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## **Harlem Hospital Center And The Renaissance Health Care Network Have A New Chief At The Helm**

**New York, NY** - Harlem Hospital Center and the Renaissance Health Care Network are pleased to welcome their new Executive Director, Denise C. Soares, RN, MA. Ms. Soares took over the helm of these two prestigious Harlem institutions in July of 2011. With fiscal and operational responsibility for a workforce of 3,115 employees and an annual budget in excess of \$300 million, Ms. Soares will provide leadership, set strategy, vision, and direction for both institutions.

Ms. Soares has significant senior level experience providing leadership to both clinical and non-clinical departments. Her responsibilities included the development and ongoing review of the hospital mission, strategic plans, budget, resource allocation, operating plans and policies. She collaborated with leaders of the governing board, hospital management, medical staff, clinical and support services in the development of hospital wide performance improvement activities and patient care programs.

In addition to traditional performance improvement activities, Ms. Soares assisted in the successful implementation of the Health and Hospitals Corporation's LEAN performance improvement methods incorporating front line staff in the decision making process. As a result, her team achieved significant improvements in patient outcomes, and in some instances, substantial revenue enhancements.

Ms. Soares has spent a lifetime in the profession she loves and is ready to exercise her unique leadership style and compassionate approach to patients and staff. With over forty years experience in women's and children's health services, nursing and hospital administration, Ms. Soares says, "I chose nursing as a profession because I wanted to help people, if I had to do it all over again, I would still make the same choice. Seeing the smile and look of relief on the face of a patient that you have treated is such a reward," says Ms. Soares. "It makes all your efforts worthwhile".

"Ms. Soares' high professional standards combined with a high level of personal drive and energy have earned her the respect and cooperation of her peers and her staff," says Iris Jimenez-Hernandez, Senior Vice President of the HHC Generations + Northern Manhattan Healthcare Network, which includes Harlem and Lincoln Hospitals. "She will be a valuable asset to our institutions as we work together to meet the healthcare needs of the Harlem community."

"My major responsibility as Executive Director is to ensure a positive experience for our patients. Patients now have the ability to assess and evaluate our performance. It's simple, if we don't do a good job, then our patients will opt out and go elsewhere for their care. As healthcare professionals, would you go to a facility that does not attempt to satisfy or meet their patients' needs? If staff communicates with their patients in a respectful manner and provide patient education to ensure patient safety then we will all reap the benefits - positive patient outcomes and high patient satisfaction scores," comments Ms. Soares.

Equally important is her interest in helping to further instill patient-centered principles into every aspect of hospital operations. Ms. Soares is driven by her motto, "The Patients' Perception Is Our Reality" which inspires her commitment to patient satisfaction.

It's not enough that we provide quality medical services and are confident about our clinical knowledge," she says. "As healthcare providers, we must connect on a very personal level and let patients know we care what happens to them beyond the walls of our hospital when they go out into the community."

When asked what Harlem Hospital Center will look like in five years, Ms. Soares responded by saying, "I want it to be the hospital of choice for excellent patient care and employment for the Harlem community."

Ms. Soares obtained her Bachelor of Science degree in Nursing from Hunter College-Bellevue School of Nursing and her Master of Arts degree in Health Education from Teachers College, Columbia University.

### **About Harlem Hospital Center**

Harlem Hospital Center provides a wide range of medical, surgical, diagnostic, therapeutic, and family support services to the residents of Central Harlem, West Harlem, Washington Heights and Inwood. The hospital is a 286 bed acute care facility and a designated Level 1 Trauma Center, with a full spectrum of specialty services, including a

burn unit, an adult intensive care unit, a neonatal intensive care unit, a pediatric intensive care unit, and a cardiac care unit. Harlem Hospital Center is part of the Generations+/Northern Manhattan Health Network and is operated the New York City Health and Hospitals Corporation. For more information, visit [www.nyc.gov/html/hhc/harlem/html/home/home.shtml](http://www.nyc.gov/html/hhc/harlem/html/home/home.shtml).

### **About Renaissance Health Care Network**

The Renaissance Health Care Network is comprised of six healthcare centers and eight school based programs, strategically placed throughout the City of New York. All 14 facilities are designed to offer patients the amenities and personal services of a private doctor's office, providing them with basic preventive and primary care services. Renaissance Health Care Network is part of the Generations+/Northern Manhattan Health Network and is operated the New York City Health and Hospitals Corporation

### **About HHC**

The New York City Health and Hospitals Corporation (HHC) is a \$6.7 billion integrated health care delivery system with its own 385,000 member health plan, MetroPlus, and is the largest municipal health care organization in the country. HHC serves 1.3 million New Yorkers every year and more than 450,000 are uninsured. HHC provides medical, mental health and substance abuse services through its 11 acute care hospitals, four skilled nursing facilities, six large diagnostic and treatment centers and more than 80 community based clinics. HHC Health and Home Care also provides in-home services for New Yorkers. HHC was the 2008 recipient of the National Quality Forum and The Joint Commissions John M. Eisenberg Award for Innovation in Patient Safety and Quality. For more information, visit [www.nyc.gov/hhc](http://www.nyc.gov/hhc).

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