

From Our Heart

2012 Review/
Winter 2013

Published for the Employees, Patients, Residents and Friends
of Coler-Goldwater Specialty Hospital and Nursing Facility

Welcome
to



The Henry J. Carter Specialty Hospital and Nursing Facility



The Health and Hospitals Corporation
gives Henry "Hank" Carter the ultimate honor.

Also inside: Wheelchair Charities Annual Gala Dinner
Coler-Goldwater Withstands Hurricane Sandy
Celebrating the Holidays and more!



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Published by Coler-Goldwater Specialty Hospital and Nursing Facility for our employees, patients, residents and friends.

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On the cover, top: An artist's rendering of the new NYCHHC facility being built in Harlem at the site of the former North General Hospital. The new hospital will be called the Henry J. Carter Specialty Hospital and Nursing Facility, and is named after Wheelchair Charities founder Hank Carter.

On the cover, bottom (l to r): Michael A. Stocker, MD, Chairman of the Board, NYCHHC; Hank Carter, Chariman, Wheelchair Charities; and Alan Aviles, President and CEO, NYCHHC.

A Message From Our Executive Director



Superstorm Sandy was truly a notable and life changing event for most people throughout the affected areas. This was never more evident than at Coler-Goldwater. While the Goldwater campus sustained some damage, basement flooding was kept to a minimum, thanks to the tireless efforts of our staff; we were fortunate that there was never any power loss at Goldwater. However, Sandy delivered a damaging blow to the Coler campus' electrical, heating and hot water systems. Those systems were all located in the basement, which was completely submerged by flooding waters, and left Coler without electricity, heat and hot water for several days.

The courage and cooperation of staff, patients and residents during the storm, and in its aftermath, was unprecedented. So many people went above and beyond expectations in an effort to meet every need of our patients and residents. Many worked tirelessly to remove flood water from the basement or restore power. Others joined together and worked endlessly throughout the night to safely relocate residents from Coler to Goldwater. All ensured that necessary functions and services were performed, albeit under very difficult conditions, so that over 500 residents remaining at Coler throughout the ordeal were secure and cared for. Our employees put aside their concerns for self, family and home and sacrificed to protect our patients and residents and provide them with reassurance and comfort.

Throughout Sandy and in the days following we witnessed existing bonds between residents and staff grow stronger, individuals becoming teams, sense of purpose overcoming fatigue, and selfless acts of sacrifice carrying the day. The way staff performed with an overwhelming sense of humanity and purpose is the story that will long be remembered more so than the impact of the storm.

In a moving tribute to Hank Carter, the Founder and CEO of Wheelchair Charities, Inc., the NYCHHC Board of Directors gave approval on June 28, 2012 to name our new facility the Henry J. Carter Specialty Hospital and Nursing Facility. (The new facility is being built on the site of the former North General Hospital, located at 1879 Madison Avenue, between 121st and 122nd Street.) It is a fitting tribute to Hank Carter, who has for the past 40 years shown dedicated and committed community service, raising \$25 million to improve the quality of life for our patients and residents. Through his tireless efforts and generous spirit, Hank has donated an amazing amount of equipment over the years—buses, pressure reduce/relief mattresses, a Greenhouse, state-of-the-art motorized and manual wheelchairs, high-tech rehabilitative therapy equipment, computers, and speech and audiology communicative devices. These items have enabled our patients and residents to achieve goals and experience life

in ways once thought unattainable.

Of the many donations to Coler-Goldwater Hank Carter has made, the most meaningful gift of all has been the gift of self. He visits on a daily basis and engages the patients and residents in the most friendly and sincere manner. They consider him a true friend who has enriched their lives. It will be a great honor for us to work in a facility that bears the name of a man who has done so much for so many.

The Henry J. Carter facility is currently under construction and is proceeding on schedule. The project includes the renovation of an existing building to accommodate 201 hospital beds, and the construction of a state-of-the-art, 164 bed nursing facility on an adjacent site. Our Major Modernization Plan calls for the relocation of operations from the Goldwater Campus to the Henry J. Carter Specialty Hospital and Nursing Facility beginning in October 2013. Planning is well underway for the relocation of patients and residents and staff to the new facility. Upon completion of the relocation in October 2013, the Goldwater Campus will be vacated. The Coler campus will remain on Roosevelt Island and continue to provide the level of services it does today.

The move from Goldwater to Henry J. Carter Specialty Hospital and Nursing Facility will mark a new and exciting era for us. It will mean a change for many staff, as well as the patients and residents, but is also a unique opportunity for all of us to establish a vibrant and caring facility based on the same values that have made the Goldwater campus so positive and successful throughout its rich history.

Evidence of our staff's high quality of care were highlighted in a recent issue of US News & World Report, which listed Coler-Goldwater as one of The Best Nursing Homes of 2013, based on the 5 STAR rating we received from Centers for Medicare and Medicaid Services (CMS). CMS rated all nursing homes throughout the country based on performance in Health Inspections; Nursing Staffing; and Quality of Medical Care. We received the highest possible rating of 5 STARS. This achievement and its recognition is a well-deserved testimony to the professionalism, compassion and dedication of each member of the Coler-Goldwater staff.

Robert Hughes



BREAKTHROUGH

Coler Goldwater has adopted the Breakthrough Performance Improvement Methodology, a program whose core idea is to maximize customer value for our patients/residents and their families while minimizing waste. Breakthrough, which was originally known as LEAN, is a program that began with the Toyota Corporation, whose core idea is to maximize customer value while minimizing waste.

Anticipated results will include creating more value for customers while utilizing fewer resources, and improving revenues while decreasing expenses. Coler-Goldwater will utilize Breakthrough principles and tools to create and sustain a culture of organizational learning that strengthens, streamlines and continuously improves the hospital's processes and operations.

The Breakthrough journey began the week of March 26, 2012, with an Executive Workshop that included representation from leadership and union delegates. The kick-off presentation was led by Joanna Omi, Sr. VP for Organization and Innovation Effectiveness, New York City Health and Hospitals Corporation (HHC), in collaboration with Mark Congdon of Simpler Sensei. Simpler, a company contracted by HHC to assist in the Breakthrough process, led the team through the Transformation Plan of Care (TPOC), which will drive the transformation process.

During Breakthrough week, it became evident to senior staff leadership that Coler-Goldwater must address issues related to loss of revenues, decreased occupancy, mandatory renovations, increased numbers of high-risk patients/residents, and finding appropriate community housing for discharged patients/residents.

The specific activities that go into the delivery of a

service are known as Value Stream Analysis (VSA). The VSAs noted for Coler-Goldwater were the Nursing Facility (NF), Long Term Acute Care Hospital (LTACH) and the Modernization Plan. Within each Value Stream there are 13 different areas for improvement for which Rapid Improvement Events (RIE) will be conducted. The RIE process, which has proven to be successful in many other companies throughout the world, gives the staff the opportunity to be part of both the discussion and the solution, and ensures that their voices are heard. It is through the RIEs that processes will be streamlined to improve efficiency and quality of services.

Coler-Goldwater has conducted four RIEs since the inception of Breakthrough. The RIE process has addressed issues of admissions and discharge planning in the LTACH, and physician reimbursement in the NF. Each month additional RIEs will be conducted.

Breakthrough initiatives are led by Floyd Long, Breakthrough Deployment Officer, who is also Coler-Goldwater's Chief Operating Officer and Deputy Executive Director. Monserrate Nieves-Martinez, Assoc. Director, Hospital, Exec. Admin and Facilitator of Breakthrough, will facilitate the activities under the leadership of Floyd Long and Mark Congdon. Daniel Stone, Asst. Dir. Hosp., Executive Administration, Risk Management, will facilitate on a part-time basis, and transition into full-time Breakthrough activities.

In January 2013, Coler-Goldwater's Breakthrough Team conducted the second Transformational Plan of Care and a Value Stream Analysis refresh. In addition, a Rapid Improvement Event was conducted in the Nursing Facility as it is related to late (after business hours) Admissions process.



Representatives from many of the NYCHHC facilities attended the Corporate Patient Safety Ceremony.



Antonio Martin, Exc. VP & Corporate COO, NYCHHC.



Caroline Jacobs, Sr VP, NYCHHC.



Alan D. Aviles, Pres. & CEO, NYCHHC.

Coler-Goldwater Receives NYCHHC Patient Safety President's Choice Award

Coler-Goldwater was the recipient of HHC's Patient Safety President's Choice Award for its successful efforts in reducing Central Line Associated Blood Stream Infections (CLABSI). The event took place on March 5 at the 2012 Corporate Patient Safety Champions Recognition Ceremony, which was held at the Goldwater campus.

Congratulations to the Coler-Goldwater Central Line-Associated Blood Stream Infection Reduction Team on being awarded the 2012 Safety Champion in Hospital Centered Care and to the supportive and strong Coler-Goldwater workforce for your continuous efforts reflecting everyone's commitment to Patient Safety.

Palliative Care Conferences

Three Palliative Care Conferences were held at Coler-Goldwater in March and April, 2012. They were entitled: "Introduction to Palliative Care: A Team Approach," "Advance Care Planning—Determining Planned Provision of Care," and "Communication and Breaking the Bad News."

Palliative Care, which is a relatively new medical specialty, focuses on relieving and preventing the suffering of patients and improving quality of life for people with serious illnesses. It uses a multi-disciplinary team approach to treatment.

The first conference, "Introduction to Palliative Care: A Team Approach," focused on the physical, psychological, emotional and spiritual factors that affect patients with chronic life-limiting illness. It was presented by Mohammad Rahman, MD, Attending Physician, Coler-Goldwater.



(L to R): Susan E. Cohen, MD, Director of Palliative Care, Bellevue Hospital Center; Beena Philip-George, MD, Attending Physician, Coler-Goldwater; and Mohammad Rahman, MD, Attending Physician, Coler-Goldwater.

The second conference, "Advance Care Planning—Determining Planned Provision of Care," focused on the process of discussing and planning ahead in anticipation of some deterioration in a patient's condition. It was presented by Beena Philip-George, MD, Attending Physician, Coler-Goldwater.

The third conference focused on "Communication and Breaking the Bad News" and was presented by Susan E. Cohen, MD, Director of Palliative Care, Bellevue Hospital Center.

The core members in Coler-Goldwater's Palliative Care Team include a physician, nurse practitioner, nurse, social worker and chaplain. Other services include physical therapy, occupational therapy, recreational therapy and speech therapy.



Coler-Goldwater's Interdisciplinary Palliative Care Team

HIGH TECH

Technically Superior
Wheelchairs Donated
by Hank Carter and
Wheelchair Charities

Coler-Goldwater Specialty Hospital and Nursing Facility's disabled patient/residents are once again benefiting from the generosity and support of Hank Carter and Wheelchair Charities.

Five wheelchairs recently donated by Hank Carter and WCI are specifically designed for our disabled patients and residents who cannot access their environment through conventional means.

Equipped with the new Roll-Talk EYE GAZE system, the modes of operation consist of switches that are computer interfaced and only require a single muscle movement. An iPad-like screen is attached to the patient's wheelchair on a tray and holds two cameras that calibrate the patient's eye movement. The screen has forward/reverse icons and can also be used as a regular computer.

The patient's eyes become the mouse. When the pointer is on an icon, the patient touches a button that can be placed in a convenient position for activation.

These highly sophisticated and technically superior wheelchairs allow the patient to operate a power chair, communicate and control his/her environment. Many actions deemed otherwise impossible can be made a part of everyday life by employing assistive technology. In addition, the wheelchairs will offer special fluctuating positioning techniques that will help mold the chair to conform to the size of each patient.

Unique wheelchair assistive technology systems could be the wave of the future and drive the demand for future improvements in the quality of life for severely disabled patients. Coler-Goldwater is forever grateful to be at the forefront, as a recipient of such advanced technology, which is made possible only through the foresight and generosity of Hank Carter and WCI.

On April 26, 2012, Coler-Goldwater received and distributed twelve state-of-the-art customized wheelchairs to



Hank Carter, CEO, Wheelchair Charities, Inc., addresses the audience at the Bellevue Atrium.



Hank Carter and his friends are amazed by what this chair can do!

patients with complex disabilities. The motorized chairs were donated by Wheelchair Charities, Inc. (WCI), a philanthropy founded by Henry 'Hank' Carter.

The donation ceremony took place at Bellevue Hospital, the hub of HHC's South Manhattan Healthcare Network, which includes Coler-Goldwater. Each wheelchair has features that address the specific needs of the recipients. New power wheelchairs will help several patients who suffer from low endurance enjoy greater mobility and independence with less effort.

Improved mobility will make it possible for these patients to participate more fully in recreational and social activities both inside and outside of the hospital.

One patient, the victim of an automobile accident, will be able to visit her sick daughter. Another patient, who has multiple disabling conditions, including a curved spine, was given a wheelchair with a chin control and a special molded seating system that will enable him to sit upright. One chair is outfitted with special leg rests to accommodate knee extension contractures and with an air-bud system to relieve pressure and prevent skin ulcers in the lower back.

Hank Carter, Chairman and Founder of WCI, is a long-time philanthropic supporter of Coler-Goldwater. He has raised \$20 million worth of equipment for Coler-Goldwater patients and residents for close to 40 years. Mr. Carter was joined by HHC President Alan D. Aviles; Lynda D. Curtis, HHC Senior Vice President and Bellevue Executive Director; Robert K. Hughes, Coler-Goldwater Executive Director; and Floyd Long, Coler-Goldwater Deputy Executive Director.

"With this donation, Wheelchair Charities has once again made it possible for our disabled public hospital patients to experience a vast improvement in their quality of life through access to leading edge technology. For each patient who receives a wheelchair today, the term 'mobility' will acquire a new meaning in terms of ease of use, comfort, and speed," said Lynda D. Curtis, Senior Vice President of the HHC South Manhattan Healthcare Network.

"There is simply no way to adequately thank Wheelchair Charities and its visionary founder, Hank Carter. We refer to him as a 'living treasure,' but even that term doesn't capture the dynamic and supremely altruistic spirit of Hank Carter," said Robert K. Hughes, Executive Director, Coler-Goldwater. "He has devoted so much energy and effort on behalf of our disabled patients who have some of the most complex needs of any patients in New York."

The Wheelchair Charities Inc.

25th Annual Gala Dinner

On May 10, 2012, Wheelchair Charities, Inc. held their 25th Annual Gala Dinner at the Hilton Hotel in Manhattan. It also marked the 39th anniversary of the organization. Since 1987, WCI supporters have gathered to help honor those who have achieved greatness in their chosen fields, whether it be business, athletics or humanitarianism. It is also an opportunity to show appreciation to those who have shown great support for Wheelchair Charities over the years.

This year, in the field of athletics, the honorees were Victor Cruz, Wide Receiver for the reigning Super Bowl Champions, the New York Giants; and WNBA superstar, Cappie Pondexter, who currently plays for the New York Liberty. In the business arena, this year's honor went to Wayne Monfries, Chief Tax Officer, Nike, Inc.

The Vaccarello Family—Robert, Linda, Crista and Toni—were honored this year for their support and contributions to Wheelchair Charities. The Vaccarellos have been staunch supporters of Wheelchair Charities for

the better part of a decade, and have not missed this annual event in over eight years.

Claude Ritman, former Executive Director, Coler-Goldwater, received the Humanitarian of the Year Award. Claude, who attended along with his family—wife Nancy, and children Stephen and Stephanie—has worked closely with Hank Carter, Chairman of Wheelchair Charities, for over 20 years. The Ritmans, bonded by their strong belief in a high quality of life for the disabled and disadvantaged, have long been considered “family” by Mr. Carter and Wheelchair Charities.

As in past years, also in attendance were the true honorees of this special event, the patients and residents of Coler-Goldwater hospital, giving the sponsors and supporters of Wheelchair Charities the opportunity to meet the people whose lives they've touched with their generosity.

The combination of good friends, good food, and a truly good cause, made the 2012 Wheelchair Charities Gala Dinner a huge success!





GRAND
BALLROOM EAST

The 2012 Wheelchair Charities Inc.
Honorees

Family of the Year:
The Vaccarello Family

Male Athlete
of the Year:
Victor Cruz



Female Athlete
of the Year:
Cappie Pondexter



Businessman
of the Year:
Wayne Monfries



Humanitarian
of the Year:
Claude Ritman



The Henry J. Carter Specialty Hospital and Nursing Facility

The New York City Health and Hospitals Corporation (HHC)
Names New Facility after Henry "Hank" Carter

(l-r): Michael Buccholz, Assoc. Exec. Dir., Exec. Admin., Coler-Goldwater; Robert Hughes, Executive Director, Coler-Goldwater; Henry "Hank" Carter, Chairman, Wheelchair Charities; Kelsey Stevens, Director of Sports, Recreation and Fitness, Children's Aid Society, Milbank Center; and Floyd Long, Deputy Exec. Dir., Coler-Goldwater.

In recognition of his 40 years of support to New Yorkers with disabilities and more than \$25 million in donations to Coler-Goldwater Specialty Hospital and Nursing Facility, the New York City Health and Hospitals Corporation (HHC) Board of Directors unanimously approved the naming of the new public healthcare facility under construction in Harlem after Henry "Hank" J. Carter, founder of Wheelchair Charities, Inc. This is the first time HHC will name one of its public healthcare facilities for a living individual.

"To those whom much is given, much is expected. God has given me faith, health, and the ability to help others... He has put so many great people in my path to support my life's work. I credit God for what I have been able to give back to my community. This is really an honor," said Henry J. Carter.

The Henry J. Carter Specialty Hospital and Nursing Facility will be located on Madison Avenue and 122nd Street in Manhattan, and will be the new home of the Goldwater Specialty Hospital and Nursing Facility (Goldwater) currently located on Roosevelt Island. The new Harlem based long term care hospital and skilled nursing facility, a state of the art facility of nearly 400,000 square feet of combined new and renovated space, will be completed in late fall of 2013. Through Wheelchair Charities, Mr. Carter has donated a variety of equipment and programs for Coler-Goldwater patients and residents,

including thousands of manual and motorized wheelchairs, specially equipped buses, modified beds, therapy equipment and more than 1,000 state-of-the-art computers that feature voice recognition, zoom-text, and a pointer device to facilitate use by quadriplegic individuals as well as wheelchairs that are computer interfaced and can be operated by the movement of a patient's eye.

The new skilled nursing facility (SNF) will feature 164 beds and will be built on the grounds of the former North General Hospital. The building will have six stories and more than 120,000 square feet of space. The SNF building will feature two-bed suites with private sleeping areas, light-filled living spaces, family style dining rooms, open kitchens and a concourse of activity spaces.

The 201 bed Long Term Care Acute Care Hospital (LTACH) will be housed in fully renovated space in the former North General Hospital building. The LTACH will span seven stories of more than 270,000 square feet.

"There is simply no way to adequately thank our friend Hank Carter. We refer to him as a 'living treasure,' but even that term doesn't capture his dynamic and altruistic spirit," said Robert K. Hughes, Executive Director, Coler-Goldwater. "He has devoted so much of himself on behalf of our patients and residents."



Right: Ground level view of construction as of February 19, 2013.



Hank Carter and friends look out over the ongoing construction of the new facility.



Right: Top view, showing the existing hospital building (red brick structure on left), which is being renovated, and the new construction (gray building on right) as of February 19, 2013.



Coler-Goldwater staff and administrators were on hand to help ensure that the new facility will be the best health care facility it can be!

A Timeline of Special



12/7/11: Coler Hospital Police honor Sgt. Matthew Houser



2/7 & 2/9/12: Sodexo's Carey the Bear visits



4/12/12: Four Freedoms Park Opens

2/22/12: Black History Celebration at Coler

5/8/12 : Compliance Week



1/31/12: "Learning by Simulation"



4/23/12: City Bar Chorus Performs at Coler



5/9/12: Plant Sale

2/15/12: WCI Donates New Computer Labs

January

March

May

February

April

June

1/25/12: LPN Capping

3/7/12: Womens Day, GW
3/29/12: Womens Day, Coler



2/13/12: Reelabilities Film Festival



3/21 & 3/29/12: Nutrition Month



4/5/12: Coler Gospel Concert



5/3/12: Volunteer Awards

3/23/12: Legislative Brunch

6/7/12: OHS Health Fair

6/29/12: Dental Resident Graduation



2/29/12: Dental residents visit P.S. 217.



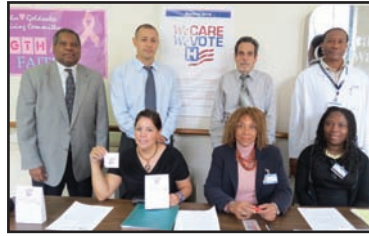
4/25/12: Employee Recognition Day

Events Held at Coler-Goldwater in 2012

7/11/12: Patient/Resident
Town Hall



6/21/12: LPN Pinning



9/18 & 9/25/12: Patient/Resident
Voter Registration



10/18/12: Patients/Residents
and TR staff Visit
Four Freedoms Park



6/22/12: Breast Cancer
Fundraising Committee's
Pink & White Ball

9/12/12: Flu Shots, RI Senior Center



10/29/12: Hurricane Sandy

9/18/12: Breast Cancer
Fundraising Flea Market

July

September

November

August

October

December

8/2/12: Externship Program

8/16/12: Employee
Town Hall Meetings



8/21/12: Employee BBQ

9/5/12:
"Biggest Loser"
Participant
Breakfast



12/6/12: GW Tree
Lighting and Concert



8/22/12: Spelling Bee



8/29/12: Angelica
Carnival, GW



12/11/12: Employee
Holiday Luncheon

12/18/12: Patient/Resident
Holiday Luncheon

12/11/12:
Hurricane
Heroes
Honored
with
Plaque

Meet Edwin Williams, MD

Associate Director of Hospital, Medicine Department

Coler-Goldwater's Edwin Williams, MD, Associate Director of Hospital, Medicine Department, was among the 28 outstanding physicians recognized by the New York City Health and Hospitals Corporation (HHC) on April 17, 2012, in honor of National Doctors' Day.

The breakfast ceremony, which was held at the Metropolitan Hospital Center, celebrated the compassion, empathy and commitment to patients that Dr. Williams and the other outstanding physicians possess, and reinforced the belief that patient-centered care begins with a deep human connection between the caregiver and patient. Alan D. Aviles, HHC President, noted that "These exceptional men and women are helping to make HHC a national model of safe, efficient, and patient-centered healthcare delivery."

Dr. Williams immigrated to the United States in 1984. His grandfather, who died before he was born, was a physician. Dr. Williams recalls having a strong interest in chemistry and engineering, even as an adolescent. He completed his primary and secondary education in Jamaica, West Indies. He attended medical school and completed his first internship at the University of St. Andrews in Scotland. He then went to work as a physician in his native country of Jamaica. He received his qualifications in internal medicine in Britain and is a member of the Royal College of Physicians. In his spare time Dr. Williams enjoys photography.

Dr. Williams has been recognized as a physician who has embraced and advanced HHC programs to improve patient safety and the effective treatment of chronic diseases.

Congratulations, Dr. Williams, on your well-deserved honor!



The Nursing Rehabilitation Program has been an essential part of nursing care in Coler-Goldwater's Nursing Facility, assisting residents in their physical functional abilities. Although Nursing Rehab is just one of the activities that make up the daily service we currently provide our residents, it is our goal to strengthen Nursing Rehab, thereby improving and maintaining

the overall quality of care and quality of life of our residents.

The initiative to implement improvements started on the Goldwater Campus in March 2009, and in June 2009 on the Coler Campus. It is under the leadership of Isabel Galindo, Associate Director, SNF, in collaboration with the

Physical Therapy, Occupational Therapy and Medicine departments. The program is further staffed with two rehab nurse coordinators—on the Coler campus, Merlin Figura, RN, Head Nurse, In-Service Education and on the Goldwater Campus, Luisa Lacson, RN, Head Nurse, In-Service Education. They are assisted by four certified nurse aide rehab assistants at Coler and three certified nurse aid rehab assistants at Goldwater.

The Coler-Goldwater Nursing Rehabilitation Program was presented to the QI (Quality Improvement) Committee at the Continuing Care Leadership Coalition (CCLC) on March 23, 2011. CCLC is a membership and advocacy organization comprising more than 100 of the nation's most innovative and comprehensive not-for-profit and public long term care organizations located in the New York metropolitan area and beyond. It was established to harness the leadership and focus the collec-

tive experience of these organizations on the development of solutions to the challenges facing the long term care field.

Today, Nursing Rehab activities are conducted on a daily basis. The AROM (*Active Range of Motion*) program is a group exercise program conducted by certified nurse aide rehab assistants trained by the Physical Therapy department. MAP (*Maintenance Ambulation Program*) is actively done by unit nursing, in coordination with the Physical Therapy department. This year, Nursing Rehab has expanded to include activities in daily living, such as eating, toileting, transfers, dressing, grooming and bed mobility, and in addition, the application of adaptive de-

vices. Qualified residents can use the gym by enrolling in the *Strength and Endurance Program*. Our most recent initiative is using music during group ambulation sessions in A-41, Goldwater's dementia unit. The result is positive; the music has made residents very upbeat.

Currently there are almost 400 residents enrolled in the program on both campuses. The improvement in the quality of life is most evident in those residents who are participating in Nursing Rehab activities or those who have become more independent as a result of prior participation. The program has helped to transform the environment of care in a positive way, and is evidenced by the residents' attitude, staff involvement, increased communication with the interdisciplinary team and positive feedback by healthcare workers, residents and their families.

Coler ♥ Goldwater's Nursing Rehabilitation Program



(l to r): Merlin Figura, RN; Isabel Galindo, Associate Director, SNF; and Luisa Lacson, RN.

Compliments

We are grateful for having the opportunity to provide care and comfort during your time of need and that in so doing, we have touched your heart.

Here are two excerpts from grateful family members of patient/residents, citing the compassionate and professional care delivered by Coler-Goldwater staff.



Mr. Robert Hughes
Executive Director
Coler-Goldwater
1 Main Street
Roosevelt Island, New York 10044

Dear Mr. Hughes,

I am writing to express my deep appreciation for the superior care and compassion that my beloved father received this past year and a half. Over the years spending considerable time in different hospitals as a family member and friend, I have never witnessed such dedication, kindness and scrupulous professionalism in a staff as I have when visiting my father and calling the nurses' station.

Each time we would visit my father, which owing to the distance would be every 5-6 weeks, my husband and I would feel such reassurance seeing him smile and respond. We would observe how clean and comfortable he was. At any time we could call a nurse and she would smilingly come to our or my father's assistance. For my mother, this was not only comforting, but the fact that she could call two-three times a day with a message and know that the nurse would convey it. As with most families we so much wanted my father to return home and not a day passed that we didn't miss him.

From the doctors, nurses and aides to the social workers like Mrs. Hewitt, Coler-Goldwater is exemplary, and indeed in my opinion very unusual in sustaining a high level of medical, administrative and compassionate care.

The nurses and doctors in their actions and words showed that they considered his life precious and meaningful. Just as importantly they respected our love and regard for him. It is a profound comfort to me knowing that my father, who had such a love of life and people, had the chance to confront and battle mortality with the same spirit he applied throughout his life. Finally, it was the efforts of your staff that enabled my father, whose capacity to love was as big as the ocean, to relive thousands of moments of joy in the last days of his consciousness.

Thank you.

Good Morning Mr. Hughes...

...I asked my manager who he thought I should write to regarding the staff at Goldwater that have been caring for my father and he recommended I write to the Executive Director.

My father who will be 87 at the end of April was brought into Goldwater in December in very bad shape....

My manager mentioned that Goldwater had a great reputation for getting people off the respirator so I transferred him immediately. I got news yesterday that my father will be moved to the rehab floor as he is off the vent, has no dementia and has no infections. I truly believe that this is due to your staff's compassion, professionalism and overall dedication that my father has recovered to such a degree. This includes the doctors, the nurses and the aides. The nurses and aides especially exhibited such patience with my father (and I am sorry to say, me at times). You and they may say they were just doing their jobs, but after the experience at the other hospital, it was more than that. They actually cared and the results speak to that. While I have thanked them, I thought you should be aware and maybe mention to the staff in Unit D21 that you got this compliment on their behalf.

Please continue to do what it is that made this staff so exceptional.

Warm regards.

Haitian Singing Star

EMELINE MICHEL

Performs at Goldwater

Hailed as the “Joni Mitchell of Haiti,” Emeline Michel is considered by many to be the reigning queen of Haitian song. A captivating performer, versatile vocalist, accomplished dancer, songwriter, and producer, Emeline sings in French and Haitian Creole, and her worldwide concerts and seven CDs have catapulted her to international acclaim.

Thanks to The Angelica Patient Assistance Program, Carnegie Hall’s Musical Connections Program, and the Therapeutic Recreation Department, we were very fortunate to have Emeline Michel perform in the Goldwater Auditorium. On the afternoon of Thursday, May 3, patients/residents and staff were mesmerized by Emeline’s energetic singing and dancing.

Her songs merged native Haitian compas and rara with jazz, pop, bossa nova, and samba. She whirled and twirled on the stage as the crowd clapped and cheered. Attendees sang and danced along, and were thrilled when she danced off the stage and down into the audience.

Carnegie Hall’s Musical Connections is a program of the Weill Music Institute. Generous Support for Musical Connections is provided by the MetLife Foundation and, in part, by Ameriprise Financial. Thank you to all who made this special event possible!



Lincoln Center *Jazz*

Art Baron & Friends delighted Coler campus patients/residents and staff with a wonderful jazz concert on Wednesday, May 9, 2012. They performed favorite jazz numbers, including standards such as *Satin Doll*, *Perdido* and *Ain’t Misbehavin’*.

The Ensemble consisted of Art Baron, trombone; Fred Staton, tenor saxophone; Bill Wurzel, guitar; Bill Crow, bass; and Vinnie Johnson, drums. Together they created a musical atmosphere that took the Coler audience on a journey down “Memory Lane.” Though many were familiar with the songs, the ensemble played each piece with the depth and experience that only seasoned musicians could.

Art Baron has performed with Duke Ellington, BB King, James Taylor and Stevie Wonder, and also toured with Bruce Springsteen in 2006. Featured artist Fred Staton—at 97 years young—wowed the audience with his rendition of *That’s All*. The program was the perfect compliment to the beautiful spring day on Roosevelt Island.

Lincoln Center continues to deliver quality artists to hospital audiences via The Program and Services for People with Disabilities (DPSPD) whose director is Bobbi Wailes. The audience expressed their gratitude throughout the program and extended the ensemble an invitation to return as soon as possible.



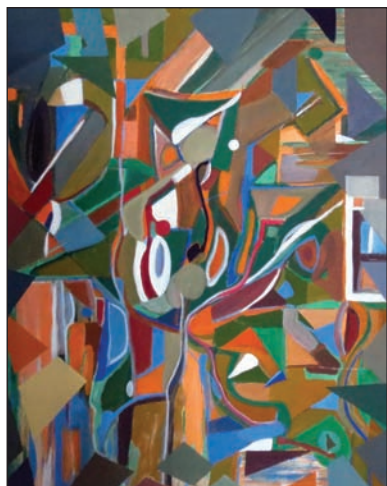
As part of the ongoing Jazz at Lincoln Center series, Goldwater patients/residents were treated to some top-notch entertainment on Wednesday afternoon, May 23, in the Goldwater Auditorium. Four very talented, seasoned jazz musicians performed classics from the American Songbook as well as jazz standards.

Arranged by Lincoln Center’s Bobbi Wailes, the ensemble featured Michael Hashim on saxophone, a well-known artist who has performed in over 20 countries. Hashim was also commissioned as a composer by PBS Playhouse and Oberlin Conservatory. He was joined by Bill Crow, on bass and Justin Poindexter, on guitar. Poindexter is a founding member of The Tres Amigos, which have played at the noted jazz clubs the Blue Note and Le Poisson Rouge. The group was rounded out by Rudy Petschauer, on drums, who once toured with both the Glenn Miller Orchestra and the Tommy Dorsey Orchestra.



Coler's Annual Patient/Resident Art Festival

*Techniques,
Textures, and
Tones*



Ron Becker, Director, Recreation Therapy; artist Nancy Azara, guest speaker; Theresa Chamberlin, Activity Therapist-LIHI; and artist Judy Russell, guest.

ABOUT THE ART PROGRAMS ON THE COLER CAMPUS

Coler offers a variety of art programs. They include: Art Group, with Theresa Chamberlin; Painting, with Ron Becker; Digital Photography, with Rodrigo Bermudez; Jewelry Making, with Jennifer Baldie; Art Therapy (by appointment) with Maria Bravo; Art and Music, with Theresa Chamberlin and Eleonora Shneyder; and Arts & Crafts, with Robert Fernandez. With many fine programs and outstanding instructors, Coler Campus patients/residents can explore a multitude of techniques, textures, and tones, and perhaps find healing and joy in creating art.

The opening of the Annual Coler Patient/Resident Art Show, which was held on Wednesday, May 16, 2012 in the Coler Auditorium, was an entertaining and innovative event. The theme of the show, which ran through Sunday May 20, focused on three basic art concepts: Techniques, Textures, and Tones.

Techniques were represented in the many unique artistic approaches, ranging from sculpture to painting, from work in paint to work in paper, to digital photography. Textures were displayed in the feel of cut paper, styrofoam and rough and smooth surfaces. Tones were reflected in the many colors that can be achieved in mixing and blending paint and in the music and art group, a new addition to the program.

Adding another tone to the show, the audience was entertained with classical music selections by Activity Therapists—Eleonora Shneyder on piano and Rodrigo Bermudez on flute. Following the musical introduction, Ron Becker, Director, Therapeutic Recreation and Jon Dongell, Associate Director, Executive Administration, delivered the opening remarks.

Entertainment from the Coler Chorus further enhanced the program. Coler patient/resident chorus members Nicholas Anglisano, John Clark, James Gantt, Frank Hageman, Jerome DiLiberto, Edward Luther, Robert Obey, William Shubert and Edward York performed several favorite tunes. "South of the Border," a song written in 1939 and made popular by cowboy star Gene Autry; "Blueberry Hill," a popular song published in 1940 best remembered by Fats Domino's 1950s rock n' roll version; and the Beatles perky 1968 tune, "Ob-La-Di, Ob-La-Da." John Clark sang a solo, delivering a heartfelt rendition of the well-loved tune "What a Wonderful World," an inspiring song first recorded by Louis Armstrong in 1968.

The program continued with guest speaker, sculptor Nancy Azara, who shared images of her sculptures of carved and painted wood with gold and silver leaf and encaustic (pigmented wax). "The wood, the paint and the layers record a journey of memory, images and ideas," said Ms. Azara. She also discussed her book, *Spirit Taking Form*, which highlights the healing quality of art. She poignantly expressed her feelings about the spiritual aspect of creating art: "For as long as I can remember, I have been looking for a way to give shape and form to spirit, a way to touch the nature of the divine."

With the combination of striking patient/resident artwork, favorite musical numbers and Nancy Azara's inspiring words and presentation, the 2012 Coler Art Show was an overwhelming success.

Coler-Goldwater Staff Shine through the Dark!

Superstorm Sandy, which hit New York City on the evening of October 29, 2012, arrived in the dark of night. The storm's fury pounded the city, and the resulting flooding did perhaps more damage than the storm itself. The storm was a life-changing event for many people—especially for those at Coler-Goldwater.

The night of the storm, surging floodwaters caused the electrical system to fail on the Coler campus. The steam system for the hot water and heat was shut down to prevent damage. Drinking water at Coler was not lost. Although there was also flooding on the Goldwater campus, power was never lost.

After the storm, approximately 104 medical needs patients were moved to Goldwater. Coler-Goldwater staff worked tirelessly and selflessly—with assistance from FEMA, EMS workers from all over the United States—to safely evacuate medically fragile and dementia residents to the Goldwater campus. Gladys Dixon, Chair, Coler Community Advisory Board (CAB); and Judy Berdy, Coler CAB, also lent much needed hands. Even our namesake for the New York City Health and Hospitals Corporation's new healthcare facility, Henry J. Carter, helped throughout the night in a show of support to all.

NYCHHC executive leadership was present, overseeing the restoration of critical systems. Alan Aviles, HHC President and Antonio Martin, HHC Executive Vice President and Chief Operating Officer, spent several days and nights in our Command Center working hand-in-hand with us addressing the myriad of issues.

During the week, numerous staff worked multiple shifts, working around the clock; many people slept at the hospital for several nights so that each patient/resident's needs could be met. Coler-Goldwater's Command Center operated around the clock. Coler-Goldwater staff is to be commended for the way they worked side by side with city, state and federal emergency personnel and agencies, extending aid to our patient/resident population and helping in every way possible.

By the end of the week of the storm, electrical power was restored through portable generators and heat and hot water were being provided by portable boilers.

The courage and cooperation of staff, patients and residents during the storm, and in its aftermath, was unprecedented. So many people went above and beyond expectations in an effort to meet every need of our patients and residents, putting aside their concerns for self, family and home and sacrificed to protect our patients and residents and provide them with reassurance and comfort.

SUPERSTORM

SANDY:

ANSWERING

THE CALL



Plaque Inscription

To the Coler-Goldwater Staff, in commemoration of your selfless commitment, professionalism and unwavering compassion shown to our patients and residents during the unprecedented events of Hurricane Sandy on October 29, 2012.

Without hesitation and in the face of challenging conditions, you provided comfort, care and reassurance to those we serve.

When the call came, you answered and served at the highest level. We will be forever grateful for your tremendous efforts and great dedication to our patients and residents, which will long be remembered and appreciated.



"We Are Forever Grateful."



GOLDWATER TREE LIGHTING AND HOLIDAY SHOW



The Salvation Army's Annual Visit



Hank Carter and Wheelchair Charities Inc. Donate High-Tech Wheelchairs to Coler-Goldwater Patients and Residents



On December 10, 11 and 13, 2012, thirty state-of-the-art wheelchairs—some equipped with eye-gaze computer technology allowing computer operation by the movement of the eye muscle—were donated by Hank Carter and WCI at separate events held in the lobbies of Coler and Goldwater. High-tech Wheelchairs were also donated during the Annual Holiday Gospel Show.



Sunderam "Sri" Srinivasan

Coler-Goldwater Mourns the Passing of a Patient/Resident Advocate

Coler Goldwater staff is saddened by the passing on December 3, 2012 of long-time resident and patient/resident advocate Sunderam "Sri" Srinivasan. Sri was the President of the Goldwater Residents Council, Goldwater Auxiliary and Community Advisory Board. His courage and dignity inspired patients/residents, volunteers and staff alike. He will be greatly missed by the Coler-Goldwater family, and will always be remembered for his compassion and generous heart to all.

Wheelchair Charities Inc
presents
Its Annual Holiday
Gospel Show



Gerald Alston



Donnie McClurkin



Kim Burrell



Wes Morgan



Valerie Boyd

On December 13, 2012, The Annual Holiday Gospel Show sponsored by Hank Carter and Wheelchair Charities Inc. was held in the Goldwater Auditorium. This event was particularly significant because it was the final show on the Goldwater campus before the move to northern Manhattan in 2013.

Featured performers were gospel greats Wes Morgan, Kim Burrell, Gerald Alston, Valerie Boyd and Donnie McClurkin. Additionally, there was a special performance by Goldwater resident Al "Tjader" Fogle.

Award recognitions were presented to Michael Buchholz, Sr. Associate Executive Director, Coler-Goldwater; Stanlee Richards, Nursing Director, Goldwater Campus; and to the family of Robert K. Hughes, Executive Director, Coler-Goldwater. Also in attendance were Assemblyman Jeffrion L. Aubry, NYS Assemblyman; and Darryl C. Towns, Commissioner, NYS Homes and Community Renewal.

The show was thoroughly enjoyed by patients/residents, staff and visitors.

Wheelchair Charities took time to honor families and individuals with awards for their outstanding service.



Josephine Bolus
presented by Dr. Bob Lee



The Skipper Family



The Hughes Family

Wheelchair Charities, Inc. gives the gift of independence,
donating motorized wheelchairs to Coler-Goldwater patients and residents.

Friends of Wheelchair Charities attended the show and presented new wheelchairs to patients/residents.



Senator Michael N. Gianaris



Commissioner Darryl Towns



Former NBA Star, "Speedy" Claxton

Reflections:

A Celebration of the Final Annual Medical Staff Meeting on the Goldwater Campus



The final Annual Medical Staff meeting on the Goldwater campus—before the move to the new Henry J. Carter Specialty Hospital and Nursing Facility in northern Manhattan—was held on January 29, 2013 in the Goldwater Auditorium.

Robert K. Hughes, Executive Director, Coler-Goldwater, spoke of Goldwater's proud and rich history of providing long-term care services to the most vulnerable New Yorkers for the past 75 years. Mr. Hughes was joined by Yelena Suler, MD, President, Medical Staff; Yolanda Bruno, MD, Medical Director; and Vasudeva Raju, MD, Deputy Medical Director, all of whom recognized the many contributions of the Medical Staff. Invited guests and speakers included former Goldwater Medical staff who reflected and reminisced about their many positive and inspiring Goldwater experiences.



Coler-Goldwater Specialty Hospital Nursing Facility
1 Main Street
Roosevelt Island, NY 10044

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5-STAR RATING!

Congratulations Coler-Goldwater! *US News & World Report* listed Coler-Goldwater as one of *The Best Nursing Homes of 2013*, recognizing its rating by Centers for Medicare and Medicaid Services (CMS) as a **5 STAR** facility.

This significant ranking comes as a result of data collected from CMS, which sets and enforces standards for nursing homes enrolled in Medicare and Medicaid. CMS rated all nursing homes, private and public, in the New York State area for their performance in Health Inspections; Nurse Staffing; and Quality of Medical Care. Coler-Goldwater received the highest possible rating of **5 STARS**.

Given that we are a publically funded health care facility, it makes our **5-STAR** rating all the more noteworthy, considering the many challenges Coler-Goldwater faces in this current health care environment.

Coler-Goldwater's national recognition in *US News & World Report* is a well-deserved testimony to the professionalism, compassion and dedication of each and every Coler-Goldwater employee to the highest quality care of our residents.

