Mount Sinai Names Chief Patient Experience Officer

Sandra Myerson, MBA, MS, BSN, RN, has been appointed to the newly created position of Senior Vice President and Chief Patient Experience Officer of the Mount Sinai Health System and of The Joseph F. Cullman Jr. Institute for Patient Care at The Mount Sinai Hospital. Ms. Myerson will collaborate with leadership to further establish a patient-centered culture across all inpatient and outpatient settings.

“The leadership at Mount Sinai is passionate about developing and implementing innovative programs to transform the patient experience so that every patient and family encounter results in compassionate, coordinated, and exceptional care,” says Ms. Myerson. “Research confirms that individuals who have a positive patient experience have better medical outcomes, shorter hospital stays, and reduced readmission, and they heal better and faster.”

Says Jeremy Boal, MD, Executive Vice President and Chief Medical Officer of the Mount Sinai Health System: “Sandy Myerson is a dynamic health care executive who

Studying New Stem Cell Therapies for Vision Recovery

The National Eye Institute (NEI), a division of the National Institutes of Health, has awarded researchers at Icahn School of Medicine at Mount Sinai a five-year grant to support an effort to recreate a patient’s ocular stem cells and restore vision in those blinded by corneal disease.

About six million people worldwide have been blinded by burns, trauma, infection, genetic diseases, and chronic inflammation that result in corneal stem-cell death and corneal scarring. There are currently no effective long-term treatments for the vision loss that occurs. Corneal stem-cell transplantation is an option in the short term, but availability of donor corneas is limited.

Specifically, the grant will allow Mount Sinai researchers to recreate a patient’s own stem cells by taking mature cells, such as eyelid or oral skin cells, and coaxing them backward along the development pathways to become eye-specific stem cells again, and serving ultimately as needed replacements for damaged cells in the cornea, explains Albert Y. Wu, MD, PhD, Assistant Professor, Ophthalmology, and the study’s principal investigator.

From left: Icahn School of Medicine at Mount Sinai investigators J. Mario Wolosin, PhD; Ihor Lemischka, PhD; and Albert Y. Wu, MD, PhD

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Elizabeth Peralta, a Laboratory Technician at The Mount Sinai Hospital, lost 55 pounds in five months and reversed her diagnosis of type 2 diabetes with help from The Diabetes Alliance at the Mount Sinai Health System. The Diabetes Alliance offers Mount Sinai staff and patients personalized diabetes education, nutrition, and counseling and support to achieve their health and wellness goals.

The quick turnaround for Ms. Peralta started in July, after a routine physical with her internist, Laurie Edelman, MD, revealed that her blood sugar level had significantly increased over the prior year, resulting in a diagnosis of uncontrolled type 2 diabetes. Dr. Edelman is an Associate Professor in the Division of General Internal Medicine at Icahn School of Medicine at Mount Sinai.

The next day, Ms. Peralta, 55, went to see Maria Rodriguez, RD, CDN, CDE, Diabetes Program Manager of The Diabetes Alliance. The Alliance forges a collaboration among individuals living with diabetes, their primary care physicians, cardiologists, endocrinologists, and other specialists, and registered dieticians who tailor an individualized care plan that addresses diet, lifestyle modifications, and medical management.

“I cried the day I found out about my diagnosis. I thought, ‘Oh my God, I’m never going to do this,’” says Ms. Peralta. “But when you have the right people around you, it makes a big difference.”

Elizabeth Peralta, left, and Maria Rodriguez, RD, CDN, CDE

Ihor Lemischka, PhD, Lillian and Henry M.

The Institute is Mount Sinai’s hub for both basic and disease-oriented research on embryonic and adult stem cells. Investigators believe that understanding how stem cells signal one another and other cells may potentially yield diagnostic and therapeutic breakthroughs not only for corneal damage, but possibly type 1 diabetes, Parkinson’s disease, various cardiovascular diseases, liver disease, and cancer.

“It is an exciting time for stem-cell biology as we move forward and set the foundation for clinical breakthroughs,” says Dr. Lemischka. “Stem cells are likely going to play a part in virtually all of the major medical breakthroughs of the twenty-first century.”
Fourth Annual Dubin Breast Center Gala

On Wednesday, December 3, more than 500 guests attended the fourth annual Dubin Breast Center Gala at the Mandarin Oriental, New York, raising more than $2.175 million to support the Center. The evening’s presenting sponsor was Harry Winston, Inc.

Among the guests were Mount Sinai Health System Trustees Eva Andersson-Dubin, MD, and Glenn Dubin, who co-founded the Center, which is part of The Tisch Cancer Institute; and Elisa Port, MD, FACS, Chief of Breast Surgery and the Center’s Co-Director. The event’s honorees included: Ira Bleiweiss, MD, Professor, The Lillian and Henry M. Stratton-Hans Popper Department of Pathology and the Department of Oncological Sciences, Icahn School of Medicine at Mount Sinai, Chief, Surgical Pathology and Director, Division of Breast Pathology, The Mount Sinai Hospital; Christina Weltz, MD, Assistant Professor, The Ruth J. & Maxwell Hauser and Harriet & Arthur H. Aufses, Jr., MD Department of Surgery (Surgical Oncology), Icahn School of Medicine at Mount Sinai; and philanthropists, donors, and fine arts photographer Gary Wexler and his wife Nina.

Kenneth L. Davis, MD, Chief Executive Officer and President of the Mount Sinai Health System, offered remarks and introduced Charles Shapiro, MD, who recently joined Mount Sinai as Co-Director of the Dubin Breast Center, Director of Translational Breast Cancer Research for the Mount Sinai Health System, and Director of Survivorship Programs at The Tisch Cancer Institute.

Mount Sinai Names Chief Patient Experience Officer (continued from page 1)

brings more than 30 years of expertise in patient-focused care to Mount Sinai. She has a proven track record of creating an environment where every patient and their loved ones feel cared for and cared about.”

Ms. Myerson joins Mount Sinai from Press Ganey, where she served as Managing Consultant and Director of Clinical and Operational Consulting. She led teams that helped health care institutions improve communication between staff and patients, and created new processes to help patients move through doctor visits and hospital stays in a seamless manner, all in an effort to reduce patient anxiety and to provide an exceptional patient experience.

Ms. Myerson says that her own experience as a registered nurse gives her a unique perspective on what patients want. “Patients may not be able to judge our clinical expertise, so often the only way they can judge us is on how well we coordinate their care and interact with them, but that will be what differentiates us. Mount Sinai’s goal is to become the best in New York City and the nation in providing a positive patient experience.”

Lung Cancer Awareness Month

During Lung Cancer Awareness Month, in November, staff from The Tisch Cancer Institute and the Mount Sinai Lung Cancer Screening Program helped raise awareness of the disease. At a table near the Plaza Café, they distributed information about screenings and passed out giveaways and snacks. They also registered Mount Sinai staff to participate in the American Lung Association’s LUNG FORCE Walk, scheduled for May 2015. For more information about the walk or to register, go to action.lung.org/goto/MountSinaiThoracicOncology or contact LaVerne Powell at 212-241-2420 or LaVerne.Powell@mountsinai.org.

Around the Health System

“Mount Sinai’s goal is to become the best in New York City and the nation in providing a positive patient experience.”

Sandra Myerson, MBA, MS, BSN, RN
Mount Sinai Beth Israel Hosts Pediatrics Party

Mount Sinai Beth Israel’s pediatric inpatients from 2014, along with their families, were treated to a “Holiday Carnival,” funded by Protravel International, on Sunday, December 7, at the hospital’s Phillips Ambulatory Care Center. Nearly 100 Protravel volunteers participated in the annual event, which featured a DJ, a magician, face painting, arts and crafts, popcorn, hot dogs, and a visit from Santa. Patients and their siblings also received a variety of toys and games.

Mount Sinai Reaches 100,000 ‘Likes’ on Facebook

The Mount Sinai Hospital has attracted more than 100,000 Facebook “likes” (subscribers), making it the first hospital in the Tri-State area and one of only seven nationwide to attain this milestone.

The Mount Sinai Health System’s social media program is focused on thought-leadership initiatives, research and clinical education, and patient and employee engagement. More than 150 programs have been launched on 40 social media channels, including Facebook, YouTube, Foursquare, and Twitter. They include a month-long diabetes education campaign, the Aspen Ideas Festival, Nurses Week, and breast cancer survivor stories.

A Healthy Start With Help From The Diabetes Alliance (continued from page 2)

Ms. Peralta sprang into action and drastically changed her diet, trading Chinese food and the Cuban dishes of her youth for low-fat chicken, turkey, and salad. She also started walking the one-mile indoor walking route at The Mount Sinai Hospital twice a day. Ms. Peralta knew she faced a special risk because her mother and brother also had type 2 diabetes.

In fact, type 2 diabetes—the most common form of the disease, in which the body does not make enough insulin or cannot use its own insulin—is New York State’s most rapidly expanding chronic health condition.

If left untreated, diabetes can lead to blindness, kidney disease, and amputation, and contribute to heart disease and stroke. The disease is linked to obesity, genetic risk factors, and inactivity.

What is unique, says Dr. Edelman, is that Elizabeth said, “I want to do everything in my power to make this better; I’m going to completely rethink how I live my life.’ Not everybody has to make a dramatic change. For some people, a small change can make a big difference—watching portions, eliminating fast food, juices, and soda, and incorporating more vegetables and fruit.”

Today, Ms. Peralta is back to the size she was at age 18, with 17 more pounds to go, and she does not need to take diabetic medication.

“Now I feel so good. I put on my clothes and I love myself,” says Ms. Peralta. “Everything I do now is love. Once you have that, you can inspire somebody else.”

Mount Sinai Health System staff and patients may contact Abby Schwartz, RN, BSN, MBA, at Abby.Schwartz@mountsinai.org for information about The Diabetes Alliance.
New Web-Based Portal Advances Physician Recruitment

The Mount Sinai Health System has launched a comprehensive Web-based portal that enables physicians to locate and apply to employment opportunities throughout the Health System and organizations affiliated with Mount Sinai.

The new Mount Sinai Physician Career Portal effectively unifies physician recruitment throughout the Health System. It is expected to serve as a tool that attracts the most talented pool of candidates to Mount Sinai and its vast number of affiliated sites and institutions.

“By recruiting talented physicians to work throughout the metropolitan New York region, Mount Sinai and its strategic partners can deliver the best care to all of our patients and truly fulfill our mission of ensuring high-quality population health,” says Arthur Klein, MD, President of The Mount Sinai Health Network, which launched the portal.

Through its intuitive design, users can create profiles, connect with a dedicated Mount Sinai recruitment manager, and sign in using their email addresses or LinkedIn and Facebook accounts. Potential job candidates can search for positions by location, specialty, and start date, and can also upload their resumes and other pertinent documents simply by dragging and dropping them directly into the portal.

Approximately 100 career opportunities for physicians are now posted, with new positions listed each week.

“Mount Sinai leads one of the largest and most respected graduate medical education consortiums in the country, and the portal allows us to leverage that pipeline, along with high-quality candidates from external programs around the country,” says Benjamin Kornitzer, MD, Medical Director of The Mount Sinai Health Network.

To access the portal, go to http://physician-careers-mountsinai.ascendify.net.
EVENT
Glaucoma Awareness Month
New York Eye and Ear Infirmary of Mount Sinai is holding a community health lecture, “Eye Care for Seniors,” to commemorate Glaucoma Awareness Month in January. The free event is open to the public. For more information, call 718-439-8646.

Friday, January 23
10:45 am
United Senior Citizens Center of Sunset Park
475 53rd Street
Brooklyn, New York

Grand Rounds / Cardiovascular Surgery
Joseph S. Coselli, MD, Professor, Chief, Division of Cardiothoracic Surgery, Baylor College of Medicine, presents “The History of Aortic Surgery: Pioneers and Prophets.”

Wednesday, January 14
8 – 9 am
The Mount Sinai Hospital Campus
Miltral Foundation Center
Guggenheim Pavilion 2E

Grand Rounds / Emergency Medicine
Barbara Barnett, MD, Chief Medical Officer, Mount Sinai Beth Israel, presents “DKA and Hyperosmolar State.”

Wednesday, January 21
10:30 – 11:30 am
Mount Sinai Beth Israel
Bernstein Pavilion Conference Room A

Grand Rounds / Psychiatry
Richard Rosenthal, MD, Professor of Psychiatry, presents “Addiction Psychopharmacology: Screening and Practice.”

Thursday, January 22
11:30 am – 1 pm
Mount Sinai Beth Israel
Bernstein Pavilion Podell Auditorium

Epigenetics Seminar Series
Nada Jabado, MD, PhD, Professor, Pediatrics, Montreal Children’s Hospital Research Institute, McGill University Health Centre, presents “Oncohistones: A New Paradigm in Pediatric and Young Adult Cancers.”

Thursday, January 22
2 – 3 pm
The Mount Sinai Hospital Campus
Hess Center, Seminar Room B

MARK YOUR CALENDARS FOR
Black History Month Celebrations
Activities to commemorate the historical accomplishments and culture of African Americans will be held in February, sponsored by the Office for Diversity and Inclusion (ODI) of the Mount Sinai Health System and the Diversity Site Councils of the Icahn School of Medicine at Mount Sinai and Health System hospitals. All faculty, staff, and students are welcome and encouraged to participate. To view ODI’s calendar or to receive updated information about Black History Month events, go to www.mountsinaihealth.org/diversity or contact ODI at diversity@mountsinai.org.

Black History Month Calendar of Events
February 2015

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
<th>SITE</th>
<th>LOCATION</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/5</td>
<td>Film Screening African American Lives: Listening to Our Past</td>
<td>MSSL</td>
<td>Muhlenberg 410</td>
<td>Noon - 1 pm</td>
</tr>
<tr>
<td>2/10</td>
<td>Film Screening African American Lives: The Promise of Freedom</td>
<td>NYEEIMS</td>
<td>North Building Third Floor</td>
<td>12:30 - 1:30 pm</td>
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<tr>
<td>2/10</td>
<td>African American Cultural Committee (AACC) Informational/Valentine’s Party (Open to Mount Sinai faculty, staff, and students)</td>
<td>MSSL</td>
<td>Babcock Café Conference Room</td>
<td>5:30 - 7:30 pm</td>
</tr>
<tr>
<td>2/11</td>
<td>Film Screening African American Lives: Searching for Our Names</td>
<td>MSQ</td>
<td>Administrative Conference Room</td>
<td>12:30 - 1:30 pm</td>
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<tr>
<td>2/11</td>
<td>African American Cultural Committee (AACC) Informational/Valentine’s Party (Open to Mount Sinai faculty, staff, and students)</td>
<td>MSH</td>
<td>Plaza Café</td>
<td>5:30 - 7:30 pm</td>
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<td>2/15</td>
<td>AACC Health Lecture Series Featured Speaker: Ulrick Vieux, DO, MS</td>
<td>MSSL</td>
<td>Babcock Café Conference Room</td>
<td>Noon - 1 pm</td>
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<td>2/17</td>
<td>Film Screening African American Lives: The Road Home</td>
<td>MSBIB</td>
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<td>Film Screening African American Lives: A Way Out of No Way</td>
<td>MSR</td>
<td>Conference Room B</td>
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<tr>
<td>2/23</td>
<td>Film Screening African American Lives: We Come From People</td>
<td>MSH</td>
<td>Hess Center Seminar Room B</td>
<td>12:30 - 1:30 pm</td>
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</tbody>
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To find out what’s happening right now, follow Mount Sinai on Twitter @MountSinaiNYC or visit our Facebook page facebook.com/mountsinainyc.