

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
June 24, 2011-----



**A Fond Farewell
And Best Wishes To Dr. John M. Palmer,
Executive Director, Harlem Hospital
Center, Renaissance Health Care Network**

Please join us in congratulating Dr. John M. Palmer on the occasion of his retirement from the New York City Health and Hospitals Corporation. Dr. Palmer has served as the Executive Director of Harlem Hospital Center and the Renaissance Health Care Network for over 12 years and is the longest serving Executive Director in the history of both institutions.

With fiscal and operational responsibility for a workforce of 2,500 employees at Harlem Hospital Center, 175 employees at the Renaissance Health Care Network, 440 Employees of the Physicians Affiliate Group of New York, and a combined annual budget of \$366 million, Dr. Palmer has used a multidisciplinary, multifaceted approach to successfully implement patient safety, revenue enhancement, and cost containment initiatives. Dr. Palmer is credited with establishing innovative programs, exceeding

regulatory and accreditation requirements, and significantly enhancing the services provided to the Harlem community. His accomplishments include implementing strong emergency management procedures and significant infrastructure improvements.



Community Advisory Board Members with Dr. Palmer and Senator Perkins at presentation



Grand Opening of Harlem Hospital Center's Emergency Department Entrance. L: City Council Member Robert Jackson, Senator Bill Perkins, City Council Member Inez Dickens, Dr. Reynold Trowers, Director Emergency Medicine, Dr. John M. Palmer, Congressman Charles B. Rangel, Joseph Haslip, Chief of Staff to Bill Thompkins, Glendon Henry, Medical Director.



Friends of Harlem Hospital Center present check to Dr. Palmer - August 17, 2006



Dr. Palmer receiving check from the NBA Wives Association - September 19, 2007



Ground Breaking Ceremony



Senator Bill Perkins, Dr. Palmer, Governor Andrew Cuomo, and Assemblyman Keith L.T. Wright



Assemblyman Wright presents check to Harlem Hospital Center's Modernization Project

Dr. Palmer's commitment to developing strong leaders throughout the institution included increased training and development for clinicians and administrators, the implementation of the Leadership Book Club, and Leadership Roundtables for senior managers.



Dr. Palmer, The Honorable C. Virginia Fields, and Mr. Les Brown



Dr. John M. Palmer, Geoffrey Eaton, Deputy Chief of Staff to Congressman Charles B. Rangel and New York City Councilmember Inez E. Dickens



Harlem Week



Community Advisory Board Members David Weaver, Henrietta Lyle and Dr. John M. Palmer

Linguistic and cultural competency in health care has long been one of Dr. Palmer's signature projects. He implemented the Language Assistance Program which provides face-to-face translation for patients and visitors who prefer to communicate in a language other than English. Additionally, Dr. Palmer has provided resources for health education and visitor information to be distributed in a variety of languages.



Council of African Imams - November 2007

Harlem Hospital Center and the Renaissance Health Care Network serve the largest

community of West Africans in New York City. To meet the special needs of this population, Dr. Palmer effectively implemented clinical, medical, and community outreach services to bring this medically underserved population into the continuum of care. The Medina Clinic is a joint project of Harlem Hospital Center and the Renaissance Health Care Network to provide health services that are linguistically and culturally sensitive to the needs of Harlem Hospital Center's diverse patient population, especially the West African community. Dr. Palmer has also implemented The West African Community Health Outreach initiative to reduce health disparities among the West African population in Harlem.

For two years, Dr. Palmer was the author of a regular column on health and wellness in the *Positive Community Magazine*. He has published articles in the *Journal of the National Medical Association*, the New York University College of Dentistry's *Global Health Nexus Magazine* and has presented research at the National Conference of the American Psychiatric Association, the Xavier University of Louisiana College of Pharmacy, Center for Minority Health and Health Disparities, Research and Education's Third Annual Health Disparities Conference, and the Conference on Emergency Preparedness at the Metropolitan College of New York.



Dr. Palmer welcomed Mayor David Dinkins and singer Heather Headley for the March of Dimes.



President Aviles at HHC Annual Public Meeting 2005

Recognizing employees when they have done a good job has also been a trademark of Dr. Palmer's administration. He implemented "Caught in the Act of Providing World Class Customer Service," the Employee of the Month Award, and the Annual Employee Recognition Ceremony.



L-R: Jose R. Sanchez, Senior Vice President, Dr. Gregory Williams, President City College of New York, Dr. Olajide Williams, Department of Neurology, World Famous Entertainer Doug E. Fresh, and Dr. Palmer.

Dr. Palmer has been a tireless advocate for improving the health and wellness of patients, staff and the community. He implemented the first employee wellness program at Harlem Hospital Center which includes lectures, seminars, wellness classes, brochures, and the very successful Harlem Renaissance Walk Team. The Walk Team recruits staff and guests to walk and run at health fundraising events such as the AIDS Walk, Revlon Walk for a Cure, and the

Percy Sutton Five K Walk. Every year, the Walk Team grows and this year, over 300 employees and guests have participated.



Asthma Walk 2008



Asthma Walk 2009



Asthma Walk 2009 with Mr. Jose R. Sanchez



Team Harlem/Renaissance Walking Committee 2008



Dr. Palmer speaking at Marcus Garvey Park
 "Stop Digging Your Grave With Your Fork."

Later this year (2011), the Employee Fitness Center will open and will provide an exercise facility for Harlem Hospital Center staff. Dr. Palmer has provided leadership to a number of successful community collaborations, including a city-wide collaboration with the Greater Harlem Chamber of Commerce entitled "Harlem Healthy Living". This campaign brings together community based organizations, corporate partners, and elected officials to improve the health of the Harlem community by advocating for healthy eating and healthy living.



Dr. Palmer enjoys a game of basketball, Employee BBQ



Dr. Palmer completes Harlem Renaissance 5 Mile Classic



BBQ 2008



Mr. Sanchez and Dr. Palmer in jest



Outreach Center of Excellence Event with Congressman Charles B. Rangel - June 26, 2010

Dr. Palmer's community advocacy included establishing the Department of Community Outreach, which implemented a regular schedule of providing blood pressure, cardiovascular healthy heart, dental and oral cancer, vision and glaucoma, diabetes, and cholesterol screenings at health fairs, schools, and community based organizations. This led to the establishment of the Outreach Center of Excellence, a bridge to the Harlem community.



Dr. Palmer stands on top of new Patient Pavilion



Dr. Palmer has championed the comprehensive five-year modernization plan to renovate the entire Harlem Hospital Center campus. This \$330 million modernization plan includes a new five-story state-of-the-art health care pavilion. From the beginning of the project, Dr. Palmer engaged community participation and developed a community employment project to make sure the project reached its minority and women hiring goals. The project has hired 184 employees from the Harlem Community, exceeding targets for W/MBE minority workforce participation and training and has become a model for community employment at construction sites across New York City. Over the past four years, the Modernization Project has awarded \$191 million in construction contracts. As a result of Dr. Palmer's leadership, \$56.3 million in construction contracts were awarded to minority and/or

women owned businesses. With his guidance, the Capital Campaign has raised close to \$20 million to support the goals of the Modernization Project.



Tour with HHC Board of Directors - August 18, 2010

Throughout his tenure, Dr. Palmer has led his team through successful regulatory and accreditation surveys by The Joint Commission on the Accreditation of Healthcare Facilities, The Centers for Medicare and Medicaid Services, and the Commission on the Accreditation of Rehabilitation Facilities.



Pastoral Care with Dr. Palmer



Dr. Palmer and Dr. Williams walk through the Green Market



With Dr. Edgar O. Mandeville and Baby Friendly Team.

Successful implementation of innovative programs and services has been the hallmark of Dr. Palmer's administration. Harlem Hospital was proud to earn designation as the First Baby Friendly Hospital in New York City by the United Nations Children's Fund. The Hospital has also been designated a Stroke Center and a Bariatric Specialty Stroke Center by the NY State Department of Health. Harlem Hospital Center is one of five hospitals in New York City and the only facility within NYC HHC to receive this designation.



Dr. Palmer and Former President Chu



Dr. Ramanathan Raju, Dr. Palmer, and Councilmember Jackson



NY Knicks Toy donation 2010



Dr. Palmer gets splashed, 2008 BBQ



Dr. Palmer with film producer Spike Lee



With Senator Bill Perkins



With Dionne Warwick and legendary singer Chuck Jackson, the Advisory Board of the Friends of Harlem



Mrs. (Magic) Cookie Johnson on World AIDS Day.



With radio personality Bob Lee WBL5



Dr. Palmer, Dr. Muriel Petioni and Congressman Charles B. Rangel



Although Dr. Palmer is retiring from the New York City Health and Hospitals Corporation, he will remain active in the healthcare arena. Last month, Governor Andrew M. Cuomo announced Dr. Palmer's appointment to the New York State Public Health and Health Planning Council. The council includes the New York State Commissioner of Health and 24 members. The PHHPC is charged with advising the Commissioner on matters pertaining to the preservation and improvement of public health. For example, the PHHPC makes recommendations to the Commissioner of Health concerning major construction projects, program and service changes, and equipment acquisitions in health care facilities and home care agencies.



Denise Soares, Dr. Palmer, Ms. Jimenez-Hernandez
Dr. John M. Palmer's contributions have made Harlem Hospital Center and the Renaissance Health Care Network stronger and smarter than they were when he joined it. Dr. Palmer leaves a legacy of service and collaboration that will benefit our patients, our staff, and our community for generations to come.