

# CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network  
January 6, 2012-----

## EMPLOYEE OF THE MONTH SEPTEMBER 2011



**Anna Codrington, Coordinating Manager  
Patient Financial Services**

Occasionally our write-ups include an experience a patient had getting an appointment. We hear how fortunate they were to have someone guide them through the process with professionalism. Rarely do we share this testimony from an employee's perspective.

A fellow Network employee contacted Mrs. Codrington in her attempt to schedule an appointment. Mrs. Codrington not only scheduled the appointment for her, she provided the jitney schedule, and even offered cab fare to the employee in case she missed the jitney. Upon the staff person's arrival the question was asked "now

what?" Mrs. Codrington navigated the employee through the system answering each question with much precision. Special thanks to Mrs. Codrington for extending courtesy to a fellow employee, making her patient experience a pleasant one.

## CAUGHT IN THE ACT

Stephen Marshall, Police Officer,  
Hospital Police

An elderly Asian woman got off the elevator in the lobby. She was walking very slowly, using two canes. As such she was unable to zip her jacket - a simple process for most, but difficult for her. Because of her apparent impairment, she was unable to steady herself easily. Officer Marshall - on duty in the lobby - stepped forward to help her zip her jacket. It took all of a couple seconds, and some would say "It's not much or it's not that big a deal in the grand-scheme of things", but it showed a basic sense of kindness and decency on his part. Simple acts of kindness reverberate in the memory of our patients, and although they might have received awful news, at least they know we'll care for them at every level.

**EMPLOYEE OF THE MONTH  
OCTOBER 2011**



**Timisha Dargan-Boseman,**  
**Psych Tech, Psychiatry, Inpatient Unit**  
Ms. Dargan-Boseman has been named Employee of the Month for October 2011 for her work with a special needs patient. The patient requires constant one to one care which includes but is not limited to managing dietary needs, assistance with hygiene and grooming. She meets all requirements of the regulations of A.D.A. (Americans With Disabilities Act) effortlessly. She has proven to be more than willing to provide the patient with care needed to adjust and does it with much joy. The Department of Psychiatry Inpatient Unit wishes to thank Ms. Dargan-Boseman for her tireless efforts to ensure excellent patient care.

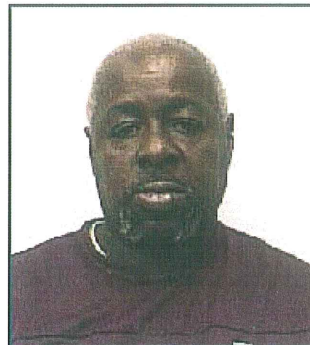
**CAUGHT IN THE ACT**

**Denise Jones, Head Nurse, OB/GYN  
MOBA (Mother/Baby)**

The Department of OB/GYN MOBA (Mother/Baby) Unit has taken this opportunity to commend Ms. Jones for her displays of humanitarianism. Ms. Jones can be reached whenever needed, even on scheduled off days, and has an open door policy for her staff. During Hurricane Irene, it was nothing for Ms.

Jones to leave the campus, travel to Jacob's to purchase food for her staff and carry it back herself. Ms. Jones goes the extra mile to do whatever's needed to carry out functions within the unit as smoothly as possible. It has been unanimously decided by the staff of the MOBA unit, that Ms. Jones is indeed a pleasure to serve under. Congratulations Ms. Jones for providing a comfortable working environment for your staff.

**EMPLOYEE OF THE MONTH  
NOVEMBER 2011**



**Gary King, Service Aide  
Environmental Services**

MidAtlantic Plus, LLC, a moving vendor nominated Mr. King for his assistance with moving furniture. During one of three trips the company made to the Hospital, the movers experienced some difficulty maneuvering down the ramp. Mr. King, who was passing by noticed the movers' struggles. Without hesitation he assisted them with the furniture, down the ramp and into their van... In the rain! Mr. King, thank you for your example of world class customer service.

**CAUGHT IN THE ACT - Eduard  
Yakubov and Peron Pierre, Respiratory  
Therapists, Respiratory**  
Mr. Yakubov and Mr. Pierre responded promptly to assist in setting up a

delicate machine to provide oxygen to a child in the NICU. The machine used was cutting edge and aided in saving the life of a newborn. The gentlemen handled the situation with care and efficiency. Their professionalism, attention to detail and courtesy has been recognized by the staff of the NICU and Harlem Hospital Center.

#### MEDICAL BOARD CHRISTMAS PARTY



(l-r): Benjamin Aubey, MD, Treasurer, Medical Board, Joan Culpepper-Morgan, MD, President and John Clark, MD, Vice President

On Friday, December 16, 2011, the clinical and administrative staff of Harlem Hospital Center participated in an evening of elegance and gratitude hosted by our Executive Director, Medical Director and President of the Medical Board.

Beautiful Chocolat Restaurant was further transformed into a room filled with smiling, appreciative faces. Ms. Soares, Dr. Wright and Dr. Culpepper-Morgan greeted each guest as they arrived and shared their appreciation across the room for the hard work exhibited every day by the staff.

Cheers resonated as the name of our Executive Director was announced. Further applause was given after hearing the report of Harlem Hospital Center's Leap Frog Award and acknowledgement by the Corporate office of the Hospital's improvement.

The night concluded with great food, laughter and fancy footwork by some of the staff.



(l-r): Dr. Joan Culpepper-Morgan, President, Medical Board and Denise C. Soares, RN, MA, Executive Director, Harlem Hospital Center/RHCN



(l-r): Roberta Locko, MD, Network Director, Radiology, Helen Richards, MD, Director, Pathology, Maurice Wright, MD, Medical Director, Deborah Thornhill, Associate Executive Director, Strategic Planning and Heidi Aronin, Chief Administrative Officer/Chief Operating Officer, PAGNY



(l-r): Shaana Trusty, Yuvania Espino, Executive Secretaries, Denise C. Soares, RN, MA, Executive Director, and Lorna Riddock, Sr. Executive Secretary



(l-r): Samantha Jenkins, RN, MBA/HSC, Associate Director, Nursing, Obii Emerole, RN, MBA, MA, Sr. Associate Director, Christine Greenidge, DHA, MSN, RN, BC, Deputy Director of Nursing and Marjorie Carey, RN, MSN, Ed., Assistant Director



### BLOOD DRIVE

On Thursday, January 12, 2012, the Hospital will sponsor a Blood Drive in the Art Gallery from 12:00 noon - 6:00 p.m. Donate blood and save a life.

### PRINCESS KARLA VISITS HARLEM HOSPITAL CENTER



Dr. Kareem Ghalib, Chief of Service, Carol Roberts, Associate Director Outpatients Services and Princess Karla joined by Children from Child Psychiatry and Family Care

When Princess Karla selected Harlem Hospital to volunteer her singing talents it became Princess Karla Day for the Dept. of Pediatrics. On Wednesday, December 21, 2011 Princess Karla (a.k.a. Karla Simmons) a Julliard School Graduate and performing artist, sang Christmas songs, Hanukah songs, Disney songs and Michael Jackson and Justin Bieber songs to children, families and staff all day long. She traveled from building to building to sing Deck the Halls, Jingle Bells, Silent Night for Family Care, Child and Adolescent Psychiatry, Pediatric Clinic, Pediatric Ward, PER, WIC and the MLK lobby. Princess Karla's singing voice was amazing and her smile contagious.

## COMEDIAN CAPONE GIVES GIFTS FOR HOLIDAYS



Comedian Capone gives gifts to children visiting the Psychiatric Program

On December 22, 2011, Harlem Hospital Center's Child Psychiatric Outpatient program was visited by Comedian Capone and he came bearing gifts. Capone spent the day giving gifts and bringing laughter to the hearts of the children.

Special thanks to Ms. Valerie Wright and Ms. Charlene Bailey-Ayers for arranging this visit.

## NEW YORK KNICKS AND GHCC'S ANNUAL TOY DRIVE



(l-r): Robert McCullough, Former CAB Member, Coordinator, National Association for Each One Teach One, Calvin Ramsey, Former Knicks Player, John Starks, Former Knicks Player, Denise C. Soares, RN, MA, Executive Director, Harlem Hospital Center/RHCN and others



Staff, former members of the New York Knicks, and patients receiving gifts

On December 23, 2011, former team members of the New York Knicks paused to give the best gift they could give... visiting hospitalized children and bringing gifts from their Annual Toy Drive. Coordinated by the Greater Harlem Chamber of Commerce and the National Association of Each One Teach One, several of the members walked the halls distributing gifts on the 17<sup>th</sup> Floor and in Peds ER.

Special thanks to the Greater Harlem Chamber of Commerce and The National Association of Each One Teach One for arranging this visit and thinking about the children at Harlem Hospital Center.

## HOT 97 AND HARLEM HOSPITAL CHILDREN'S HOLIDAY AND TOY GIVE AWAY



Staff putting on a play for the children



Audience of students attending the Toy Drive

Hosted by Harlem Hospital Center, Hot 97, Project Sunshine and staff of Harlem Hospital Center, the auditorium was filled with students representing five schools within the community on December 16, 2011 who were treated to a play, gifts and a good time. The book entitled "The Mouse Trap" came to life as **Ms. Nancy Simmons**, Community Outreach, read the story. Santa visited the Herbert G. Cave Auditorium bringing joy and cheer to the hearts of many, and bringing early Christmas gifts too.



2011 Children's Holiday Celebration Organizers and Volunteers: Valerie Wright, Carlotta Klein, Alan Cole, Patricia Crawford, Santa Claus (Mr. Khan), Emily Johnson, Carol Brutus joined by volunteers from Project Sunshine

Special thanks to Ms. Valerie Wright, Community Outreach for orchestrating this event.

## ENVIRONMENTAL SERVICES EMPLOYEE APPRECIATION DAY



The Crothall Management team (Courtney Young, John Daniel, Anthony Arnold) surrounded by the Environmental Services staff, celebrating Employee Recognition Day

The Department of Environmental Services paused to appreciate staff for their tireless efforts throughout the year. The 3<sup>rd</sup> Floor Dayroom served as a reception hall filled with beautiful decorations and food for the honorees.

Staff was appreciated for their collective efforts to ensure that quality patient care is maintained in a clean environment.

On behalf of Harlem Hospital Center, thank you Department of Environmental Services for ensuring the environment of care is clean around the clock. Your motto proves evident... You don't cut corners, you clean them!



## BREAKTHROUGH COMES TO HARLEM

There is something new on the horizon at Harlem Hospital Center and it is called Breakthrough/LEAN. Over the coming weeks and months, staff at all levels of this great institution will have many opportunities to learn, grow, participate and improve.

Harlem Hospital Center has chosen to adopt the Breakthrough Performance Improvement LEAN Methodology to improve our services and bottom line. We must do this to meet the demands of our community and to increase our revenue, while decreasing expenses.

Breakthrough/LEAN means our patients and staff contribute to this improvement, that their voice is heard and their creativity is woven into the tapestry of this great facility. This will ensure our on-going viability and will position Harlem Hospital Center as the provider of choice within Central Harlem and Northern Manhattan.

Harlem Hospital Center began training staff in the Breakthrough/LEAN Methodology in the fourth quarter of 2011. Since that time 175 members of our staff have taken the course *Introduction to Breakthrough*, 39 members of our staff have received *Total Green Certification*, 30 members of our staff have participated in a *Visioning Workshop*, and 43 members of our staff have completed Core team

## MEDICAL RECORDS HOLIDAY PARTY



Staff of Medical Records with their Director, Mrs. Nelly Valentin

Medical Records was filled with music, happy staff, Christmas decorations and a variety of food as they took time to celebrate the holiday. Staff showed their culinary skills as gifts to each other, coming together with fellowship. Mrs. Valentin took a moment to appreciate her staff for their hard work in keeping Medical Records in compliance in all areas.

training. Many members of our staff have participated in Rapid Improvement Events at Lincoln and our training schedule for 2012 has been well defined. Along with every other facility in the New York City Health and Hospitals Corporation, we are mindful of the corporate initiative and "The Road Ahead." We will make sure the road we walk supports patient care, patient safety and a high level of patient and staff satisfaction.

Breakthrough/LEAN will help us eliminate waste by improving the efficiency of our processes. It's time to Breakthrough to our new way of thinking, "creativity before capitol!"

#### **GET YOUR FLU SHOT - WIN AN IPAD2**

Wouldn't you like to be the proud owner of a 64GB, WI-FI, 3G, AT&T ready IPAD 2?

All employees who take the flu shot by January 15, 2012, are automatically entered in the raffle for a chance to win a top of the line IPAD2.

There are three IPADs. There will be three drawings and three chances for you to win. **You could be a winner.**

Get your Flu Shot:

- MLKP Room 6229, 9 a.m. - 5 p.m.
- OHS - WP 453, 8 a.m. - 4 p.m.
- Or schedule flu shots for your department for events, meetings and Grand Rounds. Call extension 2990 or 4480.

We challenge you to take the flu shot and get your chance to win a fully loaded AT&T IPAD2 at the same time. This contest is open to everyone who works at Harlem Hospital Center. Need more information about this? Give us a call at Ext. 1370.

#### **FIRST DO NO HARM**

Don't Get The Flu.

Don't Spread The Flu.

#### **TELL US WHAT YOU THINK!**

Tell us what you think, and how we can better serve you. Is there something you would like to see in the CHECKLIST? Email suggestions to [christina.harris@nychhc.org](mailto:christina.harris@nychhc.org).

#### **DATES TO REMEMBER**

Dr. King's Birthday - Monday, 1/16/12  
Chinese New Year - Monday, 1/23/12



**HAPPY  
NEW YEAR**

