

CHECK LIST

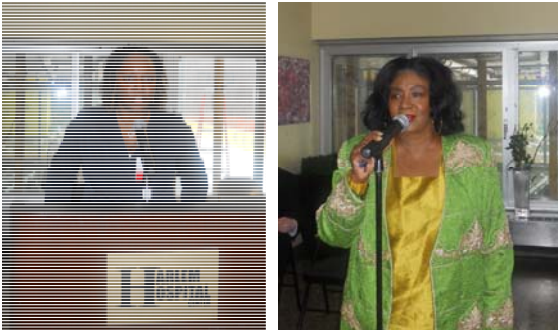
Harlem Hospital Center-Generations+/Northern Manhattan Network
February 4, 2011-----



(l-r) Monique Headmann, Reverend Gordon Bailey, Dr. Palmer, Melba Joyce



Audience forms mini circles and sing "We Shall Overcome"



Mrs. Ida Brown-Outlaw, Employee Recognition Committee, Co-Chair (left) speaks to audience and Melba Joyce sings We Shall Overcome

DR. M.L. KING COMMEMORATION

The Employee Recognition Committee hosted a ceremony to honor the birthday of the Reverend Martin Luther King, Jr. on Tuesday, January 18, 2011 in the Second Floor Art Gallery. Dr. Palmer,

Executive Director, Harlem Hospital Center and The Renaissance Health Care Network, reflected on his first time meeting Dr. King at a conference in



Melba's Trio

Chicago in the early 1960's. A moving prayer was given by Reverend Bailey, Director of Pastoral Care. Ms. Monique Headmann, moved the crowd with a spoken word entitled "His Life for Ours." Ms. Melba Joyce and Trio which included Anthony Wonsey on keys, Brandon Sanders on drums, and Kooriko Tsugana on the Cello, led the audience in the uplifting Negro National Anthem and We Shall Overcome. The audience was encouraged to display a sign of unity by holding hands and joining in a circle as they sang.

TJC READINESS AND TIPS FOR THE JOINT COMMISSION SURVEY

Harlem Hospital Center begins its preparation for the next survey by the Joint Commission on Accreditation of Healthcare Organizations (TJC). The survey is unannounced.

TJC is an independent, not-for-profit organization that evaluates and accredits healthcare organizations. The goal is to help an organization improve the quality of care. During a survey, hospitals and other organizations are measured against standards in important functions such as leadership, patient care, performance improvement, and maintaining a safe environment. Here are a few tips which can help you prepare for the survey:

Tips for Talking to Surveyors

- Think carefully before answering questions. Take time to consider what the surveyor wants to know. Be sure to ask questions if you don't understand something.
- Be honest. If you don't know an answer, don't guess. Tell the surveyor how you would find an answer. This could conclude asking your supervisor, or referencing a policy or written document.
- Reply to surveyor's questions directly and concisely.
- If you are asked to participate in a group interview, make sure you attend and arrive on time!

- Be prepared and relax. This is the time to answer with confidence.
- Be friendly and polite.

Things that you would expect from the surveyors on the patient units:

During this time a surveyor may:

- Talk with different staff members, including medical staff, nursing staff, managers, patient care interdisciplinary team members, and support staff.
- Discuss policies and procedures, staffing and /or other patient care issues.
- Observe procedures in action and determine how well the staff delivers care and interacts with the patients and families.
- Review patient charts closely. The surveyor may pick a chart(s) on each unit for in-depth evaluation.
- Ask the caregivers about how they work together on the patient's assessments, care plan and education.
- Inquire about National Patient Safety Goals and what you have done to improve patient safety.
- Meet with the patients that give their permission to be interviewed.

They may ask patients what they know about their medications, treatment, and/or care plan, and who their caregivers are.

Let's work together and have a successful survey.

**THE JOINT COMMISSION
COMMAND CENTER**

The TJC/CMS Help Center has begun full operation on Wednesday, December 1, 2010. To reach the Help Center dial extension 2480. Voicemail will be set-up for calls received during off-hours. You can also fax or email your findings to Jo-Ann Young to: Fax: 2366/Email: joann.young@nychhc.org.

The Command Center will be manned daily through TJC from 8am-4pm Monday through Friday. This schedule is subject to change based on call volume.
10 Employees Win Prizes in the TJC Knowledge Bowl

The Hospital kicked off the Knowledge Bowl with an e-mail contest on Wednesday, January 12, 2011.

Contestants were invited to answer questions about handwashing, fire safety, patient safety, HIPAA, and emergency codes. The employee who submitted the first correct winning answer received a sweatshirt or sweatpants.

To date, 89 employees have participated and there have been 10 prize winners

Congratulations to the winners of the TJC Knowledge Bowl.



Hinnah Farooqi, Clinical Pharmacist
Department of Pharmacy - January 12, 2011



Sandra Cousley-Smith, Clerical Associate IV,
Dietary Department - January 13, 2011



Shimonda Green, Assistant Coordinating Manager,
HIV Services - January 14, 2011



Ronnell Boylan, Captain, 8th Division
Administration, Hospital Police - January 14, 2011



Blandine Assomou, Coordinating Manger
Patient Support Services/Medina Clinic - January
20, 2011



Kathy Nguyen, M.S., C.C.L.S.
Child Life Specialist, Family Care Center
Department of Pediatrics - January 18, 2011



Verina Hilton-Thomas, Sr. HCPPA
HIV Administrative Office - January 21, 2011



Wilfrid Monfiston, Sr. PHE/Supervisor
HIV Services (OB/GYN Clinic) - January 19, 2011



Marta Tavarez, Computer Aide
Department of Radiology RIS Office - January
24, 2011



Marilyn Spencer, Clerical Associate II
Nursing Administration - January 25, 2011

**TJC Blog Contest For Nurses -
\$50 Gift Card Prize**

To encourage our Nurses as they prepare for the TJC Survey, we hosted the TJC Blog Contest for Nurses. Nurses were invited to answer, in 200 words or less, questions about patient safety and performance improvement. The prize was a \$50 Gift Card.

Congratulations to the Winners of the TJC Blog Contest for Nurses.



Luzviminda Fernandez, RN
Pediatric Emergency Unit - January 19, 2011

TJC Blog Contest for Doctors - \$50 Gift Card Prize

To encourage our Doctors as they prepare for the TJC Survey, we hosted the TJC Blog Contest for Doctors. Doctors were invited to answer, in 200 words or less, questions about patient safety and performance improvement. The prize was a \$50 Gift Card.

Congratulations to the Winners of the TJC Blog Contest for Doctors.

Ahmar Malik, Resident
PGY 1, Internal Medicine - January 25, 2011

The TJC Knowledge Bowl Comes To Your Unit

Every day, the TJC Knowledge Bowl visits a unit in the hospital to ask questions and give prizes to employees. So far, we have visited the following units: The 13, 14, and 15th Floors in the MLK Pavilion, all floors in the RHB Pavilion, and the Patient Escorts Unit.

206 Employees have participated and won prizes.

To have the TJC Knowledge Bowl visit your unit, call Lisa Dubison at ext, 1308.

NEW PAYROLL DEPARTMENT SCHEDULE

The Payroll Department has asked that their schedule be placed in the Check List so that all are aware of their closing for lunch.

The Dept is open Monday through Friday from 8:00 AM until 5:00 PM. It is closed daily from 12:30 to 1:30 PM for lunch.

On general payday Thursdays, the Payroll Dept is closed from 8:00 AM until 3:00 PM, and opens from 3:00 PM until 5:00 PM.

On general payday Fridays, Harlem Hospital's payroll is open 8:00 AM until 11:45 AM and is located in the Kountz Pavilion, Mezzanine, Room M135.

EMPLOYEE OF THE MONTH/CAUGHT IN THE ACT

Is there someone in your department that you have encountered during the course of your day that you would consider worthy of recognition for their efforts during the month? If so, please submit your write-up to Tamicka Murray in the Department of Human Resources, Women's Pavilion, 6th Floor, Room 640, or by email at Tamicka.Murray@nychhc.org no later than the 3rd Monday of each month. The write-up should include the following information:

- Employee Name
- Title
- Department

- Supervisor's Name
- Employee's Tour

A detailed account of why the person is being nominated for either Employee of the Month or Caught in the Act. Be mindful that we cannot select someone that is caught in the act of doing their job. The selection must be someone caught in the act of truly going above and beyond their regular duties to get the job done. Please include as much information as possible. Please note that incomplete submissions will not be acknowledged, so be sure that all of the information requested is provided.

Remember, you don't need to be a manager or supervisor to submit a nomination; you can nominate one of your fellow employees if you feel they are deserving of recognition. Any nomination received after the 20th will be considered during the following month, so please watch the due date. If you have any questions contact Ms. Murray at extension 2812.

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

Groundhog's Day - Wednesday,
February 2, 2011
Chinese New Year Thursday,
February 3, 2011
Valentine's Day - Monday,
February 14, 2011
President's Day - Monday,
February 21, 2011

Harlem Hospital Center's next General Staff Meeting will take place on Wednesday, March 2, 2011 at 9:30 a.m. in the Herbert G. Cave Auditorium.

For additional information contact the Department of Public Affairs at (212) 939-1370.

RETIREMENT

After 36 years of service to the New York City Health and Hospitals Corporation and Harlem Hospital Center, Ms. Barbara Lawrence said goodbye on January 28, 2011. Ms. Lawrence began working for Harlem Hospital Center in the Department of Nursing as a Patient Escort in 1974 as per diem. She later accepted a civil service position in the Emergency Department, and then Admissions in 1977. Ms. Lawrence became a Principal Administrative Associate and Clerical Supervisor for the OB/GYN Residency Program. Shortly there after, Ms. Lawrence moved to the Department of Nursing where she supervised the Patient Escorts and Clerical Staff. Ms. Lawrence retires after 36 years of tireless service, as the supervisor for Patient Escorts.

WE REMEMBER

It is with sincere regret that we announce the passing of Mr. Christian Okito, Patient Care Associate, Comprehensive Psychiatric Emergency Room, who passed on Wednesday, January 5, 2011. Mr. Okito was memorialized on Friday, January 28, 2011.

It is with sincere regret that we announce the passing of Ms. Sylvia R. McCullough, Mother of Paulette McCullough, Sr. AED at Renaissance Health Care Network. Memorial Service will be held on Friday, February 4, 2011 at 10 a.m., at McCall's Bronxwood Funeral Home Inc., 4035 Bronxwood Avenue, Bronx, NY 10466.

It is with sincere regret that we announce the passing of Ms. Geneva Hampton, Retired HHC Administration and Former Sydenham Hospital NFCC Social Work Department, who passed on Saturday, January 8, 2011. Ms. Hampton was memorialized on Friday, January 21, 2011 in Orangeburg, South Carolina.