

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
October 15, 2010-----

EMPLOYEE OF THE MONTH SEPTEMBER 2010



Edwin Pasco

Institutional Aide, Environmental Services, is the September 2010 Employee of the Month. On Friday, September 10, 2010, a patient ripped the ceiling, retrieved a piece of metal, and began acting in a menacing manner toward staff. Mr. Pasco approached the patient from behind, subdued the patient, retrieving the metal, and allowed other staff to then intervene. We know that great customer service begins with you, and that we are each other's customers. Proudly, Mr. Pasco has been caught in the act of delivering world class customer service, and is Employee of the Month.

52ND ANNIVERSARY OF THE DAY HARLEM HOSPITAL CENTER SAVES THE CIVIL RIGHTS MOVEMENT

"The Surgeons did what they do everyday, served ordinary people with extraordinary deeds." Reverend Al Sharpton (below) made this profound statement to an audience filled with staff and the community on Monday, September 20, 2010, during the commemoration of the day Harlem Hospital Center saved the Civil Rights Movement.



Reverend Al Sharpton speaks

Mr. Corwin Breeden, President of the Friends of Harlem Hospital Center, served as the Master of Ceremony to the program, opened with prayer by Reverend Tawan Davis. Our ears became the gateway to our hearts as we tapped our feet and clapped our hands to the

melodious sound of the ARC choir who took us to church with their rendition of "I Don't Know What You've Come To Do". We were further moved and inspired by the comforting words of Reverend Sharpton as he took us through history and thanked us for our part. In reflection of this historical day, Reverend Sharpton paid homage to the remaining member of the Surgical Team who operated on Dr. King, Dr. John Cordice. It was said that if the surgical team had not saved Dr. Martin Luther King Jr. on September 30, 1958, the Civil Rights Movement as we know it, would not have happened. We were encouraged by Reverend Sharpton to live for what Dr. King expected. We were reminded that the patient we save today may be the Leader of tomorrow.



Dr. John Cordice, last living member of the Surgical Team who operated on Dr. King.

The Hospital was honored to be in the presence of Dr. John Cordice (above) who presented Dr. Palmer with a copy of the notes documenting Dr. King's operation, along with a picture of the surgical team. As the program concluded, Ms. Andrea Sanders sang a hymn that was widely believed to be Dr. King's favorite song "Precious Lord". Ms. Monique Hedmann from the Department of Neurology shared a powerful spoken

word presentation entitled "To Save A Soldier".



Mr. Corwin Breedon, President of the Friends of Harlem Hospital Center serves as moderator.



ARC Choir singing "I Don't Know What You Come To Do"



(l-r) Dr. Lee Goldman, Dr. John Palmer, Dr. Joan Culpepper-Morgan, and Ms. Monique Hedmann

CAUGHT IN THE ACT - James McKnight, M.D., Behavioral Health, William Perkinson, Associate Executive Director, Behavioral Health, and Elizabeth Valerio, Client Navigator, Emergency Medicine

On Thursday, September 9, 2010, Mr. Perkinson observed a young woman in distress walking in to Harlem Hospital Center while carrying a baby car seat. After questioning her and determining that she needed medical attention, Mr. Perkinson proceeded to get some assistance, returning with a wheelchair, and Dr. James McKnight.

After wheeling her to the emergency room, the young lady mentioned that she had recently given birth and was headed to her follow-up appointment. Once the patient was escorted to the emergency room, Mr. Perkinson spoke with Ms. Brown-Outlaw and Ms. Elizabeth Valerio, Client Navigator was assigned to assist the patient. The patient did not wish to be seen in the ER; she preferred to keep her OB clinic appointment. Ms. Valerio left the ER and wheeled the patient and her baby to the clinic to ensure that they both arrived to the clinic safely.

The team was Caught in the Act, providing world class customer service to a young mother in need.

CAUGHT IN THE ACT - Regina Mitchell, Clerical Associate III, Patient Financial Services

On September 14, 2010, a patient came to Mrs. Mitchell to be financially cleared for his prescriptions. He needed her assistance because he was not aware of why his Medicaid had been turned off. Mrs. Mitchell assisted the patient and explained what he should do to resolve this issue. Upon leaving, he asked her if he would still be able to get a Metro-card and she informed that he could not. The patient then informed her how far he lived and that he was not sure how he would get home. Mrs. Mitchell then asked how much he would need to get home and without any thought went into her bag, gave him \$2.25, and gave him money to buy lunch. The patient could not thank her enough.

As bad as the economy is today it may be hard for people to give even when they want to, but in this case Mrs. Mitchell knew this man was in need and acted upon it.

CAUGHT IN THE ACT - Jean Pierre, Respiratory Therapist, Respiratory

A patient was seen in the chest clinic on September 1, 2010, where Mr. Jean Pierre delivered world class customer service. The patient was so pleased that he requested his nephew submit a write-up on Mr. Pierre's behalf. The patient believes that the Hospital needs more staff like Mr. Pierre.



(l-r) Vanesa Alston, Harlem Family Center, Simply Rob, Poet, Dr. Monica Sweeny, Assistant Commissioner, NYC Department of Health and Mental Hygiene, Terry Hamilton, Director of HIV/AIDS Services, NYC health and Hospital Corporation, Ed Shaw, Board Chair, NY Association of HIV over 50

FIRST ANNUAL HEALTH & WELLNESS SYMPOSIUM

The New York Association on HIV Over Fifty, Inc. and Harlem Hospital Center presented their First Annual Health and Wellness Symposium on Thursday, September 23, 2010 in the Herbert G. Cave Auditorium. "Reaching Families Through an Intergenerational Approach" was the theme for the symposium as people gathered to learn ways to a healthy life with one of the leading causes of death in the United States. Attendees of the symposium went home with tools that will help them live a healthier lifestyle while living with HIV.



Ms. Lulu King, Harlem Auxiliary member enjoying the day.

HARLEM HOSPITAL CENTER AUXILIARY LUNCHEON CRUISE

The Harlem Hospital Center Auxiliary held its annual luncheon cruise on Wednesday, September 15, 2010 on the Spirit of New York. The day was spectacular, the cuisine was delicious. Members, friends, and many guests enjoyed a wonderful afternoon in a spirit of congeniality and joy. It was a fun day. The auxiliary raises money for patient projects. We thank everyone who supports the Auxiliary's programs.



Mrs. Leatrice Sutton (Mrs. Percy Sutton) & Ms. Evelyn Parker



Mrs. Zella Jackson, Harlem Auxiliary President & friends dancing the "Electric Slide".



(l-r) Ghannia Green and Leeolive Tucker singing a duet

EMPLOYEE RECOGNITION CONCERT

The Herbert G. Cave Auditorium served as a time machine as the staff of Harlem Hospital Center was invited to reminisce while listening to some of the Blues' greatest hits. The two day appreciation of the staff here at Harlem Hospital Center, hosted by Dr. Palmer and the Employee Recognition Committee, was a way to express our appreciation for efforts made each and every day to maintain our reputation for exhibiting quality care with world class customer service.

On Wednesday, September 15, 2010 and Saturday, September 18, 2010, the concert featuring Two Singers and a Live Band, took the Hospital on a stroll back in time with songs such as "The Blues is Alright", "Godfather Blues", "Pusher Man", "Dr. Feel Good", "Night Nurse", "Superman Blues", and "Purple Rain".



Keith Gamble, Guitarist

RETIREMENT

On Thursday, September 30, 2010, after 20 years of dedicated services, Ms. Gilda Serrano, Associate Director, said good bye to the Renaissance Health Care Network and Health and Hospitals Corporation. We thank Ms. Serrano for her years of service and wish her well.

Ms. Cathy Tait, Principal Administrative Assistant for the Department of Finance said good bye to the Renaissance Health Care Network and Health and Hospitals Corporation after 37 years of service.

TICKETS AT WORK

Looking for something to do at low prices? Well, with Tickets At Work you can find something in your price range and enjoy a wonderful night out with the family or someone special. From discounts on AMC theatre tickets to Broadway plays, there's always something on the Tickets At Work website. For more information visit ticketsatwork.com.

You'll be happy you did.

**VOZA RIVERS PRESENTS...
THROUGH THE NIGHT**

*"If no one else will hold you, hold yourself, but make it **THROUGH THE NIGHT.**"*

"Six characters. Three generations. One extraordinary man!" **THROUGH THE NIGHT** embodies the stories of six men who experience an unexpected epiphany on the same evening that changes their lives forever.

Daniel Beaty (Emergency, Russell Simmons Presents Def Poetry Jam, Showtime at the Apollo) is one of the most extraordinary young artists of our time. His signature style of storytelling weaves together a thrilling blend of humor, poetry, music and drama into a bravura performance and an astonishing evening of theatre. A remarkable group of "Artistic Ambassadors" are making it their mission to support and promote this brilliant new play!

For more information about the play visit <http://www.darylrothproductions.com/throughthenight> and use promotion code "Daniel" for discounts on your tickets.

DATES TO REMEMBER

National Boss Day -
Saturday, October 16, 2010
Halloween -
Sunday, October 31, 2010

Harlem Hospital Center's next General Staff Meeting will take place on Wednesday, November 3, 2010 at 9:30 a.m. in the Herbert G. Cave Auditorium.

UPCOMING WALKS

Making Strides Against Breast Cancer-
Sunday, October 17, 2010
Step Out: Walk to Fight Diabetes -
Sunday, October 24, 2010

For additional information contact the Department of Public Affairs at (212) 939-1370.