

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
November 26, 2010-----

HAPPY THANKSGIVING

As we prepare to celebrate Thanksgiving Day with our family and friends, and call to mind the many things we have to be grateful for, I find it important to take this opportunity to wish each and every employee of the *Generations+ / Northern Manhattan Health Network* a Happy Thanksgiving! Thank you for the wonderful job you do in providing our patients with exceptional care and wonderful customer service.

I also want to thank you for the warm welcome that I have received since my arrival. Everyone has been extremely friendly and has gone out of their way to ensure that my transition here is a smooth one. I know that the level of camaraderie I have experienced thus far is simply indicative of the great team work that this Network is known for.

I salute your commitment to your department, your facility, this Network and ultimately the community. Thank you for all of your contributions.

Have a Happy Thanksgiving!

Iris R. Jimenez-Hernandez
Senior Vice President/Executive
Director



(l-r) NYPD Transit District 1 Community Affairs Officer Aubrey Donadelle, Captain Raymond Porteus - Commanding Officer NYPD Transit District 1, Police Officer LaTanya Brooks - Hospital Police - Harlem Hospital Center, Watchperson Wanda Moore - Hospital Police - Harlem Hospital Center, NYPD Police Officer Kyna Phillip and Timothy A. Kennedy - Director of Hospital Police - Harlem Hospital Center.

HOSPITAL POLICE TO THE RESCUE

On October 4, 2010, at approximately 8:30 a.m., Officer **LaTanya Brooks** and Watch Person **Wanda Moore** were waiting for a train at Times Square when they observed two female NYPD officers attempting to subdue a highly combative male suspect who was wanted for a robbery. The suspect was approximately 6' 2 and 275lbs and was getting the better of the two smaller officers. As onlookers watched, the perpetrator threw the officers handcuffs into the tracks and grabbed a stick to use as a weapon against the officers. Fearing that one of the officers would be thrown onto the

tracks, Officers Brooks and Moore identified themselves and grabbed the perpetrator's legs and took him to the ground. Once on the ground, one of the officers was able to call a "10_85" and they slowly gained control over the suspect. Responding Officers and supervisors from Transit thanked our Members for their assistance and took their names for the report. Excellent Job!!!



(l-r) Kevin Shao, Director of Patient Safety and Marcia Russell, RPH

GOOD CATCH!

Ms. **Marcia Russell** is a registered Pharmacist who has worked in the inpatient Pharmacy for 8 years. On November 5, 2010, an order of 120 ml of Ablavar, a contrast agent, caught her attention while routinely reviewing physician orders. She was fully aware that this agent could damage the kidneys and even lead to renal failure if used inappropriately. She immediately consulted the Pharmacy Clinical Team and proceeded to check the dosing according to the patient's weight. Review of the medication dosing guidelines revealed that this patient, weighing 90.7 kg, should receive a dose

of 11 ml, instead of 120 ml, which was more than 10 times the required dose. Ms. Russell contacted the Physician and the prescription was corrected.

As a result of her actions, a medication error was identified and potential patient harm was prevented. Therefore, we present Ms. Russell with this month's "Good Catch" award.



IT'S FLU SEASON. GET PROTECTED!

Seasonal flu immunizations are being offered to all employees, volunteers, contractors and student interns here at Harlem Hospital Center at no cost to you. The locations and times are:

- Nursing Education (MLK 6102) daily 9:00 AM - 3:30 PM
- OHS (WP 453) - 8:00 AM - 4:00 PM
- Monthly General Staff Meetings in the 2nd floor Gallery

For more information or to make arrangements for a nurse to visit your departmental meetings, please call extension 4465.

ARE YOU TJC READY?

In an effort to ensure all staff is TJC ready, questions asked during the *General Staff Meeting Knowledge Bowl* will now be placed in the **CHECK LIST**.

Let's test your knowledge and see how much you know.

Don't have the book to study? Speak with your supervisor or department head and one will be provided to you. Also, you may contact Quality Management at ext. 1554 for the Employee Handbook and the Compliance Handbook.

1. What is the Rapid Response Team? How do you contact the RRT? Under what circumstances would you contact the RRT?

2. The 2010 National Patient Safety Goals discuss two methods of improving the safety of using medications. What are they?

3. You are assisting a patient who only speaks Spanish and you do not speak Spanish. How would you assist them? How and when would you document this assistance?

4. Where would you find the list of approved hospital abbreviations?

5. In case of fire, we follow the R.A.C.E. procedure. What do the letters R.A.C.E. stand for?

6. What is the Hospital's Mission Statement?

7. You are helping a patient with a bedpan. Another patient asks you for assistance getting into bed. What infection procedure should you follow?

TJC CONTEST WINNERS

On behalf of our Executive Director, Dr. John M. Palmer, we extend our thanks to everyone who participated in the TJC Kick Off Contest during the Mandatory General Staff Meeting on Wednesday, November 10, 2010 in the Herbert G. Cave Auditorium.

Congratulations to all of the contest winners:

Winner of the Slogan Contest:
Christopher Sessoms, Department of Nursing

Winning Slogan: "Team Work Makes the Dream Work"

Winning Song: "Happy People" by R. Kelly

The winning song was anonymously submitted

WINNERS OF THE TJC KNOWLEDGE BOWL:

1. **Shaniqua Barnhill**, LPN, Nursing Department
2. **Michelle Blackburn**, RN, Nursing Department
3. **Eugenia Graham**, Smoking Cessation Program
4. **Clifford Hammond**, Environmental Services
5. **Tony Raffo**, Maintenance Department
6. **Zafar Sharif**, M.D., Psychiatry Department
7. **Tobias Simone**, Maintenance Department

We hope you will join us as we prepare for a successful Joint Commission.

"Team Work Makes the Dream Work".

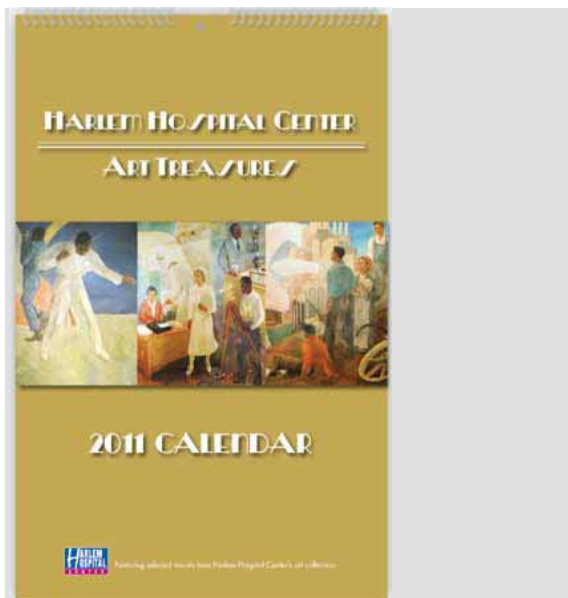
UPCOMING EVENTS

Harlem Hospital Center and The Capital Campaign Leadership cordially invites you to join them in their kick-off of Harlem Hospital Center's new **Retail Marketing Catalogue**, Website and the 2011 Calendar Celebration. The event will take place on Monday, November 29th from 3:00 PM to 4:00 PM in the Herbert G. Cave Auditorium. For additional information, you may contact the Office of Development at ext 1390 or 1318.

UPCOMING EVENTS

The Harlem Hospital Center Auxiliary, Inc. will host its **Annual Public Meeting** on Thursday, December 9, 2010, from 1 p.m. - 3 p.m., in the Herbert G. Cave Auditorium.

The **Friends of Harlem Hospital Center** cordially invites you to the 3rd Annual Holiday Party Honoring Assemblyman Keith L. T. Wright on Wednesday, December 8, 2010 from 6 p.m. - 9 p.m. at Londel's Supper Club. For more information and to purchase tickets, please contact the Office of Development at ext. 1318. Tickets are \$100.00.



2011 HARLEM HOSPITAL CENTER ART TREASURES CALENDAR

Featuring selected Murals from Harlem Hospital Center's Art Collection, this calendar can be yours for \$21.99. For more information and to purchase this momentous calendar, please contact the Office of Development at ext. 1318.

RETIREMENT

After 23 years of dedicated service, Mr. **Aubrey Wray**, Supervisor for the Department of Transportation said goodbye to the New York City Health and Hospital Corporation and Harlem Hospital Center on Friday, November 12, 2010. Mr. Wray joined our team on September 6, 1987, and served as a vital force in the department, ensuring that all transportation requests were met, even if it meant driving a vehicle himself. Thank you, Mr. Wray for your years of service. You will be missed.

WE REMEMBER



It is with profound sorrow that we announce the passing of Mr. **DeAnté P. Wilson**, Assistant Coordinating Manager, Office of Special Events, on Sunday, November 7, 2010. Mr. Wilson joined our team on December 14, 2009, and became an asset to the department. During his tenure, Mr. Wilson exemplified world class customer service and professionalism while always greeting everyone with a smile. Harlem Hospital Center extends our condolences to his family and friends; he will be greatly missed.

DISCOUNTED TICKETS... STAT!

From December 5-12, HHC and the HHC Foundation of New York, on behalf of New York City Health and Hospitals Corporation, are presenting ***STAT! For New York City's Public Hospitals!***, a week-long series of music and art events that will both celebrate and benefit the work of our public hospitals and healthcare facilities in challenging times.

To receive a listing of shows and their prices visit www.stathhc.org or call the STAT! Information Hotline 646-458-2815. Be sure to receive your special HHC employee discount of 40% by entering "HHC411" in the discount code section of your on-line ticket order form. Please note: your discount is only valid on the face value of the ticket and not applicable to the early bird ticket.

DATES TO REMEMBER

Thanksgiving

Thursday, November 25, 2010

Harlem Hospital Center's next **General Staff Meeting/Town Hall 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.

Answer Key:

Question 1: The Rapid Response Team is designed to enable health care staff to directly request assistance from a specially trained clinician when a patient's condition appears to be worsening. Simply call extension 1777. **Question 2:** a) Label all medications, medication containers or other solutions on and off the sterile field; b) Reduce the likelihood of patient harm associated with the use of anticoagulation therapy. **Question 3:** Cyacom, Interpreter, AT&T Language Bank and document each time it is used in the chart. **Question 4:** On the intranet or posted in the Department. **Question 5: R – Rescue:** Yourself and others in immediate danger; **A – Alarm:** Pull nearest Alarm, use nearest phone and dial 1515. Tell operator the location of the fire. **C – Confine:** Close all doors and windows and clear corridor. **E – Evacuate:** Horizontally to the opposite side of the same floor to different smoke/fire compartment. Vertically from an upper floor or from the basement to street level. **Question 6:** To provide competent, culturally sensitive, quality care to our patients with dignity and compassion regardless of ethnicity, nationality, religion or ability to pay in a safe environment. **Question 7:** Wash your hands after assisting the patient with the bed pan. Wash your hands after assisting patient into bed.