

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
March 18, 2011-----

EMPLOYEE OF THE MONTH FEBRUARY 2011



Susan Wray, Psych Social Health, Technician, Behavioral Health

Through surges in the census which has driven the Comprehensive Psychiatric Emergency Program (CPEP) to over 25 mentally ill customers at a given time, and while the inpatient unit remained at 100% of capacity, and while chronic and persistent substance abusers were detoxifying and craving..there has been a group of staff at their side. While they may vary in skillfulness and level of effort, cooperativeness and yes, even friendliness, all are the unsung heroes in a very tough assignment, perhaps the toughest we require. We thank you.

On average our Psychiatry Health Technicians and Certified Nursing Assistants tend to these customers, watch and listen to them, explain and re-direct them, escort and comfort them.

CAUGHT IN THE ACT

Alfred Long, Psych Social Health Technician, Behavioral Health

Mr. Long displays world class customer service and care, providing the safest possible experience for patients and others. With customers often here against their will, in denial of any illness or injury, and in despair, Mr. Long is often found making every attempt to bring comfort to patients throughout the unit.

NATIONAL PATIENT SAFETY AWARENESS WEEK

During the week of March 6-12, 2011, Harlem Hospital Center observed Patient Safety Awareness Week demonstrating our commitment to working together with our patients to provide the safest care possible. The 2011 theme for the week was: "Are You In? Commit to Safe Health Care." Reduction of readmissions and understanding cultural competency were the cornerstones of this year's theme.

On Monday, March 7, 2011, The Hospital was visited by Mr. John Nance, J.D., author of "Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care." Mr. Nance

provided a strong comparison to the world of aviation and healthcare, allowing staff to better understand the importance of ensuring that patient care is always maintained.



John D. Nance, J.D., Keynote Speaker, Author of "Why Hospitals should fly: The Ultimate Flight Plan to Safety and Quality Care"

Mr. Nance's presentation was a kick-off to many other patient centered events. The Department of Patient Safety conducted Health Fairs and Community Fairs in the lobbies of both the Martin Luther King and Ronald H. Brown Pavilions; a Safety Fair Professional Learning Series via Webcast entitled: "A Systems Approach to Patient Engagement: Developing a Comprehensive Patient Experience Strategy," and much more. Special thanks to Mr. Kevin Shao, Patient Safety Officer, and his excellent staff for their work during National Patient Safety Awareness Week.

Photos from other National Patient Safety Events at Harlem Hospital:



(l-r) Maurice Wright, M.D., Medical Director, John D. Nance, J.D., Keynote Speaker; Kevin Shao, Patient Safety Officer, Stephen Lawrence, Ph.D., Deputy Executive Director

PATIENT SAFETY FAIR: March 8



(l-r) Carol Brutus, John D. Nance, J.D., Carlotta Klien, Coordinating Manager, Kevin Shao, Patient Safety Officer





March 10: Wound Care Team Approach



ALL ABOARD...

NEXT STOP... ALBANY, NY

On Wednesday, March 9, 2011, the Harlem Hospital Center and the Renaissance Health Care Network Community Advisory Boards and Auxiliaries rose early in the morning with one goal in mind, to join the New York City Health and Hospitals Corporation in their efforts to stop any further budget cuts. Twelve members spent the day in Albany speaking to legislators regarding the financial crisis which the Hospital is facing with the budget cuts. Diligent in their stance, they spoke proudly of the programs in which the facilities have and

continue to maintain; with sorrow they mentioned the programs that have, and are scheduled to close, and the many jobs that will be lost as a result of reduced funding. The members of each CAB appealed to the hearts of Assemblymen Daniel O'Donnell, Guillermo Linares, and Keith Wright, and the representatives of Senator Adriano Espaillat and Senator Bill Perkins, believing that their personal petition will not go unnoticed.

We salute the members of Harlem Hospital Center and the Renaissance Health Care Network Community Advisory Boards and Auxiliaries for their continued support.

NATIONAL SOCIAL WORK MONTH

Designated in March 1984, National Social Work Month is an opportunity to celebrate the important work being done to change lives, and is a chance to educate people about the profession and issues important to social workers. Nationally, there are over 600,000 Social Workers.

Here at Harlem Hospital Center, the Social Work Department is over 100 years old! Social Workers at Harlem Hospital are part of the interdisciplinary team and offer assistance to all patients from crisis intervention to discharge planning; social workers provide a multitude of services to our patients. Building relationships with community agencies which enhance patient care is also an integral component of social work practice. Congratulations to all our Social Workers.

TJC READINESS AND TIPS

Harlem Hospital Center's next unannounced survey by the Joint Commission on Accreditation of Healthcare Organizations (TJC) may happen at any time. During preparation, we pay particular attention to our environment and the environment of care for our patients and their families. Be on the lookout for everyday reportable items and circumstances. Please report these findings to Facilities Management immediately at ext. 2480 or 2482.

THE JOINT COMMISSION COMMAND CENTER

To reach the TJC/CMS Help Center, dial extension 2480. Leave a voicemail message for calls delivered during off-hours. You can also fax or email findings to Jo-Ann Young to: Fax: 2366 or Email joann.young@nychhc.org. The Command Center is manned daily from 8am-4pm Monday through Friday. This schedule is subject to change based on call volume.

TJC BLOG CONTEST WINNERS

Staff joined by Ms. Laureen Goodridge, Director of Nursing and Patient Services



Monifa Stinson, RN, ADN Nursing, Operating Room and Cassia Saboia, RN, Pediatrics



Sinnamon Flowers, LPN, Medical Specialty and Luzviminda Fernandez, RN, Emergency Department

DATES TO REMEMBER

St. Patrick's Day Thursday, March 17
First Day of Spring Sunday, March 20

Harlem Hospital Center's next General Staff Meeting will take place on Wednesday, April 6, 2011 at 9:30 a.m. in the Herbert G. Cave Auditorium.

ATTENTION - ATTENTION

Riverton Square is a community of several low-rise, elevator buildings stretching from the FDR to Fifth Avenue between 135th and 138th Sts. This gated community features a landscaped interior courtyard with lovely seating areas, a play area and basketball court. Other amenities include private security, on-site laundry and parking. Recently renovated one and two bedroom apartments are available as no-fee rentals. For more information, please visit www.riverton-square.com.

CELEBRATING NETWORK WOMEN

The Generations+/Northern Manhattan Health Network will salute the special contributions that female employees make to our patients and co-workers by recognizing outstanding women at a Network ceremony.

The ceremony will be held on **Monday, March 28, 2011** at 10:00 am in the Lincoln Hospital Center Auditorium.

All are invited.