

HIGHLIGHTS FROM 2013

Coler- Goldwater's Annual Breast Cancer Fundraising Gala

The Coler-Goldwater Fight Against Breast Cancer Committee, chaired by Stanlee Richards, RN, Director of Goldwater Nursing, held its annual Gala to benefit The American Cancer Society on June 14 in the Goldwater Auditorium. Special guest speaker was NY1 News Anchor, Cheryl Wills. Floyd R. Long, Coler-Goldwater Deputy Executive Director/Chief Operating Officer was given an award for his ongoing support of the Coler-Goldwater Breast Cancer Committee.



Coler-Goldwater Resident's Artwork Featured in Show

On Saturday, October 5, 2013, the artwork of Coler resident Michael Motayne was prominently featured at the 7th Annual Fall for Arts Festival on Roosevelt Island.

The program is a partnership of the Roosevelt Island Operating Corporation and the RIVAA Art Gallery on Roosevelt Island. The festival was held at the Roosevelt Island's Southpoint Park.

Coler-Goldwater Helps Local Seniors Fight the Flu

On Oct 25, 2013, Ira Weisberg, MD, Director, Occupational Health Services (OHS), Coler-Goldwater, along with OHS staff, administered over 100 flu shots to seniors at the Roosevelt Island Senior Center.

The annual event is sponsored by Coler-Goldwater, in conjunction with the office of Assemblyman Micah Kellner.



Coler-Goldwater's Medical Externship Program

On August 8, Robert K. Hughes, Executive Director, Coler-Goldwater, along with Administration members, hosted the Coler-Goldwater 2013 Medical Student Externship Program graduation.

The goals of the program include acquiring an understanding of chronic illness and the interdisciplinary team approach that is required to care for people with chronic illness.

This unpaid placement exposed the medical students to the diverse population that Coler-Goldwater caregivers serve with compassion and great skill.



2013 was an extraordinarily busy year! There were numerous meetings, and extensive planning for the construction and opening of the new Henry J. Carter campus in Harlem, the discharge of many patients/residents to the community, the transfer of patients/residents to the new facility, and the eventual closing of the Goldwater Campus. Even with this enormous undertaking, Coler-Goldwater staff continued with their excellent daily patient/resident care, and held annual events and special activities for both patients/residents and staff. The timeline below shows many of the year's highlights.

January 28
Joint Labor Management Subcommittees on Transportation & Communication visit Harlem neighborhood



May 8
Stanlee Richards, RN, receives Sloan Public Service Award



January 29&30
Multistar Event

February 20
Coler-Goldwater dentists visit Roosevelt Island school



April 5
iPod Music & Memory Dan Cohen visits Coler Campus

February 7
Hank Carter hosts luncheon for WCI volunteers

June 20
Goldwater Health Fair

JANUARY

MARCH

MAY



January 10
LPN Capping Ceremony

FEBRUARY

March 11
Volunteer Training Seminar

Week of March 12
Safety Week, Goldwater

March 21
Breast Cancer Fundraising Food Sale

March 21
Safety Week Event

APRIL

May 3
Volunteer and Auxiliary Award Ceremony & Luncheon

May 9
Wheelchair Charities 40th Anniversary Gala

April 30
Employee Recognition Day

April 27-May 26
Patient/Resident Art Show "Art From the Heart IV" at the RIVAA Gallery

JUNE

June 4
National Nurses Week Celebration

June 27
Coler Health Fair

June 14
Breast Cancer Fundraising Gala

June 20
LPN Pinning

June 28
Dental Graduation

February 22
Black Nurses celebration



April 11
WCI supporters from Nike visit Harlem construction site





July 24
Coler Patient/Resident Art Show



October 20
HHC President Alan Aviles joins "The Walk" for Breast Cancer in Central Park



August 2
Nameplate placed on entrance to Henry J. Carter building

SEPTEMBER

NOVEMBER

December 5
Coler Tree Lighting

December 18
Henry J. Carter, First Employee Holiday Party

December 19
Patient/Resident Holiday Party, Coler

December 31
Patient/Resident New Years Party

JULY

July 30
Medical Residents begin Externship Program



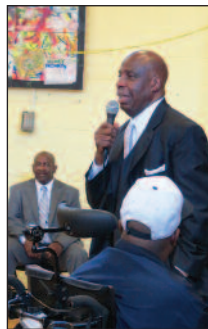
AUGUST

August 9
"Have Breakfast With Us" fundraiser for Breast Cancer

August 29
Employee BBQ



September 26
Hank Carter Honored at Queensbridge Luncheon



OCTOBER

October 16
Goldwater Farewell Party

October 21
relocation exercises begin

October 6
Breast Cancer Fundraising trip to Atlantic City

October 28
Families of Patients/Residents tour new HJC facility

October 22
Basketball star Bernard King visits new HJC facility



November 19
Baseball star CC Sabathia visits new HJC facility

November 12
Mock Move

November 21
Patient/Resident Thanksgiving

DECEMBER



December 17
Coler Employee Holiday Party



Coler Carter STILL



Wheelchair Charities, Inc. (WCI) continued its 41st year of generous giving in late February 2014. On February 27, the New York City Health and Hospitals Corporations' executive leadership gathered in the Coler lobby to share in the donation of 21 new wheelchairs—19 motorized, one manual lightweight, and one manual sport chair.

Alan Aviles, President & CEO; Antonio Martin, Executive Vice President and Chief Operating Officer; LaRay Brown, Senior VP, Corporate Planning, Community Health and Intergovernmental Relations; and Joseph Schick, Senior Advisor to the President and Executive Director, The Fund for HHC, took part in the event.

Coler-Goldwater/Henry J. Carter leadership and staff from many departments also attended, including Executive Director, Robert Hughes and Chief Operating Officer/Deputy Executive Director, Floyd Long. A welcome face in the crowd was former Executive Director, Claude Ritman, who remains a strong supporter of both Wheelchair Charities and our facilities. The event was emceed by long-time WCI supporter "Doctor" Bob Lee, of WBLS radio. Rev. John Boyd III led the opening prayer.

The following day, new chairs were presented in the Renaissance Room of Harlem's Henry J. Carter facility. WCI purchased a total of 16 chairs—14 motorized one manual lightweight, and one manual sport chair. Residents and staff



COLER ♥ GOLDWATER

Coler Campus

900 Main Street

WHEELCHAIR CHARITIES, INC CARING, STILL GIVING

were joined by HHC executive Ross Wilson, MD, Senior Vice President of Quality, Corporate Chief Medical Officer, and a Corporate Officer at HHC. It was Dr. Wilson's first visit to the new hospital. Also attending were HHC's Antonio Martin, LaRay Brown and Joseph Schick. Mr. Schick, noting that Hank Carter is present at the hospitals on a daily basis, quipped: "Hank Carter is our one-a-day vitamin."

In attendance was WCI board member Henry Lavan; along with Kelsey Stevens, Children's Aid Society; and Jackie Rowe-Adams, Co-Founder and President, Harlem Mothers Save. Long-time WCI supporter Lloyd Desvigne brought some special guests—students from Holy Cross High School in Flushing, Queens—to experience the impact of charity in action.

Additionally, guests and HHC leadership viewed a demonstration of a brand-new, life-changing piece of equipment—the newly-arrived LiteGait® machine—which is manufactured by Mobility Research and distributed by Rehab Dimensions.

David Smith, a representative of Rehab Dimensions, explained the partial weight-bearing therapy device, which will provide a safe and effective environment for walking therapy. It can achieve increased efficiency, increase the number of patients receiving gait therapy and provide a secure environment that allows the therapist to treat difficult patients.

Richard Mongiardo, Supervisor, Physical Therapy, Rehabilitation Therapy, demonstrated the new machine, and showed how it will help patients obtain supported suspension, comfortably walk in an environment free from falls, increase or decrease the weight bearing load on the weaker side of the body, and help reduce the risk of back injury to staff.

On both campuses, grateful residents thanked Mr. Carter for his generosity, as well as hospital staff and leadership for their care and compassion. Several residents were receiving motorized chairs for the first time ever, and were overcome with emotion, knowing how much the new chair would change their lives for the better.



Coler-Goldwater

Henry J. Carter

How satisfied and engaged are Coler-Carter employees? The results from the 2013 Press Ganey Partnership Survey are in! From May through June 2013, the survey was available for anonymous completion through the Press Ganey website, and was designed to measure the levels of employee satisfaction and engagement throughout Coler Specialty Nursing Facility and Henry J. Carter Specialty Hospital and Nursing Facility. The survey response rate for Coler employees was 49% and 37% for Carter Employees (Goldwater at the time of Survey) and indicated an overall partnership score of 61.7 and 66.3 respectively.

Employee Partnership is a product of your levels of **Engagement** and **Satisfaction** at work. Answering this survey helped us understand your perception of the workplace in order for us to improve conditions that need improvement and maintain those you value most. The survey gave us insights and knowledge into what is currently going well at Coler and Carter and what still needs improvement. Great opportunities have been identified for both facilities and will be acted on in the upcoming months.

Employees at both facilities agreed that our strengths are: the excellent quality of care that we provide; the high regard for our facilities in the community; and the feeling of accomplishment our employees get from their work. Conversely, employees in both facilities agreed that there is an opportunity to improve the leadership skills of managers/supervisors; and involvement/inclusion of employees in decisions that impacts them and the organization.

The results of the survey are a starting point for creating stronger employee

partnership and improving Coler-Carter's overall performance. To this end, the Executive Leadership team at Coler-Carter, in collaboration with Human Resources and the Organizational and Staff Development department, have begun implementing a number of initiatives geared towards improving employee's overall satisfaction and engagement.

These initiatives include but are not limited to:

- *Group discussion sessions with the Executive Director, where small groups of employees have the opportunity to sit with our Director and share concerns and ideas over a meal*
- *A Monthly Employee Recognition Program*
- *Manager/Supervisor participation in a 12-month South Manhattan Healthcare Network leadership development program*
- *Weekly rounds throughout the facility by members of the administration*

Employee Engagement

- *Organizational Development interventions with high impact departments*

Coler-Carter leadership is committed to improving the employee partnership scores. High employee partnership leads to increased work performance, which translates into positive impacts on patient satisfaction, safety, retention and productivity.

Partnership

Survey

Satisfaction

IMPROVING THE PATIENT/RESIDENT EXPERIENCE



At Coler-Goldwater and Henry J. Carter, we aim to give the best possible care to our patients and residents, and the quality of care our staff delivers is consistently rated very high. We want the way in which our care is delivered to be equally high, so some new initiatives have been undertaken to achieve that goal.

A cross-section of patients/residents from both the Coler and Goldwater campuses, surveyed in July of 2013 by Press Ganey, indicated that there are some areas that could be improved. Among those areas for improvement are staff friendliness and courtesy, which fall into the broader categories of communication and quality of life. From August 19 through August 23, a Value Stream Analysis took place that examined the survey results. From the Value Stream Analysis, seven Rapid Improvement Events (RIEs) were determined necessary.

From January 21-27, 2014, the first RIE, entitled "Improving Relationships Between Staff, Patients, Residents and Families," was initiated. On February 18-24, the second RIE, "On-Boarding and Welcoming Patients and Residents to the Facility," was initiated. The RIE team—comprised of front line staff from many departments—quickly identified several root causes and made recommendations.

One of the recommendations from the first RIE was a campaign to increase awareness of the role compassion, empathy and communication plays in the healing process and quality of life for our patients and residents.

The campaign, called *Healing Hearts with Compassion* (HHC), had its kick-off on February 18, 2014. Robert Hughes, Executive Director, delivered a special message about the new initiative to staff from many departments who had gathered in the lobby of the Henry J. Carter facility. Informational pamphlets were presented, along with the first in a series of educational staff videos showing examples of ideal patient/resident interaction contrasted with unacceptable behavior and attitude. There was also a Healing Hearts questionnaire, and completed forms were entered into a raffle on each tour. Winners Marie Le Clerk, Assoc. Respiratory Therapist, Respiratory Therapy; Koreen Young, Clerical Assoc., SNF; and Lilawattie Naul, LPN, SNF each won a Dunkin Donuts/Baskin Robbins gift card.

One aspect of the Healing Hearts campaign is the concept of K.I.S.S.—which stands for **K**indness-**I**nteraction-**S**ensitivity-**S**milng—an easy acronym to remember, which will remind staff to take time during their busy day to remember to treat everyone with dignity.

One of the concerns of patients/residents was that they wanted the facilities to be more home-like. Those who now live at Henry J. Carter are in a new building that was designed to be patient-centered, and has the most home-like environment possible. While the Coler facility is older and constructed of a less patient-centered design, steps are being taken to enhance Coler's ambiance. Cosmetic improvements, such as fresh paint and repairs, are being undertaken in the admissions department

and other areas. Staff is also taking care to remove extra equipment from patient/resident rooms and corridors.

Another area that was examined was our processes—especially the admitting and discharge procedures. To enhance communication to our patients/residents, scripts for standard work were developed, and a new On-Boarding procedure put in place. Each new patient/resident is personally greeted by staff, and given a gift bag and hot soup or hot drink while they wait. And of course, all care is now delivered with K.I.S.S.—kindness, interaction, sensitivity and a smile.

In addition to the HHC/KISS initiative, the team has...

- *Created standard work for conducting Interdisciplinary Care Plan (ICP) at bedside in the LTACH during rounds. This includes the entire team going to the bedside with the purpose of increasing communication and building trust with patients and family members.*
- *Developed a facility-wide training program with emphasis on empathy, respect and communication. This will include producing video training programs using HJC/Coler staff.*
- *Established the need for daily staff briefings on each Nursing Facility (NF) unit. These briefings will involve all staff and will allow everyone to have current information about the activities of the day including, admissions, compliments and areas of concern.*
- *Recommended a process control board which will include the information covered at the daily briefings, which will be available for all staff to share.*
- *Recommended implementing a voluntary staff-to-resident feeding program in the NF.*

This important campaign, which will also be instituted on the Coler Campus in the coming months, can make a big difference in the lives of our patients, residents, families and with staff. Creating an enhanced culture of compassion, empathy and openness will give our facility a competitive edge and ensure our top ranking among the very best facilities in the country.

In late spring, the third RIE, "Enhancing the Dining Experience," will commence. We know that food is the heart of a home and recognize that it's an important element of our patients and residents overall perception of the Nursing Home and Hospital experience. When we enhance the dining experience, we nourish our patients and residents souls, as well as their bodies and maximize their quality of life and quality of care.



T.R. ROCKS!

In addition to regularly offering music and art activities on each unit, our Recreation Therapy Department holds many special events for patients/residents. Here are some scenes from their fall and winter offerings at Coler.



9/25/13 - Harvest Ball



10/24/13 - Cultural Festival (France)



10/31/13 - Halloween Party



12/19/13 - Holiday Luncheon



11/21/13 - Thanksgiving Luncheon



10/29/13 - Hoe Down



12/31/13 - New Year's Eve Party



12/5/13 - Holiday Tree Lighting

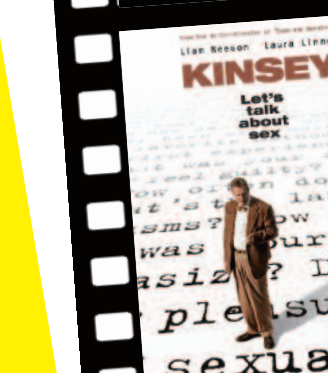
Location: Goldwater

Thought you'd seen the last of the Goldwater Campus? Think again! For years, the Goldwater campus was a major location for television and film productions. Although always given a stage-name, look for the familiar hallways, units and rooms of Goldwater in these major motion pictures:

The Exorcist
Autumn In New York
Private Parts
Kinsey
Hide and Seek
Perfect Stranger
Salt
Just Wright
Arthur (2010)
Delivery Man
Musical Chairs
The Namesake
Dark Water
Carlito's Way: The Beginning
House of D
Romance and Cigarettes
El Cantante
The Brave One
The Good Heart
Muhammed Ali's Greatest Fight
The Ex
Tower Heist
Synechdoche, NY
Reign Over Me
El Vacilon
Shame
Paranormal Asylum
Jack Goes Boating
Brazzaville Teenager (YouTube short)

(In theaters soon)

Lullaby
This Is Where I Leave You
The Normal Heart
Song One
Mania Days
Beware the Night



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Coler's Patient / Resident



Chris Wittman, Recreation Therapist, listens carefully to a spelling bee participant's answer.



When many people think of spelling bees, they imagine young schoolchildren lined up on stage carefully saying the letters they hope are in the big word the teacher just said. At Coler-Goldwater, spelling bees aren't just for kids. Several

years ago, Christopher Wittman, Recreation Therapist, L-I, had the idea of recreating the friendly competition of the school spelling bee for our residents. The Coler-Goldwater Spelling Bee has since become a popular annual event.

A crowd gathered in the Coler Canteen on Thursday afternoon, October 10. Some came to compete; others came to cheer on their friends. Chris, armed with a microphone and dictionary, went around the circle of players, enunciated each word, and listened carefully to the spellers' answers. He started with easy words, and gradually increased the level of difficulty. With each wrong spelling, people were eliminated until only a few top spellers remained. This year Devlin Reed won third place, Lisa Enem took second place, and Carlton Burrell earned a big round of applause, finishing in first place.