

# CHECK LIST

**Harlem Hospital Center-Generations+/Northern Manhattan Network**  
**April 16, 2010-----**

## **EMPLOYEE OF THE MONTH MARCH 2010**



**Ms. JoAnn Young, Asst Director,  
Facilities Management**

Ms. JoAnn Young is the March 2010 Employee of the Month. Ms. Young has dedicated many years of service to the Employee Recognition Committee and has been committed to the success of every event. She played an integral role in ensuring that all our employees were honored for providing good customer service. Her dedication and professionalism to the committee is truly appreciated.  
Congratulations to Ms. Young!



Conference Speakers: (l-r) Dr. Adrienne Phillips, Dr. Olajide Williams, Dr. Joan. A. Culpepper-Morgan, Dr. Icilma V. Fergus, Dr. David S. Seres, Dr. Rhonda Trusdales, and Regina Hughes, M.S., R.D.

## **NATIONAL NUTRITION MONTH**

On Wednesday, March 31, 2010, Harlem Hospital Center launched its nutrition education campaign with an obesity conference entitled, "Obesity and Metabolic Syndrome in Communities of Color." Sponsored by Columbia University College of Physicians and Surgeons, in collaboration with the Department of Medicine, Division of Gastroenterology and the Food and Nutrition Department, the audience was comprised of physicians, dietitians, nurses and other allied health professionals from HHC and the Greater New York area.



(l-r) Dr. Leaque Ahmed and Dr. Herman L. Anderson

The conference was well received, and attendees expressed an interest in other conferences. Special thanks to Dr. **Joan Culpepper-Morgan** and other program presenters who made the first Annual Nutrition Conference a great success.

National Dietitian Day was also celebrated on March 11, 2010 with an appreciation luncheon for dietitians.

### **INVESTING 101**

#### **Stop. Plan. Save. Live.**

Join Ms. Maria Lebron, TDA Education Representative, as she conducts two presentations to inform employees what is available and how to enroll or consolidate retirement assets.

"Investing 101" will take place on Tuesday, April 20, 2010 in the MLK Pavilion, Room 6101 from 12 noon - 12:45 p.m. and 1 p.m. - 1:45 p.m.

If you are unable to attend these informative sessions, contact Ms. Lebron at (800) 797-8974, Option 1.



### **PUERTO RICO'S NEW BIRTH CERTIFICATE LAW**

The Government of Puerto Rico has enacted Law 191 of 2009, in an effort to combat fraud and identity theft to individuals born in Puerto Rico. Under the new law, all Puerto Rico birth certificates issued before July 1, 2010 will be invalidated so that new, more secure certificates can be issued. Those living in the states can request and receive their new birth certificates through a simple process by mail.

The cost is \$5.00. The fee is waived for persons over 60 years of age and for veterans. For more information go to [info@prfaa.com](mailto:info@prfaa.com).

### **HAITI RELIEF FUND**

We continue to collect for the Haitian Relief Fund. Harlem Hospital Center and the Renaissance have collected \$7,303 in checks and money orders, all made out to "The HHC Foundation - Haiti Relief Fund". Our contributions are combined with the Mayor's Fund to Advance New York City, ultimately going to reputable, non-profit organizations in Haiti. Stop by a designated location to contribute.

Kountz Pavilion, 7<sup>th</sup> 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.

## WELCOME

Harlem Hospital Center welcomes Mr. **Michael J. Gatto**, MPH, as Associate Executive Director of Ambulatory Care Services at Harlem. Mr. Gatto comes to us from Bronx-Lebanon Hospital and has over 20 years of experience in health and hospital management.

## INTRODUCING...

### THE PATIENT SAFETY HOTLINE

In an effort to ensure that the Hospital maintains quality health care, a Patient Safety Hotline has been implemented. Staff can anonymously report all incidents occurring.

To make a report, call the Patient Safety Hotline by dialing 1-866-PAT-SFTY (1-866-728-7389). Help keep our patients safe!

## INTRODUCING...

### THE COMPLIANCE HELPLINE

To ensure that Harlem Hospital Center maintains the strictest standards of integrity, a Compliance Helpline is in place to make it easier to report. The call is anonymous.

To make a report, call the Compliance Helpline: **718-579-H-E-L-P (4357)**. Gail Rosenblatt and Peiman Saadat are our Network Compliance Officers.

## CUSTOMER SERVICE TRAINING TIPS (Who Are Your Customers?)

Everyone who comes into Harlem Hospital Center is a customer. "Positive Efforts" will keep customers coming back.

Here are some key efforts that we should always maintain:

### Behavior:

- Smile
- Be courteous
- Respect everyone
- Give the customer your undivided attention

### Communication:

- Use language that patients can understand
- Greet patients with "Hello. How are you today?"

### Environment:

- Cleanliness. Make sure work stations, hallways, patient rooms and elevators are clean at all times



## CAUGHT IN THE ACT -

Facilities Management

**William Valente**, Supervising Plumber,

**Tobias Simone**, Plumber,

**Joseph Natale**, Plumber,

**Robert Sosa**, Plumber,

**Benjamin Craig**, Plumber,

**Giuseppe Prestigiacomo**, Plumber's Helper,

**Darryl Rivers**, Supervising Electrician,

**Joseph Crane**, Electrician,

**Dave Bissassar**, Electrician,

**Stephen Bloomer**, Electrician,

**Anthony Bonsignore**, Electrician's Helper,

**Daniel Reddy, Jr.**, Electrician's Helper

On Tuesday, February 9, 2010, the Department of Health conducted a re-certification inspection of the Hemodialysis Unit. The four day survey was to include an extensive inspection and testing of the water treatment system which is an integral part of Hemodialysis treatment. The system failed, delaying patient treatment. *However*, the Engineering Team responded immediately to the call for assistance.

It was determined that the failure occurred at different points in the complex system and that each required a coordinated solution. The Team worked cohesively to reconfigure the piping, repair a faulty valve, and remove the hard sediment from the city water source that caused the system to fail.

The department completed the tasks in record time. When the inspectors returned from the unit, the system was working *perfectly*. Thanks to the timely response, quick identification, and correction of the problems, the Hemodialysis Unit completed a successful re-certification survey!

#### **CAUGHT IN THE ACT -**

**Zenobia Dewely**, Clerical Associate II, Department of Finance, was recently recognized for her contributions to world-class customer service. Many employees are focused on their home responsibilities as they prepare to leave after a long day at work. One Wednesday, March 10, 2010, Ms. Dewely realized that one patient may

not be able to get his medications if the Pharmacist thought his ADAP insurance was inactive. The patient's insurance information was entered into the computer systems earlier, but it wasn't showing on the OPD Pharmacy computers. Ms. Dewely opted to assist the gentleman. Rather than ending her day, she went to the Pharmacy. She logged onto her account from the Pharmacy, showing useful information that allowed the Pharmacist to dispense the much needed medications. Ms. Dewely finally walked out of the Ronald H. Brown Pavilion at 7:30 p.m. Her actions were spontaneous and unprompted as she demonstrated world-class customer service with no supervisor in sight to try to impress!

#### **HIPPA VIOLATION SCENARIOS: HOW WELL DO YOU KNOW HIPAA REGULATIONS?**

If you are a new employee and you have not yet received an ID or temporary password, do not use another employee's ID or password. Do not let anyone log you in so that you can "do your job". This is a violation and could cost you your job.

#### **WORLD TAI CHI DAY**

World Tai Chi Day takes place Saturday, April 24, 2010, where people all over the world will begin breathing and tai chi movement simultaneously. In NYC it begins at 10:00 AM, with Tai Chi schools of all kinds gathering in Central Park, East Meadow at 97<sup>th</sup> Street and Fifth Avenue.

The benefits of Tai Chi include better balance and flexibility, stress release, and increased breathing capacity. For more information about Harlem Hospital's Tai Chi program, contact David Simon, Physical Therapy.



### **DATES TO REMEMBER - April is National Nutrition Month**

Income Taxes due

- Thursday, April 15, 2010
- Emergency Preparedness Forum & Fair
- Saturday, April 17, 2010
- Administrative Professionals Day
- Wednesday, April 21,
- Earth Day Thursday, April 22,
- Complete Streets Week: Harlem Event
- Friday, April 23, 2010
- NYC Oral Cancer Walk
- Saturday, April 24, 2010
- World Tai Chi and Qigong Day
- Saturday, April 24, 2010

Harlem Hospital Center's next General Staff Meeting will take place on Wednesday, May 5, 2010 at 9:30 a.m. in the Herbert G. Cave Auditorium.

### **APRIL CHECK CASHING**

The check cashing arrangement at designated JP Morgan Chase Bank branches will continue for the remainder of April. Employees will be permitted to cash payroll checks drawn on the regular payroll account and the Central Office DEC Payroll on April 16 and April 30 only. The list of designated branches by facility

remains the same and maximum check amount that can be cashed is \$2,000. There is no charge to the employee to cash their check, provided they use the designated branches. The use of a non designated branch could result in a \$6.00 check cashing fee. There are identification guidelines for check cashing and non account holders cashing checks in excess of \$500 may be asked to provide a fingerprint. Should you encounter problems in cashing a check at a designated branch, go to the customer service desk and ask that an HHC Client Service professional be contacted.

Please note that free check cashing at designated branches will be discontinued after the April 30, 2010 payroll. Employees utilizing any Chase branch, designated or not, will be subject to a \$6.00 check cashing fee if they do not have a Chase bank account.

Chase representatives will be on site at HHC facilities on April 15 and 16, and April 29 and 30 to assist employees interested in enrolling in direct deposit. Direct deposit enrollment is available to B1 and B2 employees that currently have a bank account with Chase or another bank or those that open a bank account with Chase or another bank.)

As a result of Mount Vernon Manhattan Money Branch ceasing operations last month and the associated stoppage of on-site payroll check cashing services, HHC has terminated its contract and, as a result, on-site services will no longer be available to employees.

### **Just a thought...**

"Change is the only thing that offers new opportunity." - *Ross Shafer*