

## New York Eye and Ear Infirmary Thanks Volunteers

In September 2015, Patient Experience and Volunteer Services at New York Eye and Ear Infirmary of Mount Sinai changed its name to the NYEE Office of Patient Experience to reflect our renewed focus on improving the patient experience. At NYEE, we are grateful for our many volunteers who serve as Patient Ambassadors, Researchers and Medical Interpreters.

We have increased the number of volunteers who assist us, resulting in their greater visibility throughout NYEE. Volunteers, in partnership with security officers, greet and welcome all patients as they enter the facility, setting a positive tone for the entire visit and putting patients and their family members at ease.

Our volunteers are committed to providing the best experience possible for all of our visitors, and have begun taking classes to learn communication skills that will help them demonstrate care, concern, and compassion, both through their body language and their words.



NYEE Volunteer Holiday Celebration

NYEE has more than 100 volunteers. The ever-expanding program includes high school students, researchers, pediatric reading program specialists, and medical interpreters, to name just a few. We thank the High School for Health Professions and Human Services, Borough of Manhattan Community College, High School of the Future, St. Francis College, and Hunter College for partnering with our team at NYEE.

We appreciate the time and dedication of all our volunteers, and leadership is committed to ensuring their experience is rewarding. *If you are interested in becoming a volunteer at NYEE, please contact Tais Gonzalez at 212-979-4792 or tgonzalez@nyee.edu.*

## Wholeness of Life Award Winner Honored



Michotte Nabua and Rev. Eric J. Hall, President and CEO of Healthcare Chaplaincy Network™

At the Wholeness of Life Gala on November 5, 2015, the HealthCare Chaplaincy Network honored Emergency Department Nurse Michotte Nabua, Mount Sinai West, for her compassionate care of patients.

The annual Gala gives voice to spiritual care and recognizes deserving individuals who have made enormous strides to provide compassionate care to people in the throes of a health care crisis. Mount Sinai West proudly acknowledges Michotte Nabua, LPN, for her distinguished award and for her selfless and caring dedication to patients.

Thank you!

## Training Planned for Press Ganey Portal

Mount Sinai Doctors Faculty Practice hosted a Press Ganey Improvement Portal Advanced User training session in November 2015 for managers and supervisors, where they learned tips and techniques for navigating the Portal. Amy Nelson, Service Excellence Manager, noting the high demand for more training, recommends advanced training for staff interested in learning how the Portal can help them achieve their goals to improve the patient experience.

**“The Press Ganey Improvement Portal Training Session was informative and useful, helping you understand all of the available capabilities and features. I look forward to using this information to improve the patient experience at Mount Sinai West.”**

*Kathryn Stella, Vice President, Ambulatory Operations*

Keisha Taylor, Patient Experience Advisor for Press Ganey, is scheduling additional training sessions in 2016. She also recommends that staff take advantage of the excellent training modules offered in the Mount Sinai PEAK Education Portal.

For additional information on Press Ganey training, email [keisha.taylor@pressganey.com](mailto:keisha.taylor@pressganey.com).

## Mount Sinai Health System at a glance

### One Medical School

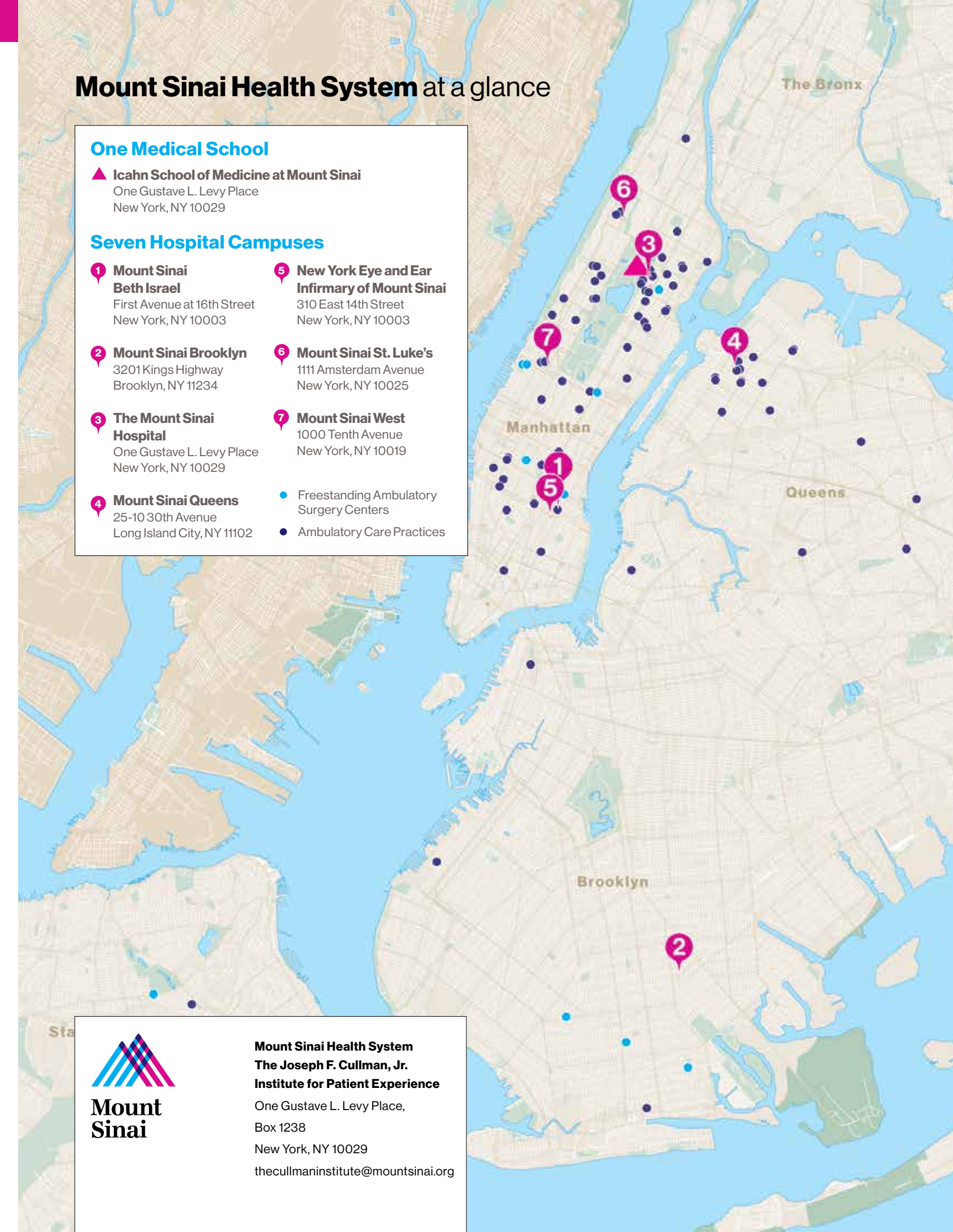
▲ **Icahn School of Medicine at Mount Sinai**  
One Gustave L. Levy Place  
New York, NY 10029

### Seven Hospital Campuses

- |   |  |
|---|--|
| 1 <b>Mount Sinai Beth Israel</b><br>First Avenue at 16th Street<br>New York, NY 10003 | 5 <b>New York Eye and Ear Infirmary of Mount Sinai</b><br>310 East 14th Street<br>New York, NY 10003 |
| 2 <b>Mount Sinai Brooklyn</b><br>3201 Kings Highway<br>Brooklyn, NY 11234             | 6 <b>Mount Sinai St. Luke's</b><br>1111 Amsterdam Avenue<br>New York, NY 10025                       |
| 3 <b>The Mount Sinai Hospital</b><br>One Gustave L. Levy Place<br>New York, NY 10029  | 7 <b>Mount Sinai West</b><br>1000 Tenth Avenue<br>New York, NY 10019                                 |
| 4 <b>Mount Sinai Queens</b><br>25-10 30th Avenue<br>Long Island City, NY 11102        |  |

- Freestanding Ambulatory Surgery Centers
- Ambulatory Care Practices

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# Patient Experience Newsletter



## Yosuke Chikamoto, PhD, Appointed Director of Center of Excellence in Physician Communication



Yosuke Chikamoto, PhD

Development. Dr. Chikamoto managed and served as a faculty member in the Communication Skills Intensive workshop for physicians; developed and implemented the Communication Consultant Group with more than 170 physicians appointed to support colleagues' clinician-patient communication skills; and led the implementation of a comprehensive Physician Health and Wellness effort across the system.

At Mount Sinai, Dr. Chikamoto will collaborate with physician

## Beryl Institute Open to Mount Sinai Staff

The Joseph F. Cullman, Jr. Institute for Patient Experience has purchased an institutional membership to The Beryl Institute—the premier global community dedicated to improving the patient experience in health care—for all Mount Sinai Health System staff members and volunteers. The Beryl Institute's offerings support the continuous development of patient experience professionals through education, programs, and professional development opportunities.

Everyone throughout the Mount Sinai Health System now has access to the Beryl Institute's full library of patient experience

leaders from across the system, and particularly with Grace Marin, MSN, MBA, RN, Director of Patient Experience Improvement Coaches, to design, develop, and implement programs that will enhance physician communication competency. In addition, he will collaborate with other system leaders to create, enhance, and publicize physician wellness programs, ensuring that our physicians have resources to help prevent burnout and maximize their health. Better physician-patient communication has clearly been shown to not only improve health outcomes for patients, but also to lead to higher satisfaction and well-being for physicians.

Dr. Chikamoto incorporates data and evidence into his work using micro-segmentation of patient satisfaction data to identify specific areas of both strength and opportunity, and insights from evidence-based research to inform and engage physicians. An expert in health education, promotion and clinician-patient communication, Dr. Chikamoto presents nationally and internationally. He received a master's degree in clinical psychology from Waseda University in Tokyo, Japan, and a PhD in health education from The Pennsylvania State University in State College, PA. Please join us in welcoming Dr. Chikamoto to Mount Sinai.

white papers, research reports, and webinars (including the archives of all past webinars), as well as discounts to Beryl Institute events, and the ability to network with other patient experience leaders throughout the world. Participation will expand your knowledge base and provide access to a wealth of patient experience information. Please register as a Mount Sinai user at <http://bit.ly/mountsinainstitutional>, choose the option to sign up as a new user, select a username and password, select the option to register as an institutional member. After registration, you can view the Mount Sinai personalized membership overview. For questions contact Michelle Garrison at [michelle.garrison@theberylinstitute.org](mailto:michelle.garrison@theberylinstitute.org).

## A Note from Sandy Myerson



**Happy New Year, and welcome to the first Patient Experience Newsletter of 2016!** In this issue, we are delighted to highlight just a few of the many outstanding stories, letters, and comments

we have received here at the Joseph F. Cullman, Jr. Institute for Patient Experience.

Patients come to us often feeling anxious, concerned, and even afraid. The stories in this issue feature team members who exhibit the kindness, care, and concern our patients need and want.

Patients express their gratitude in letters written to Dr. Davis and comments in patient satisfaction surveys; leaders recognize the outstanding collaboration, creativity, and contributions from our team members; and all of us appreciate the exceptional, compassionate care our Mount Sinai employees deliver every day.

Please continue to care for our patients, and each other, with warmth, kindness, and empathy. And keep those great stories coming, so we can share them in future issues!

Thanks for all you do, every day!

Sandy Myerson

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## A Letter to Kenneth L. Davis, MD

December 18, 2015

Dear Dr. Davis:

*I am writing to praise a 2nd year Resident in Neurology, Dr. Jonathan Gursky.*

*My husband suffered a stroke on November 15th and was hospitalized first in the ICU, then on the stroke floor and then brought home on hospice for three days.*

*Dr. Gursky was just extraordinary at explaining what was happening, talking to our younger son on the West Coast. His entire manner of speaking and treating my husband was exactly the way an experienced, caring physician should take care of a patient and his family. Our older son was filled with praise for Dr. Gursky and would express that to friends who came to visit.*

*The nurses were excellent as was the social worker, Alissa Zimmel.*

*We congratulate you on having such incredibly talented and considerate individuals at Mount Sinai.*

*Cordially,*

## Mount Sinai Beth Israel Gives Patient a Special Gift



The 5 Linsky Patient Care Team with "Magic"

Last November, a terminally ill patient on the Respiratory Unit, 5 Linsky, shared with Dr. Elizabeth Mann, Pulmonary, Critical Care, and Sleep Medicine, a very unusual request—the patient wanted to see a horse—in the hospital! Dr. Mann contacted Marcin Dzialo, RN, MS, Nurse Manager, 5 Linsky, and shared this patient's special wish. Ms. Dzialo wondered if it would even be possible, and worried that it might take too long to orchestrate, as the patient was very ill. Ms. Dzialo reached out

to the hospital leadership team, and was delighted to discover that they not only approved it, but sprung into action to help coordinate a visit from a miniature therapy horse named "Magic." People from different departments worked together with true team spirit to schedule a visit from this unusual "guest," including Susan Somerville, President, Mount Sinai Beth Israel, Barbara Barnett, MD, Chief Medical Officer, Brian Koll, MD, Executive Director, Infection Prevention, Mount Sinai Health System, and Project Manager Justin Etinger.

Preparations were completed early that evening. The Security Department escorted Magic to 5 Linsky, and staff walked with him to the patient's room. She was elated and overcome with joy at the sight of Magic, and we all felt inspired! This event confirmed for all of us that at Mount Sinai we strive to provide compassionate care with seamless coordination. Making this patient's wish come true was a great example of how we live by our Mission Statement and envision ourselves as breaking convention through our pioneering spirit, introducing unconventional treatments and interventions.

## Nurses Make Patient's Wish Come True

Clinical Nurse Talia Eis and Nurse Practitioner Stefania Mancia from Guggenheim Pavilion 11 Center (GP 11C), The Mount Sinai Hospital, approached Kathleen Edmondson-Martin, 11 Center's Clinical Nurse Manager, last fall with a request from a dying patient: his last wish was to get some fresh air and sunshine. Knowing how much this patient had enjoyed being outside, Ms. Edmondson-Martin emailed Marissa Janneire, Director of Building Services, to see if Patient Transport thought this was possible. She replied immediately, and copied the head of Security and Building Services supervisors, calling for a team meeting. Meanwhile, the nursing staff prepared the patient, consolidated and readied all of his clinical care equipment, and made sure he was comfortable.

Tim Burgunder, Director of Security, Mount Sinai Health System, along with his staff and Patient Transport and Building Services leadership, rolled the patient outside to the Fifth Avenue Gate overlooking Central Park. Mr. Burgunder said, "The smile on our patient's face spoke a thousand words. He whispered, 'Look, Central Park!' We opened the Fifth Avenue gate and pushed the patient across the street to the shade of an oak tree where he could watch the sunset."

As the team wheeled the patient back to the hospital, he said, "Thank you! That was amazing!" Ms. Edmondson-Martin



Tim Burgunder, left, and the patient care team with patient in the Park said this experience far exceeded her expectations of what was possible, and she and the nursing staff were elated that a Mount Sinai team effort fulfilled this patient's last wish.

## Mount Sinai Brooklyn Recognizes "Best in Brooklyn" Staff



The 3 North Patient Care Team

In the spring of 2015, more than 500 Mount Sinai Brooklyn employees worked together to develop and define the "Mount Sinai Brooklyn Way"—service standards that all employees must consistently demonstrate so patients and visitors have the best possible hospital experience. The service standards defined by the Brooklyn team are: Helpful, Caring, and Compassionate.

## Staff Receive Quality Awards

Paul Zucker, Vice President of Ambulatory Operations at Mount Sinai Beth Israel, and hospital leadership present a quality award each quarter for "Top Performer" and "Most Improved Performer" based on a variety of patient satisfaction metrics. In the second quarter of 2015, the top performer for the Press Ganey question "Likelihood to recommend the practice" was Phillips Ambulatory Care Center's (PACC) Division of Head and Neck Surgery, Department of Otolaryngology. The Most Improved Practice was The Alan and Barbara Mirken Department of Neurology. Paul noted, "These awards reflect our commitment to all of those who entrust us to be a partner in their health care. They also recognize our staff's tremendous efforts to provide an exemplary patient experience." Congratulations to Otolaryngology and Neurology!

Karen Slotnick, MA-CCC-SLP, Director, Speech-Language and Learning Center, also in the Department of Otolaryngology at PACC, received the following note from the daughter of a patient:

Dr. Karen:  
This note is to SAY THANK YOU!!  
My mom is extremely happy with the results. The speech therapy for PD works and thanks again for your patience, effort, professionalism, compassion and care. My Mom traveled to Lima, Peru this past Friday, 11/27, after the Thanksgiving holiday! She says "Hello" and is missing YOU!  
Take care and keep in contact.

## Mount Sinai Queens Receives Press Ganey Award



From left: Deirdre Varona, Director, Environmental Services and Linen; Hoda Farghaly, Patient Ambassador, Environmental Service; Regina Censullo, MBA, Consultant, Labor Management Project; Caryn A. Schwab; Judy Trilivas, RN, MA, Vice President, Operations; Kyeong-Hwa Kim, RN, Clinical Nurse Manager; Claudine Brown, RN, Clinical Nurse Manager; and Kara Gelb, Consultant

In recognition of its innovation and leadership toward measurably improving the patient experience, Mount Sinai Queens recently was named a 2015 Success Story Award® winner by Press Ganey Associates—one of just 15 recipients nationwide. This award confirmed for Mount Sinai Queens

## Patients Value Compassionate Care

Mount Sinai St. Luke's has implemented a number of initiatives designed to demonstrate our compassion and empathy for patients and their loved ones that have yielded very good results. We have enhanced the hourly rounding interactions with patients conducted by nurses and nursing assistants, and identified "Hourly Rounding Champions" who foster best practices among their co-workers.

An interdisciplinary team has developed and installed new white boards in all patient rooms to improve the quality of information shared with the patient and care team. Patient Relations team members now create and distribute birthday cards to patients who celebrate their birthdays while in the hospital.

In 2016, we will work closely with all team members to reduce the use of personal cell phones by employees in public areas. Additionally, Mount Sinai St. Luke's Chief Nursing Officer Maria Vezina says, "We have acknowledged that patients

that they take patient satisfaction seriously and how much they can accomplish. "Patient satisfaction is at the core of what we call the 'Mount Sinai Queens Way,'" says Caryn Schwab, Executive Director, Mount Sinai Queens.

The "Mount Sinai Queens Way" begins with listening to patients and staff in groups large and small, as well as through one-on-one interactions. There is also consistent communication about the importance of patient experience and acting on feedback. As a result, Mount Sinai Queens has, over the past three years, experienced sustained, quantified improvements in several areas, including nursing communication, responsiveness, cleanliness, and pain management.

"This award provides a strong foundation for putting our patients at the center of everything we do as we look forward to the opening of our new building next year. There will be a dramatic increase in services, including a new outpatient imaging center, expanded primary care and specialty medical services, a larger emergency department, and new operating rooms," said Ms. Schwab. "I congratulate our physicians, nurses, and staff for this national recognition of their efforts to continually improve the patient experience."

"We are proud to partner with Mount Sinai Queens," said Patrick T. Ryan, CEO of Press Ganey. "Their visionary leadership has quantifiably improved the patient experience, advancing the quality and delivery of care in Queens."



Mount Sinai St. Luke's 7W Patient Care Team

with long stays in the Emergency Department need special attention. In December 2015, in a collaborative effort among Nursing, Emergency Services, and Patient Relations, we began presenting patients a cozy blanket with the Mount Sinai St. Luke's logo as a token of appreciation for their patience and understanding."

## Comments from Patient Satisfaction Surveys

**Mount Sinai Beth Israel/Phillips Ambulatory Care Center/OR**  
A special commendation for Dr. Hubbard, his nurse, and office manager Juliette! Professionalism by compassion to the nth degree. Wonderful, supportive environment. Thank you!

**Mount Sinai West/OR**

Ms. Fernandez was very professional and gave me all the details about the process.

**Mount Sinai West/OR**

Dr. Michael Bronson is the best orthopedic surgeon I have ever had, and I have had 11 knee surgeries in the last 7 years.

**Mount Sinai West/OR**

The nurses Evelyn and Audrey were the best. They truly made me feel comfortable every step of the way.

**The Mount Sinai Hospital/OR**

Dr. Britt Lunde was amazing. Kind, caring and professional on one of the hardest days of my life. She made the experience much more manageable.

**The Mount Sinai Hospital/OR**

Nurse May went above and beyond what I expected to receive as care. She was concerned, attentive, and even called the next day to follow up on my condition! Excellent!

**The Mount Sinai Hospital/OR**

Taneisha & Muhammed were fantastic nurses, caring and professional.

**Mount Sinai West/10A**

The person who made my stay was a Nurse's Assistant named Sarah Martin. Always with a smile and pleasant personality.

**Mount Sinai West/12B**

The labor and delivery nursing staff was amazing! The midwife who delivered my baby (Annie Lawson)...She was Amazing! The nurses and the midwife made my overall experience for my labor one of the best experiences of my life.

**Mount Sinai West/14A**

The most efficient and professional teamwork I've ever witnessed in any hospital setting. I've had numerous experiences to be able to make this comparison. Mount Sinai West has provided a hospital experience like no other I've ever had and has set a new standard for what I would seek for any future hospital considerations. The doctors, nurses, physical therapists, social workers, aides, and other staff and volunteers were all wonderful and a great asset to the hospital.

**New York Eye and Ear infirmary of Mount Sinai/7th floor**

Nutrition management was excellent. Sherrie Blanchette made my stay exceptionally nice. She listened to my needs and went out of her way to make sure I had food that I would eat, thank you.

**MSH/7 West**

Jean Torres and Katie Rice deserve the highest marks of EXCELLENT AND COMPASSIONATE CARE. You are lucky to have these fine young women on staff.

**The Mount Sinai Hospital/8 East**

The following nurses and aides went above and beyond on Guggenheim 8 East: Jesse, Jess, Marisol, Stephanie, Tamara, Lurette, Janet, Angel, and Bella.

**Mount Sinai Queens/2 East**

Special thanks to Anna Lee who came out of the hospital to find me as I was leaving to bring something I had left behind in my room.

**Mount Sinai Queens/ED/4W**

Tests were ordered in a timely, courteous manner. I was given pain relief while waiting for test results, my family was treated with understanding & respect. They tried to keep me calm & comfortable as I was in tremendous pain. My transporters were also kind & compassionate. Test techs also kind & gentle.

**Mount Sinai St. Luke's/6W**

I especially liked the transport staff, and especially Charlie, the ED night transport man.

**Mount Sinai St. Luke's/7W**

We want to let you know that the hospital 7 West staff was so awesome, everyone on the floor of 7 West was excellent—Sandra Ward, Maria, Tina, JoAnne. I can't explain how wonderful they were to my husband.

**MSB/2N**

My experience at the Mount Sinai Hospital in Brooklyn was very good. I never thought there were good hospitals in Brooklyn. I usually go to the hospital in Manhattan. However, you guys proved me wrong. Keep up the excellent work, staff of Mount Sinai Brooklyn.

**Mount Sinai Beth Israel/2N**

Your hospital should be commended on the way these nurses work and treat their patients. They are excellent nurses. Especially Edna, Emmie, Nadine, & Charlene.

**Mount Sinai St. Luke's/OR**

Everyone put me at ease and treated me kindly and helped make this a very good experience; I was very nervous since this was my first surgery ever, but now I feel much calmer about surgeries. Thank you! Everyone was exceptionally professional and courteous.

**Mount Sinai Queens/OR**

I was at ease because all who attended to me were just so accommodating. Staff was very kind to my elderly mother who was waiting for me.