

# CHECK LIST

**Harlem Hospital - Generations+/Northern Manhattan Network**  
**January 8, 2010-----**

## **2009 EMPLOYEE OF THE YEAR**



**Ms. Alisa Jones**, Asst. Coord. Manager

Alisa Jones began working at Harlem Hospital Center in February 2006 and is one of two support staff working in the Social Work Department. Ms. Jones is committed to providing excellent customer service and goes above and beyond the call of duty, which is why she was selected as the 2009 Employee of the Year.

While performing an interdepartmental job function that took her outside of her office, Ms. Jones observed a senior citizen struggling as she exited a cab with two-year old twin girls, a 6-month old baby boy, and a diaper bag. Recognizing this was an awkward situation, Ms. Jones immediately assisted by accompanying the four into the Ronald H. Brown

Pavilion. Ms. Jones realized that the lady didn't have a stroller which would help her with the three children. Determined to help, Ms. Jones contacted several places to find a stroller, including the "Good Will" second hand store. She eventually bought a new one with her own money. Ms. Jones did not see her duty to provide the best customer service as confined to her role within her dept or the hospital itself. She clearly demonstrated that patient care and customer service extends beyond. Her dedication, thoughtfulness and generous spirit serve as an example for all of us to perform humanitarian acts of kindness each and every day.

## **EMPLOYEE OF THE MONTH DECEMBER 2009**



**Mr. Jack Gonzalez, Service Aide**  
As Mr. Gonzalez was exiting the Hospital lobby after work, he noticed a bunch of keys by the doors. Mr.

Gonzalez remembered seeing a man with a large backpack in the same location just moments earlier. He took the keys and ran outside, searching up and down Lenox Avenue in an attempt to find the gentleman. Unable to locate the man, Mr. Gonzalez returned to the lobby hoping to find the owner. Here he found the man desperately searching his backpack for his keys. The gentleman expressed how extremely important it was for him to find his keys because his car, house, and other keys were all on the same key ring. Selfless acts of kindness such go a long way in making this Hospital known for its superior customer service.

#### **CAUGHT IN THE ACT DECEMBER 2009**

**Michelle Perry, RN**  
**Joshua Fashanu, RN**  
**Angela Brown, RN**  
**Ray King, RN**  
**Aleyamma George, RN**  
**Assou Traore, LPN**  
**Omoike Idahosa, LPN**  
**Nilsa Manaiza, Aide**  
**Mavis Jervier-Brown, Tech**  
**Helen Rios-Jimenez, Tech**  
**Carvene Charles, Tech**  
**Jean Latour, Tech**  
**Fredreather Washington, Tech**  
Psychiatry staff was Caught In The Act when their commendable actions prevented a serious incident from escalating into a greater tragedy.

On Saturday, October 31, 2009 a psychiatric inpatient set fire to a

fixture in a bathroom. The smoke caught the attention of the staff and RACE procedures were immediately implemented. Patients were horizontally evacuated when staff retrieved a fire extinguisher and put out the fire. Hospital Police, FDNY, Safety and the AOD were on the scene within minutes. Patients were calmed, monitored and ultimately were able to return to the Unit. Some staff suffered smoke inhalation, but no serious injuries occurred because of the quick response of the staff. Thanks to our fellow colleagues, their alertness and ability to think and act appropriately in an emergency prevented greater harm and demonstrated exceptional customer service.

#### **HHC JOINS THE SOCIAL MEDIA REVOLUTION**

To expand our outreach to the public, HHC has created pages on [Facebook](#), [Twitter](#) and [YouTube](#). It's a unique way to reach patients, staff, colleagues in healthcare, and our neighbors in the communities we serve. The new social media outlets will allow internet users to connect to HHC and receive the latest news and information. While most city employees do not have access to social media at work, staff is encouraged to visit the HHC social media pages from their personal computers.

#### **MEDICARE ADVANTAGE EVENT**

MetroPlus Health Plan in conjunction with our Managed Care Department hosted a Medicare Advantage event on Thursday, December 17, 2009 at

Riverbank State Park. The event was well attended by more than 138 seniors from community Senior Centers and Churches. Attendees had an opportunity visit with vendors to learn about the services they provide.

The seniors also enjoyed food and music provided by POWER 105.1, and lots of dancing. Visual Destiny, LLC conducted a popular class on hula hoop dancing.



Participants at the Medicare Advantage event and Hula Hoop Instructor (below)



### **JUST A THOUGHT...**

Nothing great was ever achieved without enthusiasm - *Ralph Waldo Emerson*

### **RETIREMENTS IN THE NURSING DEPARTMENT**



**Debra Gomes RN, MS**, Deputy Director of Nursing, has 37 years of outstanding service to Harlem Hospital Center and Lincoln Medical and Mental Health Center. Ms. Gomes has exhibited distinct Nursing Leadership and excellent levels of commitment throughout her tenure and to the entire Nursing and Patient Care Services.



**Belinda Perry RN, BSN** has 35 years of dedicated service in Nursing Education. Her positive personal image and strong loyalty to the entire Department of Nursing and Harlem Hospital Center is greatly appreciated. Nurse Perry's high level of initiative has been a driving force behind the Nursing Department.



**Edythe Stoddard RN, MS,** Supervisor of Nurses will be retiring after 33 years of dedicated outstanding service. She has displayed loyalty to the profession and demonstrated great leadership within the Department. She has been effective in motivating her staff to ensure organizational growth.



**Juliet Wallace RN, BSN** has dedicated 32 years of service at Harlem Hospital Center, Department of Nursing. Her tireless efforts and willingness to provide professional care to the Harlem community, and her outstanding leadership and integrity has proven to be an asset to the department.



**June Jacqueline McWilliams Bobcombe RN, MPH,** Associate Director will retire after 23 years of committed service to our Department of Nursing. Nurse Bobcombe spent half of those years as an outstanding leader in Ambulatory Care Services, Nurse Family Partnership and Medicine.

#### **DATES TO REMEMBER**

2009 Year In Review

Thursday, January 14

Martin Luther King Jr. Birthday

Monday, January 18

Joint Legislative Breakfast

Saturday, January 30

#### **HAPPY NEW YEAR FROM OUR SENIOR VICE PRESIDENT**

I take this opportunity to wish you and your loved ones a healthy, happy, and prosperous New Year. Together we will build on this year's accomplishments. Thank you for being part of the Network family and Happy New Year!

José R. Sánchez, Senior Vice President.....Excerpted Message