

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
February 3, 2012-----

SPOTLIGHT ON.....

INTRODUCING BREAKTHROUGH

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 increase our revenue, while decreasing expenses.

Breakthrough/LEAN means that 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 it will position Harlem Hospital Center as the provider of choice within Central Harlem and Northern Manhattan.

The Breakthrough Development team, led by Ms. Ida Brown, consists of four team members with extensive backgrounds and professionalism.

Meet the Team...

Ms. **Ida Brown-Outlaw**, Breakthrough Development Officer, joined the Harlem Hospital Center team in 1993. Her educational and professional background



(l-r) Richard J. Gomez, Associate Director, Olayinka Oluwole, Associate Director, Ida Brown-Outlaw, Breakthrough Development Officer, Rita Lopez, Assistant Director and Keesha Johnson, Associate Director

more than qualifies her to lead the Breakthrough team.

Mr. Richard J. Gomez, Associate Director, served eight years in the U.S. Army Corps of Engineers.

Ms. Keesha Johnson is a Human Resource Generalist with nine years of management experience and an expert in organizational design.

Ms. Olayinka Oluwole is a thirteen year veteran in marketing, sales, public relations, management, training and product development.

Ms. Rita Lopez is a thirty year veteran in health care and Executive Administration.

Breakthrough/LEAN and its team 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!"

The Breakthrough Development Office is located on the 16th Floor Rm. 16-111, and can be reached at ext. 4181.

PROFILE SECTION... BEHIND THE SCENES

The Check List welcomes a new section, **Behind the Scenes**. It features staff members who are found behind the scenes, working diligently to make the hospital function. Some are pretty quiet as they go about their daily tasks. You wouldn't know they existed except for the signature of their work. They are each unassuming, yet when needed they answer the call without hesitation.



Gloria Morales-Ortiz is Senior Associate Director in Executive Administration at Harlem Hospital Center.

In this capacity, Ms. Morales-Ortiz serves as the Designated Institutional Officer for the Harlem Hospital Center Residency and Graduate Medical

Education programs, as per ACGME and ADA standards. Her responsibilities include, but are not limited to, working in conjunction with the Facility Research Committee, the Committee Chair, and the NYC HHC Office of Research Administration.

Ms. Morales-Ortiz ensures compliance with the rules and regulations of the Accreditation Council for Graduate Medical Education. She serves as the Community Physician Network Liaison, assisting Administrators and Chiefs as they engage community groups and providers with referrals for patient care.

She is a Volunteer Chaplin and member of the Hospital Function Coordinating Group (HFCG) which works toward continued readiness for The Joint Commission Survey.

DEPARTMENT OF FOOD/NUTRITION SERVICES: Spirits Program Fresh Fruit Smoothies at Harlem



"The Ultimate Morale Booster"

Since 2009 the team here at Harlem Hospital Center has been boosting the morale of its patients and putting a smile on their faces by offering fresh fruit smoothies. Strawberries 'N Cream and the Blue Monkey are our biggest hits, followed by the Hawaiian Colada and the Prickly Pear smoothie. Each is prepared

directly in front of the patients as a chef's stage presentation. These refreshing and nutritious drinks are offered to our Psych patients and at least one other med-surge floor on a monthly basis. There seems to be a significant increase in the department's patient satisfaction scores when meal rounds are conducted during this activity.



Basic Fruit Smoothie

3 oz of choice fruit
2oz of frozen, plain or vanilla yogurt
1/4 cup of ice cubes
2 oz. 2% milk or water

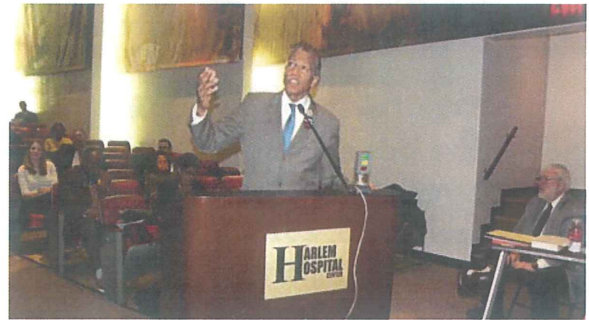
Add all ingredients to blender and blend until smooth. 8oz serving.

HHC BOARD OF DIRECTORS ANNUAL PUBLIC MEETING

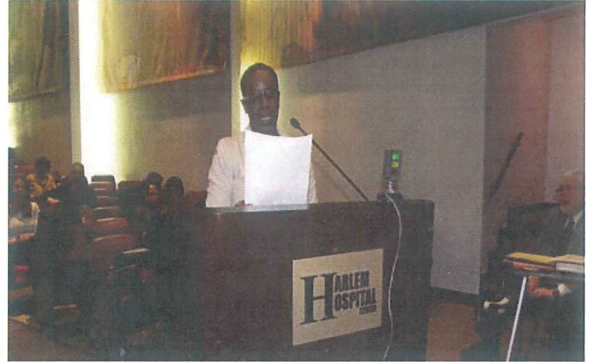


Members of the Board of Directors for the New York City Health and Hospitals Corporation

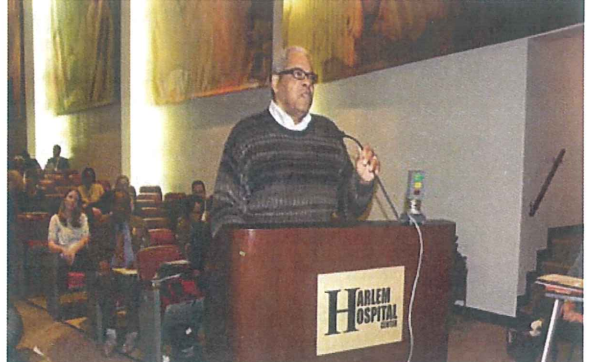
HHC BOARD OF DIRECTORS ANNUAL PUBLIC MEETING



Councilmember Robert Jackson



Jacqueline Gilbert, RN, Supervisor of Nursing



Mr. Paul L. Covington, Vice Chair, RHCN CAB

On January 24, 2012, the Board of Directors of the New York City Health and Hospitals Corporation hosted the 2012 Annual Public Meeting at Harlem Hospital Center. Members of the community, Community Advisory Board members, Auxilians and staff throughout the Corporation attended. Special guests included Councilmember Robert Jackson, and Ms. Judy Wessler, Executive Director of the Commission on the Public's Health System. During the

meeting, 19 registered speakers presented their concerns and hopes to the HHC Board of Directors.

FREE DENTAL SCREENINGS

Give kids a smile! National Children's Dental Access Day takes place on February 3, 2012 between 9am and 4pm when the Department of Dentistry will offer free dental screening for children under the age of 17.

Spread the word... The Department of Dentistry is located in the Women's Pavilion, 16 West 137th Street (between Lenox and 5th Avenues), second floor.

JOINT LEGISLATIVE BREAKFAST

The Community Advisory Boards of Harlem Hospital Center and Renaissance Health Care Network cordially invite you to attend their Joint Legislative Breakfast scheduled for Saturday, March 24, 2012 at 9 a.m. in the Herbert G. Cave Auditorium in the Martin Luther King Pavilion. The theme for this year's event "Harlem 2012: Healthcare Is A Right" focuses on the ongoing concerns of the community.

Special guests include the Elected Officials of New York, the Harlem Community and of course you. Please help us pack the audience and learn more about the direction of healthcare, which after all, is indeed a right!

TAKE A TRIP WITH THE RENAISSANCE AUXILIARY TO THE HUNTERDON PLAYHOUSE

Take a relaxing ride on a motor coach bus, enjoy a full course meal and laugh until your side hurts at a comedy entitled "Butterflies Are Free." On May 19, 2012, The Renaissance Auxiliary will sponsor a Fundraising trip to the Hunterdon Playhouse; cost is \$85 in two easy installments. For more information and to purchase a ticket, contact:

Ms. Henrietta Weston (212) 749-7115

Ms. Olive Rogers (212) 283-5635

Ms. Christina Harris (212) 932-6532

ARTICLES IN THE CHECKLIST

Do you have something you believe is news worthy? Please feel free to contact Ms. Harris in the Office of Public Affairs with your articles via email at christina.harris@nychhc.org.

DATES TO REMEMBER

National Freedom Day -

Wednesday, 2/1/12

Groundhog Day- Thursday, 2/2/12

Valentine's Day- Tuesday, 2/14/12

President's Day- Monday, 2/20/12

Mardi Gras - Tuesday, 2/21/12

Ash Wednesday- Wednesday, 2/22/12

Leap Day- Wednesday, 2/29/12