

Montefiore Update

November 24, 2014 KEEPING ASSOCIATES IN THE KNOW

Montefiore Unveils Hutchinson Campus

Montefiore's Hutchinson Campus, a state-of-the-art, patient-centered and highly streamlined ambulatory care center, was unveiled with a ribbon-cutting ceremony November 10. More than 250 senior leaders from Montefiore and local dignitaries attended the event, which featured a tour of the 11-floor, 280,000-square-foot facility.

The building was specifically designed to provide a healing environment and give patients an optimal experience, offering an array of services in one convenient location, including specialty care visits, diagnostic imaging, surgery, and a full-service pharmacy.

"Our new 'hospital without beds' has a larger surgical capacity than many traditional hospitals, with interdisciplinary teams of doctors and nurses working together to provide innovative primary and specialty care," says Steven M. Safyer, MD, President and CEO, Montefiore. "The building was designed with our patients and families in mind and brings the latest in ambulatory medicine to our patients throughout the region."

To learn more about the Montefiore Hutchinson Campus, visit <http://www.montefiore.org/hutchinson-campus>.



From left, Assemblyman Michael R. Bendetto; Susan Solometo, Vice President, Clinical Services, Montefiore; Joseph Simone, President, Simone Development; Steven M. Safyer, MD, President and CEO, Montefiore; Senator Ruth Hassell-Thompson; and Melissa Cebollero, Director of Health and Human Services, Bronx Borough President's Office.

Montefiore Celebrates President's Award Winners

The Montefiore President's Award is the highest honor attainable by Montefiore associates. This prestigious award, created in 1981, recognizes associates who exemplify Montefiore's values of teamwork, humanity, diversity, innovation and equity. Last Wednesday, Montefiore honored this year's four outstanding recipients: **Steven Diaz; Renzy Rajan, RN; Joan O'Brien, RN; and Carol Whittaker.**

Steven Diaz, Senior Motor Vehicle Operator, New York Children's Health Program, Community Pediatric Programs, Children's Hospital At Montefiore, Moses Campus

When the New York Children's Health Program (NYCHP) began at Montefiore in 1987, Mr. Diaz was the first driver hired. More than 25 years later, Mr. Diaz remains an essential asset to the team, ensuring that NYCHP's 11-unit fleet exceeds cleanliness and operational standards.

As the first staff member to arrive on site at shelters, Mr. Diaz treats each individual with empathy and compassion. He has donated toys and books from his family's home to the shelters' children, while also encouraging teen patients to stay in school and follow their dreams.

Renzy Rajan, RN, Patient Care Coordinator, Einstein Campus

Ms. Rajan embraces her integral role in helping patients heal with her characteristic warmth and dedication. Shortly after beginning her career at Montefiore six years ago, Ms. Rajan's

charisma and leadership abilities became apparent as she assumed key roles in driving her unit's success. Ms. Rajan has been involved in many of her unit's pilot programs, such as the No Passing Zone initiative, which empowers any associate, from house staff to support staff, to respond to a call light.

While Ms. Rajan, described by colleagues as a "role model and friend," exemplifies all of Montefiore's values, she embodies, above all, humanity.

Joan O'Brien, RN, Director of Nursing, Wakefield Campus

Widely described by colleagues as the "ultimate patient advocate," Ms. O'Brien is a skilled communicator who leads her staff with integrity. Committed to meeting the highest standards of patient care, Ms. O'Brien fosters a sense of teamwork among her staff and leads with compassion, as well as a quick sense of humor.

After Town Hall meetings, Ms. O'Brien shares information related to Montefiore's strategic goals openly. She spearheaded an initiative to dramatically reduce the number of hospital-acquired pressure ulcers across units and works vigorously to drive facility improvements, benefiting both patients and associates.

Carol Whittaker, Program Manager, Department of Family and Social Medicine, Moses Campus

Ms. Whittaker began her Montefiore career in 1989 as a secretary. Smart, creative and enthusiastic, Ms. Whittaker quickly moved into roles of increasing responsibility. In her current position as program manager, Ms. Whittaker supervises staff and manages the credentialing process for her department's physicians. She has developed a close rapport with the faculty and staff within her department and works well with colleagues across the organization.

Ms. Whittaker actively maintains an interest in facilitating her professional growth. Her commitment to her department, and to the health system, is evident in her tireless dedication to her staff, colleagues and patients.



From left, Steven Diaz, Senior Motor Vehicle Operator, New York Children's Health Program, Community Pediatrics, CHAM; Joan O'Brien, RN, Director of Nursing, Wakefield Campus; Steven M. Safyer, MD, President and CEO, Montefiore; Renzy Rajan, RN, Patient Care Coordinator, Einstein Campus; and Carol Whittaker, Program Manager, Department of Family and Social Medicine, Moses.

Healing Arts Brings Music to Patients' Ears

Healing is now a bit more harmonious for Moses patients, thanks to Healing Arts' Music Therapy programs.

The Environmental Music Therapy program, which began in February 2014, uses gentle live music provided by a board-certified music therapist to enhance the environment of open clinical units on the Moses Campus.

The music therapist plays improvised music using harp, guitar or keyboard to help create a calm, soothing environment for patients, staff and visitors. Often, the presence of gentle music helps to reduce the overall noise level on the unit, serving as a reminder of the importance of a quiet hospital environment.

In addition to the Environmental Music Therapy program, Healing Arts is conducting a pilot feasibility study of bedside music therapy on four Moses units—Foreman 7AE, the Medical Intensive Care Unit, Northwest 7 and Klau 4—through December 2014.

This study delivers music therapy to patients at the bedside to enhance the healing process. Using quantitative and qualitative indicators, the study is evaluating the integration of music therapy on these units, as well as the effects of music therapy on patients' self-reported pain and anxiety levels.

Based on positive feedback from patients, family members, clinicians and unit staff, Healing Arts is pleased to be continuing both music therapy programs in 2015, says Ronit Fallek, Director, Healing Arts Program, Montefiore.

Healing Arts accepts consult referrals for adult patients on any unit at Moses. For more information and to refer a patient, email HealingArts@montefiore.org. To learn more on how to support the program, visit the Intranet.

EVENTS

Get Inspired to Give this Holiday Season

The Moses Campus Inspired Giving Challenge, running now through December 12, is a special way for Moses Campus associates to give notes of thanks to their colleagues and challenge others to do the same. In addition, there are several inspired ways associates can give back to their community this holiday season. For more information, visit the Intranet.

Ebola 101: What You Need To Know **Monday, December 1 | 6:00–8:00 pm** **Claremont Neighborhood Center** **489 E. 169th Street, Bronx, New York**

Join Montefiore, New York State Senator Gustavo Rivera, the Morris Heights Health Center and the African Advisory Council of the Bronx for a community town hall to obtain important information about Ebola.

📍 Maryam Mohammed at 718-933-2034 or mohammed@nysenate.gov

Montefiore Nurse Enjoys Success in the Military

When Kristine Becker, RN, BSN, Medical Management Clinical Coordinator, CMO, Montefiore Care Management, decided to join the U.S. Army Reserves in 1993 at age 37, she was prepared to tackle virtually any challenge. "I believe that my experience and the education I received as an Intensive Care Unit nurse, working with different interdisciplinary teams, as well as the ability to multitask and think on my feet, helped me to be ready for anything," she says.

One of Montefiore's core values—innovation—encourages associates to offer suggestions on how to improve or streamline processes. Ms. Becker says she felt comfortable assuming leadership roles in the military because at Montefiore she was part of a culture that allowed her to voice her ideas to inspire positive changes, a skill that benefitted her in the military. For example, she used TeamSTEPS, which stands for Team Strategies and Tools to Enhance Performance and Patient Safety, a teambuilding system she learned at Montefiore, to encourage effective communication, team cohesion and trust within her unit.

During her 32-year career at Montefiore, Ms. Becker has led Medical Readiness Training Exercises (MEDRETEs) as a MEDRETE commander with her team in El Salvador and has been deployed twice overseas. In 2002, she served as a nurse and educator in the Troop Medical Clinic on Camp Doha, Kuwait with the 405th Combat Support Hospital and as a nurse in Afghanistan with the 947th Forward Surgical Team. From 2007 to 2008, she served as head nurse in an Intermediate Care Ward. She is currently part of a Combat Support Hospital in Connecticut.

Ms. Becker is one of many associates at Montefiore who have served in the military or are currently active in its ranks. "I have always said that Montefiore is a great place to work because of the kind of culture it drives, encouraging communication, education, team cohesiveness and a pro-active attitude," she says. "I have been very lucky to work here, as the skills and capabilities I learned working with so many different cultures and interdisciplinary teams helped me transition well to the military and serve my country with honor."

A BOLD Stand Against Cancer



Thurgood Marshall Academy in Harlem recently raised \$1,500 for Montefiore Einstein Center for Cancer Care in support of its Bronx Oncology Living Program (BOLD), designed to empower and nurture individuals affected by cancer. The students raised money by selling baked goods and accessories. From left, Yolanda Tomlin, teacher, Thurgood Marshall Academy; Shalom Kalnicki, MD, FACRO, Chairman, Radiation Oncology, Montefiore Einstein Center for Cancer Care and Professor, Radiation Oncology, Einstein; students, Cheyenne Rommelle, Christopher Valenti and Brittney McKenzie; and Alyson Moadel-Robblee, PhD, Director, Psychosocial Oncology, Einstein and BOLD program.

Published by the Department of Marketing and Communications. Please email story ideas to the Department of Marketing and Communications at update@montefiore.org. *Update* is produced for Montefiore associates to keep them updated on Montefiore news, events, clinical innovations, research and recognitions.



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