

SUMMER 2013 ° VOLUME 4 ° NUMBER 5

HCAHPS Honors

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a survey sent to discharged patients about their hospital experiences. Results are compiled monthly and sent to hospitals as report cards. In this issue, we are proud to recognize the following units for their "good grades" for the 4th quarter of 2012: 6 Linsky at Petrie for most improved, and 2 North at Beth Israel Brooklyn for most improved *and* high score (5 greens, 13 yellows and 0 reds). Congratulations to both units on a job well done!



6 Linsky From left: V. Watson, RN, D. Shack-Hargett, PCA, L. Taylor, RN, NM, D. Hylton, PCA, C. Brown, RN, K. Bryan, PCA, J. Rapasardi, RN, J. Okorodudu, RN, H.M. Nagler, MD, D. Yanovsky, RN, G. Haynes, RN, R. Dry, RN, B. Guinther, RN, S. Batyrov, RN, M. Cruz, PEC, and C. Browne, PCA.



2 North From left: Helen Goldring, RN, Leybie Tamondong, RN, Kamala Wright, PCA, Zenaida Fajardo, USA, Galina Kosman, RN, Zula Gurgova, PCA, Pacita Cadorniga, RN, and Nimfa Walsh RN. Not present: Nurse Manager Catherine Leota, RN.

United Hospital Fund Pays Tribute To Beth Israel Volunteers

Kudos to Beth Israel volunteers **Rose Huczko**, **Hamilton Davis** and **Dorothy Kretchmer** on being honored by the United Hospital Fund at its 20th Annual Hospital Auxilian and Volunteer Achievement Awards ceremony. The event was held in March at the Waldorf=Astoria and cited the exceptional service and contributions of hospital volunteers throughout New York City's five boroughs.

Mrs. Huczko offers her time at Beth Israel Brooklyn, both as a Eucharistic Minister visiting and praying with patients on weekends, and as a singing member of the Musician Program, bringing music to patients' bedsides three times a week. She also has participated in the HOPE program, which reaches out through weekly telephone visits to homebound elderly patients who often live alone.

Mr. Davis, a volunteer at BI Petrie's David B. Kriser Department of Emergency Medicine, serves as a liaison between the triage/waiting area and the main ED, assists with transport, runs in-hospital errands for staff, and ensures that patients are as comfortable as possible. He was especially helpful in the aftermath of Hurricane Sandy and recently took on an additional shift in the ED, which has been extremely busy following the closing of other area hospitals and emergency rooms.

Mrs. Kretchmer has been volunteering at Beth Israel's Cancer Center West since 1994. She is a Cancer Center Patient Navigator and visits with patients while they wait for and undergo their chemotherapy treatments. Always going above and beyond, she assisted an agoraphobic cancer patient by picking him up at his home and bringing him to and from his radiation treatments every day for the duration of his therapy.



From left: Beth Israel award-winning volunteers Rose Huczko, Hamilton Davis and Dorothy Kretchmer.

Kudos!

- BIMC received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award, which recognizes the hospital's commitment and success in implementing excellent care for stroke patients, according to evidence-based guidelines.
- A poster describing a BI Brooklyn project, "Prevention of Unit-Acquired Skin Tears with Gentle Care: A Unit-Based No Tears for Skin Tears," won first place at the American Professional Wound Care Association National Conference in Florida. The study was led by **Michael Willis, RN, APB-BC, CWON, CCRN, CEN**, and **Alexandra Achille, RN, BSN**, in conjunction with 1 North staff.

1199SEIU/League Recognizes Beth Israel Novice Nurse

It was a special evening on May 13 at the Brooklyn Marriott for **Stefanie Zisholtz, RN**, a staff nurse who works the night shift on 7 Linsky. With her parents and friends in attendance, she received the 1199SEIU/League's 2013 Nurse of Distinction Novice Nurse award. Ms. Zisholtz' ties to BI go way back—she was born at the Medical Center and her father was a medical resident here. This year's ceremony marks 1199SEIU's 10th annual Nurse of Distinction awards, which honor the best of the best in nursing.



1199SEIU/League Nurse of Distinction Award Winner for Novice Nurse Stefanie Zisholtz, RN, (holding crystal award) with fellow Beth Israel nominees, left to right, Francis Brosnan, RN, Teresa Coughlan, RN, Martha Corpus, RN, Jennifer Reiser, RN, Carmen Feliciano, RN, Lorna Hylton-Webb, RN, and Rosanna Pompey-Whitely, RN.

SPECIAL RECOGNITION

In this issue, we recognize the contributions made by Beth Israel associates during the nationally designated **Health Information Management Week (March 17-23)**.



BI Petrie Health Information Management (HIM) staff, above, donned jerseys, T-shirts and hats from their favorite sports teams as part of the department's weeklong HIM Week celebration. Other activities included a continental breakfast, trivia day, ID badge holder distribution, and luncheon.

Beatrice Renfield Awards Pay Tribute to Nurses at the Medical Center

Named in honor of the late Beth Israel trustee who believed that quality health care is a direct result of excellent nursing, the annual Beatrice Renfield Circle of Excellence Awards were presented on May 9. **Carmen Schmidt, RN**, Director, Nursing Education and Research, received the event's top honor: the Circle of Gold Nursing Excellence Award, "given for extraordinary contributions by a nurse within Beth Israel Medical Center."

Other Circle of Excellence Award recipients were:

- Excellence in Patient-Centered Care by a Novice Nurse—**Stefanie Zisholtz, RN**, BI Petrie
- Excellence by a Preceptor—**Martha Corpus, RN**, BI Brooklyn
- Excellence in Nursing Leadership—**Marilyn Bookbinder, RN**, BI Petrie
- Excellence in Multidisciplinary Team Collaboration—**Nursing Staff at all BI sites**
- Friend of Nursing—**Robert F. Tranbaugh, MD**, Chief, Cardiac Surgery.



BI nurses gather for a photo at the Renfield Awards ceremony. Top row, from left: Mary Walsh, RN, Kate Maitland (representing the Beatrice Renfield Foundation), Stefanie Zisholtz, RN, and Martha Corpus, RN. Bottom row, from left: Carmen Feliciano, RN, Lissy Palackamnil, RN, Carmen Schmidt, RN (Circle of Gold Award winner), Esther Munitz, RN, Teresa Coughlan, RN, and Marguerite Corda, RN.

Renfield honorees who received sterling silver pins, certificates and \$1,000 in educational stipend for Excellence in Patient-Centered Care were:

- **Teresa Coughlan, RN**, BI Brooklyn
- **Carmen Feliciano, RN**, BI Petrie
- **Esther Munitz, RN**, BI Petrie
- **Lissy Palackamnil, RN**, PACC.

Also recognized at the ceremony were nurses nominated by their peers:

- Excellence in Patient-Centered Care by a Novice Nurse—**Francis Brosnan, RN**, BI Brooklyn, and **Sharon Park, RN**, BI Petrie
 - Excellence in Nursing Leadership—**Lorna Hylton-Webb, RN**, MMTP, and **Jennifer Reiser, RN**, BI Brooklyn
 - Excellence in Multidisciplinary Team Collaboration—**Nursing Professional Standards and Practice Council**
 - Excellence by a Preceptor—**Rosanna Pompey-Whitely, RN**, BI Petrie.
- Kudos to all!

Please Note: Picture Requirement Info

When submitting photos for inclusion in *We Are Here to Help*, please make sure the resolution is 180 dpi or higher. A higher resolution is necessary for quality reproduction during the printing process.