

CHECK LIST

Harlem Hospital - Generations+/Northern Manhattan Network
March 19, 2010-----

EMPLOYEE OF THE MONTH -
February 2010



Mr. Christopher Eidangbe, Assistant Coordinating Manager, Special Events

Mr. Eidangbe has become an important technical resource for the entire Hospital. He has eagerly taken on additional responsibilities as the Hospital photographer, manager of the vendor program, and the lead person for technical support. He is able to handle multiple events flawlessly for Harlem Hospital Center and the Renaissance Health Care Network. Mr. Eidangbe always arrives at least two hours prior to scheduled events, such as the Saving Hearts of Harlem Cardiology Conference and the Hip Hop Stroke Conference, to ensure our customers receive the highest

level of support, and their events run smoothly. He is a stellar employee and an asset to Harlem Hospital Center. Congratulations to Mr. Eidangbe!

CAUGHT IN THE ACT - Ms.

Christina Harris, Assistant Coordinating Manager, Public Affairs is recognized for providing world class customer service. Ms. Harris has stepped up to the plate and taken on the additional responsibilities of managing the Renaissance Community Advisory Board and supporting the Special Events Units. Christina coordinated the Joint Legislative Breakfast for the Harlem Hospital Center and Renaissance Health Care Network Community Advisory Boards in January, and provided world class service to over 400 guests. Ms. Harris maintained her pleasant demeanor, gave world class hospitality and provided a high level of support that greatly contributed to the success of the event.

CAUGHT IN THE ACT - Darren James, Laborer, Rickey Clayton, Laborer, Horace Woodroffe, Laborer,

Jose Otero, Laborer, Melvin Morales, Maintenance Worker

Members of Facilities Management were recognized for their delivery of first class customer service. These gentlemen are a great pleasure to work with and are always available to make sure the highest level of service is provided. They arrive on time to set up for events and stay until the event is over and the last piece of furniture is secured. We applaud them for their dedication and hard work.

CAUGHT IN THE ACT - Ms. Perfecta Simon, Service Aide, Environmental Services is known for always going above and beyond the call of duty. Her performance is a major contribution to the success of many high quality events. At a recent Leadership Luncheon where 60 guests were expected, there was an unsightly spill left by a visitor just moments before guests were to arrive. Housekeeping was called and within minutes Ms. Simon arrived at the scene with her cleaning materials, wearing her same pleasant smile as always. The area was cleaned before the first guest arrived. Ms. Simon is truly an example of providing world class customer service.

AMERICAN ASSOCIATION OF BLOOD BANKS

The Department of Pathology received accreditation from the American Association of Blood Banks after an intensive on-site assessment

proving that the department exceeds the requirements of high quality and safe handling of the collecting, processing, testing, distributing and administering blood and blood products. Harlem Hospital Center joins similar facilities located throughout the United States and around the world thanks to the hard work of the Pathology Department, led by Dr. Helen Richards. Congratulations to the Department of Pathology for a job well done.



HARLEM HOSPITAL SALUTES... The Social Work Dept's 100 Years

March is National Social Work Month. Nationwide there are over a half million practicing social workers. The Harlem Hospital Center Social Work Department is over 100 years old and continues to be an essential component in the delivery of high quality patient care. As part of the interdisciplinary team, social workers participate in many aspects of patient care, from crisis intervention to discharge planning. The duties of social workers extend beyond the care of patients and their families, and includes building relationships with community agencies. Congratulations to the staff of the Social Work Department.

**CHICAGO NEWS ANCHOR
HONORS HARLEM HOSPITAL
EMPLOYEES**



On Thursday, March 11, 2010, Ms. Sharon K. McGhee, News Anchor for WVON Radio Station in Illinois, honored Ms. **Joyce Bruel** and Ms. **Evelyn Harvey** for their years of dedicated service to Harlem Hospital Center and the Harlem community, just before her performance of *The Pocketbook Monologues* at Pace University. Ms. Bruel and Ms. Harvey are both Registered Nurses in the Department of Medicine, Division of Infectious Disease, Harlem Family Center Outpatient HIV Clinic and have more than 30 combined years of service in the department. Ms. Bruel and Ms. Harvey are no strangers to special recognitions - the dynamite duo has been deemed valued members of the Infectious Disease and HIV Services team. Congratulations on yet another well deserved recognition.

HAITI RELIEF FUND

Want to make a contribution to the Haitian Relief Fund? Stop by one of the designated locations and drop off your donations. Checks and Money Orders should be made out to The HHC Foundation - Haiti Relief Fund.

Kountz Pavilion, 7th Floor, Room 710
9:00 a.m. - 5:00 p.m.
MLK Pavilion Property Office
8:00 a.m. - 6:00 p.m.
Sydenham Health Center
9:00 a.m. - 5:00 p.m.

**AND THE WINNERS ARE...
(DRUM ROLL...)**

Please join the Employee Recognition Committee in congratulating the following winners of the Black History Month Puzzles:

Word Find Puzzle: Verina Hilton-Thomas, Ebony McCrimmon, Laquisha Grant, Helen Cordova, Michelle Bonomo, Carmen Byas, and Keturah Bostick.

Crossword: Laquisha Grant and Sima Sciopu

Questions/Trivia: Michelle Bonomo and Keturah Bostick

**CALLING ALL SINGERS, MODELS,
RAPPERS, POETS, DANCERS**

Got talent? Want to display your talent? Think you have what it takes to grace the Herbert G. Cave grand stage?

The Employee Recognition Committee invites you to participate in our Annual Administrative Professionals Day Fashion and Talent Showcase - "Power of Commitment." Contact Ms. Patricia Pennix at extension 1674. Put your ear to the ground and listen out for the audition dates. This year's show is guaranteed to be the one to remember!



CUSTOMER SERVICE TRAINING TIPS (Privacy/Respect)

- Remember to respect the rights of our patients; it's the law!
- Knock and wait a moment before entering patients' rooms, exam rooms and workspaces.
- Keep patient and co-worker information confidential.
- Avoid personal conversation in the presence of patients and their families.
- Maintain a professional environment at all times.

OPEN FORUM HOTLINE

If you have questions, wish to compliment a co-worker or express your concerns, simply call extension 1204. All calls will be returned promptly.

DATES TO REMEMBER - March is Women's History Month

First Day of Spring	-
Friday, March 19	
Palm Sunday	-
Sunday, March 28	
Doctor's Day	-
Tuesday, March 30	
Passover	-
Tuesday, March 30 - Monday, April 5	

The **Annual Women's History Awards Ceremony** will take place in the Herbert G. Cave Auditorium on Friday, March 25, 2010 at 10 a.m.

Harlem Hospital Center's next **General Staff Meeting** will take place on Wednesday, April 7, 2010 at 9:30 a.m. in the Herbert G. Cave Auditorium.

IN PASSING...

It is with deep regret that we announce the passing of **Mr. Earl Bryant Jr.** and **Mrs. Mitzi Sanson-Paul**. Mr. Bryant was a Clerical Associate in Admissions and was dedicated to providing special care to the patients of the Hospital. Mrs. Sanson-Paul was a former Registered Nurse on 12North with more than 10 years of service.