

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
July 22, 2011-----

SPECIAL EDITION



**HARLEM HOSPITAL CENTER AND
THE RENAISSANCE HEALTH CARE
NETWORK WELCOME
EXECUTIVE DIRECTOR,
DENISE C. SOARES, RN, MA**

We are pleased to welcome **Denise C. Soares, RN, MA** as the new director of Harlem Hospital Center and the Renaissance Health Care Network.

Ms. Soares has spent a lifetime in the profession she loves. "The staff and the community have gone out of their way to make me feel welcome," she said.

Ms. Soares has almost forty years of nursing and hospital administrative experience including several positions of steadily increasing responsibility. Prior to joining the Generations+/Northern Manhattan Health Network, Ms. Soares served for more than twelve years at the North Bronx Healthcare Network as the Deputy Executive Director and Chief Operating Officer of North Central Bronx Hospital while also serving as the Deputy Executive Director and Chief Nurse Executive at Jacobi Medical Center and North Central Bronx Hospital.

The Senior Vice President of the Generations+/Northern Manhattan Health Network, **Iris Jimenez-Hernandez** noted that "Ms. Soares has demonstrated a thorough knowledge and understanding of healthcare management and operations. Her high professional standards combined with a high level of personal drive and energy have earned her the respect and cooperation of her peers and her staff. She will be a valuable asset to our institutions as we work together to meet the healthcare needs of the Harlem Community."

Ms. Soares has significant senior level experience providing leadership to both clinical and non-clinical departments. Her responsibilities included the development and ongoing review of the hospital mission, strategic plans, budget, resource allocation, operating procedures and policies. She collaborated with leaders of the governing board, hospital management, medical staff, clinical and support services in the development of hospital wide performance improvement activities and patient care programs. In addition to traditional performance improvement activities, Ms. Soares provided leadership to the team that successfully implemented the Health and Hospitals Corporation's LEAN performance improvement methods incorporating front line staff in the decision making process. As a result, the team achieved significant improvements in patient outcomes, clinical efficiencies, waste reduction and in some instances, substantial revenue enhancement.

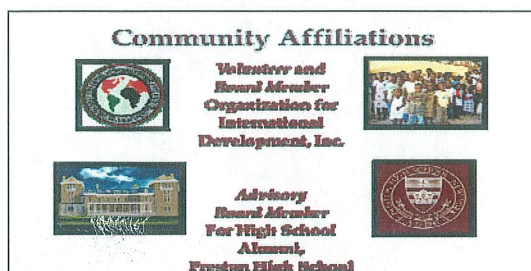


Executive Director In the Making
Ms. Soares' First Patient

"My major responsibility as Executive Director is to ensure a positive experience for our patients. Patients now have the ability to assess and evaluate our performance. It's simple: if we don't do a good job, then our patients will opt out and go elsewhere for their care. As healthcare professionals, would you go to a facility that does not attempt to satisfy or meet their patients' needs? If staff communicates with their patients in a respectful manner and provide patient education to ensure patient safety then we will all reap the benefits - positive patient outcomes and high patient satisfaction scores," comments Ms. Soares.

Ms. Soares has been the recipient of the North Bronx Healthcare Network Employee of the Year award, the Annual Black Nurses Day Celebration award "For Excellence in Leadership to the Nursing Profession and Service to the Community At Large", HHC Medical and Professional Affairs Nursing Service Award, Bishop James P. Roberts, Sr. Learning Center Reverend Dr. Martin Luther King, Jr. Health Service Award, the Jessie Banks

Foundation Humanitarian Award, St. Catherine High School Alumni Association North East, Inc. Community Service Award and currently serves as a member of her alumni, Preston High School, advisory board. Her deep and abiding commitment to those in need is evidenced by her choice in vacations.



For the past twenty years, Ms. Soares has traveled to areas in Ghana and the Caribbean with the Organization for International Development, Inc. a group dedicated to providing healthcare and improving the quality of life for people in medically underserved locations. On these 'vacations', Denise and a team of physicians, dentists, nurses, engineers, and computer analysts set up a MASH-like unit and work 12 hour days, providing health services, referrals, health education, medicine medical supplies and equipment, and computer technology equipment and training.

"I chose nursing as a profession because I wanted to help people. If I had to do it all over again, I would still make the same choice. Seeing the smile and look of relief on the face of a patient that you have treated is such a reward," Denise muses. "It makes all your efforts worthwhile".



Ms. Soares pictured with her father, obtained her Bachelor of Science degree in Nursing from Hunter College-Bellevue School of Nursing.



A Masters of Art degree in Health Education from Teachers College, Columbia University

Ms. Soares earned her Bachelor of Science degree in Nursing from Hunter College - Bellevue School of Nursing and her Master of Arts degree in Health Education from Teachers College, Columbia University.



Words to Remember . . .

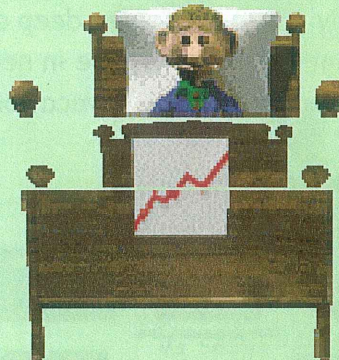
The patient is the center of our efforts
(North Central Bronx Mission Statement)

The patients' perception is our reality

If you permit, you promote it

Creativity before capital

LETTER FROM A PATIENT



To All Caregivers,
As a patient in your institution, I
ask you to NOT do the following:

Do not HURT me
Do not leave me in PAIN
Do not make me WAIT
Do not INFECT me
Do not IGNORE me
Do not CONFUSE me
Do not make me POWERLESS
Don't look at me, see me
Don't hear me, listen to me

Please DO give me your undivided
attention and
Take care of me as if I were
family...