



Patient Experience



THE JOSEPH F. CULLMAN, JR. INSTITUTE FOR PATIENT EXPERIENCE

FALL 2016 VOLUME TWO ISSUE 4

Celebrating Excellence in Physician Patient Communication: The Cullman Family Award

On September 21, the Mount Sinai community celebrated excellent physician-patient communication by honoring the inaugural group of recipients of the Cullman Family Award for Excellence in Physician Communication. This new annual award honors Mount Sinai physicians and advanced practice providers who demonstrate exceptional communication in clinical practice. The award carries the name of the Cullman Family, who have been enthusiastic supporters of compassionate patient care since the founding of The Mount Sinai Hospital more than a century and a half ago.

In an outstanding achievement, 42 Mount Sinai Health System clinicians ranked in the top 1 percent nationally (the 99th percentile) in provider communication as measured by the Centers for Medicare and Medicaid Services (CMS) Consumer Assessment of Healthcare Providers and Systems patient experience survey for Medical Practices (CG-CAHPS).

Please join us in recognizing their outstanding achievements.

Recipients:

- | | |
|-----------------------------------|--------------------------------|
| John Andrilli, MD | Grace Kim, MD |
| Joseph Bernstein, MD | Amy Korobow, MD |
| Ketan Badani, MD | Marrick Kukin, MD |
| Sidney Braman, MD | Dianne LaPointe-Rudow, DNP, RN |
| Maria Brountzas, MD | Alice Levine, MD |
| Stacey Cedeno, MSN, ANPC | Alefiyah Malbari, MD |
| Anne Conrad, MD | Michael Mannino, MD |
| Cathryn Devons, MD | Harris Nagler, MD |
| Christopher DiMaio, MD | Lawrence Newman, MD |
| Madeline C. Fields, MD | Mary Olson, DNP, ANP |
| Jennifer Fitterman, MS, RN, ANP-C | Jessica Orbe, MD |
| Thomas Fiorentino, MD | Nanci Pittman, MD |
| David Forsh, MD | Mandy Sacher, DO |
| Lori Garjian, MD | Vicki Shanker, MD |
| Allison Gati, MD | David Steiger, MD |
| Tessa Gomez, MD | Stanley Tuhrim, MD |
| Marsha Gordon, MD | Nicolle Underwood, MD |
| Robbins Gottlock, MD | Patricia Walker, MD |
| Judith Hoffman, MD | Mike Yao, MD |
| Jacob Kattan, MD | Robert Yohannan, MD |
| Ilana Katz-Sand, MD | Edwin Young, MD |



A Note From Sandy Myerson



*I appreciate all you do,
every day, to make Mount
Sinai the best place for
patient care.*

Welcome to the Fall 2016 edition of the Patient Experience Newsletter, where you will find stories about individuals and teams from across the organization who are providing compassionate and exceptional patient care! Patient comments in this edition of the Patient Experience Newsletter reflect the impact our attitudes, behaviors, and interactions have on our patients and their family members. Key words emerged as we reviewed all the appreciative comments patients spent time writing on the surveys they returned to us regarding their experience of care: “kindness, respectful, polite, concerned, helpful, knowledgeable, responsive, courteous, informative, friendly, warm, and professional.”

Not only do our patients appreciate team members who show how much they care through their words and actions; so do our leaders. Every hospital has fully implemented an employee reward and recognition program to show appreciation for team members who consistently demonstrate our Mount Sinai values—check out the latest reward and recognition program at NYEE, creatively named “Eye Hear You’re Great!” We are also grateful for our physicians and advanced practice providers—in September we celebrated and honored those physicians and advanced practice providers who rank in the 99th percentile nationally (top 1 percent) in communication excellence at the inaugural Cullman Family Award for Excellence in Physician–Patient Communication.

Excellent communication is vital to ensuring our patients receive the best care possible, and requires that we listen—truly listen—to patients, to hear and understand their concerns and worries so that we can respond in the most appropriate way. Additionally, what we say (the words we choose) and how we say it (tone of voice) are crucial, and our nonverbal communication (body language, facial expressions, and appearance) have to match our words and intent. As you go about your daily routine, please remember that for patients, none of what they are going through is “routine.” Patients are anxious about their lab and diagnostic study results; they are concerned about whether they can afford the medications prescribed; they worry they might have a debilitating or life-altering disease; and they wonder how long they will have to wait. Our job is to always communicate clearly, to explain what we are going to do before we do it, and why we need to do it; to avoid medical jargon (remember when you had to learn what all those medical terms meant?!); and to sit down when speaking with patients whenever possible—so it humanizes the interaction. And when a patient says, “Thank you,” they are expressing sincere gratitude, and the best reply is “You’re welcome,” or “My pleasure.”

Thank you for all that each of you do to personally improve the way you communicate with our patients, their family members, and with each other! I am sincerely grateful for those of you who are committed to making a few simple, yet powerful, changes in your vocabulary and patient interactions so that patients have the type of experience you always intended them to have. As always, please don’t hesitate to reach out to me with comments, questions, and suggestions.

Thank you!

Sandy Myerson

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EYE Hear You're Great!

New Employee Recognition Awards at NYEE



From left: Stephen Weber, MBA, Director of Patient Experience and Volunteer Services; Mandy Zhao, RN; Irena Zdunek; Wieslawa Buczek; Janina Castro; Emily Reyes, RN; Crystal Marcus; and James Tsai, MD, MBA, NYEE President.

In March 2016, New York Eye and Ear Infirmary of Mount Sinai (NYEE) launched a new employee recognition program called “Eye Hear You’re Great!” to celebrate employees who provide excellent service.

Margarita Mendy, an orthoptist in the Department of Pediatric Ophthalmology, Adult Strabismus and Orthoptics, won a contest to name the program, with an entry selected from those of more than 20 staff members. She was recognized by James Tsai, MD, MBA, President of NYEE, and the executive team, receiving a certificate of thanks and a VISA gift card. The Eye Hear You’re Great! program’s recipients receive a certificate of recognition and a personal invitation from Dr. Tsai to attend a breakfast or lunch in the executive boardroom. The recipient’s supervisor, department leader, and the rest of the executive leadership team are also invited to participate and honor the employees.

EvaYin Gauw, RN, Dana Annese, RN, and Jason Marin from Plant Operations at NYEE were also recognized in March 2016 for making outstanding contributions to their departments and for exhibiting high levels of customer service throughout the institution.

In June 2016, NYEE recognized the following employees:

- **Wieslawa Buczek and Irena Zdunek**, from the Housekeeping Department, for going above and beyond on a daily basis and for being instrumental in keeping the “Cleanliness” HCAHPS scores above the 90th percentile for the past 18 months;
- **Janina Castro**, from Medical Records, for outstanding contribution to NYEE’s initiative to improve EMR documentation, which resulted in improved coding turnaround time;
- **Crystal Marcus**, Registrar, was singled out by one of our patients for reducing her anxiety. The patient wrote, “Crystal has a great smile and demeanor. NYEE is lucky to have her;”
- **Percival Santiago**, from Dining Services, for challenging himself to develop new recipes and for making the Action Station more appealing for his guests and co-workers;
- **Emily Reyes, RN**, from the Otolaryngology clinic, was recognized by multiple patients, who sent personal cards and letters mentioning the exceptional care she provided;
- **Mandy Zhao, RN**, for exceptional work during the Retina Center EMR rollout and for providing ongoing education and support on the system to the entire nursing team.

Mount Sinai Queens 3 East Scores High on Survey

For three months in a row, from March through May 2016, Mount Sinai Queens 3 East achieved the highest score in the hospital for “Would Definitely Recommend” on the patient experience survey. 3 East nursing staff members also keep track of their compliance with Purposeful Hourly Rounding procedures. Research demonstrates that when nursing staff members consistently perform high-quality Purposeful Hourly Rounding as part of their clinical routine, patient experience improves, resulting in more patients who would definitely recommend the hospital. Sixty-six percent of patients reported that a member of the nursing team checked on them hourly during their hospital stay during the months of March through May.



Tablets Enhance the Patient Experience at Mount Sinai Health System

Mount Sinai Health System provides a cutting-edge program for its patients: Several departments throughout the Health System have partnered with PadInMotion, a mobile health technology company, to make tablets available in patient-care areas. The tablets enhance the patient experience by helping patients and their loved ones to better understand medical information and the recovery process and to access available resources.

Melissa Bellino, MBA, Senior Director of Oncology Operations; Kelli Schnurman, LCSW, Social Worker Program Specialist; and Sophia Piccolino, LCSW, Social Worker at the Ruttenberg Treatment Center, are some of the tablet program's pioneers: “Undergoing cancer care and treatment can be an overwhelming and stressful experience,” says Kelli Schnurman. “Our patients have the opportunity to utilize tablets in the waiting room. These tablets provide a path to knowledge about our medical, support, and wellness programs as well as entertainment to help pass the time.” The patient tablets also offer a convenient way for patients to sign up for and access their personal health records. Godsfavour Guillet, RN, Clinical Nurse

Manager of the Women's Health Unit at Mount Sinai Hospital, notes, “There was a patient who wanted to log into her MyChart; we offered the tablet and immediately she was excited.”

At Mount Sinai Beth Israel's Pediatric Emergency Department, games and videos on tablets distract and calm children before the medical team takes their vital signs and listens to their lungs. At The Mount Sinai Hospital's Women and Children's Department, videos viewed on tablets reinforce the previously provided patient education. New mothers can review and practice breast-feeding techniques when it's convenient, in the privacy of their hospital rooms, and relaxation music and humorous videos included on the app provide useful tools for pain management.

Tablets are also in use at Mount Sinai St. Luke's, Mount Sinai West, and Mount Sinai Urgent Care Facilities. Hospital stays are not always anticipated, and patients may not have access to their personal items and other comforts of home. Godsfavour Guillet reports that when a patient was introduced to a tablet, “She clapped her hands and laughed, saying, ‘Now I can play my games!’ ”

Project Sleep Produces Soothing Lullabies

The Project Sleep Team at Mount Sinai Beth Israel, under the guidance of Joyce Fogel, MD, and Wen Chang-Lit, MT-BC, LCAT, Music Therapist, developed and produced a multicultural lullaby CD. Board-certified music therapists from the Louis Armstrong Center for Music and Medicine at MSBI recognized the need for music in the evening, when patients can experience feelings of isolation, and co-produced the CD.

The album contains lullabies in eight languages commonly spoken in New York City, including English (“What a Wonderful World”), Mandarin and Cantonese (“Yeh Chu”), and Hebrew (“Numi Numi”). The CD is available to patients via the hospital TV and is also for sale in the gift shop at The Mount Sinai Hospital. MSBI is the first hospital in the nation to provide TV programming that includes therapeutic relaxation music designed and created by certified music therapists.



The team that produced the lullaby CD, from left: EunHye Sim, MA, MT-BC, Music Therapy Research Fellow; Robin Mitchell, MT-BC, LCAT Oncology Music Therapist; John Mondanaro, MT-BC, LCAT Clinical Director; Wen Chang-Lit, MT-BC, LCAT, conductor of the multicultural CD; and Allison Millstein, MA, MT-BC Research Scholar.

Moment of Mindfulness

Just stopping is the best antidote to stress, but it's often hard to have the discipline to do it. That's why I love “Two Feet, One Breath,” a mindfulness technique developed to help busy people deal with stress. Before entering a room—whether to see a patient or attend a meeting—be aware of

both feet on the floor and take one conscious breath. Then proceed, with greater clarity and focus, bringing the mind into “NOW.” - *From Mickie Brown, RN, Deputy Nurse Manager of Selikoff Centers for Occupational Health and the World Trade Center Health Program at Mount Sinai.*

Comments from Patient Experience Surveys

Inpatient

Mount Sinai Brooklyn

1. RN Vicky welcomed me warmly to the unit. RN Danice worked tirelessly for the comfort of the patients, who gently covered me with a blanket in the middle of the night as I was cold. She left a lasting impression on me. (2N)
2. RN Raywalee and Nikki were just outstanding. (3N)
3. The nurses had lots of smiles and lots of patience. (2E)
4. RN Maddy—despite being the only person running the busy office, answering the phone, door and everything else going on, she was quite professional and comforting, I could genuinely feel that she cared about my person. When questioned how she does it, she expressed that she truly enjoys her profession. This was when I decided that this hospital was where I would have my procedure.(2N)
5. A resident named Dr. Patel was the best to me. I trusted him and hope he continues at this hospital. (1N)
6. Thanks to my OR RN, who never failed to keep eye contact and provide gentle care as I was being transported on my journey.(2N)

Mount Sinai West

1. All the people I dealt with during my admission were courteous, friendly, and informative and gave me their full attention. (10A)
2. It was a great experience there, The team is absolutely amazing; the nurses are such good and caring people. My favorite nurse was Daniel. (10A)
3. I was admitted very quickly and calmly—the nurses made me feel safe and welcomed. (11B)
4. Best experience for childbirth. The nurses, especially Sherri, were absolutely outstanding. I would recommend delivering here to anybody. (12B)
5. Always very careful/courteous when delivering food to not burst in on breastfeeding or other sensitive activities. (11B)
6. All nurses very good especially Holly. She made hourly rounds, explained everything, really went above and beyond. All nurse aides were great, too. (10A)
7. There was a nurse named Rashida who was the ABSOLUTE BEST!!! She cared for me as if I was a family member! Rashida also made

sure that I was mentally OK. She lifted my spirit BIG TIME! (10A)

8. The 2 RNs Joel and Julie were amazing, so was Stephanie—she was very kind, and made me laugh whenever she came by to give me my blood pressure check. Joel and Julie were both very nice at making sure I was comfortable, which I really appreciate. (9A)
9. My stay was so short I didn't have any visitors, but my roommate's daughter was treated with the utmost kindness and courtesy. (10A)
10. I don't think I could have had a doctor better than Michael Bronson, MD. I have and will continue to rave about him and recommend him to anyone who may need him. (10A)
11. The nurse who went through my discharge process was excellent. I especially appreciated that she asked permission to discuss sensitive medical topics first since I had family present during the process. She had a very positive attitude that made me feel much more calm about bringing home my newborn. (12B)

The Mount Sinai Hospital

1. The care was amazing. Cecelia and Richard, who looked after me, were beyond expectations, and they were very kind and thoughtful people. (11W)
2. I was very happy that Dr. Ayala sent me to this hospital - very nice and very clean. If I have to choose any hospital it will be Mount Sinai. (7E)
3. The pre-op nurse, Marge Leventhal, was wonderful. She explained everything so well and was a very calming presence. She did wonders to ease my fears. (7W)
4. From the moment I walked into the hospital, I felt at ease and confident. That was mainly due to the doctors and all of their support staff that are associated with Mount Sinai Hospital that I had contact with prior to my surgery. From the day I was admitted for surgery to the day I was discharged, everyone was very professional, caring, and comforting. The nurses (GP8 East) and their support staff were extraordinary, and I can't thank them enough. Everyone, including food service and housekeeping, were all very friendly and courteous. Dr. Dushey and his staff were excellent. (8E)
5. The security was very respectful. He proposed a wheelchair and also escorted us to the elevator. The lady at the front desk registered us very fast and didn't hold us long time waiting. (KP7)
6. The cleaning staff and food service staff were very friendly and professional. It seemed that they took pride in the job they do, and they did it well. (8E)
7. The room was perfect, even better than expected. Nice view. Everything was clean and ready for us. The person who cleaned our room was very polite and respectful, always greeted us in a very friendly way and always knocked before entering. (KP7)
8. Thanks to excellent care of Alison, RN and Elyse, RN. Chaya, RN was very sweet. RN Gary and Mr. O'Brien, RN religiously changed my dressings. (9C)
9. My experience in the hospital was like home away from home. RN Mary Clifford made me feel that way. Thank you. (KCC4H)
10. My amazing nurses, Grace, Amanda, Nelly and Jane, did an incredible job and helped make me feel less crappy about a surgery I didn't want to have with their amazing attitude. I could not have asked for a better group of nurses. They were always professional and kind and making sure there was nothing we needed. Also, Alexis Sherman was fantastic and very helpful and professional. She does an amazing job helping patients learn how to use their new medical devices and setting them up so they're prepared when they go home! (10E)
11. Dr. Sylla is incredible. She made an effort to come see me each day, no matter how late she got there from her busy day. She has an amazing bedside manner and did a fantastic job on my surgery. She is an excellent surgeon, but in addition, she has an incredible personality to answer all of your questions and treat you with respect and concern and always finds time for her patients no matter how busy she is. She has gone above and beyond to answer all of my (sometimes stupid) questions. Joel Bauer, MD was also professional and an amazing surgeon. (10E)
12. Dr. E Harrington, Z. Bloomgarden, M. Harrington, Wen and Dr. Stacy treated me with respect, kindness, caring, gentleness, loving, etc. (7C)
13. I was sent home with a lot of written information that was easy to read and understand to help me make sure I knew what I was doing when I got home. I was also sent home with a good amount of medical supplies to get started with until I could order my own supplies. The social worker also was great in setting up home care for me so I could have a nurse assist me when I got home to get used to my new condition. The home care was great, and I didn't even know that I had that option. It made me much more comfortable going home knowing I would have a nurse to check on me and make sure everything is going well with my healing process and to continue teaching me. That was a huge relief. (10E)



A patient expressed her thanks to the staff of 3G at Mount Sinai West by providing T-shirts. On the back: Best Care Anywhere!

Mount Sinai Queens

1. My son had passed away the day I was admitted and everyone was so very kind to him. (3E)
2. Thanks to Gloria, who always kept the room clean. (3W)
3. Elvira Solis and the PA Eitan Ilyayev are the best nurses and PA's in Mount Sinai Queens. (3W)
4. The nurses were amazing, and had admirable attitudes, which encouraged me and helped me get better faster. (4E)
5. All of my nurses were amazing, truly! Maria gets a special shout out (nursing assistant). Made me smile daily. (4W)
6. I want to say the following nurses were amazing. They were kind and helpful. They made my stay easier: Nurses Bibi, Georgina, Dechen, Angelica, Raul, Helena, Chana, and Vickie. (4W)
7. They treated my family with respect and explained in detail to my family what was going on. (4W)
8. The best of the best. I wish I wrote all their names down so I could write about how great they were. You have gems working there. All the staff were great. I was so pleased with everyone I met. (3E)

Mount Sinai Beth Israel

1. The staff treated me with courtesy and respect, and were very kind and attentive. This by far is the best hospital I have stayed in ever. (CPCU)
2. They got me in a room very fast, and they talked with me and my husband about everything that had to be done before they did it.
3. The food service person, NORBERT, should be the model for all. He was pleasant, knowledgeable and fantastic!! (10S)
4. I would like to commend especially nurses Liwayway Pascalque, Susana Conde, and Phyliss Keno during my stay on the 10 Dazian head and neck unit. (10D)
5. I had several nurses during my 5 day and night stay, and I must say every nurse that took care of me was simply amazing! They were sensitive, kind, smart, funny, and generally made me feel a tad bit better from just their presence. (6L)
6. Bernadette and Claire were great as well as Jeff the physical therapist. (7S)
7. Nurses working with Dr. Fox were great. Never used call button. (8L)
8. I would like to commend Bertha Shohet, head and neck waiting room—10 Dazian—for her comfort and attention to my wife during my surgery and stay. (10D Head & Neck)

9. Kathleen Kienny NP WCN, the most wonderful person I ever met—FABULOUS! (8S)
10. Dr. Palese came highly recommended by Dr. Mark Singer, and he was a terrific doctor. He was prompt, informative, sensitive, kind, and the consummate professional. I felt very confident going into the surgery. I would highly recommend him to anyone I know. I will be forever thankful to him and his team for a job well done. (3 Dazian)
11. I had the most pleasurable experience the three days I stayed at this hospital. I found doctors, nurses and all hospital staff to be extremely dedicated to their jobs. Every single person I came in contact with took the time to make sure I was comfortable and OK. I truly felt I was listened to. I absolutely love this hospital and wish I had been coming here my whole life. Thank you for asking. (9 Dazian)

Mount Sinai St. Luke's

1. The room was clean, and the gentleman who came inspect the room was very courteous and always asked if everything was OK. I believe his name was Miguel.
2. I felt the nurses felt the amount of distress I was in. (8E)
3. I had marvelous nurses. The male nurse I had (forgot his name) on Friday night, July 22, was excellent. Also the other night and days, Cecelia and Lorna were just fantastic. I couldn't have asked for better. They were kind and helpful and attentive and very friendly. I was in ICU. (ICU 7ES)
4. I never used the call button. All the nurses were very helpful passing along my request for medication I use daily and for pain medication I needed for injury to my back. In general, the nurses were wonderful. (Obs)
5. I love that hospital, I live in 206st and 10th Avenue and when I get sick I take a cab because they have two hospitals near me but I don't like them. Keep up the good work. (9W)
6. I cannot emphasize the level of care and treatment I received at St. Luke's. I was incredibly impressed. In fact they kept me overnight in spite of my own physician saying I could be released. It gave me a great deal of comfort. THANK YOU! (Obs)
7. Hospital doctors, nurses and staff made me feel great. That my life mattered. I cried tears of joy. All of the doctors made me smile. It's very important to smile and be hopeful. (6E)
8. The hospital staff could not have been more responsive or caring. I felt quite sure I was in excellent hands. It helped a great deal to minimize the discomfort and concern I was feeling following the episode that led to my hospitalization. (Obs)

Continued

Inpatient Behavioral Health

The Mount Sinai Hospital

1. Nurses, resident, Dr. Cmanuet and Mika the social worker were very nice and informative. (KCC7S)
2. Very good experiences. Nurses and PA's catered to everyone's need, including patient and supplies distribution. Environmental services did a great job. Especially Charles. (Mad 5)
3. Dr. Rosenthal was extremely professional, knowledgeable, and courteous when meeting with patients. He respects confidentiality of his patients, most important, he listens and shows he cares. Dr. Kimberly always checked in on me and others as well. (Mad 5)

Mount Sinai Beth Israel

1. Every group with Pam and Rachel, the OT staff, was great, and my first group therapy was awesome. (4 Bernstein)
2. Jimmy worked extremely hard on my behalf. I am appreciative of his efforts as well as the group centers. (8 Bernstein)
3. Charlie and Barbara were extremely helpful to me, and I am forever grateful to them. There are a couple others who were very friendly to me whose names I can't remember but they were courteous and very nice. (8 Bernstein)

Mount Sinai St. Luke's

1. I really appreciated Constance Tention, Rose, CNA, Powmall, Llavra, Franklin, Shirly Julien, Debra Bollers, CNA, Juanita Linder. The following individuals thought of other people. Thank you. William Day also! (Clark 8)

Mount Sinai West

1. I really liked LYNN and how considerate and helpful she was. She was the overnight nurse on Saturday and Sunday from 8 pm to 8 am. Because of her, the stay felt better. I appreciated her care and kindness (please let her know.) (7G)
2. Dr. Keith Love is great. (7G)

NICU

The Mount Sinai Hospital

1. Naomi and Jillian (NICU nurses) were absolutely wonderful! Supportive of parents, showed us how to do things, encouraged us to care of our child, answered questions, explained things thoroughly. EXCELLENT and loving to our baby!



Celebrating With an Ice Cream Party

The staff of 10 Silver at Mount Sinai Beth Israel held an ice cream social to celebrate improved cleanliness scores. Among those honored were housekeeping staff members Katherine Lebron, left, and Sonia Campbell, right, and Melissa Hodges, a patient care assistant.

2. Dr. Scarlet McKinsey—impressive, informative, caring, and transparent. We were so pleased with the care she and the team provided.
3. Becca and Fay Hartley were incredible, and Shoshannah and Jillian and the social worker—they made everything so wonderful.
4. Front desk staff is excellent! Kind, friendly, prompt, accommodating, informative, respectful! Nursing staff wonderful! Cleaning: Yvette = fantastic, sweet, always doing a good, thorough job with a smile!
5. Thank you so much for taking care of Edward. We are grateful and would recommend Mt. Sinai to other parents. Thank you to the nurses and doctors.

Mount Sinai Beth Israel

1. Every time my baby was experiencing any discomfort the nurses went above and beyond to make her happy, even if they had to carry her all around or sing to her.
2. The nurses were extremely attentive to my baby's needs as well as mine as a parent under a great deal of stress.

Mount Sinai West

1. All of the NICU doctors, especially Dr. Calabio, were great. They explained everything very well and multiple times if needed.
2. I work for another NYC hospital, and I hope our patients are treated with the same kindness, compassion and competence that I received while being at Mount Sinai West. I was VERY impressed.
3. Appreciate all the efforts of nurses and Rose, and Doctors Klein, Minkis and Calabio.

Ambulatory Surgery

Mount Sinai Beth Israel:

1. Everyone at Dr. McCann's office was personable, caring, and helpful; especially his nurse/aide and his office manager, Nicole Klein. Dr. McCann makes me feel well taken care of. (PACC OR)
2. I received call day the before surgery with instructions on what to do and where to go.

The lady on the phone was very helpful.
(Petrie OR)

3. Piano player on the day of surgery was outstanding.(PACC OR)

New York Eye and Ear Infirmary of Mount Sinai

1. Danny at the office of Dr. Sidney Mandelbaum was very helpful and always very friendly and willing to help. She called me on two occasions to inform me that there had been surgical cancellations and asked if I would like to move up the date of my surgery. Top marks to Dr. M's office. (SDC5)
2. Sabrina, the surgery coordinator in Dr. Breingan's office, was extremely helpful at my last pre-op visit at the office and while responding to additional questions by telephone before the day of my surgery. Her availability and help were excellent. (SDC5)
3. For a second time, I was fortunate to be assigned to the same anesthesiologist (Dr. Chen?). She is an angel!

Mount Sinai Brooklyn

1. Wonderful everyone was very friendly, and so you did not have to worry about your surgery.
2. The nurses for the pre-testing were all very kind and caring. They helped to alleviate my fears.
3. Dr. Dean Martin is my # 1 doctor. He has a great team in his office and at MS Brooklyn.

Mount Sinai St. Luke's

1. Cillian @ Dr. Uchena's office was courteous and communicated everything with me, which I really appreciated.
2. The surgery center was attractive and inviting. Likewise, it was very clean, and the overall ambiance pleasant.
3. Dr. Pollack is an excellent physician w/an excellent bedside manner. He is comforting and very skilled and knowledgeable. He is the best!!

Mount Sinai West

1. The staff that morning was kind of amazing. Super friendly, seriously detail oriented, efficient. I felt really well cared for and well-informed.
2. The medical professionals who performed my surgery were excellent. I can't say enough about how well the performed.

3. Dr. Castello was super friendly & nice & made the whole "surgery experience." So much more pleasant.
4. I'm from New Jersey and would never get my surgeries done in NJ. Dr. Ghatan has done several surgeries for me over the years, and everything has always gone very well. The employees have always been very helpful and outgoing over the years as well.

Emergency Department

Mount Sinai Hospital

1. Drs. Snow and Giron had excellent bedside manner, were very thorough with ordering the appropriate tests, explained what they were doing, and were either considerate or good about following protocol when asking whether I wanted a female present for the exam. They also kept me informed about delays in getting the echocardiogram.
2. Both the resident and the attending took great care to treat my son. He's 18 (barely), and they treated him with the respect of an adult while also recognizing that he needed his mom there!
3. Child Life came and were amazing for my 3.5 year old who needed to get 2 shots. Nurses also went out of way to make process as easy as possible for her.

Mount Sinai Queens

1. Dr. Abbe Lindsey was incredible, and in addition to probably saving my life, also had a comforting bedside manner.
2. During my visit for a deep cut on my pinky that needed stitches, the doctor and staff were very supportive, informative, and attentive. I was very impress with the service and appearance of the new ER area.
3. Everyone from the second I entered the hospital was amazing. The best treatment I have ever received in NYC.
4. I noticed how the security guards were very courteous. They assisted people that needed wheelchair, and guarded the door and made sure the line to be attended was in order.

Mount Sinai Beth Israel

1. The nurses that night were very concerned on the pain I was experiencing and attentive to any questions I asked.
2. The doctor listened, asked questions, asked my opinion on pain treatment. (I only have one kidney so what meds go into my body is important.)
3. The X-ray tech was amazing. She was

extremely caring and took the time to make sure I was as comfortable as possible and took the time to explain to me what she was going to do before doing it.

4. As a Brit used to NHS—Beth Israel is SUPERB!!!

Mount Sinai Brooklyn

1. My Doctor Makini Chisolm-Strakel was outstanding. She was knowledgeable, professional, and very kind and responsive.
2. The person taking my X-ray was very kind, caring, and comforting.
3. The person who took my personal information was very caring and professional.

Mount Sinai West

1. The nurses who treated me were wonderful! I remember Matthew & I think her name is Usa were very kind, considerate & professional.
2. Jennifer Dumaesq was lovely. Dr. Elyse Lavine was busy, and Jennifer kept reassuring me that she would see me soon.
3. Barbara Hennessy, RN, went above and beyond in this situation. As I described the detailed situation that had taken place, she made sure to actively listen to each part and ensure that the Doctor knew the entire situation before he came and spoke with me.
4. The ER doctor, Dr. Amy Caggiula, was so good that I asked if she were a primary care physician because I immediately wanted to make her my "personal" doctor. She really made me feel like she was taking time out to listen to me, and I so needed it and appreciated it.
5. The older gentleman by the ER entrance, older Latino with glasses, was very accommodating as well. He brought over a chair into our room for my boyfriend, who stayed with me the whole time.

Mount Sinai Saint Luke's

1. Nurse Bao was great about bringing me some crackers and an apple as I got more fluids from an IV toward the end of my stay.
2. I had a good experience. I was immediately attended, and the duration at the ER was not long at all. I would definitely come back next time. Thanks for the service!
3. The facility was very clean; the staff members were very helpful and friendly. I would definitely recommend this hospital to anyone.
4. Excellent respect of privacy, using proper low tone due to crowded atmosphere. Privacy of exam rooms well appreciated. Thank you. So much better than a curtain or a hallway.

New Video Interpreter Service

Language Services has added a new video interpreter service for patients. The service, from Healthcare Interpreter Network, has been implemented on a trial basis at Mount Sinai West and Mount Sinai St. Luke's and uses a mobile wireless device called ALVIN that is wheeled to the patient's bedside for video interpretation of more than 30 languages, as well as American Sign Language for deaf patients. An on-screen prompt of language choice instantly connects the provider to an internal or external interpreter via video conference.

"Patients and providers have been very enthusiastic about the service," says Roxana Lash, Director of Language Services. "It is a much better experience for the patients than a phone interpretation, and it increases the productivity of the interpreters and providers by eliminating wait time."



Roxana Lash, Director, Language Services, with the ALVIN video interpreter.

Study Found Ways to Improve Patients' Sleep



The team included, from left, Joyce F. Fogel, MD, FACP, AGSF, Chief Division of Geriatrics, Department of Medicine, Beth Israel Medical Center and Associate Professor of Geriatrics and Palliative Medicine, Icahn School of Medicine at Mount Sinai; Joanne V. Loewy, DA, LCAT, MT-BC, Director, The Louis Armstrong Center for Music and Medicine, Mount Sinai Beth Israel; Z. Nilly Brodt, MD, Resident Physician, Internal Medicine; Erica Grabscheid, MD, FHM, FACP; Herb Perry, CMSRN, BSN, Nurse Manager; Wen Chang-Lit, MA, LCAT, MT-BC, CCLS, AIP Music Therapist; and Mary Gallagher, MA, RN, BC, and Director, Quality, Practice and Standards.

At Mount Sinai Beth Israel, a multidisciplinary research project has identified low-cost, non-pharmacological methods to improve the quality of patients' sleep. The issue that the team addressed is a serious one: Illness, medications, changes in nighttime routines, and the sleep-disruptive nature of the hospital environment can all cause insomnia. Both insomnia and the drugs used to treat it can contribute to delirium, a risk factor for falls, restraint use, longer hospital stays, and more medical complications. Poor sleep can also lead to a poor patient experience.

In the study, which focused on older patients, a team of geriatricians, nurses, pharmacists, music therapists, and house staff received specialized training. On admission, patients received welcome bags with headphones, an eye mask, earplugs, and literature on the project. Quiet hours were instituted from 10 pm to 6 am. Patients were offered music therapy, and for nighttime comfort, warm blankets, warm milk, and tea. The interventions led to significant improvement in the quality of sleep and a decrease in the use of sedative-hypnotic medications. The project was named best in its category—"Quality of Life"—at a national geriatrics conference in May.

Event Honors the Courage and Resilience of Sickle Cell Patients

Mount Sinai Health System celebrated Sickle Cell Awareness Month on September 10 by hosting its Second Annual Community Day, "Mount Sinai Cares About Sickle Cell Disease."

The audience included patients, families, community organizations, health care providers, nurses, social workers, and other concerned individuals. The event was chaired by Frances Cartwright, PhD, Chief Nursing Officer of The Mount Sinai Hospital. Dr. Cartwright started the event with these powerful words: "Today's event is a celebration because it recognizes the courage and resilience of more than 100,000 individuals in the United States diagnosed with sickle cell. It is a celebration because it brings a focus to the progress made in research, education, and clinical care. On behalf of Mount Sinai's senior leadership, I would like to give a note of gratitude to our patients. From you we have learned what courage, resilience, and hope mean and what it looks like in action. From you we have learned that no matter how many challenges life gives us, the spirit can transcend."

The event also honored Doris L. Wethers, MD, and Dr. Rita Bellevue, MD, two pioneering hematologists known for their outstanding scientific and clinical contributions to the sickle cell community. The audience heard presentations on bone marrow transplant in adults and on successfully transitioning from pediatric to adult care. Dr. Lynne Richardson, Vice Chair of Mount Sinai's Emergency Medicine Department, announced that Mount Sinai has been awarded a \$5.1 million grant from NIH to establish the New York City Sickle Cell Implementation Science Consortium (NYCSIS). This funding will allow for new research on an unprecedented scale to improve and prolong the lives of people with sickle cell disease.

Finally, the Academy Award-nominated group, Impact Repertory Theatre, delivered a powerful performance. The event, which had been planned by a dedicated committee of patients, providers, and family members, was a true reflection of Mount Sinai's commitment to the sickle cell community, and the committee is already starting to plan for next year.



At the Second Annual Community Day: A patient, Jamal Joseph, left, with Jeffrey Glassberg, MD, Assistant Professor, Emergency Medicine, Hematology and Medical Oncology, and Associate Director of The Mount Sinai Comprehensive Sickle Cell Program.

"Caring and warmth" at 7 South

August 5, 2016
7 South Staff

The four days of July 11th through the 14th were the most traumatic of my life. That Monday morning, I brought my 19-year-old daughter to the Mount Sinai Emergency Room for an attempted suicide. She was terrified, and I was trying to be strong. After the difficult initial intake, my daughter was transferred to 7 South for an undetermined period of time. Amazingly, by Tuesday, she was relaxed and comfortable with her situation. ... I was in a state of shock!!! Remarkably, what I observed over the next several days was a group of some of the most wonderful and caring people... every single one of them!!!!

The entire staff at 7 South should not go unrecognized for the amount of caring and warmth that they provided to my daughter at one of the lowest points in her entire life!

ICARE – Immediate Care and Response for Employees

The Office for Excellence in Patient Care at The Mount Sinai Hospital is proud to announce the ICARE program launched in July. ICARE is a peer support program for health care workers who have experienced a stressful, work-related event, usually clinical in nature, at The Mount Sinai Hospital. Members of the ICARE team include professionals and support personnel from various disciplines selected based on their leadership skills and demonstrated sensitivity to others.

The ICARE team will work to spread awareness of the program over the next several months. Team members will reach out to staff in the wake of serious events. Staff will

also be provided with a number to call to access support from a trained team member who will help them to identify needs such as time off, mentoring, and medical or psychiatric care. All conversations and any referrals made will be confidential. As a part of Mount Sinai's comprehensive patient safety program, ICARE was established to address the emotional needs and well-being of our valued staff.

The ICARE program is being piloted at the Mount Sinai Hospital campus in four different departments: Emergency Services, Obstetrics and Gynecology, Pediatrics, and Interventional Radiology. The long-term plan is to expand this program throughout the hospital by the end of 2016 and then throughout the Health System.



“Extreme gratitude and praise” for Senior Health Program

August 11, 2016

Joyce Fogel MD, Chief, Division of Geriatrics
Mount Sinai Beth Israel Senior Health
275 Eighth Avenue
New York, NY 10011

Dear Dr. Fogel,

I am a new patient and a retired registered nurse. My fifty years of professional nursing have included serving in the U.S. Navy Nurse Corps during the Vietnam War, Assistant Director of Nursing for the Medical Division at Bellevue Hospital Center, Director of Nursing at Cabrini Hospice, Clinical Director of AIDS Services at the Visiting Nurse Service of New York, Director of Quality Assurance and Regulatory Compliance at the Visiting Nurse Service of New York, and Adjunct Faculty, graduate division at the City University of New York, Hunter College-Bellevue School of Nursing. I tell you this not to impress you, but to attest to my experience in health care service delivery.

It is with extreme gratitude and praise that I write to you concerning the Senior Health Program. The program is comprehensive, and the staff is the most courteous and genuinely concerned that I have ever encountered. Dr. Su Su Aung spent so much time with me during my initial visit, never rushing and answering all my questions clearly, and getting back to me rapidly when I sent an e-mail. Her clinical expertise is self-evident. Deborah Ramos was extremely helpful when arranging for my initial visit and sending me the requisite paper work. And finally, a most important part of your staff, the person up front greeting patients, Pamela, was so pleasant, courteous, and helpful in person and when I called the office. You should be very proud of your program and staff.

Sincerely,

Peter J. Ungvarski, MS, RN, FAAN



**Mount
Sinai**

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