

From Our Heart

Fall/Winter
2013-14

Published for the patients, residents, employees and friends of Coler-Goldwater Specialty Hospital and Nursing Facility and Henry J. Carter Specialty Hospital and Nursing Facility

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**Goldwater Moves its patients/residents to the New
Henry J. Carter Facility**

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

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Henry J. Carter Specialty Hospital & Nursing Facility





A MESSAGE FROM OUR EXECUTIVE DIRECTOR

A new era began for us this past November 24th and 25th, with the successful relocation of 228 patients and residents to the Henry J. Carter Specialty Hospital and Nursing Facility from Goldwater. The transfer of these individuals was a significant and challenging undertaking since many of the patients were medically fragile and on ventilators. The move, which began before dawn Sunday morning, was fully completed ahead of schedule on that Monday afternoon. This brought our Major Modernization Plan to a successful completion.

The move of 114 hospital patients on day one and 114 nursing facility residents on day two was truly an amazing operation that proceeded with precision and without incident. Hundreds of our staff took part and gave patient safety the highest priority and performed with complete confidence, skill and professionalism.

Months of extensive planning preceded the move, which was coordinated with the New York City Health and Hospitals Corporation's Central Office, the State Department of Health and several City agencies. Building exit and entry points were thoughtfully considered and ambulance/ambulette routes chosen carefully. The transport times were specifically selected to minimize traffic interruptions. Unit teams were in place at both sites to prepare each individual for transport and then to receive the patient or resident. A Command Center oversaw the operation and monitored the relocation of each patient or resident at four different points in the move through a computerized tracking system and bar code scanning.

Representatives from the State Department of Health monitoring the two-day move expressed how impressed they were with the relocation process and delivery of patient care throughout. Then HHC President Alan D. Aviles, Executive Vice President Antonio Martin, and Senior Vice Presidents LaRay Brown and Lynda D. Curtis were also in attendance providing assistance and support, as well as the new facility's namesake, Henry J. Carter, founder of Wheelchair Charities.

Patients, residents and staff have adjusted to their new home and surroundings. In addition, we have made steady and significant progress towards filling the approved 201 hospital and 164 nursing facility beds. It is so rewarding for many of us to see the Henry J. Carter Specialty Hospital and Nursing Facility up and running, especially knowing it is staffed with outstanding individuals from many departments who gave exceptional care at Goldwater. The new facility has in a brief time become a model of patient-centered and high quality care.

The Harlem community has been exceptionally welcoming to us and already we have made many new relationships and friends. We look forward to continuing to partner with community groups to benefit those we serve.

Our Coler campus played a vital and pivotal role in the transformation of the organization, serving as a site for both staff and residents relocating from Goldwater. Significant investment continues to be made in Coler, upgrading the building infrastructure and environment. Several sizeable capital projects have either been completed or are nearing completion, with another major one planned. These projects, which total approximately \$84 million, include sprinkler installation throughout the entire building, façade and roof repair and replacement, complete replacement and relocation of electrical switch gear, new windows in all resident rooms and new nurses stations. In addition, a power plant to provide Coler's heat and hot water is planned to be built on the Coler campus. These investments have been made to fortify the infrastructure of the Coler campus, and to ensure the facility continues to meet the needs of our resident population well into the future.

Planning is also underway for upgrading the décor of the Coler campus. These upgrades will be directed towards improving the appearance of the main corridors and dayrooms to enhance the quality of life of the residents and the work environment for the staff. These changes will bring aesthetic appeal, enhanced functionality and greater warmth and comfort to the physical environment, thereby emphasizing resident-centered care and inviting the sense of home and community.

With our Major Modernization Plan now complete, we are now an even stronger organization carrying on our mission as a safety-net provider of long-term care services. The many successes and accomplishments achieved along the journey were primarily due to our staff who displayed tremendous flexibility, compassion and professionalism throughout. They deserve much appreciation and respect. Based on the strength of our incredible staff, Coler's established and well-regarded reputation, along with the swift emergence of Carter as a preferred sub-acute provider, our present and future are both exciting and full of promise.

Robert H. Hughes

SAFETY FIRST!

Coler Goldwater Receives Top Prize!



Ravindra Amin, MD, Chief of Psychiatry, Coler-Goldwater, along with a Coler-Goldwater interdisciplinary staff, earned the Grand prize at the New York City Health and Hospitals Corporation's Patient Safety Expo, 2013. They also won The People's Choice Award for their project, entitled: "Reducing Unnecessary Antipsychotic Medications in the Management of Dementia Related Behaviors."

The Coler-Goldwater project was aimed at improving the safety and quality of dementia patients by establishing a best practice of behavior management, which included better educating and training staff about dementia and its symptoms and improving cooperation among departments .

The interdisciplinary team from Medicine, Nursing, Pharmacy, Psychiatry, Therapeutic Recreation, Volunteer Services and Executive Administration was led by Dr. Amin.



The grand prize trophy is proudly displayed in the Coler campus entrance hall.

A Special Visit to the Henry J. Carter Specialty Hospital and Nursing Facility

On December 3, 2013, then-Mayor Bloomberg toured the new Henry J. Carter Facility. Distinguished guests included Lynda D. Curtis, Sr. VP, HHC; Robert K. Hughes, Executive Director; Floyd R. Long, Chief Operating Officer; and Henry J. Carter, CEO, Wheelchair Charities. Also present were staff from the New York City Economic Development Corporation and hospital staff.

Mr. Bloomberg commended all those responsible for the successful completion and opening of the new facility.



(l to r): Lynda D. Curtis, then-Mayor Michael Bloomberg, Josephine Bolus and Hank Carter.



COLER-GOLDWATER SOCIAL WORKER WINS MAYOR'S CUSTOMER SERVICE AWARD

Congratulations to Carla Paulino, LMSW, Social Worker, Social Services, winner of the Mayor's Office of Operations Customer Service Group 2013 Excellence in Customer Service Award!

Ms. Paulino represents the New York City Health and Hospitals Corporation (HHC) as the recipient of this prestigious award for consistently delivering the utmost in compassionate, clinical and dedicated support to Coler-Goldwater's medically fragile patients and their families.

She stands among HHC staff who, on a daily basis, deliver the highest quality of service to New Yorkers entrusted to their care.

Henry J. Carter Specialty Hospital and Nursing Facility Ribbon Cutting Ceremony



Family and friends came in droves to support the HHC, Hank Carter and the new Henry J. Carter facility.

On August 21, Alan D. Aviles, President, New York City Health and Hospitals Corporation (HHC), marked the opening of the Henry J. Carter Specialty Hospital and Nursing Facility in Harlem.

President Aviles was joined at the ribbon-cutting ceremony by Robert K. Hughes, Executive Director, Coler-Goldwater; Hank Carter, CEO, Wheelchair Charities and Joseph Schick, Executive Director, Fund for HHC.

Also attending were dozens of dignitaries and community leaders, including Congressman Charles Rangel; Congresswoman Carolyn Maloney; David Paterson, former New York State Governor; Andrew Young, former Ambassador to the United Nations; Bernice A. King, CEO, King Center; Kyle Kimball, President, NYC Economic Development Corporation; Kenny Smith, NBA legend; Coler-Goldwater residents and staff, along with many family members and friends of Hank Carter.

Many thanks go out to the Coler-Goldwater staff and volunteers who contributed to the success of the event.

Hank Carter (left), Joe Schick (back row), Alan Aviles (center) and Carolyn Maloney (right).



Ambassador Andrew Young spoke eloquently about his many years of friendship with Hank Carter.



Hank Carter gives a warm welcome to NBA legend Kenny Smith.

FAREWELL TO THE GOLDWATER CAMPUS

75 Years of Caring



A visual history of Goldwater was on display.



Hors d'oeuvres were served to party attendees.



HHC's Antonio Martin and LaRay Brown with Robert Hughes.

On October 16, 2013, a farewell party—celebrating Goldwater's rich 75 year history—was held in the Goldwater Auditorium. Invited guests included patients/residents, staff, and retirees.

Also attending were HHC Central Office staff, including Alan D. Aviles, President; Lynda D. Curtis, Sr. Vice President; LaRay Brown, Sr. Vice President; Josephine Bolus, HHC Board of Directors; and Joseph Schick, Executive Director, Fund for HHC.

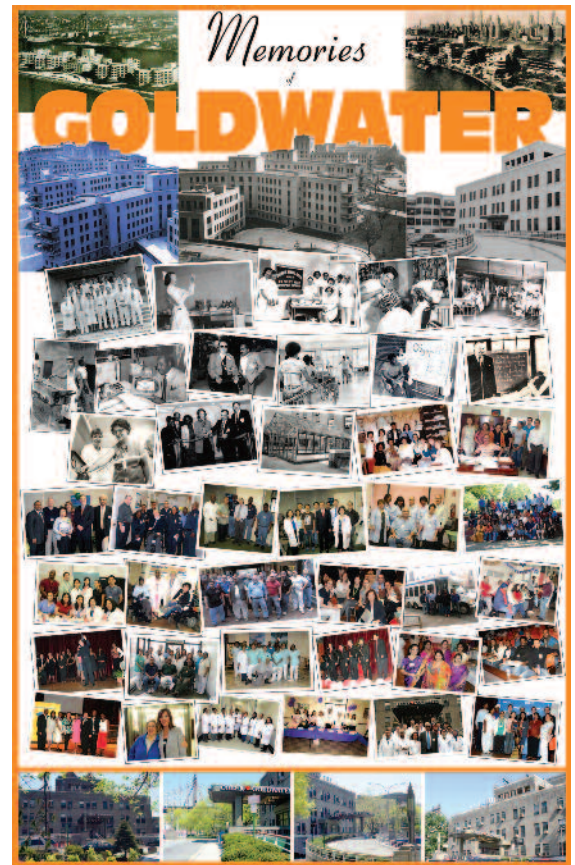
Ms. Bolus read excerpts from an original poem written by Howard Finger, MD, Medical Director, Utilization Review, expressing Dr. Finger's memories of the hospital and the many patients/residents it served.

Attendees enjoyed viewing posters of vintage Goldwater scenes over the decades, which were printed and displayed by Russ Pikell and Ron Becker of Therapeutic Recreation, along with vintage medical equipment.

A historic Goldwater timeline video spanning 75 years, produced by Coler-Goldwater Media Services staff members Linda Wyatt, Jose Torres and Jeanne Waller, brought back many happy memories, and was enjoyed by all.

Robert K. Hughes, Executive Director, closed the program with a poignant farewell message.

Each attendee received a Goldwater poster collage as a keepsake.



The Goldwater commemorative poster.



Alan Aviles, HHC President, addresses the crowd.



Josephine Bolus and Dr. Howard Finger, holding his original poem.



Nursing administrators show off their posters.

R&B and Gospel Shows

The annual music concert sponsored by Wheelchair Charities has become perhaps the most anticipated event for the patients/residents and employees of Coler-Goldwater. So, when it became official that 2013 would be the last year that a concert would be held on the Goldwater stage, we knew it was going to be big! As it turned out, it was too big to be held on one night...

On October 10 and 11, Wheelchair Charities sponsored a two-night music extravaganza in the Goldwater Auditorium. R&B sound filled the air on Thursday evening. On hand were some of the greatest Gospel and R&B artists on the planet. The R&B concert was anchored by the soulful Eddie Levert, leader of the 1970s mega-hit-making group The O'Jays. Other stars performing were Melba Moore, Alyson Williams and Gerald Alston of the Manhattans.

Headlining the Gospel show the following evening was none other than the reigning "Queen of Gospel Music," Shirley Caesar. Dove Award winner Wess Morgan was also on the bill, along with Valerie Boyd and Alyson Williams.

Needless to say, both shows were big hits, treating the audiences to amazing performances each night! Hank Carter, Chairman, Wheelchair Charities, commented: "Shirley Caesar performed for us in 1983, gave another memorable show in 1985, and graced the stage for our December 10, 2010 Annual Holiday Gospel Show. I can't think of any better ending for Wheelchair Charities' last Goldwater show than to have Shirley Caesar's magnificent voice to be the last sound heard on the Goldwater stage."

New Computers

In October of 2013, a shipment of computers, purchased for the patients and residents of the Coler and Carter facilities by Wheelchair Charities Inc., arrived at the Coler campus. Hank Carter continues to fulfill the promise he made back in 1988 to upgrade the hospitals' computer labs every two years, ensuring that our patients and residents will always have cutting edge computer technology at their disposal.



Shirley Caesar



Wess Morgan



Eddie Levert

New Wheelchairs, Buses and Vans

On November 18, new patient buses, vans and wheelchairs donated by Wheelchair Charities (WCI) for The Henry J. Carter Specialty Hospital and Nursing Facility (Carter) were welcomed by Alan D. Aviles, HHC President; Antonio Martin, HHC Chief Operating Officer; Lynda D. Curtis, HHC SVP; Robert K. Hughes, Carter Executive Director; Floyd R. Long, Carter Chief Operating Officer and friends and supporters of WCI. Also joining in that day for the celebration was Yankee Baseball great "CC" Sabathia with his friend Henry J. Carter.



*The stars came out for
Wheelchair Charities'
R&B and Gospel concerts!*

Gerald Alston

Melba Moore

Alyson Williams