

CHECK LIST

Harlem Hospital - Generations+/Northern Manhattan Network
February 5, 2010-----



JOINT LEGISLATIVE BREAKFAST

Hundreds of concerned Harlem residents and staff came out to the Joint Legislative Breakfast of the Community Advisory Boards of Harlem Hospital Center and the Renaissance Healthcare Network on Saturday, January 30, held in the Herbert G. Cave Auditorium. The theme was, "Healthcare Reform: The Future of Healthcare in Harlem."

Despite the standing room only, attendees were fully engaged and listened intensely to the Honorable Charles B. Rangel, U.S. House of Representatives, Chairman of the House Committee on Ways and Means, as he addressed the latest developments of the healthcare

reform and how it will impact the Harlem community. The Honorable David A. Paterson, New York State Governor, provided important information on healthcare reform from the Governor's perspective.

The event provided a platform for our elected officials to speak to the patients, employees and community members regarding their roles and efforts in safeguarding the health of the Harlem community.

(More photos on back page)



HAITIAN RELIEF INITIATIVES

Harlem Hospital Center and the Renaissance Health Care Network continue to participate in the relief efforts for those individuals affected by the catastrophic earthquake.

The three designated donation locations are still accepting financial contributions. Employees wishing to

make cash donations may do so at the Property Office locations. Checks and Money Orders should be made out to The HHC Foundation - Haiti Relief Fund.

TO CONTRIBUTE:

Kountz Pavilion - 9:00 a.m. to 5:00 p.m.
7th Floor, Room 710
Mr. Daryl Ramroop (212-939-2556)
Mr. Calvin Lewis (212-939-2012)

MLK Pavilion - 8:00 a.m. to 6:00 p.m.
Property Office
First Floor, Room 1163
Mr. Vernon Hunt (212-939-1980)

HAITIAN COMMUNITY SUPPORT:

The Haitian Community Support Services provides a place for support, quiet reflection, supportive counseling, resources and information for all staff who are impacted, affected, or concerned about the devastating earthquake in Haiti. The Haitian Community Support Services is located in the Ronald H. Brown Pavilion, Patient Education & Resource Library, Room 4128; open Monday through Friday from 9:00 a.m. to 5:00 p.m.

HHC is currently identifying medical personnel that can join the HHC Teams, if we are asked to participate in the next wave of deployment. Individuals interested in serving in Haiti were required to complete the Medical Volunteer Information Form.

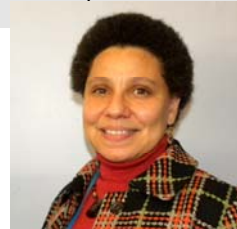
2009 IN REVIEW IN PHOTOS



Dr. Shearwood McClelland, Chief, Orthopedics



Ms. LaRay Brown, SVP, Corporate Planning, Community Health and Intergovernmental Relations



Ms. Alisa Jones, 2009 Employee of the Year



Mr. Shahnawaz Kahn,
Network Director of Pharmacy

HHC FIRST BABIES of 2010

On January 1, 2010, the first baby to be delivered at a New York City Health and Hospitals Corporation facility was born at none other than, Harlem Hospital Center!

Harlem 12:52 am - girl, 6lb, 9oz

Kings County 1:01 am - girl, 8lb, 5oz

NCB 1:26 am - boy, 7lb, 3oz

Coney Island 1:59 am - girl, 5.6lb

Jacobi 2:13 am - girl, 6.9lb

Lincoln 3:19am - boy, 6lbs, 2oz

Elmhurst 3:28 am - boy, 8 lbs, 2oz

Metropolitan 3:35 am - boy, 5lbs 13oz

Queens 3:55 am - boy, 6.8lbs

Bellevue 5:18am - girl, 7.2lbs

Woodhull 4:49pm - boy, 7lbs, 7oz

DATES TO REMEMBER

February - Black History Month

Lincoln's Birthday (Floating),

Friday, February 12

Valentines Day

Sunday, February 14

Chinese New Year

Sunday, February 14

Presidents' Day

Monday, February 15

Mardi Gras

Tuesday, February 16

Ash Wednesday

Wednesday, February 17

CUSTOMER SERVICE TIPS

THE ART OF THE APOLOGY

Negative situations can often be saved with a simple "I'm really sorry..." You may not be able to erase a bad experience, but you show your commitment to patients, peers, customers, and visitor's needs by using a few carefully chosen words:

When You Apologize: **DO**

- Use Warm, and Open Body Language
- Make Eye Contact
- Use Your Soft Voice
- Use "I" Statements

When You Apologize: **DON'T**

- Use a Defensive Tone of Voice
- Argue
- Smile inappropriately
- Sound like a Robot!

Remember: Customer Service Starts with YOU.

TeamSTEPPS

Team Strategies & Tools to Enhance Performance & Patient Safety

The Department of Patient Safety will shortly introduce the staff at Harlem Hospital Center to the new TeamSTEPPS training initiative.

Based on 20 years of experiences and lessons learned from organizations such as the military and the aviation industry, the evidence-based system

is designed to optimize patient outcomes by improving communication and team work skills among healthcare professionals.

Dr. John M. Palmer, Executive Director, is the TeamSTEPPS Champion. With the assistance of 32 certified Master Trainers, Team-STEPPS will be adopted by all clinical services within the facility.

9th ANNUAL URBAN HEALTH CONFERENCE

The Ninth Annual Conference on Urban Health will be held on Thursday, June 17 and Friday, June 18, 2010, once again at the Helmsley Park Lane Hotel at 36 Central Park South. Save these dates!

The theme for this year is "Healthcare Reform: Its Effects on the Urban Patient."

NOTICE

Were you born in a Network Hospital? Lincoln, Harlem, Morrisania or Sydenham Hospital? Please let us know. We think you have a unique vantage in our Network.

We are also looking for employees related to a well known or historically documented Black American, to please come forth. During Black History Month, we want to identify you.

Contact us by Friday, through Renelda.Walker@nychhc.org.

JOINT LEGISLATIVE BREAKFAST Cont'd from page one....



JUST A THOUGHT...

Don't let the fear of the time it will take to accomplish something stand in the way of your doing it. The time will pass anyway; we might just as well put that passing time to the best possible use. -Earl Nightingale