

CHECK LIST

Harlem Hospital Center-Generations+/Northern Manhattan Network
September 16, 2011-----

EMPLOYEE OF THE MONTH JULY 2011



Maria LaRocque, RN, OB/GYN

Maria LaRocque is the Head Nurse on L&D who works Monday thru Friday with rotating weekends to cover the nursing office. On Saturday, July 9, 2011, she happened to be off and was called to assist because the unit experienced several sick calls. Ms. LaRocque did not hesitate; she got on the train in from Jamaica, NY and arrived within an hour and a half. The nurses were extremely grateful for Ms. LaRocque's effort and continued assistance. Ms. LaRocque is a valued member of the staff and is always helpful. She likes her unit and staff and we truly appreciate dedicated and conscientious staff members like Ms. LaRocque.

EMPLOYEE OF THE MONTH AUGUST 2011



Joan King, Principal Administrative Associate, Medical Staff Office

Ms. King has been integral to our success in maintaining continuity and quality of care for our patients during the transition of services from our previous affiliate to the current affiliate. This transition required the credentialing of many physicians from area hospitals within a very short period of time. To accomplish this, Ms. King worked beyond 10 PM on several evenings to ensure that credentialing would be completed without compromise, and that service to our patients would continue without a lapse. We are indebted to Ms. King and those like her who sacrifice personal time for the good of our patients.

HURRICANE IRENE VISITS NEW YORK CITY

On August 27, 2011, the Command Team led by our Executive Director, Ms. Denise Soares and Associate Executive Director for Operations, Ms. Eboné McIntosh, embraced Harlem Hospital Center's Emergency Preparedness protocol to brave Hurricane Irene. Staff of Harlem Hospital Center worked around the clock to ensure patient safety and service were maintained.

The Command Center was fully staffed. Transportation delivered patients completing dialysis to their doors, picked up and dropped off staff, and transported those in the community with no place to go, to the NYC Special Medical Needs Shelters.

"Touchback Meetings" were held several times during those days, assessing the status of the Hurricane and the state of the Hospital. Harlem Hospital Center resumed its normal functions after receiving an "All Clear!" on the evening of August 28, 2011.

See photos of some staff present during this time on page 6.

FROM OUR EXECUTIVE DIRECTOR:

"Thank you for the support and commitment that you showed over the weekend to support our patients, our community and each other during Hurricane Irene. I deeply appreciate the generous contributions of all of the clinical, administrative and support staff who braved the storm and came to work

during this emergency. I applaud the doctors and nurses who provided care to our patients, the drivers who provided transportation for patients and staff, the dietary staff who worked hard to serve meals to our patients and staff, the pharmacy department for their exceptional job of monitoring staff, the housekeeping staff who kept our facility clean, the Hospital Police who made sure that we remained safe, and the administrators who staffed the command center 24 hours a day. Each and every one of you made a difference. I would also like to acknowledge and extend a special thanks to our Chiefs of Clinical Services, Nursing Leadership, Hospital Administrators and the Department of Ambulatory Care. Each of you stepped up to the plate to make sure that our medical services were accessible and available to our patients and our community.

Thank you for your support. It is a privilege for me to work with a team who gives so much.

Sincerely,

Denise C. Soares, RN, MA"

CAUGHT IN THE ACT - Justina Valera-Acosta, Clerical Associate III, Ambulatory Care

Mrs. Valera-Acosta has been caught in the act for her diligence. Ms. Monica Brooks, Member Representative, HealthFirst, had made several failed attempts to schedule a patient within a three day period. In her last attempt, she encountered Mrs. Valera-Acosta.

Mrs. Valera-Acosta remained on line with Ms. Brooks scheduling every appointment needed for the patient. When she was thanked, Mrs. Valera-Acosta modestly stated that this was her job. Thank you Mrs. Valera-Acosta for exhibiting word class customer service.

CAUGHT IN THE ACT - Diana Brown, LCSW-R, SWIV, Social Work, Doreena Lesancis, PhD, Psychiatry, and Valerie Nesbitt, Sr. HCPPA, Managed Care

These three individuals went beyond their job function by visiting a patient who had been hospitalized in another facility during their lunch break. During their visit, they noticed the patient's needs weren't being considered, nor was a plan put in place to meet the patient's needs. The patient was being released with casts on both legs. Living on the 5th floor of a walk up, our staff, contacted several ambulette companies, locating one who would assist with getting the patient to their apartment. After our staff resolved some other issues, the patient was brought home and delivered to their apartment safely. Thanks to Ms. Brown, Ms. Lesancis and Ms. Nesbitt for taking time out their day to help a patient in need.

CAUGHT IN THE ACT - Monica Ealey, Associate Director, Patient Escort

Transport at Harlem Hospital Center is often challenging. The elevators are difficult to coordinate and certain spaces make transport difficult, such as ramps that require special motorized stretchers. For months, Monica Ealey

has remained at work late, assisting with the transport of patients, tying up loose ends, and volunteering to attend weekly meetings involving administrative managers and doctors. Her input has been most valuable. Monica is determined to find solutions to these challenges. Her energy and optimism are greatly appreciated and she has initiated discussions with the staff on her own. She is open to suggestions, realistic about their implementation, and full of creative yet practical ideas and solutions.

Transport is essential. Without it our hospital would not function at its optimal level. Monica Ealey is an example for other employees.

CAUGHT IN THE ACT - Mr. Monde Williams, R.N., Lorna Vazquez, R.N., Samantha Jenkins, A.D.N., Monifa Stinson, A.D.N., Department of Nursing and Patient Care Services, and Alizia McMyers, RN Supervisor in the Emergency Department

The success of an organization is influenced by staff who demonstrate a sense of firm commitment and who willingly go beyond expectation in performing their roles.

Alizia McMyers, RN Supervisor in the Emergency Department and Critical Care is an example of an employee who performed beyond expectation on Friday, August 12th. Faced with an unexpected nursing administrative staffing problem and an eventful patient situation, Ms. McMyers worked over 20

plus hours to help manage the events that transpired during several shifts. On Sunday, August 14th the evening hours was a challenging staffing day on one of our busiest inpatient unit. The following staff, Mr. Monde Williams RN, HN 10th floor, Ms. Lorna Vazquez, RN HN CPEP and Ms. Samantha Jenkins, RN Associate Director Nursing and Ms. Monifa Stinson, RN Assistant Director of Nursing, joined together to ensure safe nursing care is delivered to our patients. Mr. Williams and Ms. Vazquez willingly came in to manage the staffing emergency on the 10th floor, although they were scheduled to be off. Both of these employees worked over 14 hours to care for our patients on the 10th floor. Ms. Jenkins, who was the Day Shift AOD, stayed on duty until 10:30 PM to support her colleague Ms. Stinson, the evening ADN during this period of staffing crisis.

These employees went beyond their call of duty and are sterling examples of genuine commitment to our organization. They demonstrated the spirit of working together to foster cohesiveness and teaming together to ensure the safety and well-being of our patients. Collectively, their assiduous efforts are examples of exemplary nursing leadership. It is with respect, admiration, appreciation and a big "thank you" that I humbly nominate these five employees for "Caught in the Act".

MEDICARE WORKSHOP

The NYC Health and Hospitals Corporation in collaboration with the Centers for Medicare and Medicaid Services invite you to participate in a **MEDICARE WORKSHOP** at Lincoln Hospital on **Monday, October 3, 2011** from 8:30am to 4:30pm in Conference Room 4/5.

The suggested audience: Health Care Investigators, Social Workers, Financial Counselors, Planning Directors, Community Advisory Board Members, health Plan Marketing and Customer Service Representatives, staff who work with the Medicare population, community residents, community providers and others. **Register by September 19, 2011** via the registration link: <http://lincolnmedicareworkshop.eventbrite.com> or send an email to: Kathleen.Whyte@nychhc.org

MEDICAID WORKSHOP

The NYC Department of Health & Mental Hygiene/Division of Health Care Access and Improvement (DOHMH HCAI) in collaboration with the Human Resources Administration (NYC HRA) will conduct Training for all Network staff on changes to New York's Medicaid program.

New York's **MEDICAID PROGRAM** is undergoing restructuring that will have significant impact in the way we serve our Medicaid clients and how they access care and services in the future. The goal of the Training is to highlight some of the changes that have and will be

implemented this year and how they will effect the population we serve.

The Training will be held on Tuesday, **October 4, 2011**. There will be two sessions: 10:00am - 12:30pm and 2:00pm - 4:00pm in the Lincoln Medical and Mental Health Center Auditorium. **REGISTRATION IS NOT REQUIRED.** All are encouraged to attend.

Please contact the Managed Care Site Coordinator if you have questions. At Harlem, **Dianabel Castro** - 212-939-8042.

STAT! 2011 (Save The Date!)

STAT returns to NYC Public Hospitals. STAT! is a week-long series of music and art events throughout the boroughs to support the work of New York City's public hospitals and healthcare facilities. STAT! will take place October 23 - 30, 2011, beginning with a Gala Reception and Special Preview at Bellevue Hospital Center's Atrium on October 18, 2011. HHC employees will receive a 40% discount on all tickets. All shows are must see.

October 23, 2011, in Queens:
Frank Sinatra School of the Arts, "You Haven't Seen This Before!" An original family musical featuring Broadway, all-time standards and contemporary classics.

October 25, 2011, in Manhattan:
The Apollo Theater, see "Absolute Funk: An Interstellar Trip to Honor George Clinton" under the direction of Ray Chew Live (from TV's American Idol).

On October 28, 2011, in Bronx:
The Paradise Theater experience "Birth of the Boom." A gathering of the founding fathers of Hip Hop featuring Marley Marl, Doug E. Fresh, DJ Kool Herc, Roxanne Shante, DJ Red Alert, and more...

On October 29, 2011, in Brooklyn:
"Rising Up!" A jubilant evening of soul-stirring, spectacular gospel greatness - featuring Richard Smallwood, Hezekiah Walker...and... much more...

On October 30, 2011, in Staten Island:
Snug Harbor for "Pirates, Ghosts, and Creatures of the Deep." A special family event with music, magic, clowns, and a bit of Halloween spooky fun will be had...

For more information on the gala, please contact Jacqueline Howell at (646) 458-2815, or by email at stat@nychhc.org. To learn more about STAT! events, contact the Office of Public Affairs at ext. 1372, or www.stathhc.org.

IRENE CREATES BLOOD EMERGENCY *QUARTERLY BLOOD DRIVE*

Thousands of units of blood were lost from shutdowns, power outages and drive cancellations during Hurricane Irene, and supplies are well below minimum levels.

The need for blood is constant, whatever the weather, so please donate blood at the Quarterly Blood Drive on **Wednesday, September 21.**

Remember: One in every 7 people entering a hospital needs blood.

HURRICANE WORKERS

Once again we thank the hundreds of Harlem staff who worked long and hard to ensure our community had service during Tropical Storm Irene.



Nursing Staff



Transportation



Peds ER



CPEP



Dietary Services

DATES TO REMEMBER

Stepfamily Day - Friday, 9/16/11
First Day of Autumn - Friday,
9/23/11
Rosh/Hashanah - Thursday,
9/29/11

UPCOMING EVENTS

2012 Spring Cruise to the Caribbean (DEADLINE TO RESERVE)

The Renaissance Health Care Network Auxiliary, Inc. invites you to join them on an extraordinary 12-night vacation itinerary that includes:

- Charlotte Amalie, St. Thomas
- Basseterre, St. Kitts
- Castries, St. Lucia
- St. Johns, Antigua
- Philipsburg, St. Maarten

Join them as they sail round-trip from the nearby Cape Liberty Cruise Port, departing on March 5 - 17, 2012, on the stunning new ship, The Celebrity Cruise Lines' SilhouetteSM. The ship guarantees exceptional areas to relax, dine, drink, and socialize, with spacious staterooms and spectacular entertainment. To reserve a room, a \$450 deposited is needed no later than September 15, 2011. Your choice of luxurious rooms is as follows:

- Interior (pp): \$1,570
- Balcony (pp): \$1,740

For more information and to reserve a room, please contact (212) 932-6532.

UPCOMING WALKS

September 2011

- Brides March (Domestic Violence) - Mon., 9/26/11

October 2011

- Happy Feet Dance-a-thon - 10/14/11
- Making Strides (Breast Cancer) -10/16/11
- Step Out (Diabetes) Walk - Sun., 10/23/11
- Alzheimer Memory - Sun., 10/23/11

If you are interested in any of the above walks, please contact the following persons:

- Valerie Wright: ext. 4072
- Cassia Saboia: ext. 8314
- Charlene Bailey-Ayers: ext. 1951
- Monique Hedmann: ext. 4239