day's events began with a delicious luncheon in the Renaissance Room. Guests included Ramanathan Raju, MD,

President and CEO, NYCHHC; Hank Carter, CEO, Wheelchair Charities; Joseph Schick, Director, The Fund for HHC; HJC staff and several HJC residents.

Following the luncheon, Mr. Dean's painting, "Victory," was unveiled. The simple, yet dramatic and poignant work was chosen because Mr. Dean seeks to inspire the patients and residents to continue to strive toward rehabilitation. Mr. Dean noted: "Victory is for anyone who is going through anything. I want them to see a road of calm, a road to victory, a road to relief."

After the dedication ceremony, Mr. Dean toured the facility and was impressed by both the compassionate staff and the technologically advanced rehabilitation services offered in the Carter facility. He even took the time to participate in a healthy cooking class in the Arts & Culinary Room, creating a delicious and nutritious yogurt parfait.

Named the HHC's Global Ambassador in 2012, Mr. Dean continues to help support the HHC's mission to provide quality healthcare for all New Yorkers.

# HHC PRESIDENT VISITS COLER & CARTER FACILITIES



Ramanathan Raju, MD, who succeeded Alan Aviles as President of the New York City Health and Hospitals Corporation on April 1, 2014, is HHC's 15<sup>th</sup> President. Although Dr. Raju had recently been Chief Executive Officer of Chicago's Cook County Health and Hospitals System, he is no stranger to the HHC. Dr. Raju held several positions within HHC, and was Executive Vice President and Corporate Chief Operating Officer until 2011.

Dr. Raju wasted no time getting to know HHC employees. On Friday, May 16, he started the morning in the Coler Canteen with a 9:30 a.m. Employee Town Hall. On Thursday, May 29, another Town Hall took place at 3 p.m. in the Renaissance Room of Henry J. Carter. Dr. Raju focused on the Affordable Care Act (ACA) and how the open market for all patients and residents could impact HHC.

Dr. Raju spoke admiringly of Coler and Carter's consistent delivery of patient/resident care. He noted how HHC is in the forefront of the delivery of community-based care, and in line with the ACA tenets. Dr. Raju also answered questions from the Coler and Carter staff.



(above): Dr. Raju converses with the facility's namesake, Henry J. Carter.



(left): Dr. Raju, along with Robert Hughes, Exec. Director, greets Anita Holder, MST, Coler, and Chairperson, Local 420.

(below): Dr. Raju addresses the employees at Carter.

(below): Dr. Raju answers questions from Coler employees.



# THE JOINT COMMISSION

## COLER AND CARTER IMPRESS THE SURVEYORS

The Joint Commission surveyed both the Carter and Coler campuses this summer, and the results of both surveys were excellent.

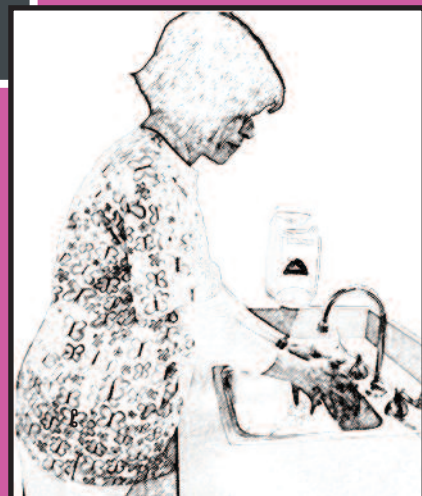
During the Coler survey, which began on Monday, May 12 and concluded Thursday, May 15, the surveyor carefully assessed the quality of care, quality of life and resident-centered care provided. Overall the surveyor was very impressed with Coler practices, team work and the high level of care provided.

The surveyor was especially impressed by her interaction with the staff, learning how knowledgeable Coler staff is about the residents and their needs. The surveyor expressed that staff demonstrated a real commitment to the residents, and that Coler staff clearly put "residents first."

Dr. Ram Raju, HHC President, and Antonio Martin, Executive Vice President/COO, were present at the exit conference and heard first-hand the surveyor's very complimentary remarks. Robert K. Hughes, Coler/Carter Executive Director, noted: "While these are great attributes we see on a daily basis, it is very rewarding for an external expert to visit and validate the great work done by all staff."

The Henry J. Carter campus underwent its first survey as an operating facility when the Joint Commission visited from June 24 - 26. The survey was conducted of the hospital and nursing facility, and the team carefully assessed the quality of care, quality of life and the life safety/environment.

The survey team was very impressed with Carter's practices and high level of care provided. The opportunities for improvement identified will enable Carter to become an even stronger organization. In particular, the surveyors spoke highly of Carter's infection control practices and patient safety, quality assurance/performance improvement program. The surveyors noted that Carter's performance in these areas was indicative of its commitment to patients and residents and to becoming a High Reliability Organization.



# Skin Integrity Project Chosen for Joint Commission's Lending Library

The Coler-Carter Skin Integrity Performance Improvement Team's education program, "Educating Staff, Patients/Residents and Family Members on Skin Integrity and the Care and Treatment of Pressure Ulcers Using Fruits and Vegetables," has been accepted into The Joint Commission's Lending Library and is a Best Practice method.

The Skin Integrity Team, led by wound care nurses Jacqueline Juele-Shuster, NP, Carter campus; and Merlita Mateo, ADN, Coler campus, developed a novel, yet easy to understand approach in the care and treatment of pressure ulcers. Also known as bed sores, pressure ulcers are a very serious concern among patients/residents with limited or no mobility, and can be life-threatening.

The team's idea was to use real fruits and vegetables as visual tools to enhance the effectiveness of skin integrity/pressure ulcer education to staff, patients/residents and family members. Their goal was to facilitate staff, patient/resident and family member engagement in the learning of skin integrity/pressure ulcer management by:

- Providing a "back-to-basics" educational approach utilizing a simple yet effective way of disseminating information
- Using visual aids that the participants touch and manipulate
- Keeping the presentation to 15 minutes in length so that the participant would not be overloaded or overwhelmed with information

Staff education will be provided at New Employee Orientation, facility-wide annual education programs, mandatory Skin Class for the Nursing staff, and at the annual Patient/Resident Safety Fair. Resident and family education will be provided as needed.

The program, which is simple to implement, piques the interest and curiosity of the participants because of the fruits and vegetables. Its design facilitates active engagement by the staff, patients/residents and family members. The program material—through the use of the visual aids—is easy to understand and "relatable" to the participants.

Congratulations to the Skin Integrity Team on developing an excellent program!

The skin is the largest organ of the body. In order for it to remain healthy, it needs to eat (nutrition), drink (hydration) and breathe (circulation/off pressure), otherwise it will die (pressure ulcers develop). Essential elements of the presentation are explained by comparing the skin to the appropriate food:

- With a grapefruit, they demonstrate how its cross section mimics the layers of the skin: the rind/zest represents the epidermis/dermis layers of skin; the grapefruit's spongy skin represents the subcutaneous layer; the pulp bits represent muscle; and the seeds represent bone.
- An artichoke represents what the skin looks like under a microscope; it is not flat but consists of overlapping cells. This is helpful because it traps moisture, but it also traps dirt. They reinforced that skin should be rubbed gently when being washed, and that skin emollient should be applied while the skin is still damp. Conversely, they demonstrate the effects on the artichoke (the skin) when it is not washed gently.
- An over-ripe tomato demonstrates the fragile skin of an elderly patient/resident and reinforces the need for gentle handling. Failure to use gentle handling may cause skin to break. This is demonstrated by pulling off—in a non-gentle manner—a piece of adhesive tape affixed to a tomato, resulting in a skin rip or break.



- An old onion peel is what dry skin looks like with the shedding of dead cells. Participants feel the onion peel to help understand dry skin.
- To explain the purpose of a moisture barrier, they use two carrots, one with a moisture barrier applied and one without. Both are dipped into a container of water. The carrot with the moisture barrier repels water, while the carrot without the moisture barrier does not. This is likened to the skin of the perineum of patients/residents who must wear diapers (and thus the need for the appropriate application of a moisture barrier).
- When a potato is rubbed against any surface, they demonstrate how a thin layer comes off. This is similar to what happens to the skin when patients/residents are *dragged* instead of *lifted* when being turned and positioned.
- Using a cantaloupe on a "RoHo" or other support surface, they demonstrate how the weight of the cantaloupe represents weight bearing, leading to a discussion of why and how a bony prominence needs to be protected and offloaded.

# Results Drive Demand for Ventilator Care And Weaning at Harlem's Henry J. Carter Specialty Hospital

By Linda Wyatt

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New York



*Joel White was happy to see Dr. William Dinan again, this time as a visitor rather than a patient.*

In the nine months since it opened its doors, the Henry J. Carter Specialty Hospital and Nursing Facility has emerged as a model of patient-centered and high quality sub-acute care – with a state-of-the-art facility matched by a skilled staff.

Although the building is new, the staff is not. Most staff transferred – along with hundreds of patients and residents – from Roosevelt Island's Goldwater Hospital, bringing with them talent and compassion.

Carter, built on the site of Harlem's former North General Hospital, is part of New York City's public hospital system, the New York City Health and Hospitals Corporation (NYCHHC). Located at 1752 Park Avenue, between 121<sup>st</sup> and 122<sup>nd</sup> Streets, Carter consists of two sections: the Long-Term Acute Care Hospital (LTACH) for high acuity patients with chronic conditions and the Nursing Facility for residents with more stable conditions who cannot be cared for at home.

Carter has more than 140 ventilator beds in its LTACH complemented by a 20-bed certified ventilator unit in the nursing facility and is nationally known for pulmonary care as well as ventilator care and weaning. The facility is receiving referrals from top private area hospitals, including Mount Sinai Hospital, St. Luke's-Roosevelt Hospital Center, New York-Presbyterian Hospital/Columbia University Medical Center, Beth Israel Medical Center, as well as NYCHHC facilities. In just a few short months it has become known as the place to go to if you are very sick. Carter is dedicated to improving patient quality of life by making every effort to successfully wean them of their ventilator dependence.

Carter's staff has decades of experience in ventilator weaning. While standards for success at ventilator weaning vary widely, Carter measures success against some of the field's strictest standards. It has succeeded in weaning many patients who were considered "unweanable" at other facilities.

This is just one example of Carter's high quality patient care:

Joel White, 76, a retired New York City history teacher and assistant principal, was greeted like a rock star when he returned to Harlem's new Henry J. Carter Specialty Hospital and Nursing Facility this past June 17. Doctors, nurses and other staff were delighted to see him again – this time as a visitor rather than a patient. It is hard to imagine that the warm, fit, athletic and personable man had been in a coma, on a ventilator, and on the brink of death several months earlier.

Mr. White, a resident of Manhattan's Upper West Side, was revived by EMS last winter when he collapsed several days after falling and bumping his head. He had been put on a ventilator and into an induced coma at another hospital to reduce swelling from a subdural hematoma. Since the Carter LTACH is well-known for treating complex conditions like this and has the largest ventilator bed capacity in the New York City area, Mr. White was transferred to Carter several weeks later, ensuring a seamless transition to the next step in his continuum of care.

Mr. White had come out of the coma and was on a ventilator when he was admitted to Henry J. Carter, but suffered from delirium. According to William Dinan, MD, Carter's Director of Pulmonary Medicine, delirium is a serious medical condition that can

After so many months in bed, Joel was extremely weak and could not walk. Physical therapy was required to restore his strength after months in bed.

He noted: "The first time I got out of bed I couldn't move my legs. They were glued to the floor. I had been in bed for eight weeks, so my muscles just didn't work."

When he couldn't move his legs, psychiatrist Hocameter Gbeasor-Carter, MD, said: "Don't worry about it. You're going to dance with me. You pick the song." They decided on Frank Sinatra.



compromise a patient's treatment and recovery. Ravindra Amin, MD, Chief of Psychiatry, was on call when Mr. White was admitted. He and other medical experts, among them Maung Yee, MD, Mr. White's primary physician, and pulmonary expert Muhammad Billah, MD, conferred and formulated a multidisciplinary care plan.

In a speakerphone conversation with Mrs. White when Joel came back for a visit to Carter, Dr. Amin commented to her and the assembled group about how obtaining good care is a two-way street. "When Mr. White was not in a position to say anything about himself, you [Mrs. White] actually took a lot of time to help us understand who he is, and in turn, that helped us really make the care plan that was better suited to who he is," Dr. Amin said.

The delirium was treated, and he was weaned off the ventilator. Physical therapy was required to restore his strength after months in bed.

Mr. White noted: "My recovery time was very quick. It was only a few weeks before they started removing things, like the ventilator, then the trach and the feeding tube. They were able to do what they did very rapidly."

Mr. White's wife, Diane, was effusive in her praise of Henry J. Carter Hospital and its staff.

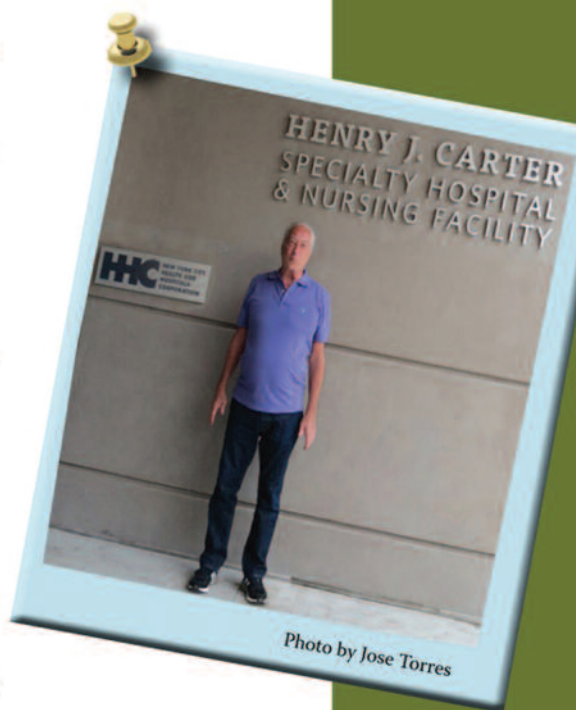
"I have been telling people, if you ever have a really terrible accident or are really, really sick, you must go to Carter ... you never know what can happen, and I have never seen care like that in my life, ever. It was just – for me and our family – an incredible experience. I just can't thank you enough. I just cannot get over it."

She added: "You succeeded beyond my wildest expectations, and that's the truth ... I have told everyone this. I still can't get over it when I look back on it. It's just been amazing. As horrible as it was – what happened – he couldn't have gotten better care I don't think anywhere ... there's no way I can ever thank you enough."

Diane White was amazed by Carter's patient and family-centered care, noting: "I want to commend all of you ... everyone was so warm and caring down to the last possible person. It was just amazing; I have never had an experience like that. I have been in quite a few hospitals myself as a patient, and it was never like this ... really amazing ... loving, caring — kind of like being at someone's house ... I was just so comfortable there."

On the day of Joel White's return visit to Henry J. Carter, Yolanda Bruno, MD, medical director, told Mrs. White: "We are so gratified to hear what you are saying, and to see Mr. White in such fabulous condition. Our mission and our goal is to give that kind of care to every single person who walks in here."

Looking at Joel White, it is hard to believe that he had been through such an intense medical experience, defying death twice. He is trim, tanned and spry; his appearance belies his 76 years. He still needs some physical therapy, but is looking forward to getting back on the basketball court and into the swimming pool. 🏊



Mr. White will need to make at least one more visit to Henry J. Carter. There was no time on June 17 for his dance with Dr. Carter, but the celebratory dance to a Sinatra tune is surely a promise that won't be forgotten.



Several members of Mr. White's care team gathered for his return visit on June 17.

(L to R): Munir Soliman, MD; Hocameter Carter, MD; Maung Yee, MD; Evelyn Falcon, RCP; William Dinan, MD; Joel White; Florence Ricart, RN; John Palmer, MD; Mohammed Billah, MD; Deborah Paris, RRT; and Mie-Mie Lin, MD.

# MUSIC & MEMORY'S YOUNGEST ADVOCATE



Coler Rehabilitation and Nursing Care Center had, on Thursday, June 19, 2014, perhaps its youngest person ever sitting at the head of the long polished wooden table in the Executive Board Room.

Staff from several key departments involved in the Music and Memory Program gathered around to listen to Jack DiCola, a poised and soft-spoken elementary school student from New York's prestigious Ethical Culture Fieldston School. Jack explained how he arrived at his plan to donate iPods to Coler's Music and Memory Program.

His mother, Pamela DiCola, viewed an interesting video online called "Henry." It is an excerpt from a documentary called "Alive Inside." The video clip tells the touching story of Henry, who suffers from dementia. Henry is visibly changed when he is given an iPod, loaded with music from his own era, through Dan Cohen's Music & Memory Program. Pamela showed it to Jack, and he became very interested in the idea.

The Ethical Culture Fieldston School is rooted in the idea of "learning and doing." When his teacher assigned the class a project in Social Action, Jack remembered the video and decided to find out more. Jack discovered in his research that Coler has a Music & Memory program. He told the group: "Mom found



*Floyd D. Long, Deputy Executive Director and Chief Operation Officer, presented Jack with a Certificate of Appreciation plaque.*

it on the website...I thought it was really cool. What sparked me was the video on the website, the story about Henry.” The first person Jack’s mother contacted was Jovemay Santos, Assistant Director of Recreation Therapy at Coler, who was instrumental in coordinating the project. Jack added, “I want to see the documentary “Alive Inside” when it comes out.” He also hopes to be able to meet the program’s founder, Dan Cohen.

Jack explained that after he did his research, he made a digital survey and also created flyers about his project. He stood in front of the school in the morning handing out flyers and explaining his project to parents. Jack also made an appeal to his co-students at his school assembly



*Derrick Moore gave Jack an overview of the resident-run radio station and explained how music is selected for each Music & Memory participant.*



*Jack was thrilled to meet Michael Rossato-Bennett, the writer, director and producer of “Alive Inside” at the July 16 film premiere.*

Jack was a guest at the movie’s premiere in New York on July 18 at the Sunshine Cinema in SoHo. There he met Michael Rossato-Bennett, the film’s writer, director and producer, who followed Dan Cohen for many years while he was filming the movie.

Jack’s involvement with the Music and Memory Program did not end with the school project. He also plans to also collect more iPods from residents of his apartment building. Jack’s parting words were, “There are more iPods on the way.”

to donate iPods for his project. Jack created a Power Point of his final project and also made a 3-D presentation that was seen in the school’s “museum” of the Social Action projects.

Jack shared his experience and his project with Coler staff, and also proudly presented his sizable collection of used iPods. Floyd Long, Deputy Executive Director and Chief Operating Officer, thanked Jack, and presented him with a certificate of appreciation plaque.

Margaret Rivers, Associate Executive Director, Executive Administration, presented Jack with a gift bag full of items to remember us by, saying: “We are so happy to have met you. Thank you for ‘adopting’ us and our program. We look forward to a continued splendid relationship with you, your mom and the school.”

After Jack’s presentation, the group moved to Coler’s resident-run radio station. William Jones, Senior Associate Director, along with his associate Derrick Moore, showed Jack the equipment and explained how the iPods are programed.

*Below: Staff from Coler and HHC gathered with Jack and Pamela DiCola at the conclusion of Jack’s iPod presentation and donation.*



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## WHEELCHAIR CHARITIES INC.

celebrated its 41<sup>st</sup> year of good works with its annual Gala Dinner on May 15, 2014. The dinner, which is perhaps their most important fundraising event, was held at the New York Hilton.

As familiar faces filled the third floor Ballroom for their 27<sup>th</sup> gala celebration, Wheelchair Charities founder and CEO, Hank Carter, worked his way around the room warmly greeting everyone—old friends and new—at what has become the charity’s signature event.

Patients and residents from the Carter and Coler facilities were, as always, on hand, excited to meet this year’s honorees and special guests. In the foyer outside the Ballroom, in a new twist to the proceedings, select patients/residents had the honor of conducting on-camera interviews with some of the dinner’s prestigious attendees. Bernard King, NY Knick basketball legend; and Ambassador Andrew Young,

Civil and Human Rights icon, were among those interviewed, much to the delight of the interviewers and also those who simply watched from just outside the camera’s view.

Although the energy was already high at the event, it became electric when New York City’s resident superstar, Carmelo Anthony of the NY Knicks, arrived at the proceedings. Anthony has a history with Wheelchair Charities—he played in the Wheelchair Classic basketball game when he was just an NBA rookie. Now considered one of the best players in the game, “Melo” graciously posed for pictures, signed autographs and had kind words for anyone and everyone who approached him. Other special guests included Odell Beckham Jr., NY Giants rookie first round pick; and Walter Thurmond, cornerback and new addition to the Giants, who played for the Super Bowl Championship team,

Left: Hank Carter, Chairman, Wheelchair Charities Inc.  
 Right: Dale Allen, Global Marketing Director, Jordan Brand, was the Emcee.



the Seattle Seahawks, last football season.

After the cocktail hour, everyone found their tables in the gorgeous Hilton Ballroom for a delicious gourmet dinner, followed by the presentation of the 2014 awards. Rev. John Boyd Jr., New Greater Bethel Ministries, gave the invocation, followed by his son, Joshua, with an inspirational spoken word message. Dale Allen, Global Sports Marketing Director, Jordan Brand, served as Master of Ceremonies.

The "Business Executive of the Year" Award was presented to William Gilbane, III, Sr. VP, Gilbane Building Company, by Ambassador Young. The "Community Service Award" was given to Susan B. Wayne, President/CEO, Family Services of Westchester, by Louis Lanza.

The "Outstanding Service in Public Relations & Sports Marketing Award" was presented to Reginald Saunders, Global Brand Marketing Director, Jordan Brand, by Ambassador Young.

A well-deserved "Lifetime Achievement Award" was presented to Bernard King, retired

NBA star, by Jay Conefry, and a special "Community Superstar Service award" was presented to Carmelo Anthony by Bernard King.

As the honorees humbly accepted their awards, each explained the importance of Wheelchair Charities in their own lives, as well as in the lives of those the charity benefits. All of them spoke about Chairman Hank Carter, and the passion he has for Wheelchair Charities and for those it helps.

Near the end of the gala, a surprise guest arrived. Grammy Award winning Gospel and R&B artist, BeBe Winans appeared at the podium, said hello to all of the guests, and then regaled them with a passionate, a capella rendition of "God Bless America." It was a fitting end to yet another spectacular Wheelchair Charities event!

Special guests Bernard King (top photo) and Carmelo Anthony (bottom photo) spent time with our patient/residents.



This year's Honorees and special guests mingled with patients/residents.



# Compliments



**Stephen Castro and dietary aides, 6 SNF:** A Carter resident reported that *“The Dietary aides must have been sent from Heaven.”* He noted that when they come to his room—on all shifts—they greet him, interact with him and are very pleasant. If he has music playing, they comment on it and he expressed appreciation for their interest in him.



**To Rosemary Yohannan, Head Nurse, Chronic, Carter 6W,** from a happy resident: *“She is the best and super!!!”*



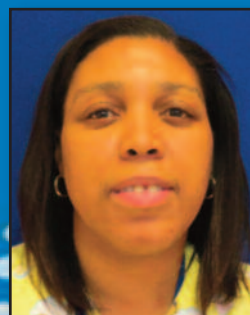
**To Dawn Flanders, LPN, SNF,** from a Carter resident of SNF 2: *“She is extremely informative and knowledgeable; she transcends expectations.”*



A Carter SNF 3 resident would like to extend their appreciation to **HP Officers Melvin Davis** (photo, left) and **Carlos Torres** (photo, right) for how they responded to and handled their call for assistance.



**Patricia Richie, Activity Therapist, Lvl. III, Recreation Therapy,** from a grateful family member of a Carter resident: *“We want to extend our gratitude to Pat on how she engages my brother in various activities. Her mannerism, patience and caring touch are appreciated.”*

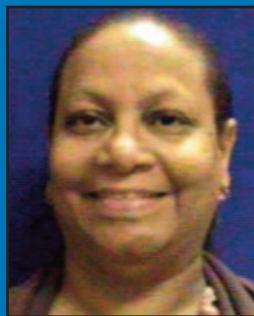


**To Lourdine Haney, MST, Chronic,** from a resident of Carter 4E: *“The employee shows great compassion and goes out of her way for her current and former patients.”*



**Jason Davis**, Community Liaison Worker, Lvl. III, Vocational Rehab Counseling, from a Coler resident: *"The work that you do for us is truly appreciated."*

**Lydia Traylor**, Staff Nurse, SNF, A-43, from a Coler resident: *"Caring and attentive."*



**Liliana Barbu**, Staff Nurse, SNF, A-43, from a Coler resident: *"Attentive, caring and I really have grown to love her."*



**Mark Wielgus, Ph.D.**, Psychologist, Lvl. III, Psychiatry, from a Coler resident: *"Thank you for bringing a light into my life."*



**Asia Malakhova**, Head Nurse, SNF, Coler A-54, from the family of a Coler resident: *"She is compassionate, caring and patient with my mother's care and my concerns. Always keeps our family updated and notifies us to any changes ... an exceptional nurse."*



**Mazal Kuyunov and Euleen Williams**, Staff Nurses, A-41, from a Coler resident: *"Thank you for the work that you do for the residents in this facility."*

# Compliments

# THE 10<sup>TH</sup> ANNUAL MARJORIE MATTHEWS AWARDS



(l to r) HHC's Antonio Martin; Ram Raju, MD; Josephine Bolus, RN; and Randall Mark listen as Robert K. Hughes addresses the attendees.

The well-attended event included Robert K. Hughes, Exec. Dir., Coler-Carter; Judith Berdy, Roosevelt Island Historic Society; Gladys Dixon, Chair, Coler CAB; Rosalyn Fernandez, Coler Auxiliary; and William Jones, Sr. Assoc. Dir., Exec. Admin., Coler-Carter.

HHC was represented by Ramanathan Raju, MD; President & CEO; Antonio Martin, Exec. VP & COO; LaRay Brown, Senior Vice President, Corporate Planning, Community Health and Intergovernmental Relations; Randall Marks, Chief of Staff; and Josephine Bolus, Member, Board of Directors and Chair, Strategic Planning and Community Relations Committee.

We extend our most sincere congratulations to Coler resident Theresa Williams, who received a Marjorie Matthews Community Advocate Recognition Award. Thank you, Theresa, for all your commitment and support!

On the balmy summer evening of Wednesday, July 16, 2014, the Community Relations Committee of the HHC Board of Directors hosted the 10<sup>th</sup> Annual Marjorie Matthews Community Advocate Recognition Awards. Attendees mixed, mingled and enjoyed a delicious Famous Dave's Barbecue dinner.

The award acknowledges Community Advisory Board and Auxiliary members for their efforts to enhance patients' and residents' experiences as well as their on-going support for the New York City Health and Hospitals Corporation's (HHC) overall mission.

This year's ceremony was held on the Coler picnic grounds and Blue Tent along the East River.



Award winner Theresa Williams proudly displays her Marjorie Matthews award.

## Aiming for **Zero**

When most people think about receiving a score of zero, it is not a happy thought. But for facility-related infection, zero is a perfect score.

The Centers for Disease Control and Prevention (CDC), reports that "An estimated 2 million patients get a hospital-related infection every year and 90,000 die from the infection." That means that 4.5% of the people who get an infection while in the hospital die from that infection...and most of those infections could be prevented by something as basic as proper hand washing. Each year 90,000 lives could be saved just from hospital workers following proper hand washing procedure.

At Coler and Henry J. Carter, we're aiming for zero. To get to zero, a collaborative initiative was set up by the departments of Patient Safety, Risk Management, Quality Management and Infection Prevention & Control. They conceived of and implemented a plan which included educating staff about the importance of hand washing—publicizing their campaign with newsletters, posters and flyers, and educational tables in the lobbies.

Additionally, they came up with a novel idea of having multi-departmental "Secret Observers" to randomly observe staff as they work to see if proper hand washing procedures are being followed. The program, which is on-going, includes:

### "Super Washer" recognition with:

- A Patient Safety Certificate from the Executive Director
- Notification to Senior Administration and the Department Head
- Their name entered into a monthly raffle for a \$25 gift card
- Recognition on a lobby display or lobby TV

### "Not So Super Washers" are given:

- A "ticket" on the 1<sup>st</sup> observation of inadequate hand washing
- A ticket and are required to have group classroom instruction on the 2<sup>nd</sup> observation of inadequate hand washing
- A ticket and required to assist in training other unit staff on the 3<sup>rd</sup> observation of inadequate hand washing





# Nutrition Month



March went out with a bang as dietitians at Coler and Henry J. Carter celebrated National Nutrition Month at their respective campuses. On March 26, both locations rallied staff to think differently about their culinary choices with exciting

activities and educational fun showcasing this year's theme of "Enjoy the Taste of Eating Right."

For those who think they know seasoning, Coler dietitians challenged them to identify a variety of spices; the message being that there are many delicious ways to bring food flavors to life than just simply adding salt. At Henry J. Carter, a blind



Left to right: Suzanna Eng, Reshmini Dhanraj, Sangita Maru, Jenn Lavardera, Theda Mulhauser, Gilliane Saint-Louis, Paul Stone, Hyacinth John, Gerasimoula Safaka, Carol-Joy Waller, Sophia Mathew and Nanette Estacio.



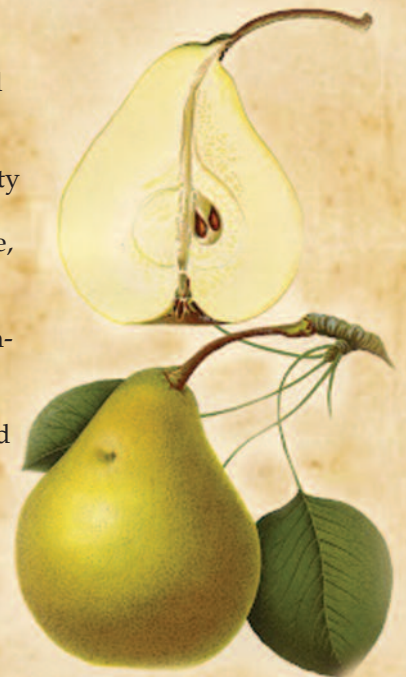
Clock wise from left: Antonette Ancona, Gilliane Saint-Louis, Stephen Castro, Sarah Cunningham, Haeun Kim, Richard Harris, Cleider Silveira, Galina Kuperman, John Baglioni, and Christine Bets.

taste test highlighted foods that may not be common to most diets. Blind-folded contestants bravely attempted to guess items such as quinoa, tofu, figs and broccoli spears.

In addition to all the action, plenty of fruits and healthy beverages were on hand for both campuses to sample, and dietitians answered nutrition-related questions.

And what event is complete without prizes? Lucky winners Isabel Savain from Environmental Services and Marlene Gomez from Speech and

Audiology took home gift baskets filled with cookbooks, kitchenware and gourmet foods. The energetic, fun-filled day proved an excellent opportunity for the dietitians to promote our field and the importance of good nutrition.



# CARTER CELEBRATES NURSES WEEK

On May 12, 2014, Nurses Week was celebrated in the Henry J. Carter Renaissance Room. "Nurses, Past, Present and Future" was this year's theme, paying special recognition to teamwork and the patient/resident experience.

Leah Matias, Carter/Coler Chief Nurse Executive, hosted the event. Skits and musical selections were performed by staff. Vintage nursing uniforms were modeled by Carter nursing staff. An entertaining and educational video on the history of nursing was enjoyed by all.



Ravindra Amin, MD, Chief of Psychiatry, Coler/Carter, was recognized as an Outstanding Physician by the HHC at the Doctor's Day Ceremony, which was held on May 1, 2014.

The New York City Health and Hospitals Corporation (HHC) honored 23 physicians with Doctors' Day awards for their leadership and commitment to advancing the mission of the public hospital system and providing the highest quality healthcare to New Yorkers. The awards were presented at the annual HHC National Doctors' Day Ceremony, held at Baruch College in Manhattan.

Dr. Amin undertook a pilot study of off-label use of antipsychotic medications in the management of behavioral and psychological symptoms of dementia.

Due to his vision and leadership in this initiative, the use of antipsychotics for these patients has dropped to 11.6 percent. This is significantly lower than both NY State and national averages, and contributes to improved patient care.

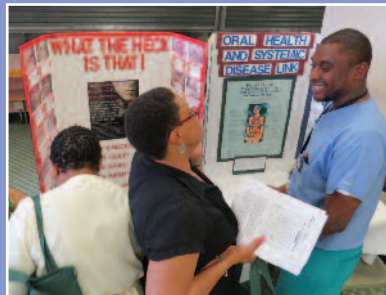
Under Dr. Amin's leadership, and in conjunction with various departments, Coler-Goldwater won the grand prize at HHC's Patient Safety Expo 2013 for their success in reducing the use of unnecessary antipsychotic medications among patients with dementia.

Ram Raju, MD, HHC President, observed: "Today's physician must be an innovative leader who knows how to connect the dots on behalf of patients and use proven new models of collaborative care delivery." He added, "At every point across the continuum of care, this year's Doctors' Day honorees – and all the HHC physicians they represent – are at the forefront of collaborative care delivery. We are proud of their leadership, their innovation, and their consistent provision of efficient, high-quality health services."

# HEALTH FAIRS COLER CARTER

Health and Wellness Fairs for employees were held on both campuses this summer. Carter's fair, which was held in the Renaissance Room, took place on May 22, from 7:30a.m. - 3:30 p.m. Coler's Fair, also held from 7:30a.m. - 3:30 p.m., took place on June 26 in the Employee Cafeteria.

Participation from many departments and tours contributed to the success of both fairs. Health screenings, educational materials and complimentary gifts were available to the many attendees, which numbered several hundred for both facilities.



# THE HHC PRODUCT FAIR



The HHC's Office of Centralized Procurement (CP) gave nurses at the Coler and Carter campuses, as well as 14 other HHC facilities, an opportunity to voice their opinions about certain patient care products that are under consideration by the HHC for use throughout the network.

The voices of our nurses were heard at two Product Fairs. The Carter Fair was held on Tuesday, April 29, followed by the Coler Fair on Thursday, May 1.

Six products were on display during the fairs: Chlorhexidine, EKG electrodes, tape, bath wipes, shampoo caps and slip-

per socks. After a short demonstration of each product, nurses then completed analytical surveys that will, according to Jose Ojeda-Maggiolo, Coordinating Manager, CP, "...enable us to intelligently compare our options so we can offer the most cost effective product solutions without compromising patient safety or comfort."

Our nurses arrived in droves at both Product Fairs, eager to weigh in on the products. They were very pleased that their voices and opinions will be heard in regard to an important decision-making process.



THANK YOU!

# COLER & CARTER

## EMPLOYEE RECOGNITION DAY

Employee Recognition Day recognized a total of eight employees from Coler and Carter who were nominated by their peers for their excellent work. The Employee of the Year award recipients were chosen by the Coler/Carter Selection Committee. Also recognized was The Department of the Year. The events took place on June 5 (Coler) and June 12 (Carter).

Thanks and appreciation were offered to employees—for years of service, dedication and commitment with the awarding of certificates and plaques. Retirees were also welcomed back. Entertaining Employee Recognition Day videos by Jose Torres, Media Services, were created for both Coler and Carter, and were enjoyed by all attendees!

**Congratulations to all the winners, and thank you to ALL of our Coler-Carter employees for working hard each and every day!**

**Employee of the Year: Parvin Baharinejad**  
LPN, SNF

**Runner-up: Juan Sanchez**

Institutional Aide, Housekeeping

**Honorable Mention: Gerard Nieves**

Assoc. Supervisory Radiographer 2, Radiology Diagnostic

**Honorable Mention: Marion Mulcahy**

Coordinating Mgr.-LB, Medical Board Staff

**Employee of the Year: Regenia Anderson,**  
Activity Therapist-LIIL, Recreation Therapy

**Runner-up: Deborah Paris**

Coordinating Mgr. B, Respiratory Therapy

**Honorable Mention: Miriam Benitez,**  
Staff Nurse, SNF

**Honorable Mention: OJ Siriamontheop**  
Hlth. System Pharmacist-LIIL, Pharmacy



## DEPARTMENT OF THE YEAR HUMAN RESOURCES



The Department of the Year was awarded to the Human Resources Department, which includes the Volunteer, OSD and OHS Departments at both facilities.



# COLER AND CARTER BBQs





The first week in September was barbecue week, and the weatherman cooperated by shining beautiful sun on the events. Smiling senior

staff donned aprons and gloves to assist with the serving as they greeted and chatted with staff. On Tuesday, September 2, the first-ever Henry J. Carter barbecues went off without a hitch. The Tour II barbecue was held outside in the garden area adjacent to Madison Avenue, and overflowed into the adjoining Lounge Area. Attendees enjoyed Famous Dave's delicious food and danced to music provided by our Radio Station staff. A few brave attendees vied for the championship in the Pie Eating Contest. Coler's BBQ followed on Thursday, September 4. Famous Dave's once again provided a tasty meal, and on Tour II, dancers showed their steps, and Famous Dave staff joined Coler employees for the annual pie-eating

contest. For Tours I and III on both campuses, the party moved indoors to the spacious and cool Employee Cafeterias.



# LISTENING

can make all the difference!



Coler winner,  
Asia Malakhova,  
Head Nurse, SNF

The Carter winners posed  
with their new printers,  
which were presented by  
Robert K. Hughes,  
Executive Director.

This year's Patient Safety Fair focused on a key component in the successful delivery of person-centered care — a patient's/resident's family. Family members can often provide insight into our patients'/residents' needs, preferences, likes and dislikes. Actively listening to a patient's/resident's family encourages them to become active partners in the care and treatment of their loved one.

We asked our front-line staff to share stories of their experiences where listening to a patient's/resident's family member made a positive difference in the care that was provided. The Patient Safety/Risk Management team selected four stories which best captured how family-staff collaboration resulted in optimal patient/resident care.

*The lucky winners each received a state-of-the-art Canon printer!*



## HENRY J. CARTER CAMPUS

**Lisa Gilliard, Clerical Associate, lvl. II, Non-psro-Utilization Review,** described how implementing a resident's preference for listening to jazz music as he fell asleep at night (as reported by his wife) eliminated his complaints of pain.

**Tyrone King, LPN, Chronic,** described how only after engaging in a conversation with a resident's son was the care team able to identify and treat a resident's complaint of pain (as communication barriers made it difficult for the resident to articulate her complaint).

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## COLER CAMPUS

**Asia Malakhova, Head Nurse, SNF,** described how implementing a resident's preference for a cup of coffee late in the evening reduced the resident's episodes of agitation throughout the night.



# Now We're

# Cooking!

## CULINARY ARTS OPENS AT CARTER

On February 20, 2014 the Henry J. Carter Specialty Hospital and Nursing Facility celebrated the opening of the Therapeutic Recreation Department's new Culinary Arts Program. The afternoon started with a ribbon cutting ceremony. Staff from Administration, Nursing, OT/PT, Dietary, and a host of other departments attended, and were joined by patients/residents and families.

Robert Hughes, Executive Director, had the honor of cutting the ribbon, as attendees gathered outside the beautiful Arts & Culinary Room. After much anticipation, the door opened and everyone filled the Arts & Culinary Room. The atmosphere was warm and welcoming, and the black-tie affair was complimented by black and white décor, and illuminated with candles.

The sound of jazz filled the air—compliments of the facility radio station. Guests indulged their senses, nibbling on imported cheese and crackers and sipping sparkling cider. They toasted to the success of the program, raising champagne flutes filled with sparkling cider and fresh strawberries. The black and white themed event even had black and white fruit-flavored candy canes for guests to enjoy. Many were overheard com-

menting that "the opening was fabulous!"

The New Culinary Arts program will be the first of its kind offered to the patients/residents of Carter; the focus will be on healthy eating, special diets and meeting the cultural needs of the population. Both high and low-functioning residents will be able to benefit from the Culinary Arts program—higher-functioning residents will assist in planning and preparing weekly meals, and lower-functioning residents will be able to benefit from sensory stimulation in an environment that will offer the tantalizing aromas of fresh garlic, onions, peppers and other savory scents derived from a culinary environment.

In addition, once a month a guest cook will be chosen to prepare a meal; the first guest chef scheduled is Matthew Driscoll, Director, Human Resources. In accordance with a Breakthrough RIE (Rapid Improvement Event) aimed toward improving staff, residents/patients and family interaction, the Culinary program has begun a monthly candlelight brunch for Carter residents and families to attend. They will have the opportunity to experience fine dining at its best, and will be joined by one of our senior administrators.





Love and friendship were the order of the day as the patients/residents of Coler and Carter again each celebrated Valentine's Day with a Sweetheart Ball at their respective facilities. A time-honored tradition, staff from our Therapeutic Recreation Department worked hard to ensure that this year's events matched those past—bringing sweetness, fun and love to everyone attending, in true Valentine's Day fashion. The Carter Ball was held on Valentine's Day, and the Coler Ball on February 26.

The patients/residents who attended the events were treated to refreshments and dancing, and live entertainment provided the musical backdrop. At the Carter facility, it wasn't long before a "Soul Train" line was formed, with TR staff and patients showing off their best dance moves!

Free raffles brought more excitement to each proceeding, as patients/residents held their tickets and their breath, hoping to win some of the fun prizes available. The lucky winners went home with purses, wallets, perfumes and other wonderful gifts.

As always, a King and Queen were chosen for each ball and the winners wore their crowns with smiling pride!

Needless to say, both events were big successes—more evidence that no matter where, in brand-new places or familiar old ones, the Therapeutic Recreation Department still delivers on behalf of our patients and residents.



*Therapeutic Recreation's  
annual*

# *Sweetheart Ball*



Coler held its annual patient/resident art show on May 28. The Coler Canteen was transformed into an art gallery, bursting with color and design.

On display were drawings, paintings, mobiles and sculptures, along with illustrated writing and poetry—all created during art classes sponsored by the Therapeutic Recreation Department.

Themes were varied. Some artists illustrated local scenes, others drew childhood memories, and some used patriotic elements. Art styles included realistic, abstract and pop-art, showcasing a wealth of talent among both Coler patients/residents and our Therapeutic Recreation staff, who provide support and encouragement.



# COLER 2014 ART SHOW



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## TWO VOLUNTEERS HONORED BY UNITED HOSPITAL FUND

Every year, the United Hospital Fund hosts an Annual Hospital Auxilian and Volunteer Achievement Awards event to honor those who generously give of their time and energy to help make a real difference in the lives of patients/residents and their families.

The honorees were chosen from thousands of hospital volunteers in the New York City area, who collectively provide millions of hours of service annually. The volunteers range in age from their 20s to their 80s, and come from all walks of life.

"This event is one of the highlights for me each year, as we get to celebrate the contributions of these everyday heroes," said Jim Tallon, president of the United Hospital Fund, a health services research and philanthropic organization whose mission is to shape positive change in health care for the people of New York.

Tallon added, "In meeting many of today's honorees, I see the diversity that makes New York the great city that it is. But I also see an important commonality—the drive of remarkable individuals to give of their time, unselfishly, to improve health care and the lives of patients and their families."

A special guest at the event was Lonnie Quinn, the award-winning chief weathercaster at CBS 2 News and national weather anchor for "CBS This Morning" on Saturdays.

At this year's ceremony, which took place on March 14, 2014 at the Waldorf-Astoria, two of our volunteers were recognized.

Zenelia Solorzano, who volunteers at the Henry J Carter Specialty Hospital and Nursing Facility, was selected for the unselfish and tireless efforts she has shown to the patient/residents.

Denniston Lynch, a volunteer at Coler Rehabilitation and Nursing Care Center, was recognized for his dedication to the Self-Care Program.

Many thanks also to our Volunteer Department—headed by Pamela Hargrow and assisted by Lydia Ortiz—who, along with the other volunteers, perform much-needed, important work each and every day.



*(L to R): Mary Marie, Activity Therapist, Lv. III, Recreation Therapy; Denniston Lynch, Volunteer and honoree; and Maudie Johnson, President, Coler Auxiliary, attended the UHF awards presentation at the Waldorf Astoria.*