

CHECK LIST

**Harlem Hospital Center-Generations+/Northern Manhattan Network
November 27, 2009-----**

BABY FRIENDLY JOURNEY FORUM

In 2008, Harlem Hospital Center became the first hospital in New York City to be certified as "Baby Friendly" by the World Health Organization and the United Nations Children's Fund. Harlem Hospital Center received the prestigious designation because of its fulfillment of the rigorous "10 steps criterion" necessary to receive the certification.

On Tuesday, November 17, Harlem Hospital Center hosted a Baby Friendly Conference where we had the opportunity to share our special journey in achieving such a great honor. More than 120 individuals came out to hear and learn what it took to get the "Baby Friendly" status. Hospitals represented at the conference included, New York University, Cornell, Bronx Lebanon and Long Island Jewish (LIJ).

The collaborating departments were NICU, PICU, OB/GYN, Labor and Delivery, Nursery, Environmental Services, Social Work and Hospital Police. The driving forces behind the initiative were Ms. **Laureen Goodridge**, Network Director of Nursing, Ms.

Alison Benjamin, Lactation Coordinator, and by Dr. John M. Palmer, Executive Director.

Participants of the forum walked away with information on the importance of a breastfeeding program and how they can begin to work towards the "10 steps" of a Baby Friendly designation.



Ms. Laureen Goodridge introducing the panelists



Panelists taking questions from the audience



Displays and storyboards

NATIONAL DAY OF SERVICE

Harlem Hospital Center was very fortunate to have an energetic group of young people from City Year Corps donate their creative art work to the Pediatric and Rehabilitation Service Units. The volunteers will serve for one year in the Harlem community. The group was referred to us by the *Helping is Easy Corporation*.



Seated: Kristina Marrett (Team Leader), Sami-Beth Cohen, Amanda Rzucidlo, Indigo Byrdsong
Standing: Ms. Stephanie Harewood, Jared Delaney-Smith, Lina Johnston, Rob Lopez, Erika Lewis, Ariana Carthan & Ms. Valerie Wright

CHARM SCHOOL



Mr. Jerry Wesley, Keynote Speaker

CHARM SCHOOL

On Thursday, November 12, Harlem Hospital Center hosted a one-day seminar on how to enhance patient satisfaction with Healthcare Customer Service. Attending were

approximately 100 employees representing all hospitals within the NYC Health and Hospitals Corporation.

The presenter, Mr. Jerry Wesley, from Kings County Hospital Center and Cornell University developed this Customer Service Seminar. He explained how EVERYONE holds a unique position when greeting, meeting and providing services; and EVERYONE is responsible for creating a positive experience for our patients, staff and other internal and external customers.



The Charm School stands on four basic principles for the needs of the Customer; to make them:

1. Feel Welcome
2. Feel Important
3. Feel Understood
4. Feel Comfortable

2009 ANNUAL HEALTH BENEFIT TRANSFER PERIOD

Once a year, employees have an opportunity to change their Health Insurance Plan. The 2009 Annual Health Benefits Transfer Period began on Wednesday, November 4 and **will end on Monday, November 30, 2009.**

For further information, please contact the Benefits Office at extension 6413 or 6069

EMERGENCY PREPAREDNESS FOR VOLUNTEERS

On Friday, November 13, 2009 the Volunteers Department in collaboration with the Community Service Society's Retired & Senior Volunteer Program conducted training in Emergency Preparedness for our volunteers.

Thirty-three volunteers attended the training, where they received information about recognizing safety hazards and evacuation procedures. The volunteers were also given a checklist of items to assist them in developing a disaster plan and a brochure with useful tips. The overall training provided the volunteers with precautionary measures in the face of a disaster.

The Volunteers Department recognizes Harlem Hospital Center's ongoing dedication to safety. It has used various ways to offer safety training to the volunteers, including a presentation at the Volunteers' Hospital Orientation.

NOMINATIONS: EMPLOYEE OF THE MONTH/CAUGHT IN THE ACT

Is there someone in your department that you would consider worthy of recognition for their efforts?

If so, please submit your write-up to Ms. Stephanie Harwood at stephanie.harewood@nychhc.org with a copy to Ms. JoAnn Young at joann.young@nychhc.org. The write up should consist of:

- ❖ Employee Name
- ❖ Title
- ❖ Department

- ❖ Supervisor's
- ❖ Name
- ❖ Employee's Tour and
- ❖ A detailed account of why the person is being nominated for either Employee of the Month or Caught in the Act.

Please include as much information as possible. You don't need to be a manager or supervisor to submit a nomination.

CUSTOMER SERVICE MASTERS TRAINING - FOR ALL

Harlem Hospital Center has launched a new "home-grown" Customer Service Training Program which includes training over 100 "Master Trainers" from departments throughout the hospital. When the trainers have completed the 16 hour requirement, they will train others within their departments. The goal is to train all staff on the updated Customer Service information by the end of February 2010.

The Customer Service Masters Training Program includes modules on commitment, communication, courtesy, service recovery and helping customers with long wait times. The training has an interactive component that challenges each individual to identify Customer Service barriers and come up with solutions to overcome those barriers.

RETIREMENT



Shirl M. Holmes

Coordinating Manager B, Behavioral Health

After 36 years of devoted service at Harlem Hospital Center, Ms. Shirl Holmes will retire as of December 18, 2009.

Ms. Holmes started as a secretary in the Department of Rehabilitation Medicine in 1973. She joined the Department of Psychiatry in 1976 as the confidential secretary to the Director of the Department. In 1996, Ms. Holmes was appointed Administrator of the Inpatient Psychiatry Unit and served in that capacity until February 2008. Since then she has been in the administrative office of the Department of Behavioral Health.

Ms. Holmes plans to enjoy traveling, community service and family. We thank her for the years of service and for her contribution to Harlem Hospital Center.

RETIREMENT



Yvonne Foulks

Computer Aide, Medical Staff Affairs

Ms. Yvonne Foulks, has dedicated 25 $\frac{1}{2}$ years of service to the Medical Staff Affairs Office of Harlem Hospital Center. She has graciously provided assistance in the processing of medical staff provider applications for hospital appointments, reappointments, privileges and competencies.

She also assists in survey preparations including The Joint Commission. No matter how big or small the job, she is always happy to assist. In the past 25 years she has always welcomed everyone with a smile and warm thank you.

We thank Ms. Foulks for her hard work and dedication to Harlem Hospital Center.

**FRIENDS OF HARLEM
ANNUAL HOLIDAY PARTY**

Friends of Harlem Hospital Center's
Second Annual Holiday Party
Honoring the Hon. Inez E. Dickens
Takes place on
Tuesday, December 8, 2009
5:00 p.m. to 8:00 p.m.
at
Londel's Supper Club
2620 Frederick Douglass Boulevard
(between 139th and 140th Streets)
(212-234-0601)

Wine, Beer & Buffet Dinner
Tickets \$100 (tax deductible)

RSVP to (212) 939-1390/1318
Make checks payable to the
Friends of Harlem Hospital Center
Harlem Hospital Center,
506 Lenox Avenue
Room 3126-B, New York, NY 10037



**THE FOOD BANK -
DONATIONS NEEDED**

There are approximately four million New Yorkers who are experiencing difficulty affording food — an astounding number and one that continues to increase. The Food Bank distributes food to more than 1,000 emergency community food programs and helps to provide more than 250 free meals.

Last year, Harlem Hospital Center helped raise more than 500 pounds of food. Let's do it again! Join the Employee Recognition Committee and to help stop hunger in New York City by making a donation. The top items needed are canned foods, powdered milk, fruits, vegetables, juice, meat, soup, stew, and peanut butter.

For more information call Ms. JoAnn Young, Assistant Director Facilities, extension 2484.

HAPPY THANKSGIVING

We wish each and every employee of the Generations+/Northern Manhattan Health Network a Happy Thanksgiving!

May you enjoy the comfort of family and friends during this holiday, and remember to find a way to help those who are less fortunate.

Excerpted from José R. Sánchez