

# CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network  
April 1, 2011 -----

## SATISFACTION SURVEY

Your opinion matters to us! Please help us improve. Participate in our Employee Satisfaction Survey which is now live and closes Friday, April 29<sup>th</sup>. We encourage you to visit [www.healthstreamsurveys.com](http://www.healthstreamsurveys.com) and complete the survey now.

*What you think and how you feel is important, and we look forward to your feedback.*

## MESSAGE FROM ALAN D. AVILES

*(excerpted...)*

The New York City Health and Hospitals Corporation is committed to improve the way we engage and develop the workforce. To ensure every staff member has the information and tools you need to deliver safe, efficient and high quality care to our patients, we need to understand your thoughts about our hospital. The information will be used to make a better place for you to work and a better place for patients to receive care.

Your input is valuable so *please* share your honest and open opinions... This survey will be administered to nearly 38,000 employees, the entire workforce

## NEW LOOK FOR PAYCHECKS

The payroll checks/advices of deposit dated March 25, 2011 will contain several changes:

The face of the PSMS check has been redesigned to facilitate added security measures for the HHC payroll accounts (payee verification). The major difference in format is that the payee's name is now located on the extreme left hand side of the check rather than on the right, before the dollar amount.

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of the NYC HHC. And to ensure confidentiality, the surveys are administered and processed by an independent research firm, HealthStream Research.

This is a unique opportunity to measure the views and opinions of the work place, supervision, morale and other satisfaction indicators. And we will see how Harlem Hospital Center compares with other hospitals throughout the country.



(l-r) Dr. John M. Palmer, Executive Director, and Town Hall Presenter Mr. Jim A. Smith, Jr., President and CEO of JIMPACT Enterprises

### **MINDING OUR MATTERS: A TOWN HALL ON CRUCIAL CONVERSATIONS**

On Wednesday, March 23, 2011, at 10:00 a.m., Harlem Hospital Center held a Mandatory Town Hall Meeting in the Herbert G. Cave Auditorium. The Town Hall Meeting was on crucial conversations, with the theme "Minding Our Matters: Journey of Discovery and Discussion."

The presenter for this meeting was Mr. Jim Smith, Jr., President and CEO of JIMPACT Enterprises Inc. The Town Hall provided effective ways to communicate best when it matters most, transform anger and hurt feelings into powerful dialogue, making it safe to talk about almost anything.

Mr. Smith, Jr. introduced some helpful tools to the staff, teaching them in every situation to consider "What Are You Focused On?" (WAFO), and "Focus On The Outcome" (FOTO). The tools provided by Mr. Smith, Jr. are important and influential in both the workplace as well as in our personal lives.

*Special thanks to Dr. John Palmer, Human Resources, and Training and Development for putting this together.*

### **JOINT LEGISLATIVE BREAKFAST**



(l-r) Dr. John M. Palmer, Executive Director, Harlem Hospital Center and Renaissance Health Care Network, Stephane Howze, Chair, Harlem Hospital Center Community Advisory Board, LaRay Brown, Senior Vice President, Corporate Planning, Community Health and Intergovernmental Relations, Dolores R. McCray, Ph.D., Chair, Renaissance Health Care Network Community Advisory Board, and Iris Jimenez-Hernandez, Senior Vice President, Generations+/Northern Manhattan Health Network

### **"IMPROVING THE HEALTH OF HARLEM: LESSENING THE IMPACT OF BUDGET CUTS"**

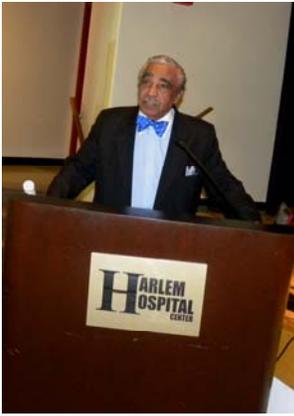
The Community Advisory Boards of Harlem Hospital Center and Renaissance Health Care Network hosted their 2011 Joint Legislative Breakfast on Saturday, March 12, 2011. The Herbert G. Cave Auditorium of the Martin Luther King Pavilion gave way to an audience of Community members whose main concern was the proposed reduction of Medicaid and Medicare funds.

The morning began with a healthy breakfast, followed by an intense program filled with material reflecting the effects of the cuts. Ms. LaRay Brown, HHC Senior Vice President, Corporate Planning, Community Health and Intergovernmental Relations, served as the moderator for the event, and provided the presentation, shedding light on the matter at hand. Special guests for this event included: Congressman Charles B. Rangel, Senator



(l-r) Assembly's Keith L.T. Wright, Charles B. Rangel, Council and Deputy Majority Leader Inez E. Dickens, Senator Bill Perkins

Bill Perkins, Assemblyman Keith L.T. Wright, Councilmember and Deputy Majority Leader Inez E. Dickens (above), and the Deputy Director of Public Relations for New York City Comptroller Liu's Office, Mr. Tchiyuka Cornelius.



Congressman Charles B.

Rangel addresses the crowds.



Front row (l-r): Paritosh Suman, MD - Surgery; Manisha Sharma, MD - Internal Medicine; Rochelle Remolana, MD - Internal Medicine; Naseem Saadia, MD - Medicine/Infectious Diseases; Kairav Shah, MD - Psychiatry; Frances Briones, MD - Internal Medicine and David Da Rocha-Afodu, MD - Medicine/Nephrology. Back row (l-r): John Clark, MD - President, Medical Board; Bredy Pierre-Louis, MD - Cardiology; Maurice Wright, MD - Medical Director; Lisa Hackett, Esq. - DIO, GME; Albert Adu, MD - Chair, GMEC

### 2011 RESIDENTS' RESEARCH DAY

On Tuesday, March 8, 2011 through Thursday, March 10, 2011, approximately 41 posters were displayed at the 2011 Residents' Research Day and Recognition Ceremony, sponsored by the Graduate Medical Education Committee and the Medical Board of Harlem Hospital Center. All participants were awarded certificates of participation. Congratulations to all the residents participating in the Residents' Research Day 2011!



2011 Residency



Residents pose with Dr. Bredy Pierre-Louis, and Program Coordinator, Ms. Lenore James.



Fellow residents displayed their presentations to staff.



Resident shows presentations to Dr. Wright, Medical Director and Ms. Doris Boone, Director, Materials Management



Residents explain how to seek a hiding toothpick to Dr. Icilma Fergus, Cardiologist

## FLU VACCINATIONS: FACING YOUR REARS

**Misconception 1:** The Flu made me ill.

**Fact:** A flu shot cannot cause illness. The virus contained in THE flu shot is inactivated (killed) which means they cannot cause infection.

**Misconception 2:** I got the flu after I took the flu shot.

**Fact:** People may be exposed to an influenza virus shortly before getting vaccinated or during the 2 week period that it takes the body to gain protection after getting vaccinated, which can result in person becoming ill before the vaccine begins to protect them.

**Misconception 3:** How come the flu vaccine is not like other vaccines that you only get once or every so many years?

**Fact:** The Influenza virus changes from year to year.

**Misconception 4:** I got a cold after I took the flu shot.

**Fact:** The flu shot does not keep you from getting a cold because it is a different virus.

## MASS VACCINATION DRILL

An Influenza Mass Vaccination Drill was done to test the Hospital's plan for biological outbreak such as Smallpox or Pandemic Influenza. The strategy considered screening and offering vaccinations to all eligible health care workers over a 3 hour period.

*Want to know the results?*

**RESULTS:** Results of staff survey done during the drill:

- 55% were already vaccinated
- 6% were not vaccinated, but willing to get vaccinated on the day of the drill
- 39% were not vaccinated, and DID NOT want the vaccine on the day of the drill.

To ensure we maintain a level of patient safety, please get vaccinated; the flu ends with U!

### **TJC READINESS AND TIPS for the Joint Commission Survey**

Harlem Hospital Center is preparing for the next survey by the Joint Commission on Accreditation of Healthcare Organizations (TJC). The survey is unannounced.

During this season of TJC preparation, we all are paying particular attention to our environment and the environment of care for our patients and their families. Below you will find a list of items that we should be on the lookout for everyday. Please report these finding to Facilities Management immediately at ext. 2480 or 2482.

### **ENVIRONMENTAL SURVEY CHECK LIST**

- Remove Chocks (Especially in Isolation Rooms, PER Waiting Room, etc.)
- Leaks
- Missing/broken tiles
- Signage - taped flyers
- Exposed wires
- Holes

- Blockage in hallways (beds, garbage, etc.)
- Fire Extinguisher inspection stickers
- Interpreter Telephones
- Burnt out bulbs

### **JOINT COMMISSION HELP CENTER**

The TJC/CMS Help Center began full operation on Wednesday, December 1, 2010. To reach the Help Center dial extension 2480. Voicemail will be set-up for calls received during off-hours. You can also fax or email your findings to Jo-Ann Young to: Fax: 2366/Email:

[joann.young@nychhc.org](mailto:joann.young@nychhc.org).

The Command Center will be manned daily through TJC from 8am-4pm Monday through Friday. This schedule is subject to change based on call volume.

### **EMERGENCY CODES**

Our Emergency Codes are announced or signaled by the telephone operator

Code Red	Fire
Code Pink	Baby Abduction
Code Orange	Decontamination Alert
Code Yellow	Psychiatric Evaluation
Code 7 -7 -7	Cardiac Arrest
Code Brown	Internal Disaster
Code Blue	External Disaster

## **EMPLOYEE OF THE MONTH/ CAUGHT IN THE ACT**

Is there someone in your department that you have encountered during the course of your day that you would consider worthy of recognition for their efforts during the month? If so, please submit your write-up to Tamicka Murray in the Dept of Human Resources, Women's Pavilion, 6th Floor, Room 640, or by email at

[Tamicka.Murray@nychhc.org](mailto:Tamicka.Murray@nychhc.org) no later than the 3<sup>rd</sup> Monday of each month. The write-up should include the following information:

- Employee Name
- Title
- Department
- Supervisor's Name
- Employee's Tour

Remember, you don't need to be a manager or supervisor to submit a nomination; you can nominate one of your fellow employees (if you feel they are deserving of recognition). Any nomination received after the 20th will be considered during the following month, so please watch the due date. If you have any questions contact Ms. Murray at extension 2812.

## **WOMEN'S HISTORY MONTH HONOREES FROM HARLEM**

Congratulations to all Hospital Hospital Center Honorees at the Monday, March 28<sup>th</sup> Women's History Month Ceremony: Andrea Chin, Daniell Jardine, MD, Ellen Alston, Lynette Carrington, MD, Mildred Gunn, Sharon Francis, Yolanda Jones and Yuvania Espino.

(Photos and stories will be in the next issue of the CHECK LIST.)



### **CONGRATULATIONS**

Hansborough Recreation Center's Draper Wellness Program honored Ms. Carrie Thomas at their 7<sup>th</sup> Annual Women's History Month Tea on Wednesday, March 23<sup>rd</sup>. Carrie Thomas is a long time Harlem Hospital and Renaissance Community Advisory Board and Auxiliary Member. The 97 year old is still active with Harlem Hospital, the Renaissance and the community. In the photo above, Renee Rowell, Intergovernmental Affairs, HHC, presented to the surprised awardee, while Carole D. Smith, Treasurer, Friends of Harlem, Virginia Robinson, Renaissance CAB member, and others attended.

## **DATES TO REMEMBER**

<b>April Fool's Day</b>	Friday, April 1
<b>Palm Sunday</b>	Sunday, April 17
<b>Passover</b>	Tuesday, April 19
<b>Good Friday</b>	Friday, April 22
<b>Earth Day</b>	Friday, April 22
<b>Easter</b>	Sunday, April 24
<b>Easter Monday</b>	Monday, April 25
<b>Administrative Professionals Day</b>	Wednesday, April 27

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.

## **UPCOMING EVENTS**

Harlem Hospital Center's Community Advisory Board will host their Annual Public Meeting on Saturday, April 30, 2011 from 9 a.m. - 12 noon, in the Herbert G. Cave Auditorium.

## **UPCOMING WALKS**

April 2011

- Revlon Walk
- Saturday, April 30, 2011

May 2011

- March of Dimes -
- Sunday, May 1, 2011
- NAMI
- Saturday, May 7, 2011
- AIDS
- Saturday, May 15, 2011
- Asthma
- Saturday, May 21, 2011
- Lupus
- Saturday, May 21, 2011

June 2011

- Wall Street Run & Heart Walk
- Thursday, June 2, 2011
- Happy Feet Dance-a-thon

July 2011

- Relay for Life
- Saturday, July 9, 2011

August 2011

- Walk It Out
- Saturday, August 6, 2011
- Percy Sutton 5K
- Saturday, August 20, 2011

September 2011

- Brides March (Domestic Violence)
- Monday, September 26, 2011

October 2011

- Happy Feet Dance-a-thon
- Making Strides (Breast Cancer)
- Sunday, October 16, 2011
- Step Out (Diabetes)
- Sunday, October 23, 2011
- Alzheimer Memory
- Sunday, October 23, 2011

If you are interested in any of the above walks, please contact:

Valerie Wright (212) 939-4072  
Cassia Saboia (212) 939-8314  
Charlene Bailey-Ayers (212) 939-1951  
Monique Hedmann (212) 939-4239

## **MATERIALS MANAGEMENT UPDATE**

### **OFFICE MAX**

The Network went live with ordering office supplies from Office Max on March 1<sup>st</sup>. All orders will now be placed through this vendor. HHC is encouraging us to use the 300 Core Catalog for most purchases. The PDF file was emailed previously, but is also available by contacting Jon McIver in Purchasing, at (718) 579-5321. We will be ready for desktop delivery and ordering soon. Please start to order your supplies, including copier paper now. Any requisitions for office supplies that Purchasing receives that are not for Office Max, will be returned. Please use either the PDF Core Catalog or [www.OfficeMaxSolutions.com](http://www.OfficeMaxSolutions.com). Items from any other website or source will be returned to the requisitioner.

### **GHX**

On April 1<sup>st</sup>, all purchase requisitions will go through the **GHX Procurement Suite** computerized system instead of the eCommerce computerized system. Training classes have been conducted throughout the month of March at both Harlem and Lincoln Hospitals. If you encounter any problems, please contact Materials Management and we will work with you.

We will be sending out written handouts shortly, as a refresher. Thanks for your cooperation and patience as we move forward with this new HHC initiative. This has successfully been rolled out at the other HHC facilities already.