

# CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network  
November 12, 2010-----

## EMPLOYEE OF THE MONTH October 2010



**ROBIN SCOTT**

### Psych Tech, Behavioral Health

On Saturday, September 26, 2010, the BHS-CPEP unit was busy with a census of 17. At the end of Ms. Scott's shift she noticed that the parents of one of the patients were overwhelmed and distraught, crying because their son was exhibiting disorganized behavior with delusions. The nursing staff was thoroughly engaged with the patient to ensure his safety. Ms. Scott, realizing the immediate needs of the family, dropped her bags and attended to them, reassuring and explaining the admission process for their son. She stayed until another staff member was able to take over. The extra minutes Ms. Scott spent with the family meant a great deal to them. She was able to calm their fears and provide world class customer service to a family in need. That day, Ms. Scott led by example.

## VETERANS DAY

Veterans Day is the annual federal holiday honoring America's military veterans. Observed on November 11<sup>th</sup> it is also recognized as Armistice Day or Remembrance Day in other parts of the world - also on November 11. Hostilities of World War I were formally ended at the 11th hour of the 11th day of the 11th month of 1918, with the German signing of the Armistice that ended that War.

For those veterans among us, our last page has information of interest to you.

## FLU VACCINE IS AVAILABLE

As a healthcare worker the most important thing you can do for yourself, your colleagues and for your patients is to get a flu shot. This year's single-shot flu vaccine includes protection against seasonal flu and H1N1, and it is safe - you won't get the flu from the flu shot!

Many of our patients are especially susceptible; and for the most vulnerable, the flu can be fatal. Our patients count on us to protect them from infection. Healthcare workers and anyone who works in a healthcare facility (direct contact with patients or not) have a

responsibility to keep patients safe from acquiring illness while they are in our care.

Please protect yourself and your family.  
Get vaccinated. It's FREE.

**CAUGHT IN THE ACT - Darlene Poe,**  
Dental Assistant, Dentistry

On October 14, 2010, a patient came to the registration desk seeking treatment. He was given incomplete information and almost left the facility without being served. Ms. Poe overheard the conversation between the patient and the staff member and decided to intervene. She attempted to find out what brought the patient to the clinic. She also enlisted the help of another staff member to determine the correct way to proceed and what information the patient needed in order to make an informed decision about his care. Thank you Ms. Poe for being caring and diligent and exemplifying world class customer service.

**CAUGHT IN THE ACT - Roy Toliver,**  
Service Aide and **Leroy Wilson,**  
Institutional Aide, Environmental  
Services

Mr. Toliver and Mr. Wilson have been recognized by the NICU for their diligent work to ensure that the appearance of the Hospital is kept at its best. They display dignity and pride in their work at all times, and are noted as always being pleasant. One of the physicians said that with each encounter of these two gentlemen, they are received with courtesy and respect. These two colleagues have gone on

record as saying they "just like to make the Hospital look as beautiful as the blue sky above" simply because they are grateful for the opportunity to work.

Thank you Mr. Toliver and Mr. Wilson for taking pride in what you do, and for doing your part to ensure that the Hospital is clean at all times.

**CAUGHT IN THE ACT - Elena Pyle,** Clerical  
Associate III, Ambulatory Care

It's one thing when a patient calls and inquires of the services offered here at our facility and receives world class customer service, but the likelihood of being serviced in person by the same individual you spoke to on the phone is doubly pleasurable. This was the case when in July 2010, a patient called to inquire about the services offered at the Ronald Brown Pavilion where she spoke with Ms. Pyle. The patient noted that Ms. Pyle was extremely polite and very helpful, taking her time and clearly explaining the services offered and the process one must follow to become a patient at Harlem Hospital Center.

A few days later, this very same patient came into the clinic where she received the same treatment in person by one Ms. Pyle. Ms. Pyle seamlessly guided her through the process and as a result, the patient was able to set-up an appointment for later that very week.

Thank you Ms. Pyle for displaying world class customer service.



Ms. Joyce Manuel standing at Hand Sanitizing Station

### **INFECTION CONTROL DAY**

The day started with a new gift pen and pencil at the sign in desk (just in case the old pen had germs on it). Displays covered a patient's room and bathroom, demonstrating where germs are present. The staff took a "Find the Needle" test and "What Do You Know About Infection Control" quiz. The quiz gave staff an opportunity to explore their knowledge of Best Practices for ventral lines, hand hygiene and preventing healthcare associated infections. Nursing was present, offering Flu Shots. Although the subject is serious, it was a fun day.



(l-r) Ms. Joyce Manuel, Regina Brown, Linda Smith, and Chris Charles

### **UPCOMING EVENTS**

The Harlem Hospital Center Community Advisory Board will host their Annual Public Meeting Saturday, December 4, 2010 from 9 a.m. - 12 noon, in the Herbert G. Cave Auditorium. All are invited to attend.

The Harlem Hospital Center Auxiliary, Inc. will host their Annual Public Meeting on Thursday, December 9, 2010 in the Herbert G. Cave Auditorium.

### **DATES TO REMEMBER**

#### **Veterans Day**

Thursday, November 11, 2010

#### **Thanksgiving**

Thursday, November 25, 2010

Harlem Hospital Center's next General Staff Meeting will take place on Wednesday, December 1, 2010 at 9:30 a.m. in the Herbert G. Cave Auditorium.

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

### **VETERANS DAY PARADE & WALK**

Celebrating the 60<sup>th</sup> Anniversary of the Korean War, the NYC Veterans Day Parade down the Canyon of Heroes (Fifth Avenue from 26<sup>th</sup> Street to 52<sup>nd</sup> Street) takes place on Thursday, November 11<sup>th</sup> from 11:00 AM to 3:30 PM.

On Sunday, November 14<sup>th</sup> walk for Wounded Veterans to benefit the Tower of Hope which empowers seriously wounded vets to live happier, independent lives with the help of trained service dogs. To register, sign up at [www.thetowerofhope.org](http://www.thetowerofhope.org). You must register, and a \$20 donation is asked. The walk takes place from 10 am to noon in Tibbets Brook Park, Midland and Teresa Avenue, Yonkers, NY 10704.

### **VETERANS DAY DISCOUNTS**

Military veterans and active-duty Service Members will be able to eat free at any **Applebee's** on Veterans Day, Thursday, November 11<sup>th</sup>. There are 6 entrees available from the menu. Please show one or more of the following as proof of service: a U.S. Uniform Services Identification Card, U.S. Uniform Services Retired Identification Card, Current leave and Earnings Statement, Veterans Organization Card, a photograph in uniform, or wear a uniform in person. For more information visit [www.applebees.com/vetsDay/default.aspx](http://www.applebees.com/vetsDay/default.aspx)

**Golden Corral's** 9<sup>th</sup> annual Military Appreciation Monday dinner will be held on Monday, November 15 from 5-9 pm in all Golden Corral restaurants. The free dinner is a tribute to any veteran. For more information go to [www.goldencorral.com/military/](http://www.goldencorral.com/military/)

Veterans can choose a complimentary lunch or dinner entrée on Sunday, November 7<sup>th</sup> at **McCormick & Schmick's**. Go to [www.mccormickandschmicks.com/featured-promotion/Veterans-Appreciation-Day.aspx](http://www.mccormickandschmicks.com/featured-promotion/Veterans-Appreciation-Day.aspx)

**Outback Steakhouse's** appreciation at all restaurants in the country on Veterans Day. [www.outback.com/pressroom/pr\\_101018.aspx](http://www.outback.com/pressroom/pr_101018.aspx) for details.

**Home Depot** and **Lowe's** now offer 10% discount to military members and their families every day of the week. Go to [//themilitarywallet.com/home-depot-lowes-10-military-discount/](http://themilitarywallet.com/home-depot-lowes-10-military-discount/)

To honor America's service men and women, Secretary of the interior Ken Salazar announced that all National Parks managed by the department will not charge entrance fees on Thursday, November 11, 2010.

### **PASSING**



Home going Services were held for Hanif I. Shabazz, on November 3, 2010.

Shabazz was a videographer who documented programs for many years for Harlem Hospital. He will be missed.

In lieu of flowers the family asks that donations be made to:

Shugah Baybees Child Development Center,  
Brother Hanif Shabazz Community Empowerment Fund,  
135 West 122nd Street,  
New York, NY 10027.