



# The Generations+/Northern Manhattan Health Network Network Review

Building for Success

Winter 2013 Edition

- Harlem Hospital Center
- Lincoln Medical Center
- Morrisania Neighborhood Family Health Center
- Renaissance Health Care Network
- Segundo Ruiz Belvis Neighborhood Family Health Center

## A New Era at Harlem Hospital

*Respecting The Past, Embracing the Future*

The opening of the new state-of-the-art Mural Pavilion on September 2012 launched a defining era for Harlem Hospital Center, marking the completion of the main construction phase of one of the largest public hospital modernization projects in the city's history. The new \$325 million renovation of the Mural Pavilion features expanded primary and specialty care suites, a new burn unit, ICU, a new Emergency Room and the Restoration of Historic WPA Murals.

"Making sure that New Yorkers have the best public hospital system in the nation is one of our most important priorities," said Mayor Bloomberg at the ribbon-cutting ceremony.

*Continues on page 4*



Official ribbon-cutting ceremony – Mayor Bloomberg was joined by Harlem Executive Director Denise C. Soares, Network Senior Vice President Iris Jimenez-Hernandez, HHC Global Ambassador Kaseem "Swiss Beatz" Dean, Congressman Charles Rangel, Senator Bill Perkins, Council member Inez Dickens, and Assembly member Keith Wright.

## Lincoln Medical Center Receives National Award for Quality



Over 250 staff members filled Lincoln Hospital's Auditorium for a re-enactment of the ceremony, presided by (r. to l.) John W. Bluford, 2011 Chairman of the AHA Board of Trustees, and Mary Beth Navarra-Sirio, Vice President and Safety Officer for the McKesson Corporation. Standing with them are (l. to r.) Dr. Abdul Mondul, Dr. Melissa Schori and Mrs. Jimenez-Hernandez.

In recognition of an open culture of education, accountability, and continuous quest for excellence, the American Hospital Association (AHA) presented Lincoln Hospital with the prestigious Quest for Quality Finalist Award.

The award honors Lincoln Hospital's leadership and innovation in quality improvement and safety, based on the Institute of Medicine's (IMO's) six quality aims: safety, patient-centeredness, effectiveness, efficiency, timeliness, and equity. Lincoln is one of four hospitals selected in 2012 from a nationwide pool of 40 medical institutions that competed for the award.

"Lincoln Hospital stands out because of our ability to achieve great clinical

*see full story on page 19*



# Message from the Senior Vice President

**Iris R. Jimenez-Hernandez**

Senior Vice President

Generations+/Northern Manhattan Health Network  
Executive Director, Lincoln Medical Center

As healthcare professionals in one of the greatest cities in the world, we strive to provide the best healthcare to our patients in a culturally sensitive manner and we endeavor to make continuous improvements. With this in mind, we look to each New Year as an opportunity to enhance those areas where we perform well and to improve where needed. We also seek to build upon the previous year's successes. Departments and unit chiefs look to see how they can further engage patients in safeguarding their own health. We all work together toward one goal—what can we do better this year. This Newsletter highlights many of the Network's achievements in 2012 and showcases Generations Plus' creativity, resourcefulness and commitment to quality.

I commend the leadership of Harlem, Lincoln, Belvis, Morrisania and Renaissance on the milestones achieved last year. To name a few, in Northern Manhattan we celebrated the ribbon-cutting of the beautifully designed Mural Pavilion. This is the largest public hospital modernization project in the city's history, and the unveiling of the murals underscored the historical role that Harlem Hospital Center has played in the community. The Renaissance Health Care Network celebrated the opening of its flagship site, Sydenham Health Center, now boasting a modern facility and highlighting its significance in Harlem. In the South Bronx, Lincoln made substantial progress in its Emergency Department renovation, improving patient flow and enhancing the patient experience. Lincoln received the prestigious 2012 American Health Association-McKesson Quest for Quality Finalist Award for leadership and innovation in quality improvement and safety. This award is evidence of the great work done throughout the hospital. Furthermore, Lincoln did exceptionally well in The Joint Commission accreditation survey. Our Diagnostic and Treatment Centers: Belvis, Morrisania, and Renaissance are now designated federally qualified health centers and have created a culture of continuous improvement through a series of Break-through initiatives. In addition, Harlem and Lincoln hospitals are two of the three HHC facilities that have achieved Nurses

Improving Care for Healthsystem Elders (NICHE) designation, recognizing both as senior-friendly medical centers.

None of these achievements were easily attained. All required a steadfast resolve to put the patient experience first, implement new programs and methodologies, and improve the physical environment. I applaud the efforts of our employees who perform above and beyond to make these initiatives possible. It is this resilient spirit that graces each of our facilities and shines its brightest during difficult times, as seen in the response to Hurricane Sandy where many worked round-the-clock and did all that was required to safeguard our patients, staff and the community. The capital projects, clinical achievements, hospital recognitions, staff awards and program accreditations—all point to the remarkable individuals who work within this Network.

It has been an honor to work within a system dedicated to bridging the healthcare divide, providing healthcare to all. As I conclude my 7 years with the New York City Health and Hospitals Corporation, I wish to thank all of you, our employees. Without you, clinical and administrative leadership would not be able to do what they do. I also take this opportunity to thank the Network leadership, Cabinet members, Community Advisory Boards and Auxiliaries for their support. I have had the fortunate opportunity to work among a team of highly committed individuals and I am confident that this Network will continue its mission as a strong safety net healthcare provider for many years to come. I also extend my appreciation to HHC President Alan Aviles, the Board of Directors and Corporate Leadership for the opportunity to work alongside them. The many accomplishments we celebrate today will aid in strengthening HHC's position as the provider of choice for New Yorkers. In closing, I commend all employees on a job well done. HHC always rises to the occasion.

*Thank you*





## Message from Harlem Hospital Executive Director

**Denise C. Soares, R.N., M.A.**

It is my pleasure to share one of Harlem Hospital Center's most important accomplishments: the integration of Breakthrough. We have trained 482 employees and completed 12 Rapid Improvement Events, 4 Value Stream Analysis, 2 Vertical Value Stream Mapping and 5 2Ps or Process Preparation Planning Events. An important component of Breakthrough is establishing Hoshin Kanri. Hoshin Kanri is a strategic planning management strategy to align our Hospital's goals with the Corporation and the Network. Hoshin Kanri help us communicate those goals to all leaders; involve them in planning to achieve the goal and hold leaders accountable for achievement.

### Harlem Hospital Center's Hoshin Kanri metrics for 2013 are:

- Increase number of procedures in Ambulatory Surgery & Bariatric Procedures
- Ensure ninety percent of primary care visits are provided by patients assigned PCP team
- Reduce Surgical Site Infections and Catheter Associated Urinary Tract Infection Rates
- Reduce Acute Myocardial Infarction, Congestive Heart Failure and pneumonia 30-day readmissions by 10 percent
- Improve overall HCAHPS scores to above Press Ganey benchmarks
- Improve CAPS outpatient access scores by 10 percent
- Increase engagement in Breakthrough, TeamSTEPPS and Just Culture by 20 percent and train 20 managers in leadership skills
- Increase savings and revenue by 1 million from Breakthrough activity

Establishing these goals helps us work together to effect significant and sustainable improvement in our clinical and financial processes. I look forward to keeping you updated on our progress and thank you for your support as we continue to move Breakthrough throughout Harlem Hospital Center.

In closing, I would like to extend strength and encouragement to our Senior Vice President, Ms. Iris Jimenez-Hernandez as she embraces the next phase of her career. It has been a pleasure working with Ms. Jimenez-Hernandez and I extend my sincere best wishes for her continued success.

Sincerely,  
**Denise C. Soares, R.N., M.A.**



**CONTENT HIGHLIGHTS**

**IN THIS ISSUE**

- Harlem Hospital Achieves  
"Senior Friendly" Designation....page 6
- Sydenham Health Center:  
The Legacy Continues..... page 7
- Fighting Asthma  
in the South Bronx..... page 8
- Network Profiles.....page 11
- Teen Van with a Plan.....page 12
- First Ethnic Cookbook  
Launched.....page15
- Recovery Center  
now at Belvis.....page 17

**Network Review**  
is a publication of  
**Generations+/Northern  
Manhattan Health Network**

**Department of Community and  
Public Affairs/Strategic Planning**

**Desiree Thompson**  
Associate Executive Director

**MANAGING EDITOR**

Nydia Negrón-Rios

**EDITORS**

Colette M. Barrow  
Javier E. Gomez

**COLLABORATORS**

Renelda Walker  
Kencle Satchell-McCoy  
Olga Deshchenko  
Yuvania J. Espino

Lorraine Cruz  
Melissa Gracia

**PHOTOGRAPHER**

Linda Morales

**Design**

Ana Luisa Castaño



*Continued from page 1*

# A New Era at Harlem Hospital

“This renovation will not only continue Harlem Hospital’s proud legacy for future generations, but also helps us meet our commitment to reducing health disparities and meeting the health needs of all New Yorkers in a beautiful, welcoming environment.”

“HHC made a commitment to this community and today we are pleased to present the new Harlem – a modern hospital with a therapeutic environment for patients and the efficient design that helps our highly skilled, deeply committed staff provide safe, high quality care for Harlem residents,” said HHC President Aviles. Network Senior Vice President Iris Jimenez-Hernandez noted, “This state-of-the-art renovation will help Harlem Hospital to better address the community’s high rates of asthma, cancer, diabetes, heart disease, HIV/AIDS, and stroke.”

“Harlem Hospital Center is the medical facility of choice for this community and with the opening of the Mural Pavilion, we’re giving our

patient population the respect and level of health-care it deserves,” said Denise C. Soares RN, MA, Executive Director of Harlem Hospital Center.

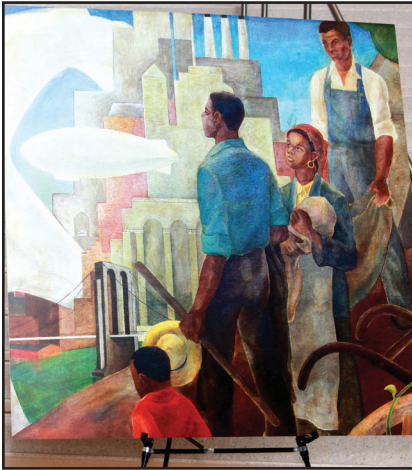
The new six-story, 195,000-square foot Pavilion connects two major hospital buildings, the Martin Luther King, Jr. Pavilion and the Ronald H. Brown Ambulatory Care Pavilion, creating one large, integrated campus for the 286-bed Harlem Hospital Center. The Mural Pavilion houses a number of suites to serve the hospital’s 232,353 annual outpatient visits, including the Bariatric Center of Excellence, surgical clinics, women’s imaging department, and pre-admission testing suites.

A new chronic hemodialysis unit will double patient capacity and one of the floors will be designated for the new adult intensive care and burn units with private single beds and bathroom facilities in each room. The Pavilion will also house the new Adult and Pediatric Emergency Departments and the hospital’s Level 1 Trauma Center, which will be fully completed by 2013.



HHC President Alan D. Aviles, Harlem Hospital Executive Director Denise C. Soares, and The Fund for HHC Executive Director Joe Schick are joined by Deputy Mayor for Health and Human Services Linda I. Gibbs (fifth from left) and family members of WPA muralist Vertis Hayes.





Pursuit of Happiness - (1937) Vertis Hayes

## The WPA Murals

The Mural Pavilion features an exceptional public art gallery showcasing Harlem Hospital's historic murals commissioned by the Works Progress Administration's (WPA) Federal Art Project. These frescos, painted in the modern abstract style of the time, were the first awarded by the U.S. government to African American artists in the 1930s. With the passage of time, these magnificent wall

paintings deteriorated due to both environmental conditions and neglect.

They were removed for restoration six years ago. The works of artists Vertis Hayes, Alfred Crimi, and Charles Alton are now entirely restored and on permanent display in the hospital's Mural Gallery. Georgette Seabrooke's mural, "Recreation in Harlem",

an artwork considered of great cultural and historical significance, is on exhibit while undergoing restoration.

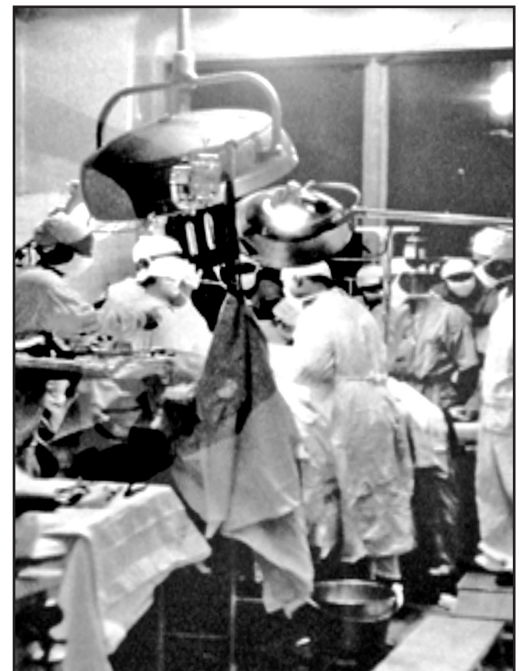
In addition, the Lenox Avenue block-long glass façade of the new facility features the restored celebrated murals, offering the public an amazing visual perspective of the artwork.

## Honoring Dr. John Cordice

September 20, 1958 is a day in history that will forever link Harlem Hospital with Dr. Martin Luther King, Jr.'s life and his commitment to the cause of African American civil rights and social justice through non-violence. It was on that day, 55 years ago, when Dr. King was brought to our emergency room, the victim of a stabbing. Dr. John W.V. Cordice, member of the surgical team who operated on Dr. King, was honored during a fundraising event hosted by Harlem Hospital and the Fund for HHC at the facility's new Pavilion terrace. Dr. Cordice received many accolades for his crucial role in saving Dr. King's life. Dr. King himself praised the hospital and the team that saved his life.



Surrounded by admirers, Dr. Cordice addressed the audience.



Harlem Hospital Center Surgeons operating on the Reverend Dr. Martin Luther King, Jr. on September 20, 1958.

# Harlem Hospital Achieves “NICHE” Senior Friendly Designation



## Nurses Improving Care for Healthsystem Elders

Harlem Hospital is one of three HHC facilities that has achieved Nurses Improving Care for Healthsystem Elders (NICHE) designation, making Harlem a “senior-friendly” hospital. Staff nurses received specialty geriatric training to build skills to care for older hospitalized adults. They have adopted age sensitive, patient-centered best practices in elder care, helping to improve the health and well-being of New Yorkers age 65 and older. “With the explosive growth of baby boomers that is expected to challenge the healthcare

system, our work to improve geriatric nursing competence is more important than ever before,” said HHC President Alan D. Aviles. “Our goal is to have a well-trained workforce to deliver optimal care to improve the health, well-being and care experience of seniors in our hospitals, reduce their readmission rates, and improve their capacity to live independently for as long as possible.”

“Our dedicated nurses bring passion and commitment to the care they provide our patients,” said Executive Director Denise



C. Soares, RN, MA. “Learning and adopting NICHE standards is a proactive approach to maximize the health care experience of hospitalized patients.”

Statistics show that nearly 20 percent of patients hospitalized at HHC facilities throughout the city are 65 years or older.

# Friends of Harlem Hospital

## New Board of Directors Sworn-In

The new Board members of the “Friends of Harlem Hospital” were sworn in at their November 2012 meeting by Geoffrey Eaton, Chief of Staff for Congressman Charles B. Rangel and President of the Mid-Manhattan branch of the NAACP. The new board is now composed of Corwin J. Breeden, Chair and President; Carole D. Smith, Vice President; Jacinth Fairweather-Panton, Esq., Treasurer and Elaine Edmonds, Secretary.

The Friends of Harlem Hospital Center was founded in 1987 on the occasion of the facility’s 100th Anniversary to engage in and support activities that promote the work of the hospital. Since 2000, the Friends of Harlem Hospital Center have disbursed grants of over \$1.4 million. In 2012, the Friends donated \$100,000 in grants to various departments and programs. The hospital’s Capital Campaign Modernization Project received a donation of \$100,000. Working in close collaboration with the hospital administration, the Friends of Harlem Hospital is a vital asset for funding initiatives that cannot be subsidized by HHC.

“This is an opportune occasion to once again express my gratitude



Posing left to right with Geoffrey Eaton (4th from left) are George Hulse, Elaine Edmonds, Jacinth Fairweather-Panton, Esq., Geoffrey Eaton, Carole D. Smith and Corwin J. Breeden.

for the Friend’s unwavering support of our institution,” said Executive Director Denise C. Soares. “I congratulate the new members of the Board and look forward to our continued partnership.”





FRONT ROW L-R: The Honorable Bill Perkins, Lawrence Bailey, DDS, Dentistry Director; Bernadette McKetney-Brown, RHCN Sr. Associate Executive Director; Dr. Reba Williams, RHCN Medical Director; Denise C. Soares, Executive Director; Dorothy Gordon, RHCN CAB, Jackie Rowe-Adams, RHCN CAB Chair. BACK ROW: Maurice Cummings, Special Assistant to Assemblyman Keith Wright, Lermond Mayes, District Manager; Council Member Inez Dickens, Nina Saxon, Community Liaison, Manhattan Borough President Scott Stringer, Dinah Surh, Sr. Executive Administrator Network D&TCs.

## Sydenham Health Center Holds Official Ribbon Cutting The Legacy Continues

The Renaissance Health Care Network (RHCN) celebrated the opening of its flagship site, Sydenham Health Center, on January 16, 2013. The ribbon-cutting ceremony was attended by executive, clinical and administrative staff from the Generations Plus Network, the RHCN Auxiliary and Community Advisory Boards, as well as elected officials and community representatives. The largest of the Renaissance Health Care Network's sites, this primary care facility, located at 264 West 118th Street, is a state-of-the-art health center that provides first-rate, comprehensive health care services to a diverse, multi-cultural community in a comfortable setting.

Ms. Bernadette McKetney Brown, Associate Executive Director of the RHCN, hosted the event, extending a warm welcome to the vast number of guests who at-

tended the much anticipated occasion. Ms. Denise C. Soares, Harlem Hospital and Renaissance Health Care Network Executive Director and Dr. Reba Williams, Renaissance Medical Director, spoke of the vital role the Network plays in the health and well-being of the Harlem community.

"We are proud of our clinical and administrative leadership and their steadfast commitment to providing the highest quality of care in a safe and patient-centered environment," said Ms. Soares. "In this new and modern location, we will ensure that the Sydenham legacy of excellence in health care continues."

"Our board certified physicians and multi-disciplinary medical team are proud to provide compassionate, quality care to improve health outcomes to individuals and families

who have chosen us as their health care providers," said Dr. Williams. "Our holistic approach to health care delivery focuses on the community's physical, psychological and social needs," said Ms. Bernadette McKetney Brown. "Keeping our pulse on the needs of this population, we will strive to improve access to care in order to effect positive changes that lead to healthier lifestyles among the people we serve."

The historical significance of Sydenham as a health care institution in Harlem was among the topics of discourse during the event. Remarks by State Senator Bill Perkins and Dr. Roscoe C. Brown, Jr., who participated in the movement to keep Sydenham open, described the Center's past and celebrated the future and ongoing efforts to provide the community with first class health care.

Both the CAB and Auxiliary members were active participants, rededicating their unwavering partnership with Renaissance clinical and administrative leadership. A representative for Council Member Inez Dickens presented City Council Citations, acknowledging the dedication and commitment of Renaissance staff.

# Fighting Asthma in The South Bronx

*Lincoln Medical Center Leads Community Based Coalition to Identify High Risk Asthma Patients and Link Them to Care*

Members of the RESPIRAR Coalition L to R:

Anita Lee, Balavenkatesh Kanna, M.D.,  
Raghu Loganathan, M.D., Riyad Basir, M.D.,  
Carlos A. Arze, Katherine Szema, M.D.,  
Maria Molina, Dr. Melissa Schori,  
Chief Medical Officer, and Naomi Lim



In an effort to eradicate barriers to asthma management and treatment throughout The Bronx, Lincoln Medical Center has established a community-based coalition designed to improve the quality of life of individuals with asthma and reduce the burden of the disease, decreasing asthma related hospitalizations and emergency visits as well as school absenteeism. The initiative, called The Bronx **RESPIRAR** Coalition (BRC), is funded by the NY State Department of Health with grants totaling \$900,000 over the next five years to organize regional networks of community stakeholders to improve asthma care coordination and health outcomes.

**RESPIRAR**, which means “Breathe” in Spanish, is also an acronym for resources, education, self-management, prevention, and integration to reduce asthma rates. The coalition will include other HHC and non-HHC healthcare organizations in The Bronx, local social service agencies, local elected

officials and multiple community and faith-based organizations. Under the leadership of Lincoln Medical Center, the first phase of a five-year strategic plan to meet the coalition’s fighting goals is already in progress.

The coalition will also create an asthma patient registry from Lincoln Hospital’s advanced electronic medical record system to enhance communication and coordination of care across the health delivery system, monitor a patient’s response to treatment, and evaluate clinical outcomes. In addition, members of the coalition will enlist the support of elected officials and health departments to introduce policies and promote environmental changes that will reduce the asthma burden in the community.

“Asthma continues to be a common disease among New York City’s children and adults, and the communities served by Lincoln are disproportionately affected,” said HHC President Alan D. Aviles. “This new

funding will help us identify poorly controlled, high risk asthmatic patients and improve the coordination of their care by working with other community-based organizations who also touch the lives of our patients and share our mission to keep them healthy and out of the hospital.”

“This comprehensive approach, which engages the patient, the community and elected officials in reducing the burden of asthma in the South Bronx, offers an exceptional opportunity for Lincoln Hospital to lead the effort in eradicating obstacles to effective asthma management and treatment,” said Mrs. Iris Jimenez-Hernandez, HHC Senior Vice President and Lincoln Hospital Executive Director. “I look forward to working with the Bronx **RESPIRAR** Coalition partners to develop a strong regional network and formulate effective strategies that will ultimately improve the quality of life of those affected with asthma.”



# Lincoln's Palliative Care Program Receives Prestigious JC Certification

*Only Hospital in The Bronx and 1 of 2 in NYC  
to Receive Advanced Joint Commission Certification*



Palliative Care Team in Action: Dr. Abdul Mondul (3rd from left) speaks with patient Victor Figueroa. Looking on are (left to right) Rev. Emilia Steele, Estela Aquino, social worker; Ana Krokowski, R.N.; Puneeta Sharma, M.D., and Ileana De Jesus, Medical Surgery Technician

Lincoln Medical Center's Palliative Care Program has received the national Joint Commission's two-year Advanced Certification—the agency's highest level of distinction for palliative care programs. This recognition makes Lincoln one of only 12 hospitals in the U.S., one of two in New York City, and the only hospital in The Bronx to have demonstrated the highest commitment to excellence, and the patient and family-centered care that is vital to ensure a good quality of life for patients and families facing the complexities of serious illness, chronic pain and end of life.

"Our exceptional palliative care program is uniquely designed to empower patients and their families with an understanding of the nature of their illness and allows them to make timely, informed decisions about their care. We focus on the patient and their entire circle of caregivers, and extend

the psychosocial, spiritual and bereavement support they need at one of the most difficult times of their lives," said Iris R. Jimenez-Hernandez, Senior Vice President of the New York City Health and Hospitals Corporation (HHC) and Lincoln Hospital Executive Director.

"This Joint Commission review has given us the opportunity to showcase our expertise and best practices, but more importantly, it recognizes Lincoln Hospital for the outstanding level of patient and family-centered care and compassion that we provide to patients with serious illnesses."

Lincoln Hospital's Palliative Care program has been in operation since 2004 and is directed by Abdul Mondul, M.D., Chief of Palliative Care, along with a specialized team of doctors, nurses, social workers, a psychologist and a spiritual counselor.

"Palliative Medicine is intended for patients in all stages of serious disease including those undergoing treatment for potential curable illnesses and those living with chronic diseases, as well as patients who are nearing the end of life," said Dr. Melissa Schori, Chief Medical Officer at Lincoln. "The palliative care team has made great strides in achieving best practices that have generated a program that is deeply-rooted into the daily care we provide at Lincoln Hospital."

"This recognition is very encouraging and serves as an inspiration to strengthen our leadership commitment as well as build on the proven success of the best practices we have put in place," said Dr. Mondul. "It is also an opportunity to solidify our commitment to continue to guide patients and their families in defining goals of care based on their preferences, culture and spirituality."

# Breakthrough:

## *Belvis, Morrisania and Renaissance Fully Engaged in Lean Management*

*Engaging our Workforce to Eliminate Waste, Identify Root Causes, Solve Problems and Build on our Organization's Successes.*



During late fall and early winter of 2012, Belvis, Morrisania and Sydenham staff were fully engaged in Rapid Improvement Events (RIEs) conducted at Morrisania. These exercises are part of HHC's Breakthrough initiative designed to create a culture of continuous quality improvement.

The Breakthrough methodology is based on an improvement philosophy known as "Lean Business Principles", which was developed by Toyota Manufacturing and is used worldwide by many industries. It has been adopted by the healthcare industry to eliminate waste and streamline processes with the ultimate objective of improving customer and staff satisfaction.

Through the Rapid Improvement Events that have been taking place at Morrisania, the teams determined the best way to streamline processes, eliminate waste and improve efficiencies that will translate into cost savings, increased revenue and the reduction of non-value added steps.

The most recent RIEs focused on PCA functions to establish network-wide standard work, which is a major milestone in our improvement process. This standard work includes conducting follow-up appointments and labs in exam rooms.

In follow up appointments, patient flow time is projected to drop by three minutes at Belvis, five minutes at Morrisania and two minutes at Sydenham, not including reduced patient waiting at registration.

Other significant improvements were garnered through the establishment of network-wide standard work for labs in exam rooms by PCAs. Patient flow time is projected to drop by 5 minutes as a result of eliminating patient waiting and travel within facilities.

The next RIE event will be held in March at Belvis. Like other facilities throughout HHC, our Network health centers are fully engaged in the "Road Ahead" corporate initiative. We will continue to strive for continuous quality improvement on behalf of the patients who depend on us for excellence in medical care.



## NETWORK PROFILES

*We take great pride in showcasing our talented and dedicated staff. On this page, we are proud to feature two talented women who are currently at the helm of Morrisania Neighborhood Family Health Center and Renaissance Health Care Network as well as the distinguished Chair of Lincoln Medical Center's Department of Psychiatry. Their impressive credentials exemplify the skilled and dedicated administrative and clinical leadership that drive our mission to provide optimal care to our patients.*



**BERNADETTE MCKETNEY-BROWN**

*Associate Executive Director  
Renaissance Health Care Network*

Bernadette McKetney-Brown joined the Renaissance Health Care Network as the new Associate Executive Director at the beginning of fiscal year 2013. She is a hospital administrator with extensive experience in such areas as managed care, clinic management and oversight, program development, strategic planning, fiscal and grant management, personnel development and training, program evaluation and quality improvement. Working in health-care for the past 15 years Ms. McKetney-Brown has a BS in education, an MBA in finance and an advanced certificate in Health Policy and Management. She has been a National Association of Public



**MIKLOS LOSONCZY, M.D.**

*Chairman of Psychiatry  
Lincoln Medical Center*

Dr. Miklos Losonczy joined Lincoln Medical Center as Chairman of Psychiatry in September 2012. Dr. Losonczy graduated from the John Hopkins University with a Bachelor's of Science degree, completed a Doctor of Philosophy degree at New York University, and obtained his Doctor of Medicine degree from the Albert Einstein College of Medicine. Dr. Losonczy completed his psychiatry training in the Albert Einstein College of Medicine Psychiatry Program. He is currently an Associate Professor of Psychiatry at the New Jersey Medical School and Associate Professor of Psychiatry at the Robert Wood Johnson School of Medicine.

*Profiles Continue on page 19*



**DEBORAH R. MABRY**

*Associate Executive Director  
Morrisania Diagnostic and Treatment Center*

Deborah R. Mabry has been in the health care field for over twenty five years, acquiring extensive expertise in development, management, planning and expanding primary care health services to underserved communities which need quality health care delivered in a dignified and culturally appropriate setting. Ms. Mabry is a graduate of the Executive Development Program at New York University and has a Master's Degree from Long Island University and a Bachelor's Degree from Bernard M. Baruch College.

She began her health career with the NYC Health and Hospitals Corporation in the



Lincoln Hospital staffers enjoy the moment as new Teen Van is unveiled. Left to right: Shameka Carey, Family Planning Director; Dr. Melissa Schori, Chief Medical Officer; Dr. Monique Collier-Nickles, Chief of Adolescent Medicine, and Dr. Shefali Khanna, Chief of Pediatrics.

# Lincoln Medical Center Unveils Teen Van

## *Vehicle to Tour South Bronx Communities to Promote Support Services to Teenage Population*

Lincoln Medical Center unveiled its **TEEN (Teen Education and Empowerment Network)** Van advancing comprehensive support services geared towards improving the health and well-being of Bronx teens and young adults ages 12 to 21. The teen vehicle--a 2012 Ford Transit that accommodates 4 passengers purchased with a \$25,000 grant from the New York Yankees--will boost outreach efforts to help prevent teens from choosing risky lifestyle behaviors that can adversely impact their present and future lives. The **TEEN program**, under the guidance of the hospital's Community Outreach Program and Teen Center, also focuses on mentoring teens about self esteem, career opportunities and college readiness.

At the unveiling ceremony in front of the hospital, the Chair of Lincoln Medical Center's Pediatric Services Dr. Shefali Khanna and other medical and administrative staff were joined by teenagers from Lincoln's Teen Cen-

ter, DOH Bronx Teens Connection and other representatives from community-based organizations. Also present lending his support as a motivational speaker was Alvin "Ace" Bowen, NFL Free Agent. Featured performers Bones the Machine and DJ Aaron of Next Level Squad gave a superb presentation of their "Flexing" dance routine.

The van, decorated with a distinctive exterior wrap-around design that will appeal to teens, will travel to South Bronx schools, churches, and community-based organizations that provide youth oriented services and will be present at health fairs and other community events.

"Our adolescents and young adults need and deserve a safe and nurturing environment to help them become healthy and productive members of society," said Mrs. Iris Jimenez-Hernandez, HHC Senior Vice President and Executive Director of Lincoln Medical Center. "We are very grateful to the New York Yankees for their continued

support of our children and teenagers and will ensure that our **TEEN Van** will be used as a significant tool to bring the message of health and well-being throughout our service areas."

"Lincoln health educators will travel in the **TEEN Van** and will be available to speak with teens and provide appropriate referrals and health information on topics of concern to this vulnerable population," said Maria Ramos, Associate Director of Lincoln Medical Centers' Community Outreach and Health Education Department.

"Lincoln Medical Center's multi-disciplinary approach to reach teens and young adults focuses on raising awareness of medical problems affecting them; such as obesity, lack of physical exercise, substance abuse, dating violence, impaired familial relationships, reproductive health, sexually transmitted diseases and other psychosocial stressors they are confronting in their daily lives," said Dr. Monique Collier, Chief of Adolescent Medicine.

In addition to the use of the teen van, the Teen Center Program is enhancing services through an updated Teen telephone information line to include the scheduling of confidential Family Planning Services, additional staffing resources and expansion of hours of operation to include evening hours every Wednesday from 5 pm to 7 pm.



# Lincoln Medical Center Celebrates Expansion of Cancer Center

*Patient-Centered Modernization Increases Capacity, Cuts Down Wait Time, Enhances Patient Comfort*



Mrs. Jimenez Hernandez, CAB Chair George Rodriguez and Auxiliary President Mrs. Mirian L. Moses are joined by members of Mrs. Angela Randall's family (left to right) daughter Deborah J. Randall; husband Rudolph Randall; son Rahn J. Randall and daughter Barbara Randall. Also present are Dr. Melissa Schori, Chief Medical Officer, Cancer Center Director Dr. Niyati Bhagwati and Breast Center Director Dr. Sydney McCalla.

Lincoln Medical Center celebrated the renovation of its Infusion Suite during a ribbon cutting ceremony, marking the continued improvement of its award-winning Cancer Center. The renovated outpatient Infusion Suite allows for increased capacity, going from 6 to 11 infusion stations featuring reclining chairs, individual television screens and head phones for comfort and privacy. This expansion comes at a time when chemotherapy infusions at the Cancer Center have increased 35 percent in 2012 to date, compared to 2011.

Renovation of the Suite was made possible through \$80,000 in partial funding from the Lincoln Hospital Auxiliary to help defray the cost of the Infusion Center expansion which amounts to a total of \$150,000.

"This modernized Infusion Suite exemplifies our commitment to reversing disparities in cancer outcomes and fosters improved access to the medically underserved in our community," said Iris R. Jimenez-Hernandez, Network Senior Vice President and Lincoln Hospital Executive Director. "With the latest in modern technology, the improved outpatient setting offers an effective option to hospitalization, enhancing our ability to improve the quality of life of our cancer patients and their families."

The Cancer Center, under the skilled guidance of Dr. Niyati Bhagwati, was successfully re-accredited with commendations by the American College of Surgeons Commission on Cancer in October 2012.

"This award recognizes Lincoln Hospital's strive for excellence in providing quality care to cancer patients and for demonstrating a commendation level of compliance with rigorous standards that represent the full scope of the cancer program," said Dr. Bhagwati.

"Our renovated Infusion Suite gives us the impetus to continue striving to eradicate barriers to care, improving access to early diagnosis and preventive care that can save lives," said Melissa P. Schori, Chief Medical Officer, adding that "walk-in appointments are now available for mammograms to further meet the need for easier access and timely intervention."

*Continues on page 14*

*Continued from page 13*

In addition, Lincoln Hospital's Breast Center, an integral component of the Cancer Center, was the first site in New York City to receive accreditation by the American College of Surgeons National Accreditation Program for Breast Centers in 2009, recognizing Lincoln as a Center of Excellence for Breast Cancer.

Dr. Sydney McCalla, Lincoln Breast Center Director, noted, "Breast cancer continues to be one of the leading causes of cancer death among women of all races and those of Hispanic origin. In our quest to promote awareness of the disease in these difficult economic times, we have found great support from our Lincoln Hospital Auxiliary. With a generous grant from the Auxiliaries, we were able to hold the first conference on Disparities in Breast Cancer and the disproportionate burdens that adversely affect minority women."

## Bronze Memorial Plaque Honors the late Angela E. Randall

The celebratory event included the unveiling of a bronze memorial plaque honoring the lifetime achievements of Angela E. Randall (1928-2011) who for many years served as Chair of the Lincoln Hospital Auxiliary. As a cancer survivor, she was a firm believer in the importance of educating the community about cancer prevention and worked closely with the Auxiliary Committee to provide generous annual grants to Viva Mujer, Viva los Hombres, the outreach and education components of the Cancer Center.



"This is a fitting occasion to posthumously extend our heartfelt gratitude to a remarkable human being who dedicated a lifetime to public service," said Mrs. Jimenez-Hernandez. "She left a legacy of love and commitment to humanity that will continue to inspire her family and friends. The plaque unveiled today will be a constant reminder of her selfless love for Lincoln Hospital, its staff and patients."

## Building for Success

### Lincoln Completes First Phase of ER Modernization

The renovation and expansion of Lincoln Medical Center's top-rated emergency department is well underway with the recent completion of a new and expanded Psychiatric Emergency Room, achieving Phase I of the ambitious modernization project.

The new Behavioral Health Emergency suite now offers a larger and brighter space that accommodates two-bed patient rooms and features an open nursing station, removing barriers that promote improved patient and staff communication. The number of show-ers has been increased from one to three and provides wheel chair access. The space configuration offers an area for recreational activities and visitors. Patient privacy has been enhanced with the addition of two interview rooms.

The Pediatric Emergency Department is now occupying a larger temporary space featuring a wider, circular nursing station which improves patient flow and includes 10 registration booths which expedite paperwork. The asthma room has been enhanced with 17 stations, offering a more ample and comfortable setting. This service will remain in this location until it is relocated to its permanent modernized and larger site in late 2013.

Lincoln Medical Center's Level 1 Trauma Center, the busiest emergency room in the region, has been recognized for many innovations including a full complement of specialized physicians with certification in emergency medicine, a Telephone Triage service to



reduce unnecessary emergency department visits, and a Center of Excellence for victims of sexual assault.

The existing emergency room at Lincoln Hospital was built in the mid 70s. When completed, the renovated and expanded service will be well positioned to address the current and anticipated needs for emergency services to our community.





L. to R: Lincoln CAB Chair George Rodriguez, representatives of El Valle Restaurants, Havana Café, Yolanda's Restaurant and Glen Roy's Tavern, Mrs. Jimenez-Hernandez, Commissioner Lillian Barrios Paoli, HHC Board of Directors member Mrs. Josephine Bolus, Lincoln Deputy Executive Director William Hicks, Chef Diane Barrett, and Chief Medical Officer, Melissa Schori, M.D.

# Lincoln Medical Center Publishes Ethnic Cookbook

## *Traditional Recipes Modified to Reduce Fat, Sodium and Sugar Content*

Lincoln Medical Center presented its first Seniors Cookbook—a collection of traditional family recipes that have been modified to reduce fat, sodium and sugar content to provide healthy eating recipes that preserve ethnic, culinary traditions. Titled *Savory Bites and Sweet Sensations: Bronx Home Cooking*, the book contains 44 delicious recipes contributed by seniors from Central and South America, the Caribbean and Nigeria, representing the rich diversity of our patient population. The book was commissioned by Iris R. Jimenez-Hernandez, HHC Senior Vice President and Lincoln Hospital Executive Director.

Mrs. Jimenez-Hernandez was joined by New York City Department for the Aging Commissioner Lillian Barrios-Paoli and a group of seniors at a reception announcing the launch of the English/Span-

ish cookbook, which will be distributed by Lincoln Hospital doctors to patients at risk of diabetes, hypertension and other chronic conditions and diseases.

At a time when the epidemic of overweight and obesity and related diseases is the subject of public discourse, this endeavor connects to the numerous initiatives taking place to improve health outcomes and reduce healthcare disparities among ethnic minorities and poor communities.

The Seniors' Home Cooking project garnered the support of a number of senior centers, neighborhood supermarkets, and community restaurants. El Valle Restaurant, Glen Roy Tavern, Havana Café and Yolanda's Restaurant agreed to include selected recipes in their menus to give their patrons healthier choices.

"This cookbook is a taste of home that

will inspire many to eat healthier while remaining true to the flavorful, traditional meals we have learned to enjoy," said Mrs. Jimenez-Hernandez. "As the medical community and other public and private sectors continue to promote the importance of a balanced diet to live a longer and healthier life, *Savory Bites and Sweet Sensations: Bronx Home Cooking* offers wholesome recipes that honor our culture in a healthy way."

"Healthy eating habits are extremely important, particularly as we grow older," said Commissioner Barrios-Paoli. "The nutritious recipes in Lincoln Hospital's senior cookbook make it easier for seniors to make smart choices."

"Those consumers who enjoy ethnic food will find some of the recipes simply irresistible," said Chef and Registered Dietician Diane Barrett. "Plantains with Sweet Bluefish from Honduras, Beef in Green Sauce from Peru, Chicken Casserole with Celery Root from Puerto Rico, Fufu and Jollof Rice from Nigeria are some of the delectable dishes that will help consumers to enjoy traditional recipes in a healthy way." Copies of all recipes can be obtained by logging onto Lincoln Hospital's website at <http://www.nyc.gov/hhc/lincoln/cookbook>

## Patient Safety and Advocacy Discussed at CABS' Retreat

In their continuing effort to educate and train our community about patient safety and advocacy, Lincoln, Belvis and Morrisania Community Advisory Boards gathered in March 2012 for their Annual Retreat at the Pelham Split Rock Golf Course. The keynote speaker was Patricia J. Skolnik, Founder and Director of Citizens for Patient Safety, whose purpose is to improve the quality of care patients receive. Mrs. Skolnik, who experienced a personal tragedy as a result of medical errors, presented her son's story, "From Tears to Transparency: The Story of Michael Skolnik." The discussion on the importance of shared decision making and how to become an effective patient advocate was well received. Additionally, Lincoln held a patient safety forum for members of the Patient Advisory Council. Mrs. Skolnik made a presentation at this forum and engaged the group in an intriguing and thought-provoking discussion.



L. to R. – Pascual Gomez, Lincoln CAB member; George Rodriguez, Lincoln CAB Chair; Patricia J. Skolnik, keynote speaker; Roland Lopez, CAB member; Mrs. Iris Jimenez-Hernandez; Abdul Mondul, M.D.; George T. Robinson, Chair, Morrisania CAB; and LaRay Brown, Sr. V.P. Corporate Planning and Community Health

## Harlem Hospital Auxiliary's Annual Public Meeting Addresses "Leadership and Purpose"



From L to R - Members of Executive Committee: Parliamentarian, Chaplain Alicia Aleck-Goudi; Second Vice President, Josette Bailey; First Vice President, Rosalyn Graves Wilson; Recording Secretary, Louise Burell; President, Dorothy Payne-Morehead; Corresponding Secretary, Elise Trotman; Financial Secretary, Mae Hall; and Treasurer, Marlene Ramsey

The Harlem Hospital Auxiliary Public Annual Meeting, held on January 15, 2013, offered an important forum addressing "Leadership and Purpose." The theme is characteristic of the Auxiliary's mission to lead by example and remain loyal to its goals and purpose on behalf of Harlem Hospital's patients.

The keynote speaker was Rev. Tawan W. Davis, MS, M.B.A., Vice President of New York City Economic Development Corporation and Adjunct Professor of Finance at New York University. Auxiliary Chair Dorothy Morehead was congratulated on her reelection as head of the organization as were the newly elected Executive Committee (see photo.)

Established in 1911, the Harlem Hospital Auxiliary, Inc., continues to serve Harlem Hospital Center and the Harlem community with great dedication and commitment.





**Recovery Center staff:** left to right 1st row: Pedro Madrigal, Alex Aleman, Addiction Counselor; Doris Brown, Angela Torres, Senior Addiction Counselor; Adama Kamara, Community Liaison Worker; Christina Laboy, Associate Director Mental Health/Program Director; Sheila Duncan, Addiction Counselor; Nancy Smalls and Didianna Peralta. 2nd row left to right: Esohe Olaye, Addiction Counselor; Norman Crawley, Peer Counselor; Maria Mendoza, Addiction Counselor; Tariq Ghulman, John Burgos, Jr. Acupuncturist; Roxanne Chamble, Addiction Counselor; Sherri Uptegrow, Addiction Counselor and Dorine Seabrook

## Lincoln Recovery Center at Belvis

### *Over 40 Years Leading the Path to Healing*

Lincoln Recovery Center, the nationally-renowned outpatient chemical dependency treatment facility located at the Segundo Ruiz Belvis Diagnostic & Treatment Center, continues to lead the path to healing and recovery for adults over 18 years of age.

The Center provides treatment services, such as individual and group counseling. Group topics range from relapse prevention, vocational and family counseling, to 12-step fellowship meetings such as Narcotics Anonymous & Alcoholics Anonymous. Services are offered in English and Spanish. The only requirement is that patients be willing to attend and engage in the recovery process at the clinic.

“We help to transform lives,” says Christina Laboy, Associate Director Mental Health/Program Director. “We see people get their lives back, free from chemical dependence.”

Founded over 40 years ago, the Center is one of the nation’s longest advocates of Ho-

listic treatment of substance dependence. Its Auricular Acupuncture and Reiki programs are models replicated across the country.

“It’s revolutionary”, emphasizes Angela Torres, Senior Addiction Counselor and Reiki Master. “Health is a combination of mind, body, and spirit. Once patients connect with the universal energy, they feel better and can stay focused on recovery”.

With a 98 percent success-rate, the Auricular Acupuncture program helps patients manage withdrawal symptoms, chronic pain, and post-traumatic stress disorder, among other challenges. Reiki, the Japanese technique for stress reduction, on the other hand, helps them balance their energy chakras to focus on healing and getting clarity.

“It is about becoming grounded, relaxed, and aware of emotions”, explains Acupuncturist John Burgos, Jr.

Lincoln Recovery Center offers evening



hours to accommodate patients who work or go to school. Treatment is individualized, so patients may complete the recovery program between 3 to 9 months. The facility accepts patients who are self-referred, referred from other clinics and/or community agencies.



# “Preventive Health Care Today For a Healthier Tomorrow”

The Renaissance Auxiliary 2012 Annual Public meeting highlighted the importance of healthier lifestyles and preventive medical care. The conference, held during the summer at the Adam Clayton Powell State Office Building, was appropriately titled “Preventive Health Care Today for a Healthier Tomorrow.” Medical Director Dr. Reba Williams and Senior Executive Administrator Dinah Surh, reported on initiatives and improvements at the Renaissance Healthcare Network that support patient-centered service to improve health outcomes among the population that has chosen Renaissance as its primary care provider. During the event, Auxiliary President Gideon Manasseh, Vice President Robert Grier and members of the Auxiliary presented awards to Henrietta W. Weston, Paulette McCullough and Lula W. King for their dedicated service to the community.



Vice President Bob Grier posing with Bernice Rutherford, Lula King, Priscilla Maddox and Henrietta Weston.

## Cruising For a Cause AAA Magazine Salutes Renaissance Auxiliary



The Renaissance Auxiliary has three primary purposes and activities. It raises funds to support patient care programs, assists the network through volunteerism, and acts as a channel of communication and interpretation between the institution and the community. In fulfilling this role, they also have a lot of fun and they especially enjoy their fund raising cruises. (see photo)

The September/October 2012 issue of AAA’s monthly magazine, Car & Travel, paid special tribute to the Renaissance Auxiliary in its Member Interactive section.

Under the caption, “Cruising for a Cause,” the article highlighted how AAA New York’s Group Travel Services teamed up with the Auxiliary in organizing their fund raising cruises to supplement patient care services throughout the Renaissance Health Care Network.



## NETWORK PROFILES

*Continued from page 11*

### BERNADETTE MCKETNEY-BROWN

Hospitals Fellow since 2002 in addition to being a member of the New York Association for Ambulatory Care and of the Healthcare Financial Management Association.

Ms. McKetney-Brown is a strong advocate for patients receiving quality care with positive healthcare experiences and clinical outcomes. Now at the helm of the Renaissance Healthcare Network, she will ensure that the Sydenham legacy of excellence in health care continues.

Prior to her career in health care in HHC, she has had a diverse career as an educator and financial director in the private sector. Sensitive to the need for building self-esteem and healthy lifestyles in youth, she has been teaching dance to children from 3 to 17 years of age for many years. She recognizes the importance of mentoring a generation of people who understand and are committed to joining a workforce in an ever changing healthcare environment.

### MIKLOS LOSONCZY, M.D.

Because of his clinical and administrative leadership, Dr. Miklos Losonczy has held several hospital appointments. They include Associate Chief of Staff, Mental Health and Behavioral Sciences at the VA New Jersey Healthcare System (East Orange and Lyons, NJ); Chief of Staff at FDR VA Hospital in Montrose, NY; Clinical Director at Pilgrim Psychiatric Center in Brentwood, NY and Director Day Hospital Psychiatric Services in the VA Medical Center in The Bronx.

During his professional career, Dr. Losonczy has received numerous awards for his expertise and contributions to the practice of Psychiatry. Among them, the GAP Fellow Award for the Group for the Advancement of Psychiatry, Bachelor for Elective Studies (BES) highest honor awarded by the John Hopkins University, and the Hamilton Award for Distinguished Achievement in Social Sciences.

Dr. Losonczy holds memberships in many distinguished professional organizations, including the VA White House Subcommittee Council on the Aging, the External Advisory Committee to the Center of Excellence for Mental Healthcare and Outreach Research and Co-Chair of the Veterans Integrated Service Network Suicide Prevention Work Group.

### DEBORAH R. MABRY

Office of Affiliation Administration and later served at two of HHC's flagship hospitals overseeing ambulatory care services. In this leadership position, she managed staffing, budgetary and service delivery aspects for the provision of ambulatory care both on hospital premises and within the surrounding community.

In her pursuit to expand her knowledge and experience in health care, Deborah transitioned to the not-for-profit hospital environment becoming familiar with their business model. As a member of the leadership team at Interfaith Medical Center and Kingsbrook Jewish Medical Center in Brooklyn, New York, Deborah helped to develop and implement the strategic goals and objectives to improve services to patients.

Continuing her quest to round out her health care experience, Deborah served as Executive Vice President and Chief Operating Officer at the Morris Heights Health Center in The Bronx-- a federally qualified health center in existence for over 32 years. It is Deborah's goal to use her extensive knowledge to work closely with the leadership team to implement changes and programs geared towards the improvement and expansion of primary care services at Morrisania Diagnostic and Treatment Center.

*Continued from page 1*

## Lincoln Medical Center Receives National Award for Quality

outcomes in a patient population that is faced with many health disparities, and equally challenging social and economic issues," said Iris Jimenez-Hernandez, Executive Director of Lincoln Hospital.

The Quest for Quality Award was presented during the Annual Health Forum Summit held in San Francisco, California, on July 19<sup>th</sup>.

"This award recognizes that Lincoln is a high-performing healthcare organization with an advanced clinical information system that

leads to improved health outcomes," affirmed Melissa P. Schori, Lincoln Hospital's Chief Medical Officer. "Our commitment to patient-centered health care delivery, and collaborative teamwork using TeamSTEPPS, Just Culture, and Lean methodology, is evidenced by numerous accreditations and achievement awards."

"At Lincoln Medical Center we are focused on the right things that make a difference to patients and staff: preventing infections, removing barriers to cancer screenings, and

providing coordinated care from our primary care medical homes," added Mrs. Hernandez.

Rich Umbdenstock, AHA President and CEO, released a statement congratulating the 2012 Quest for Quality Award recipients: "The hospitals we recognize are using sustained efforts to achieve results that enhance care for patients in their communities. Hospitals know that one of the best ways to bring greater value to health care services is to improve efficiency, safety, and effectiveness," he stated.

# Rising to the Occasion

Our Network staff's unwavering commitment to our patients stands up to even the fiercest storms. When Hurricane Sandy hit our area mercilessly last October 2012, our bold and spirited staff confronted the storm's wrath head-on, demonstrating-- both individually and collectively-- just how much they care for the patients and for our health care institutions. The President's Office of Special Projects recently published *Rising to the Occasion*, a booklet that recounts the stories of some of the many HHC employees whose extraordinary efforts and personal sacrifices helped us make it through the hurricane and the destruction that it caused. This is an excerpt from the booklet that highlights some of the countless heroes in our Network. You can access the entire booklet at <http://throughthestorm.nychhc.org/>



**Sima Bruk**  
 Director, Systems and Programming  
 Lincoln Medical Center

The unanticipated closing of Bellevue Hospital Center posed a major challenge for Lincoln Hospital. The hospital's lab specimens are ordinarily transmitted electronically and processed at the Bellevue Lab. Once the lab closed, Lincoln had to quickly reroute its specimens elsewhere to provide seamless service to patients.

Lab staff also experienced increased workload as more specimens were being processed in-house. Sima Bruk took on the tedious job of reconfiguring the database of procedures consisting of common lab tests ordered in high volume, a project that significantly eased the burden of the lab staff. The database reconfiguration required full concentration and careful testing. For four straight days, Bruk worked with Harlem's and Lincoln's lab directors and the external reference lab, maintaining the processing of results for HHC patients without major disruptions. "Not too many people understand what we do," Bruk says. "We do whatever is necessary to keep Lincoln online and functioning."

## Ambulatory Care Team

### *Lincoln Medical Center*

With the storm looming, Lincoln Hospital's ambulatory care staff mobilized to call patients to reschedule their appointments and remind them to stay safe. Clerks, coordinating managers, and administrative staff worked together to reach more than 5,400 patients.

"I was deeply impressed with those individuals who were dealing with difficult personal and family demands and yet, were determined to put personal struggles on hold and make room for their responsibilities to our patients," says Charmaine Thomas, Associate Executive Director of Clinical Operations at Lincoln.

When patients walked into the clinic in the midst of the hurricane, the staff was present to assist with the daily operations of the Ambulatory Care Department. When they were needed in the inpatient units, ambulatory care employees also volunteered to stay overnight to help care for patients who required around the clock watch. Other staff members stayed overnight to make sure they were available the following day.



**Denise Jones, RN**  
 Head Nurse, OB/GYN  
 Harlem Hospital Center

Denise Jones showed up for work the morning before the storm with a packed bag and ended up staying at Harlem Hospital for three straight days. And when she learned that her staff nurses were eager to report to work but couldn't make it because all public transportation was suspended, Jones got in her car. Driving as far as the Bronx and New Jersey through high winds and rain, Jones picked up her colleagues on three separate occasions. The transportation runs were "no problem," she says. "They are my family away from home."

To ensure her nurses didn't get completely worn out the week of the storm, Jones also set up rooms where they could rest at the hospital. She herself provided coverage on both Labor and Delivery and Post Partum units. "To me, it was just like any other work week," says Jones. "Well, maybe a little more complicated."



Front Row, left to right: Sonia Torres, Clerical Associate; Sheba Perry, Assistant Coordinating Manager; Gertrude Torres, Assistant Coordinating Manager; Clerical Associates Angela Toro, Elizabeth Diaz, and Charmaine Thomas, Associate Executive Director. Back Row, left to right: Clerical Associates Debby Morel, Wendy Martinez, Joseph Ortiz, Yohani Cruz; Deputy Executive Director William Hicks, Assistant Director Misty Topping-Reid, Clerical Associates Deborah Callender, Betty Gomez, Jessica Sanchez, Ramiro Caceres, and Jesus Algarin