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Meet EHC's Patient Satisfaction Managers

Program Helps Foster Greater Communication between Patients and Elmhurst Hospital Center

(Elmhurst, NY, November 5, 2009)--Elmhurst Hospital Center expanded its Patient Satisfaction Program staff earlier this year, increasing the number of its Patient Satisfaction Managers (PSMs) from one to three. Managers make regular unit rounds in order to facilitate communication between patients and EHC's interdisciplinary team. The PSM's role is crucial in assisting patients and their families to effectively interact with EHC's interdisciplinary staff during the hospitalization period—often a time of emotional distress and confusion about medical conditions. EHC's Patient Satisfaction Managers are Sandra Giraldo (Supervisor), Monica Sanchez and Barbara Soto. All three managers are bi-lingual (English/Spanish).

Most large hospitals now have patient satisfaction programs. EHC's program was developed in the Summer of 2008 by Elmhurst Hospital Center's Executive Director Chris Constantino, in conjunction with the Nursing and Social Work Departments. The program was initiated in response to feedback from patient satisfaction surveys indicating that many patients felt dissatisfied with the level of attention they received during hospitalization. One of the benefits of having PSMs is that they can communicate directly with patients regarding their concerns which provides the nursing staff with the ability to devote more time to serving the health care needs of patients. For more information regarding Elmhurst Hospital Center's Patient Satisfaction Program, please contact Atiya Butler at 718.334.1259 or via e-mail at atiya.butler@nychhc.org.

About Elmhurst Hospital

Elmhurst Hospital Center (EHC) is the major tertiary care provider in the borough of Queens. The hospital is comprised of 545 beds and is a Level I Trauma Center, an Emergency Heart Care Station and a 911 Receiving Hospital. It is the premiere health care organization in central and western Queens for key areas such as Surgery, Cardiology, Women's Health, Pediatrics, Rehabilitation Medicine, Renal and Mental Health Services.

Elmhurst Hospital Center serves an area of approximately one million people in one of the most ethnically diverse communities in the world. Ensuring accessible health care is our priority. For more information about Elmhurst Hospital Center, please visit us at www.nyc.gov/elmhursthospital or call 718.334.1259.