

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
July 20, 2012-----

ASK AN EXPERT



Our "Ask an Expert" submission is directed to **Dr. Stephen Lawrence**

Q. Are any administrative office moving into the New Patient Pavilion?

A. The new Patient Pavilion was designed primarily as clinical space. Consequently, there are no administrative offices located there, with the exception of Nursing supervisor offices. For those departments who are being relocated to the Mural Pavilion, we are planning to relocate their corresponding administrative offices in MLK close to the bridges that connect MLK with the Mural Pavilion.

EMPLOYEE OF THE MONTH JANUARY 2012



Gardenia Irish, R.N.

Aside from her exceptional nursing skills, diversity in language, customs and cultures, Ms. Irish has an uncanny ability to remember every patient that she comes in contact with. She comforts, counsels and eases the minds of her patients. Her nutritional background allows her to be an excellent counselor and caregiver to our gestational and pre-gestational diabetic mothers. For these and many more reasons we salute Ms. Irish as our employee of the month.

**EMPLOYEE OF THE MONTH
JUNE 2012**



Carol Roberts-Matthews

Ms. Roberts continuously displays exemplary customer service to staff as well as patients. Her superb leadership skills and interaction with staff allows for a seamless work flow. She is compassionate, inclusive and always encouraging. We salute Ms. Roberts for her exemplary work ethic.

**EMPLOYEE OF THE MONTH
CAUGHT IN THE ACT**

Have you experienced someone promoting world-class customer service here at Harlem Hospital? If so, nominate them for Employee of the Month/Caught In The Act. To submit your write-up, contact Tamicka Murray, Human Resources, Women's Pavilion, 6th Floor, Room 630, or by email at Tamicka.Murray@nychhc.org. The deadline for submission is every third Monday! The write-up should include: Employee Name, Title, Department, Supervisor's Name, Employee's Tour and the reason you are nominating them.

You do not need to be a manager or supervisor to submit a nomination.

**HARLEM HOSPITAL CENTER'S
FAMILY CENTER**



The New York City Council awarded Harlem Hospital Center's Family Center with an Innovation Grant. The grant supports an exercise program created to help patients lose weight and live a more healthy life. At the close of the program, a ceremony will take place to commemorate patient and staff accomplishments.



CONGRATULATIONS

Yvania Espino has been appointed, Assistant Director, Public Affairs. She brings a wealth of knowledge and experience to the position. Ms. Espino is located in the MLK Pavilion, Room 2131. We welcome her in this new role.

EMERGENCY DEPARTMENT CARE AND CASE MANAGEMENT PROGRAM



Sitting: Left to right, Mary Caram, Dr. Maurice Wright, Irene Torres, Dr. Ann Sullivan~ Hospital affiliation, Ms. Denise Soares; Standing: Left to right, Martine Williams, Laureen Goodridge, Mercedes Bass, Ida Brown-Outlaw, Martin Castaneda, Ebone McIntosh, Rhea Morris, Dr. Brenda Merritt, Syed Hussain, Dr. Marlaina Norris-Elmhurst Hospital, Dr. Reynold Trowers, Vivien Salmon.

Harlem Hospital Center has partnered with HHC Central Office to roll-out a multi-disciplinary initiative that promotes the coordinated care of identified high risk patients that meet the program's needs. The ED Care and Case Management program will support patients on an outpatient basis with services that can monitor our high risk patients in the comfort of their homes or a home care setting. The case management component of this program will review documentation to support admission criteria.

Anticipated improvements related to this program include decreased re-admissions, decreased denials and ensuring the appropriate follow-up care for our high risk discharges.

CAUGHT IN THE ACT

Carlotta Klien, Coordinating Manager

For her talented contribution in the Annual Children's Holiday Celebration in partnership with Hot 97, Ms. Klien has been acknowledged with a Caught in the Act recognition. Her revision of the children's tale "The Mouse Trap" into a holiday play brought the story to life and entertained approximately 200 children as well as staff. Ms. Klein is applauded for her tireless efforts in making the holiday celebration a huge success.

CAUGHT IN THE ACT

Annette Albino, Supervisor, Medical Records

On Sunday May 27, 2012, at approximately 7:30 am, Risk Management had a monstrous ceiling leak. Ms. Albino visited housekeeping twice to inform them, notified the plumbing office and contacted the HIM Director and Assistant Director. Without giving any consideration to her wellbeing, she climbed over an opening in the stationary wall that divides the 2 depts., lowered herself onto a stack of records and jumped down to open the Risk Management Door. Ms. Albino began to remove records, files, documents and occurrence reports. Although there was some damage to the files, Ms. Albino's quick thinking and actions thwarted what could have been a very devastating "code blue" disaster within Risk Management. Kudos to her for this unselfish act and for being a team player. We are all on the same team.

**UNITED STATES CITIZENSHIP &
IMMIGRATION SERVICES~
NATURALIZATION CEREMONY**



On July 2, 2012, Mr. **Seydou Sow**, French Medical Interpreter in the Language Assistance Department at Harlem Hospital Center, along with several other proud U.S. Citizens-to-be, took part in one of several naturalization ceremonies held across the country. U.S. Secretary of Labor, Hilda L. Solis of President Obama's Cabinet served as keynote speaker. It was a memorable event for Mr. Sow who was joined by his son Djadje (22 mos.). We congratulate you!

RETIRING...

Many of us know Gary Giovinazzo, AED of Facilities, now at Metropolitan. He will retire after 27 years of service to HHC and a celebration takes place on Friday, September 7, 2012 at Ricardo's By the Bridge. For information, contact Joanne Young at 212 939-2482.

CONGRATULATIONS!



Mr. Jack Gonzalez of the Department of Environmental Services and his wife Katherine Gonzalez of Metropolitan Hospital, are congratulated on the arrival of their beautiful daughter Madison Ashley Gonzalez, born on June 13, 2012.

WEIGHT WATCHERS AT WORK

Congratulations to the more than 25 participants who have been meeting for ten weeks and as a group have lost an average of 25 pounds per week for a total of 250 pounds to date! Weight Watchers at Work meets every Monday from 12:00 - 1:00 p.m. in room 2141, the MLK building, second floor. It's never too late to join and make a change!!!

DATES TO REMEMBER

Upcoming Walks

Percy Sutton 5K Run

Family Walk - Saturday, 8/25/12

Step Out (Diabetes) - Sunday, 9/16/12

Brides March - Wednesday, 9/26/12
(Domestic Violence)