

CHECK LIST

Harlem Hospital - Generations+/Northern Manhattan Network
January 9, 2009-----

MESSAGE FROM PATIENT SAFETY

Kevin Shao, Director

Over the past 12 months, with your support and participation, the Dept of Patient Safety, in collaboration with other departments, launched many patient safety initiatives hospital-wide to promote the "Just Culture" principle, to encourage organizational learning, to improve clinical processes to achieve optimal outcome for our patients, and to lead an organizational effort to fight against HAIs. Going forward, let's continue to work together as a team and make Harlem Hospital Center one of the safest hospitals in the nation.

The following are the highlights of some major accomplishments in 2008:

- The hospital successfully conducted the Patient Safety Culture Survey with a 26% increase in participation over 2007. Overall, the results have shown positive improvement compared to last year.
- The Nursing Department implemented the Colors of Safety program to provide color coded bands for patients with certain medical alert conditions: purple for DNR; yellow for Fall Risk; and red for Allergy.
- The Patient Safety Champion Initiative has attracted staff from various departments. They have been involved in various patient safety activities and initiatives.
- A multidisciplinary team conducted FMEA in an effort to identify system vulnerabilities and implement measures to mitigate risks. As a result, the Patients' Guide and the Clinicians' Guide to Anticoagulation Therapy were developed.
- The *Luncheon & Learning- "Managing Everyday Risks in Nursing"* series has trained 400 staff of various disciplines on the Just Culture, the Algorithm and Mitigation/ Management of Risk in the workplace.
- The campaign for "Zero" In Hospital-Acquired Infections (HAIs) helps us look at HAIs from a different perspective: not only do HAIs affect the patients' outcome but they place an enormous burden on their families, while driving up medical costs.
- The "Golden Hands" Initiative, as

part of "Zero" in HAIs is designed to recognize and reward employees that practice good hand hygiene and promote teamwork. (See page 4)

For more information about the hospital patient safety program, please visit the Department of Patient Safety located in room 6230A of MLKP, or contact your Patient Safety Officer, Kevin Shao at ext 1288.

The Department of Patient Safety wishes all of you a safe and happy holiday season!!

FOCUS ON — ALBERTO AVILES aka OPERATOR JOHN



Alberto Aviles, aka Operator John in the Telecommunications Department, is the kind of operator that leaves you with a positive, lasting impression when you get to speak to him on the phone. He has been working in Telecommunications since September 2006. Most employees here at Harlem Hospital Center believe he has fantastic customer service skills.

Mr. Aviles states, "I developed my customer service skills over a 5 year period while working in the financial

sector. In the corporate world, good customer service can mean the difference between gaining a million dollar customer or, losing one."

Mr. Aviles says the most important part of his job is making sure doctors, nurses, and other hospital staff, know where they are needed. "Many times, I and my fellow operators have made the difference between life and death by getting trauma, stroke, cardiac arrest, and rapid response teams to where they were needed."

When asked if he were to teach a customer service class, what would be the important points that he would try to convey, he said that it is very important to listen to what the customer is saying, make sure that they know how you are going to help them and ask questions of both the customer and co-worker. There are times when the answer may not be on hand right away, but someone else might have it.

GENERAL STAFF MEETING - WEDNESDAY, FEBRUARY 4, 2009

Please be advised that the next General Staff Meeting will be held on Wednesday, February 4, 2009. On that date, there will be three staff meetings which will cover all tours, during the following times:

Tour I - 5:45 a.m.

Tour II - 9:30 a.m.

Tour III - 5:30 p.m.

HARLEM HOSPITAL WELCOMES GENERATION HIGH SCHOOL



Dr. Edgar Mandeville, Director, OB/GYN, Allison Benjamin, Head Nurse and Breastfeeding Coordinator addressing students



Students from Generation High School

On Friday, December 5, 2008, Harlem Hospital Center welcomed 27 High School students who are pursuing careers in Medicine from the Generation High School in Brooklyn, New York.

The purpose was to give the students insight into careers in Medicine to bring them closer to achieving their goals. The successful visit consisted of a tour and lecture on the NICU, Labor and Delivery, OB Clinic and the Operating Room at Harlem Hospital Center.

The energetic teens were very eager and enthusiastic about the breastfeeding lecture, facilitated by **Allison**

Benjamin, Breastfeeding Coordinator. Ms. Benjamin engaged the students in a discussion on the benefits of breastfeeding. The students shared a sincere interest of the positive impact breastfeeding can offer mother and baby. The facilitator explained to the teens that breastfeeding is a natural act that is best for the baby and mother and the act of breastfeeding is completely innocent; sexuality does not play any role in breastfeeding. One of the students said, she was amazed to learn that the baby at birth bonds with the mother based on a unique scent that mothers release by lactating.

The visit to the NICU was a major highlight of the tour. The students were fascinated to see first hand the time and preparation that it takes to prepare for a new arrival.

The Students from Generation School were very gracious and thankful to Harlem Hospital Center. Harlem Hospital is a teaching hospital which remains committed to "Continuing a Tradition of Excellence."

PEDIATRIC AMBULATORY CARE CHRISTMAS PARTY

On Saturday, December 23rd the Pediatric Ambulatory Care Dept held its 22nd Annual Christmas Party in the Ronald H. Brown Building for its pediatric patients, ranging from ages newborn to adolescent. The celebration, by invitation only, selected 175 children from the

Pediatric Clinic to participate in the special occasion.

Sponsored by the Doctors Council and the Committee of Interns and Residents, this was a hit for all attending. The Pediatric Waiting Area in the Ron Brown Building was dramatically transformed to resemble a display in a children's toy store. Christmas gifts were divided appropriately according to the children's age which allowed the patients to choose the toy of their preference. Dr. **Yusuf Khakoo**, Assoc Attending in the Dept of Pediatrics, was given a special honor for his valuable contribution and dedication to the success of the Annual Christmas Party for over 22 years.

GOLDEN HANDS

Effective January 1, 2009, the hospital launched the "Golden Hands" Initiative to recognize and reward employees that practice good hand hygiene. This initiative encourages employees to compete for the "Golden Hands" Award, recognizing teams that have the best performance in practicing good hand hygiene.

Here is how the competition works:

If you work in the Ambulatory Care Setting/ Outpatient Clinics you will be teamed up with your colleagues from your respective clinic. Team Leaders will be determined by the Ambulatory Care Administration.

Nursing Department Staff in the inpatient setting will have colleagues on their unit as teammates. Team Leaders are the ADNs.

Clinicians working in the inpatient setting, your team is your department (or service). Your team members will include physicians, physician assistants, technicians, technologists, therapists, etc. The team leaders are Chiefs of Service.

Social Workers, Dieticians, Patient Escort and Respiratory Therapist team members would also be your department. The team leaders will be your department staff.

Winning teams will receive a gold, silver or bronze hands certificates, if everyone is found to be complaint with the hand hygiene policy during a three , six or twelve month period. Patient Safety and Infection Control will determine the winning teams. In achieving a 100% compliance rate, as required by the NPSG, teamwork is the key to success and your compliance affects your team's performance.

All clinical departments are required to participate in this initiative. For more information please contact the Department of Patient Safety at (212) 939-1288.

Have a wonderful and prosperous new year!

QUARTERLY BLOOD DRIVE

Since we are still in the giving spirit, please plan to donate at the Harlem Hospital Center Blood Drive on Wednesday, January 14, 2009 in the second floor Art Gallery area.

MESSAGE FOR THE NEW YEAR

"As Senior Vice President of the Generations+/Northern Manhattan Health Network, I take this opportunity to wish you and your loved ones a healthy, happy, and prosperous New Year.

I also wish to thank you for the many contributions you have made during the past year to ensure the success of this Network. Collectively we have achieved major milestones in providing high quality healthcare services to communities disproportionately burdened with illness and disease. As a result, we have greatly improved the health and quality of life for residents of the communities we serve. All of our facilities have received numerous recognitions for outstanding performance in key clinical services. Consistent with prior years, we are once again entering the New Year in sound fiscal health. Most importantly, we have a strong team of high caliber employees who are dedicated to the mission and vision of HHC and to the Northern Manhattan and South Bronx communities.

I am proud to acknowledge that under the adept leadership of President Alan Aviles, HHC has performed exceedingly well in all clinical

measures and has become a national model for health systems, even as the healthcare industry experiences serious challenges and uncertainty. It is certain that HHC's success is due to its most important and indispensable resource - and that is all of you.

I sincerely thank each of you for your support in this past year and I look forward to working with your combined energies and talents as we continue to overcome the unique challenges inherent in the delivery of healthcare. I am confident that together, we will build on this year's accomplishments, and that the New Year will witness your continued teamwork and commitment. Thank you for being an important part of the Network family and Happy New Year!"
José R. Sánchez, senior vice president

PASSING...

It is with regret that the Hospital Police 14th Division announces the passing of Officer **Rodney Harvell**.



Services were held December 29, 2008. At 1:10 PM, the procession stopped in front of Lincoln Hospital where Officer Harvell was saluted by fellow Officers and Hospital staff.