

# The Rounds



Volume 1, 2018



Made for going **above** and **beyond**. Take your career **further** in the new year!

Made for bringing  
**hope and restoring**  
communities in the  
aftermath of Hurricanes

**Pg. 18**

Purposeful Proactive  
Rounding: **Connecting**  
with Patients and Families

**Pg. 34**

Test your knowledge  
for a **chance to win** a  
FREE 3-hour Continuing  
Education gift card!

**Pg. 38**

## We're Made for *new possibilities* in the new year – Q4 nursing in review

This is the time of year when we reflect on the past year and look ahead to a bright future. At Northwell Health, our nurses had an eventful 2017 – exciting career growth, clinical advancements, community engagement and much more.

One of our notable milestones was providing critical help in the aftermath of the recent hurricanes in Houston and Puerto Rico. These natural disasters brought devastation to a major metropolitan city and an entire island, while creating a critical need for highly skilled, dedicated and compassionate nursing professionals.

We were proud to be able to partner with a local Houston hospital to provide relief and support to their nursing staff. We were also heartened to bring a measure of hope and healing to the people of Puerto Rico in spite of island-wide power outages.

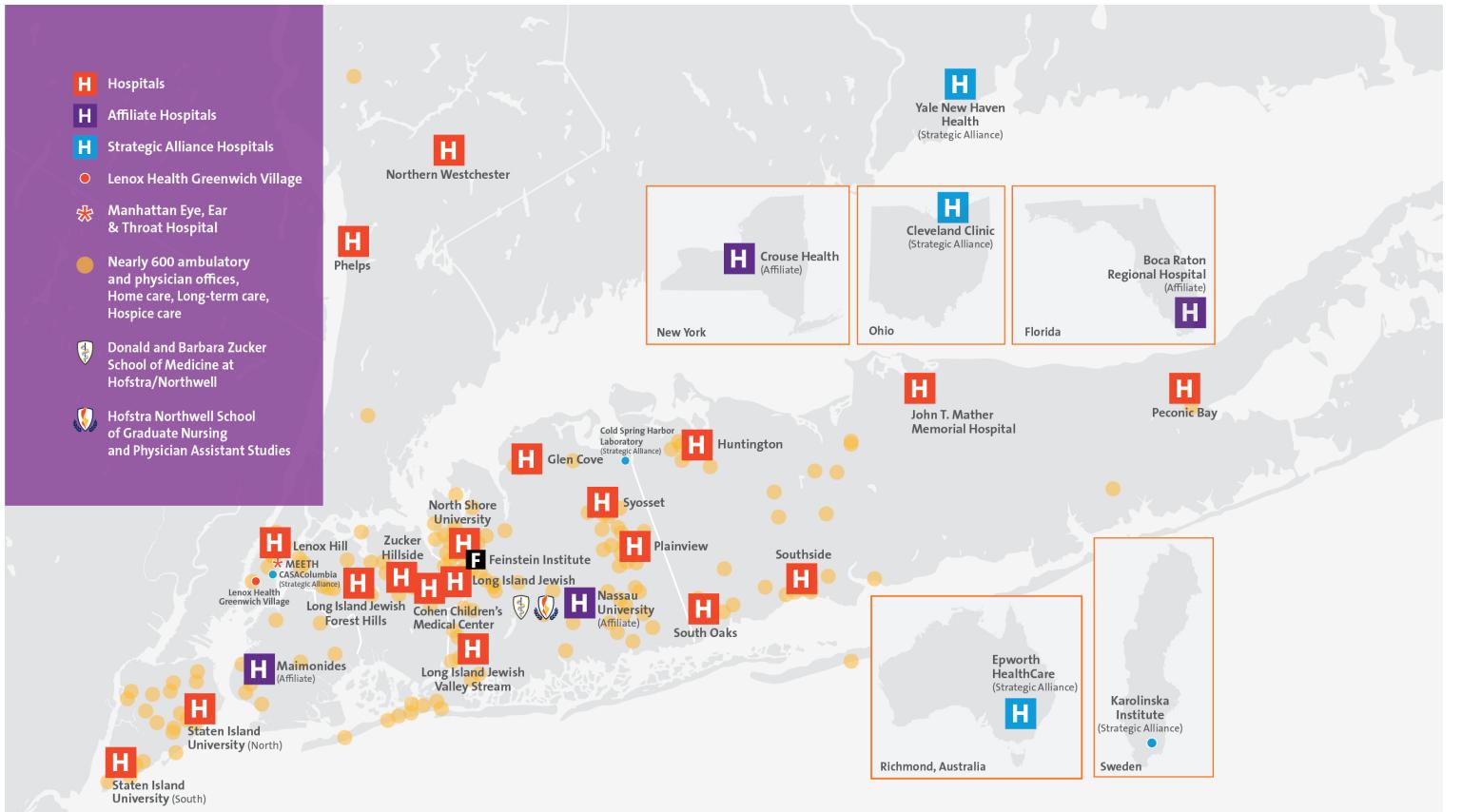
I invite you to read these incredible stories of sacrifice, camaraderie, heartbreak and joy as well as the other developments in our nursing family. As you do, I also encourage you to consider the important role you could play in the new year with such an exceptional team of nurses.

Happy holidays!



Maureen White, RN  
Senior Vice President & Chief Nurse Executive





## Our Facilities

Nearly 600 Ambulatory Practices  
 Broadlawn Manor Rehab  
 Cohen Children's Medical Center  
 Glen Cove Hospital  
 Homecare Network  
 Huntington Hospital  
 Lenox Health Greenwich Village  
 Lenox Hill Hospital  
 Long Island Jewish Forest Hills  
 Long Island Jewish Medical Center  
 Long Island Jewish Valley Stream  
 MEETH  
 Monter Cancer Center  
 Northern Westchester Hospital  
 North Shore University Hospital  
 OCIO - Clinical Informatics

ORZAC Center for Rehabilitation  
 Peconic Bay Medical Center  
 Phelps Hospital  
 Phelps Skilled Nursing Facility  
 Plainview Hospital  
 South Oaks Hospital  
 Southside Hospital  
 Staten Island University Hospital  
 Stern Family Center for Rehab  
 Syosset Hospital  
 Zucker Hillside Hospital



**Nursing Careers**  
 We're Made for delivering  
*extraordinary* care.

 Explore our careers

# Making the rounds at Northwell Health

Vol. 2, 2017

## Articles & Announcements

**08** Caring for the heart

**10** Nursing leadership: Leading, Teaching, Connecting and Caring

**11** Mommas House: A Collaboration of Love

**12** Department of Medicine – Advanced Care Provider Orientation – “Laying the Foundation”

**14** Nursing excellence – everywhere we go!

**16** Made for exceptional stroke care

**18** Made for bringing help and healing

**26** New Blood Avoidance Program at Northern Westchester Hospital

**27** Driving clinical excellence in antibiotic stewardship

**28** Celebrating Patient Experience STARS

**29** Community Service: Made for increasing awareness

**30** Collaborative Care Council and other updates

**32** Spotlight on Certification

**33** We are made for providing hope and healing

**34** Purposeful Proactive Rounding: Connecting with Patients and Families

**38** Quiz – Purposeful Proactive Rounding: Connecting with Patients and Families

**41** Made for nursing excellence

**43** Joint Commission Best Practice Recognition

## Employee Recognition

**10** Rose Gardiner, RN LIJ Valley Stream

**15** Ann Shea, BSN, RN Cohen Children's Medical Center

**27** Richard Fernandez, RN LIJ Medical Center

**31** Joseph Rosario, NP, RN Plainview Hospital

**42** Margaret Ribaudo, BSN, RN, Northern Westchester Hospital

## Career Progression

**08** Khongorzul Castro, RN, BSN, LIJ Forest Hills

**13** Jennifer Busch, RN, MSN, Syosset Hospital

**16** Jefferson Cesar, NP, South Oaks Hospital

**29** Patricia Quinn, BSN, RN, Lenox Hill Hospital

**32** Val-Anne Sadicario, RN, Orzac Center for Rehabilitation

**41** Denise Torsney, RN, BSN, MBA, Staten Island University Hospital

## Blog Highlights: nursing careers... 44

## Awards ..... 46



Puerto Rico Relief Team

# Caring for the heart

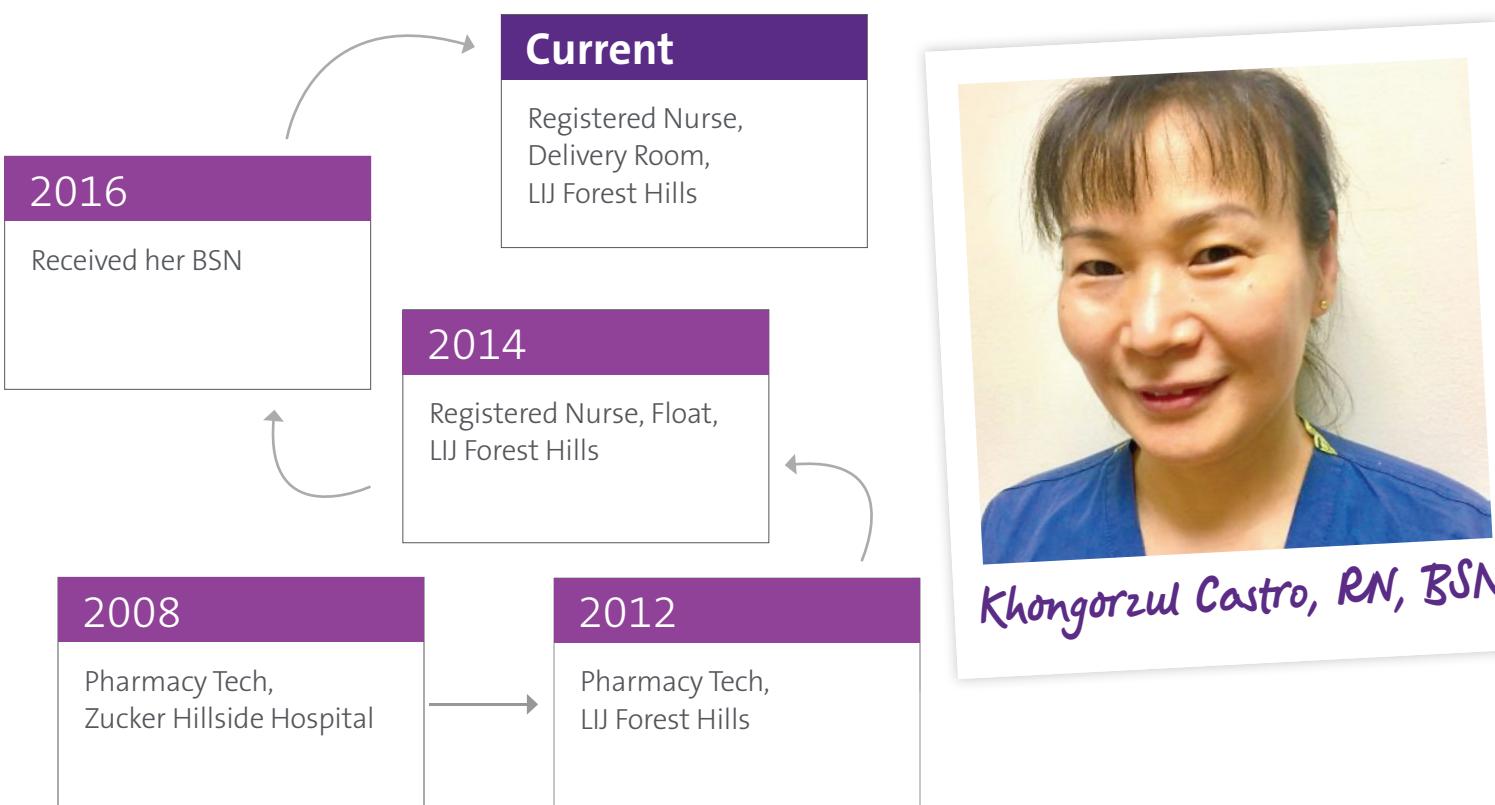
At Northwell Health, we're always seeking better and more innovative ways to care for our patients. Peconic Bay Medical Center recently received approval to establish cardiac catheterization labs and electrophysiology suites at the hospital. This means that patients who present with certain cardiac issues can now receive the care they need right in their community. To see the importance of these services, look no further than Wanda Pagnotta, Clinical Services Coordinator and Patient Navigator at Peconic Bay Medical Center.

Wanda had bypass surgery to remove three separate heart blockages. After recovering from surgery, she returned to work and believed she was out of the woods. That changed, however, when shortness of

breath and feelings of heaviness in her chest sent her to the ED.

In order to receive the needed diagnostic procedure, she had to be transferred to North Shore University Hospital. There it was determined that she needed a heart transplant which she successfully received and is now recuperating at home.

"I think it's very important that Peconic Bay Medical Center is adding these services," said Wanda. "I've watched Peconic Bay grow over the 12 years I've been working here, and this hospital takes care of the whole community — including me."



# Nursing leadership: Leading, Teaching, Connecting and Caring



LIJ Valley Stream is committed to advancing nursing leadership and recently held a nurse engagement event coordinated by Ralph Civello, CNO; Lisa Chung, DNP RN-BC; and Tywanna James-Rouse, DNP RN-BC. Participants included LIJ Valley Stream nurse leaders and managers. Prior to the event, each unit manager had to identify at least two "high potential" staff RNs and invite them to attend the program, which featured interactive workshops, dialogues and speaker presentations. Maureen White, SVP and Chief Nurse Executive challenged the group to "be an effective leader of today, not yesterday." Dr. Launette Woolforde discussed "Mentorship and Teaching

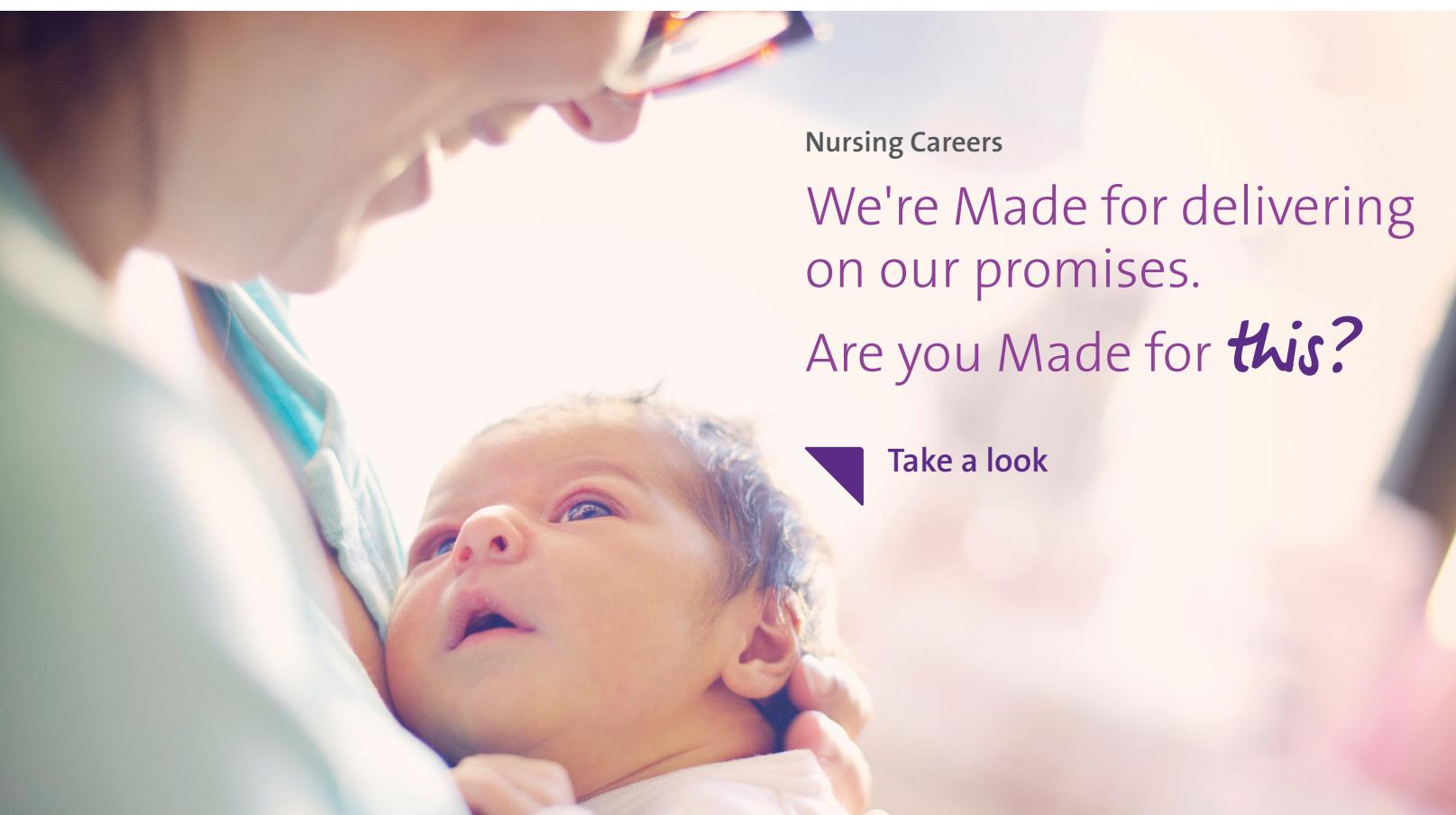
in the Nurse Leader Role." Lunch included a 'Teach in Kitchen' facilitated by the staff from Nutrition services. Participants enjoyed healthy selections and were also provided with recipes in memorable mason jars! The program was a huge success! Staff RNs left energized, motivated and empowered to continue on their journey towards excellence.



Employee Recognition  
Rose Gardiner, RN  
LIJ Valley Stream

Rose Gardiner, RN was recognized by the Quality Management Department for enhancing the delivery of high quality, safe patient care. What she really did was literally save a patient's life. The patient believed he had a negative reaction to anesthesia. When he arrived on Rose's post-surgical unit, he was coughing up blood that went into his lungs. She immediately noticed that something was wrong, jumped into action

and got all the doctors on board. Because of her actions, the patient was quickly taken to the ICU where he was intubated and had clots retrieved from his lungs. Thank you Rose for your split-second decision making and excellent performance!



#### Nursing Careers

We're Made for delivering  
on our promises.  
Are you Made for **this?**

Take a look

LIJ Medical Center

# Mommas House: A Collaboration of Love



The holidays are a time for stories about love, healing, redemption and personal transformation. One Christmas Eve, a 17 year-old pregnant and homeless teen came to the clinic at LIJ Medical Center to establish her prenatal care. During her visit, Jackie McTiernan, the nurse meeting with her that day, noticed that the young lady seemed upset. The young mom to be, through her tears of embarrassment, informed Jackie that she was living in her car. Her mother had abandoned her in the homeless shelter they were staying at. Jackie held her in her arms and reassured her that she had no reason to be embarrassed, that she was doing the right thing focusing on taking care of herself and her unborn child. After meeting with the social worker, appropriate housing was found for her.

Jackie then connected with MOMMAS House, a "program that helps to make a house a home for homeless mothers." In 2016, the Ambulatory Care Unit at LIJ Medical Center "adopted" a room in one of their houses. Through the support of family, friends and co-workers at LIJ Medical Center, \$4,500 was raised to turn that room into a homey oasis.

But the story doesn't end there. Hearing about the work the unit did, Diane Giacomo and Nicole Litt, nurses from LIJ's ED, Cathy Drechsel from the lab and Nancy Bolte, from AEHR, all expressed interest in working with MOMMAS House. So in April of this year, they met with one of the heads at MOMMAS House, who informed them that for the first time ever, they could buy a home of their own! LIJ Medical Center immediately decided to adopt this house, knowing that it would impact the lives of many young women and their children for a long time to come. The hospital has raised over \$17,000 to date, to make this house a home for so many. The project was completed before Thanksgiving this year. It is amazing how one nurse's kindness not only helps one patient, but spurred so many others to action, all for a greater cause.

# Department of Medicine – *Advanced Care* Provider Orientation – “Laying the Foundation”



Nurses at North Shore University Hospital (NSUH) are made for advancing the nursing practice. They have developed a standardized, comprehensive and well-structured on-boarding process to help newly graduated NPs and PAs transition into their new role on the Medicine service.

Early on, the team was queried regarding how to improve onboarding and retention. The greatest emphasis was on new employee selection and the orientation process. In particular, new employees felt unprepared to practice independently, even after completing orientation. NSUH nurses divided into three teams – one for interviewing, one focusing on education and the third on clinical rotations. Senior leadership mentored the team regarding interviewing practices. The clinical rotation team collaborated with CLI and they selected individuals who attended a class on how to precept. There was

also great focus on being a mentor and how to build up the new employee while providing constructive feedback, with the ultimate goal of a successful transition to independent provider.

This is the final process that was created:

- The applicants are selected via a Peer Interview Committee utilizing a standardized practice of behavioral questions as well as clinical questions. A Likert scale is completed and the team discusses and agrees upon offer.
- The employee is then credentialed and attends system and site orientation.
- The ACP then arrives for departmental orientation where they focus on Telemetry/Medicine patients with one preceptor but also do

clinical rotations through other in-patient units managed by the team such as Palliative Care, RCU, Hematology, etc.

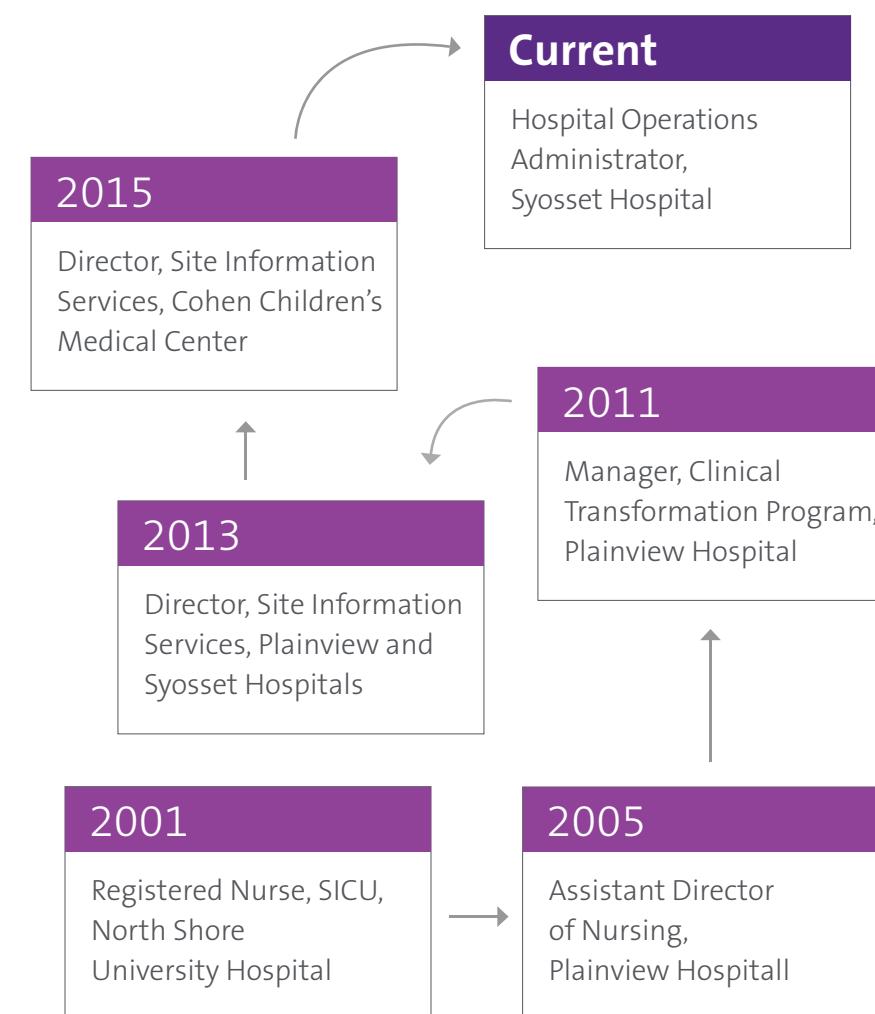
- Prior to completing the clinical rotations the orientees attend 4 days of didactic sessions. Various topics are covered such as work-up and management of the Cardiac patient, Pulmonary, Neurology/Stroke, Diabetes Management, CHF, Palliative Care, electrolyte imbalances, diagnostic test interpretation, etc. These sessions are taught by ACP experts and physicians.
- Throughout the orientation there are regular meetings between the orientee, preceptor and supervisor; as well as senior leadership updates with the Director.

- The orientation is standardized but tailored to the needs of the individual.

Great improvement has been achieved in retention scores:

- ACP Retention has bounded from 70% in 2014 to 81% in 2015 and most recently 92.4% YTD 2017

Other benefits of the program include employee engagement, empowerment, improved satisfaction and enhanced patient care.



*Jennifer Busch, RN, MSN*



Northern Westchester Hospital's Magnet Nurses received their second designation at the Magnet Conference in Houston, Texas and gave aid to a woman on the flight back home to New York.

#### Northern Westchester Hospital

# Nursing *excellence* – everywhere we go!

By Pam Werner, Nursing Staff President

It's exciting when you get to put your values into real-life action. This happened to the nursing team at Northern Westchester Hospital when we returned home from the Magnet® conference in Houston after just receiving Magnet re-designation.

On the flight home, the flight attendant approached a female passenger near us who told the

flight attendant that she wasn't feeling well. At that point several of my colleagues - Tracey Boyd, Tracey Lander, Anne Winkler and Gail Leak Urbanak – sprang into action.

The woman was unresponsive with a barely palpable pulse. They got the other two people out of the row and laid her down on the seats. She started to come

around. At first, it appeared as if she might have had a stroke. As the woman became more alert and her vital signs stabilized, she was embarrassed because this had happened to her before. She was dehydrated. They had been traveling all day and had not had anything to eat or drink and she had not taken her cardiac medication.

Our nurses had the attendant get her something to eat and drink and some blankets to keep her warm. They arranged for one of the passengers to switch seats so that her husband could sit with her and only returned to their own seats when they felt that she was stable.

Our team checked on her periodically for the remainder of the flight and encouraged her to keep hydrated when traveling and to remember to take her medications. They also encouraged her to make officials aware of her issues when traveling so that her husband could be seated with her. They encouraged her husband to have her checked by a physician when we landed.

This is just one of the many examples of the quality of the nursing staff of Northern Westchester Hospital. Even away from home and in the air our nurses are top notch.

#### Employee Recognition Ann Shea, BSN, RN Cohen Children's Medical Center

#### Ambulatory Services Achievement Award Winner - 2017 OR Manager Conference

Ann Shea is made for delivering the finest patient care and maintaining the highest standards of quality and safety. She graduated from Molloy College with her BSN in 1994 and began her career as a clinical nurse in the adult cardiac care unit at LIJ Medical Center. Seeking new challenges, she transitioned from the adult care arena to pediatrics in 1997, beginning her journey as a Pediatric Intensive Care Unit nurse and assistant nurse manager at Cohen Children's Medical Center. Ann has also mentored and helped advance the careers of countless new and seasoned nurses. In 2016, Ann broadened her area of expertise when she became the nurse manager for the pediatric ambulatory surgical unit, pre-surgical testing unit, and MRI/sedated procedures unit at Cohen Children's. Ann has built an environment of trust and collegiality on the unit. She has participated in multiple quality and safety initiatives. Her work in nursing has aligned her current practice to mentor nurses in evidenced based and nursing research to provide optimal care to the patients and families.

# Made for *exceptional* stroke care

## Did you know?



Every **40 seconds** someone in the U.S. experiences a stroke



Every **four minutes** someone in the U.S. dies from a stroke



Stroke is the **5th leading** cause of death in the U.S. & a leading cause of adult disability



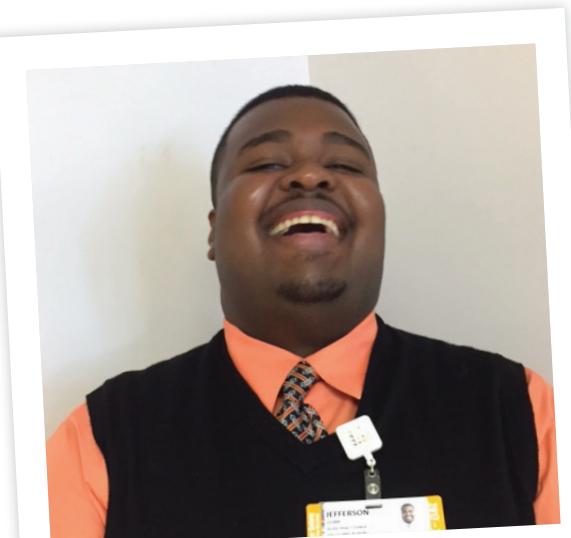
Stroke impacts more than **800,000 people** each year

**1.9 million** neurons destroyed

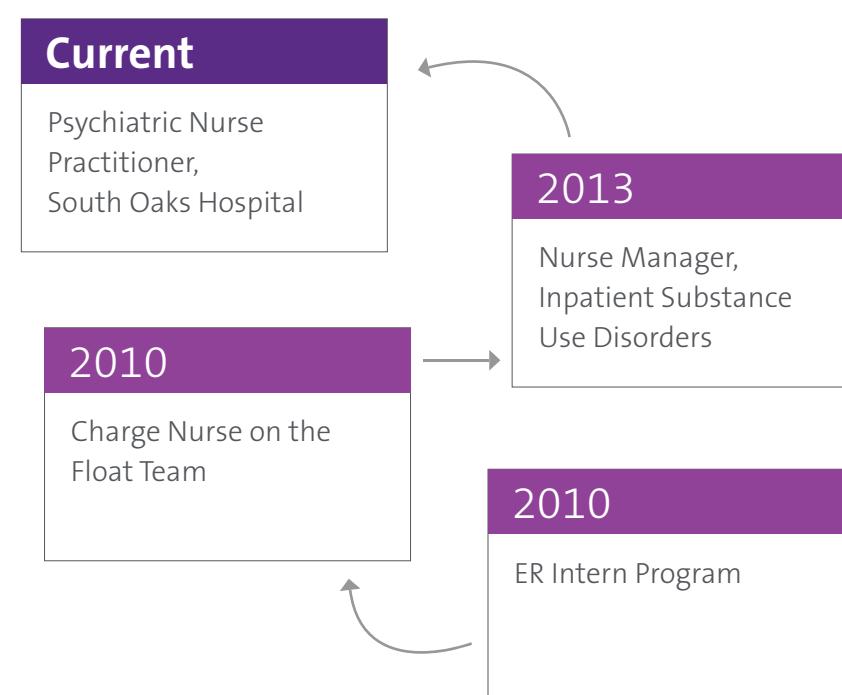
**14 billion** synapses destroyed

**7.5 miles** of myelinated fibers destroyed

**3.6 years** of Ischemic brain ages each hour without treatment



*Jefferson Cesar, NP*



Because time is so critical, we're proud to honor the ED nurses who achieve Gold and Platinum "Door-to-Needle" levels in the Department of Health (DOH) timeframe regulation for administration of IV t-PA (Tissue Plasminogen Activator) for 2017:

### Gold

Suzanne Abrams  
Eugene Arena  
Carol Barba  
Yvonne Baroni  
Jami Benavides  
Christina Bonomo  
Brianna Cannon  
Samantha Carrieri  
Amy Christian  
Augusto De La Cruz  
Jennifer Dipietrantonio  
Brandon Farchione  
Jennifer Favaro  
Patrick Finnegan  
Jessica Fleischman

Adriene Geraci  
Michael Graziano  
Sharon Greco  
Magdelena Gron  
Richard Hernandez  
Steven Jones  
Allison Kist  
Douglas Lamm  
Jennifer Mellone  
Joyce Moerler  
Amy Schaefer  
Danielle Schifano  
John Sullivan  
Stephen Sweeney  
Kristin Farrugia  
Lynne Grant  
Michael Graziano

### Melissa Vita Tara Wright

Richard Hernandez  
Gary Levitt  
Dorin Matei  
Jennifer Mellone  
Joyce Moerler  
Jeff Obas  
Joseph O'Brien  
Leonardo Oliva  
Erica Ortiz  
Danielle Schifano  
John Sullivan  
Stephen Sweeney  
Jonathan Wenke  
Staci Zapata  
Katherine Zimmermann

### Platinum

Carol Barba  
Brianna Cannon  
Samantha Carrieri  
Amy Christian  
Sharon Defonte  
Jennifer Dipietrantonio  
Lauren Dobish  
Ralph Fabiani  
Brandon Farchione  
John Sullivan  
Stephen Sweeney  
Kristin Farrugia  
Lynne Grant  
Michael Graziano

These exceptional professionals are all Stroke Heroes. *Time is Brain!*



Critical Care Nursing

It's time to **expand** your horizons.

**Start here**

## Community Service

# Made for bringing *help* and *healing*

In the aftermath of hurricanes Harvey and Maria, Northwell Health nurses heeded the call and volunteered to help with the recovery effort. These exceptional individuals exemplify Northwell's commitment to community service, not just in their backyard but anywhere help is needed. Here are some of the stories of these compassionate nurses across the system.

### Puerto Rico Relief Efforts

#### Danita Owens, BSN, RN and Wanda D'Meza, Assistant Nurse Manager

Hurricane Maria visited incredible destruction on Puerto Rico, knocking out power over the entire island and making clean water unavailable. In the aftermath, many Northwell Health nurses felt called to bring hope and healing into this heartbreaking situation. Hear from two of these nurses in their own words.



#### By Danita Owens, BSN, RN

I was honored to be able to join 27 other Northwell Health employees in the Puerto Rican relief efforts, including my Emergency Department colleagues, Janine Browne, RN and Jonathan Izurieta, ED Tech. On October 12th, we departed for Puerto Rico. When we arrived, they still did not have power and were on generators. After arriving at a large hospital campus, they showed us to four huge tents in the hospital's parking lot. This is where we would be working.

I worked that same night at 11pm. In the first tent there were patients on stretchers. We received adult patients from their emergency room who were admitted and awaiting a room in the hospital. The hospital was full so it could take days for those patients to obtain a room. The families were so happy and gracious for our care. While working in the tents, we handled any necessary medical treatment and emergencies.

It was an amazing experience to work hand in hand with hospital staff as well as other volunteers. It was as if we had worked together for years. It was truly rewarding to be able to help so many families in need in Puerto Rico. I am thankful for such a rewarding and unforgettable experience and pray that Puerto Rico will be back better and stronger.

#### By Wanda D'Meza, Assistant Nurse Manager

Life changing is the best way to describe my experience in Puerto Rico. It was a no brainer to volunteer when the opportunity came after seeing the devastation hurricane Maria had caused. I will never forget the eerie feeling of arriving at a major airport without electricity. Our group partnered with the DMAT (Disaster Medical Assistance Team) and our mission was to decompress a major emergency department in the city of Caguas. For two weeks, we worked in a tent converted into a hospital unit. We cared for patients that were waiting for hospital bed assignments or to be transferred to a higher level of care, like the USNS Comfort ship.

We had patients on telemetry, ventilators, post-stroke, on dialysis and worked seamlessly without electronic medical records (EMRs) or sufficient supplies. It was incredible the outstanding care we provided with minimal supplies. I often thought to myself this is what real field medicine is like. Patients and their families were extremely grateful for our help. There wasn't a day that a stranger didn't stop me to say, "You did not forget about us, thank you". I smiled and cried often!

We slept in a tent, on cots, but somehow our energy was high all the time. We formed a unique bond in which we embraced each other, helped each other, and laughed very often in the midst of the situation. We thrived together. By the end of two weeks, I had made new friends from our health system, DMAT, and hospital employees in Caguas. I am happy with the outstanding patient care we provided and the people we touched with our smiles. I will do it all over again.



**"People are dealing with tragedy and a life-threatening illness, so if you can go and help, it just seemed like that was what I should do."**

- Rose Taibbi, RN

# Hurricane Harvey *relief* efforts

LIJ Valley Stream

**Emmie Dimayuga-Corso,  
Assistant Nurse Manager and  
Sandra Marion-Armstrong, RN  
Operating Room**

On Monday, September 4, 2017 approximately 40 Northwell Health physicians and RNs went to Houston, Texas to help with hurricane Harvey relief. Emmie Dimayuga-Corso and Sandra Marion-Armstrong were two RNs from LIJ Valley Stream that made the journey. They were assigned to a variety of units in Houston. Emmie and Sandra spent an entire day learning systems and equipment, which normally would have taken six weeks to learn. They were able to provide shift relief for nurses, including those who were unable to leave the hospital for four to five days after the hurricane struck. Some lost homes or had family that lost homes. Many outpatient oncology patients did not get their chemotherapy and surgeries were put on hold. Emmie noted that every time someone saw her Northwell Health uniform, they started crying in gratitude. "I am so grateful to have had the opportunity to help in some way," says Emmie. "Community service is part of who we are."

Glen Cove Hospital

**Rose Taibbi, RN, Oncology**

Rose Taibbi was 10 when she decided she wanted to be a nurse. "I couldn't think of anything else that I would love to do as much," Rose said. "Working as a volunteer confirmed that this was the direction I was supposed to go in."

Rose began her nursing career at Northwell Health in 1988, specializing in oncology. In 2003 she moved to Glen Cove Hospital, where she has been ever since.

After Hurricane Harvey, Rose volunteered to help a local hospital in Houston with a particular need for oncology nurses. "There aren't a whole lot of people who are trained in chemotherapy administration," Rose said. "You need nurses with experience, and certified nurses to be able to administer chemotherapy."

Rose specializes in outpatient oncology, in which patients come to the hospital, receive their chemotherapy treatment and go home the same day. While treating patients in Houston, she asked whether their families were safe, but tried not to pry. If they wanted to talk, she listened.

What surprised her was the mood there — one of gratefulness. "It was very rewarding, in the sense that there were people in such a devastating situation and everyone was just grateful," she said. "Grateful to be safe, grateful to be alive, grateful to have the help. People are dealing with tragedy and a life-threatening illness, so if you can go and help, it just seemed like that was what I should do."



**Rose Taibbi, RN, Oncology**  
on far left

## Huntington Hospital

### Shanell Blanchard, BSN, RN-OCN and Meghan Billia



*Meghan Billia and  
Shanell Blanchard, BSN, RN-OCN*

#### **By Shanell Blanchard, BSN, RN-OCN**

I was inspired to go to Houston because I wanted to help in any way that I could. I have always been interested in community health and medical missions and going to Houston was an extension of our medical community. I am currently a Master of Public Health candidate, and this experience solidified my reasons for getting my MPH. Not only that, but being able to work on an inpatient Leukemia floor taught me so much about oncology care. It has been an honor to be a part of this team. Through this trip, I was able to live out our values of being Truly Compassionate and Truly Together. Seeing Northwell members from different hospitals come together with the sole purpose of reaching out to help others was truly amazing. I am proud and honored to be a part of Northwell Health.

#### **By Meghan Billia**

My motivation to go was to provide care to the people who were effected by hurricane Harvey. Being able to help the local staff that were affected, and lend a hand to fellow nurses was extremely

rewarding. During hurricane Sandy, I witnessed the effects a natural disaster can have on people. I also saw how even the smallest gesture could make a difference in helping a community. So when the opportunity arose for oncology nurses to lend a hand, I was immediately moved to help. The most memorable part of my trip was being with the team of Northwell Health employees that we went to Houston with. Even though we all came from the same system we all had something different to provide and we all learned from one another. So much so that my daily practice has been impacted by each and every one of them. To me, being a part of Northwell Health means taking care of others when they need it the most.

#### **LIJ Medical Center**

### Amrita Mahadeo, BSN, RN, 8 North



*Amrita Mahadeo, BSN, RN, on right*

I have always wanted to volunteer in any way possible at any time, but mostly to those in need. I was so grateful to be chosen as one of the volunteers to go on the second Northwell Health mission to Texas. My experience at was absolutely amazing! We had complete support the entire time. Though this was my first time working as an RN in a different

state, I never felt alone or that there wasn't help available.

The floor I worked on was a medical oncology and telemetry unit. Being an oncology nurse, emotional support is so important to the patient's health. I was able to take long walks with my patients to promote mobility and also get to know them very well. Spending time completing assessments and providing nursing care, as well as emotional support, made such a big difference for the patients, family and for me. I was able to listen to patients and staff talk about how Hurricane Harvey affected them.

I am very grateful for my experience and for all the support throughout the mission. It was a great learning experience for me. I am willing to do it all over again if given the opportunity.

**"Seeing Northwell members from different hospitals come together with the sole purpose of reaching out to help others was truly amazing. I am proud and honored to be a part of Northwell Health."**

*- Shanell Blanchard, BSN, RN-OCN*



## Plainview Hospital

### Olga Floukakos, RN

As a Registered Nurse, I felt both honored and privileged to have been part of the Northwell Hurricane Harvey relief team sent to Houston. I admit that initially I was a bit apprehensive, not knowing what to expect, not knowing what was expected of me. My unease was soon put to rest. Northwell had put together a well-organized plan to support all who volunteered. They arranged for our travel, room and board, orientation, and appropriate resource staff members.

I was also assured that for any issue or concern, there would be a team leader to support me. As a wife and mother, I was comforted to know that in the event of a family emergency, the Northwell team would send someone to my home if needed, and if the event required, they would arrange for my travel home.

The support I received afforded me the ability to focus on what I do best – helping others in their time of need. I was able to circulate and scrub on general/plastic breast cases with two procedure set ups, various cysto cases and insertion of mediports. All patients are cancer patients in various stages of their treatments. The local staff members were grateful and gracious for my presence. It was an experience I will never forget.

When I arrived back home I couldn't wait to share my experiences with the Plainview team. I am especially proud to work for an organization that has the compassion and ability to orchestrate this type of relief response. If you have the opportunity to do this, you will not regret it.

## Staten Island University Hospital

### Bryan Platt, RN, Operating Room



Bryan Platt, RN on right

Bryan Platt, RN began his career with Staten Island University Hospital in 1987 working at the North Site in the Operating Room. After eight years as a Registered Nurse, Bryan decided that he needed a different challenge and became a FDNY firefighter.

Being a Registered Nurse and firefighter, Bryan takes his work seriously. He was a part of the elite group of first responders on September 11th. Bryan also donated his time without a second thought to help those who were affected by the devastation of Hurricane Sandy. When Northwell asked for volunteers to assist with recovery in Houston, Bryan immediately volunteered to help.

Staten Island University Hospital was honored to be represented by Bryan Platt, RN as well as Jeanette Lopez, RN and Melissa Burnfeind, Certified Surgical Tech.

## Syosset Hospital

### Martha Capraro, RN

When Northwell Health was looking for volunteers to support Texas after Hurricane Harvey, Martha Capraro, RN did not hesitate to help. She received the call to pack her bags on Friday for deployment on a Monday. Without knowing much about what she was in for, Martha was fully prepared to do anything it took to help. Upon arrival, Martha discovered she would be working in the ED on overnights. She received a brief orientation and education regarding chemo agent administration and got right to work. Martha quickly learned how much of the local hospital staff were impacted by the hurricane. By having our employees covering these shifts, these nurses were able to take time off to deal with the devastation left by the hurricane. In addition, their patients would still receive the best care possible.



Martha Capraro, RN

**"I am especially proud to work for an organization that has the compassion and ability to orchestrate this type of relief response. If you have the opportunity to do this, you will not regret it."**

- Oglia Floukakos, RN

# New Blood Avoidance Program at Northern Westchester Hospital

Every day, the people of Northern Westchester Hospital live out the value of being Truly Compassionate. The facility is in an area with a large Jehovah's Witness population. In addition to the Jehovah's Witnesses who live in the area, thousands of tourists come to visit these sites monthly. This creates a special opportunity for Northern Westchester Hospital to be able to care for the specific needs of these people.

Jehovah's Witnesses are a group of Christians who take literally the Bible command to "keep abstaining from blood," therefore, they do not accept blood transfusions. The new Blood Avoidance Program at Northern Westchester Hospital will allow Jehovah's Witnesses to feel a sense of comfort and understanding when they receive care. The Program will allow patients who decline the use of blood products the opportunity to choose what medications and treatments are acceptable to them, and also provide continuing education and resources to staff.

Also included in the program is a dedicated Coordinator who will help navigate patients through their hospital stay. "I am an active member of the Jehovah's Witnesses community," says Stacy Reader, RN, BSN, "so I bring a unique and valuable combination of clinical knowledge and experience, with a genuine understanding of the stand that patients take regarding treatment without blood transfusions. As a liaison between the medical staff

and patients, I hope to ensure that the patient's beliefs and wishes are respected, while collaborating with the medical team to assist them with providing the highest quality of care."

Patients and their families have expressed much appreciation and joy for having a Blood Avoidance Program in their community. One patient stated that he felt a "sense of comfort" when he received a call from the Blood Avoidance Program after learning that he would have to have a vascular surgery. Another patient felt that the program was "a gift from [God]!" As a Planetree hospital with Distinction, Northern Westchester Hospital is on an ongoing quest to provide optimal patient-centered care.



**Stacey Reader**, RN, BSN  
Blood Avoidance Coordinator

# Driving *clinical excellence* in antibiotic stewardship

The nurses at Orzac Center for Rehabilitation are helping lead the important CMS Antibiotic Stewardship program. The program is designed to support long-term care facilities with implementing antibiotic stewardship programs to enhance infection prevention. Antimicrobial Stewardship is the coordinated effort to improve and measure the appropriate use of antimicrobials through promoting the selection of an optimal drug regimen including dosing, duration of therapy, and route of administration. Encouraging appropriate antimicrobial use through stewardship may promote good clinical outcomes while decreasing antimicrobial-associated toxicity, pharmaceutical costs, patient length-of-stay, and microbial resistance. The facility has seen a dramatic decrease in urinary tract infections, catheter associated

urinary tract infections and C-diff infections as a result of the program.

Orzac Center for Rehabilitation is also participating in the ESNF Tele-health program, which rolled out in August, 2017. Telehealth provides econsult physicians for patients that are experiencing urgent changes in status with a potential for hospitalization. The patient is connected via video to a physician who is in a separate location. A nurse is often on hand to conduct physical exam tasks requested by the remote specialist. Cameras and other monitoring tools allow the specialist to see on screen exactly what the nurse is seeing in person. This will reduce re-hospitalization and allow the patient to be treated without being transferred.



**Employee Recognition**  
**Richard Fernandez, RN**  
LIJ Medical Center

A homeless patient arrived in the ED covered in grime, sullen and hopeless. Without hesitation, Richard Fernandez quickly connected with the patient. He helped him undress, showered him and cared for him with compassion and dignity. He engaged the person underneath all the grime and truly made a difference. With his knowledge, hard work and positive attitude, Richard Fernandez is a go-to guy in the ED and a major asset to LIJ Medical Center.



From left to right Jamie Phillips, Physical Therapy, Sharon Richards-Crawford, NA on 2West, Linda Sisco, RN, Emergency Room, Stacey O'Connor, RN, Special Care, Jamel Sumner, Food and Nutrition, Michael Fener, Executive Director

South Oaks Hospital

# Community Service: Made for *increasing awareness*

In the spirit of giving back to the community, South Oaks Hospital has been doing a great deal of outreach through public speaking engagements and participation in numerous wellness initiatives. The main goal is to spread awareness, not only about services offered, but also about mental illness and behavioral health in general. Examples of presentations given include "The Ugly Truth about Addiction," "Self Esteem & Team Building," "PTSD Childhood Trauma" and "Stop the Stigma." The intention of these presentations is to inform the public, and to shine a light upon the unfortunate shadow that has been cast over those suffering with behavioral health issues.

Another goal is to show South Oaks Hospital's support for all causes and activities in the community that promote health and wellness. Leaders have participated in events across the island, such as the "Sounds of Silence Walk," the "NAMI Walk" and the "Suicide Prevention Walk." By doing this, South Oaks Hospital is increasing awareness and highlighting the services that exist on Long Island and throughout the Northwell Health System.

Syosset Hospital

## Celebrating Patient Experience stars

Syosset Hospital started a celebration for our 'Patient Experience Stars' to recognize those team members that left a memorable positive impact on our patients. We gathered feedback from our patients in a number of ways, including:

- Press Ganey surveys
- LEAD rounds
- Patient Letters
- Please Tell Us Cards (PTU)

We salute these team members for their display of our behavioral expectation to be "Patient & Customer Focused." We are looking forward to having another celebration this Spring. Keep up the great work!

### 2 West:

Sharon Richards-Crawford,  
Nursing Assistant

### Emergency Department:

Linda Sisco, RN

### 1 East:

Lynn Burns, RN

### SPCU:

Stacey O'Connor, RN

### Current

Nurse Manager,  
Neonatal Intensive  
Care Unit,  
Lenox Hill Hospital

2014

Assistant Nurse Manager,  
Neonatal Intensive  
Care Unit

2011

Clinical Staff Nurse,  
Neonatal Intensive  
Care Unit



Patricia Quinn, BSN, RN

# Collaborative Care Council and other updates

## Rehab

Last year, the Rehab Collaborative Care Council developed “Pressure Ulcer Risk and Reduction” (PURR) project. They were very successful with it, reducing hospital acquired pressure ulcers by 50%. This year, their CCC is working on reducing CAUTI’s. They are focusing on removing Foley as early as possible and performing bladder scans and straight caths as per MD order. Evidence shows that intermittent straight catheterization has a lower infection rate than indwelling Foleys. Recently they submitted an abstract for a poster presentation for a national conference on safety in rehab hospitals and it was accepted. Jennifer Guertin, RN and her manager Alexis Alexander attended the conference to present their poster.

## Telemetry/CCU

The Council is currently expanding on the already existing project for CDIFF initiative. They are collecting data and reviewing it every 3 months for all patients currently taking or new to Proton Pump Inhibitors to see if they are at risk for hospital acquired CDIFF. The process is based off of SIRS threshold for patients with hospital acquired CDIFF. Currently, Glen Cove Hospital is under the threshold for hospital acquired CDIFF. Going forward they will be following up on medication education to patients, especially upon discharge. They will see if there have been any improvements or comments from the Press Ganey surveys.

## New unit openings

- 2 Surg - 7 bed surgical unit with private rooms
- Advance Illness Beds – Implemented in the past two quarters, the Advanced Illness unit has reduced the length of stay and cost of services in the CCU.

## Employee Engagement Update



Glen Cove Hospital beat the mean averages hospital wide for the NDNQI survey for nursing satisfaction.



MyRecognition – Employees were awarded points in recognition of outstanding patient care performance.



We recently had a candy party for meeting our stretch goal for overall patient experience.



Throughout the year we like to recognize our employees with different events such as the Annual Summer BBQ, the holiday spectacular, candy and ice cream parties and of course pizza parties.



Marine Corps Special Ops

## Employee Recognition

**Joseph Rosario, NP, RN**  
Plainview Hospital

Joe would go onto nursing school and continue to be impacted by the nurses caring for him. Beverly, a nurse from the World Trade Center Health Program became a mentor to Joe, providing support and encouragement while he was overcoming his challenges as he studied to become an RN.

In 2007, Joe achieved his first of many healthcare successes and became an RN. Ten years into his nursing career he completed his bachelor’s degree, became a Nurse Practitioner and in April, Joe will be receiving his doctorate. Joe truly fulfilled the best of his childhood dreams, making his family of fellow healthcare providers and the nurses who influenced him very proud as he pays it forward impacting the lives of the nurses he supports and leads every day.

NYC Detective  
(Special Forces)

Marine Corps  
(Special Forces)

Attended nursing  
school, became  
an RN

Worked on the  
pile at 9/11

Earns bachelor's  
degree, became a  
Nurse Practitioner

Worked in the  
OR at LIJ

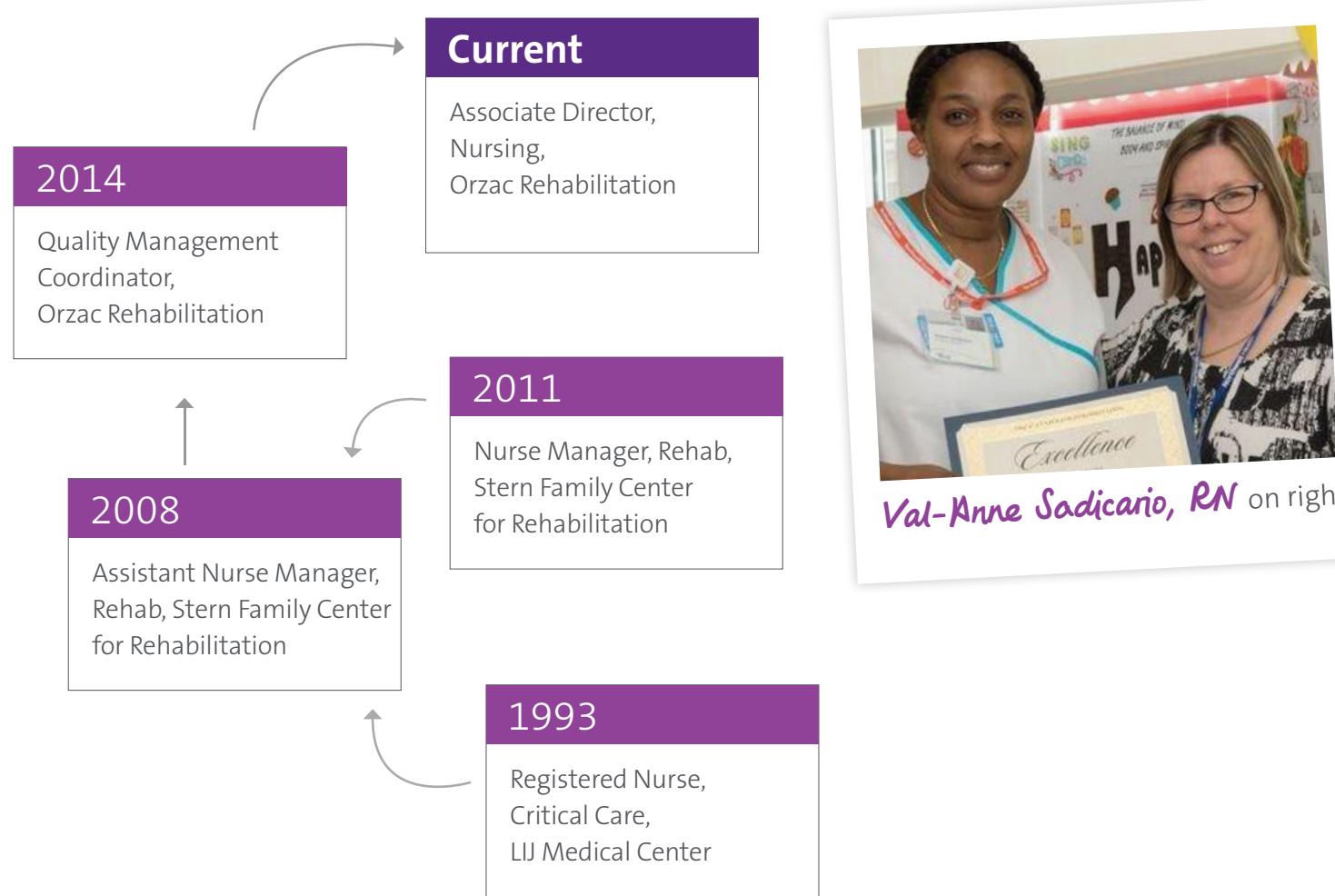
Working on his  
DNP

Nurse Manager in the  
OR at Plainview

# Spotlight on Certification

Corinne Boening is a trailblazer. She is the first Bariatric Certified RN on 7 Tower and in all of NSUH. There is currently a growing need for nurses specializing in the care of patients undergoing weight loss surgery. Professional certification in this area allows Corinne the opportunity to demonstrate a high level of nursing competency in a very specialized area. She collaborated with the Program Manager for Bariatric Surgery as well as Nursing Education to study for and pass the extremely difficult certification exam. This accomplishment

shows Corinne's commitment to providing the best possible care to our patients. Corinne encompasses all the traits you would like to see in a nurse and a person. She is professional, kind, caring and compassionate. Her many accomplishments include achieving Clinical Nurse Ladder III as well as the Patient Experience Ambassador for 7 Tower. She gets many compliments from patients and their family members regarding the outstanding care that she provides.



# We are Made for providing hope and healing



MaryBeth McManus, MPA, BSN, RN-BC at left

Zucker Hillside Hospital is proud to congratulate our Chief Nursing Officer (CNO) and Associate Executive Director of Patient Care Services, MaryBeth McManus, MPA, BSN, RN-BC, on receiving the 2017 American Psychiatric Nurses Association (APNA) Award for Excellence in Leadership-RN. This is a wonderful and well-deserved award for MaryBeth. She has dedicated her twenty-five years at Zucker Hillside Hospital to being a transformative leader in various roles as she helps drive the future of Behavioral Health Services and Psychiatric Mental Health Nursing. Her focus has always been in improving health, wellness and quality of life for our vulnerable patient population.

Her effective leadership is evident in the successful accomplishments and achievements within Zucker, such as reductions in seclusion and restraints, reduction in falls and related injuries, and promotion of a safe therapeutic healing environment for our patients and a safe working environment for our staff members.

MaryBeth continues to work tirelessly with her interdisciplinary team to maintain and upkeep the Northwell Health mission of "...improving the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care."

Zucker Hillside Hospital also salutes Marie Horowitz, RN, Nurse Manager of ECT Services, and her team for winning first place in the clinical care category for the APNA Annual Conference poster presentations. Marie's team's poster focused on providing patient and family-centered care in ECT. This achievement is yet another example of how Zucker employees demonstrate an ambitious quest for being Truly Innovative.



# Purposeful Proactive Rounding: *Connecting* with Patients and Families

Learn the latest best practices,  
then take the quiz at the end.

You could win a **FREE 3-hour  
continuing education gift card!**

**Denise J. Mazzapica**, MSN, RN-BC- Manager,  
Nursing Initiatives, Office of Chief Nurse Executive  
Institute for Nursing

**Tonya M. Lawrence**, MSN, RN-BC, CNM, C-EFM,  
Assistant Director of Corporate Nursing Education  
Office of Chief Nurse Executive Institute for Nursing

The holidays are a time for connecting with family and friends and sharing time outside of the work environment with our colleagues. The focus of the holidays is anticipating needs and wishes and spending time being present and mindful in each moment. Stories are told about events that occurred during the year. Feelings and experiences that have been unknown often come to light producing new perceptions of the people we assumed we knew.

Purposeful proactive rounding provides a similar experience by providing the opportunity for a meaningful, mindful and purposeful interaction between a patient and staff member. The time spent completing rounding activities affords the staff member the chance to spend time getting to know the person not just the patient.

Northwell Health has spent 2017 creating a culture of rounding to connect with our patients and their loved ones while also proactively attending to their needs and concerns. Being present and mindful in each interaction with patients and families are key features of this culture.

A Purposeful Proactive Rounding (PPR) Steering Committee was formed at the system level, led by Launette Woolforde, VP of System Nursing Education, to standardize the process, create a system policy, coordinate implementation, and develop competencies for staff and leadership. Each site established a PPR leadership team to work with the steering committee and to engage frontline staff in this program. The site Collaborative Care Councils were involved in the development, evaluation and implementation of the new process.

Purposeful, proactive rounding is led by Nursing and occurs approximately every hour on patient care units. The nurse/patient care associate (PCA) introduces his/her self, explains that he/she is there to do rounds and then addresses the 5Ps-pain, personal needs, possessions, position, and plan of care (Mitchell, Lavenberg, Trotta, & Umscheid, 2014). Upon leaving, the staff member asks if there is anything else the patient needs and reminds the patient that someone will be returning in approximately an hour. The unit's nursing management team also rounds every day to explain the rounding process to newly admitted patients, address any concerns, conduct service recovery if needed and monitor staff compliance. Rounding champions on all shifts were identified by unit leadership. Champions are staff members that are passionate and were early adopters of the purposeful rounding process. These champions were trained to coach their colleagues and are continuously supported by unit and site leadership.

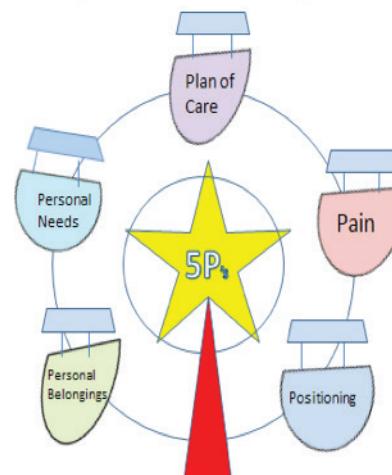
Everyone in the facility plays a role in the culture of rounding through the No Pass Zone/Answer the Call program. Anyone within five feet of an activated

call bell is asked to respond. If the staff member cannot assist the patient with his/her request, the expectation is that he/she will find a member of the nursing staff to help the patient.

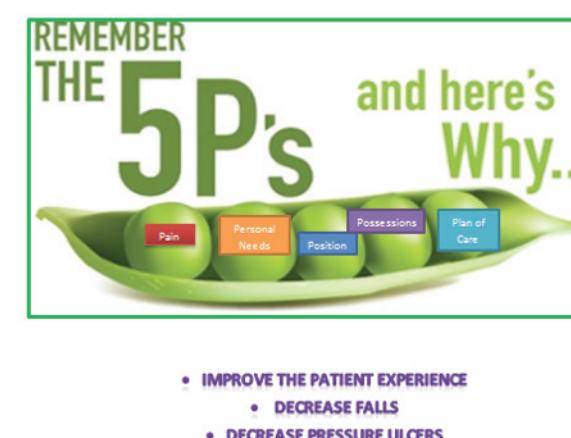
The use of standardized key words and phrases help patients and families understand what purposeful rounding is and recognize when it is occurring. Some examples include "*I'm here to round*", "*Is there anything else I can do for you*", and "*We will back in an hour to check on you*". Purposeful proactive rounding helps to relieve patient's anxiety about having their needs and concerns addressed in a timely manner by staff (Halm, 2009). Purposeful proactive rounding is an evidence based strategy that has been shown to impact quality, safety, staff satisfaction and patient experience by decreasing call light use, decreasing falls, and increasing patient satisfaction and likelihood to recommend the hospital (Kessler,et.al, 2012).

The use of visual cues helps to engage staff, patients and families. The Purposeful Rounding Steering Committee issued a visual cue challenge to the sites. Each site was asked to engage the unit Collaborative Care Councils in the creation of a visual cue about the 5 Ps of Rounding. The number and manner in which the cues would be used was left to the discretion of the sites. Some samples of visual cues that were produced include Five Peas in a Pod, Five Puzzle Pieces, a Five Petal Flower, Five Helping Hands, and a Five Car Ferris Wheel.

#### 5P's with a Purpose: Ask Me About Purposeful Rounding



#### PURPOSEFUL PROACTIVE HOURLY ROUNDING



In 2018, while continuing to embed the practices implemented this year, the PPR team is moving into the next phase of rounding culture development. Engagement of the family is an integral part of purposeful proactive rounding and improving the patient experience. Each site has chosen a unit to participate in a Family Engagement Pilot. There will be three components to the pilot. First, the Nurse Manager, Assistant Nurse Manager and one of the Rounding Champions will meet with five patients per month to discuss their experience on the unit. They will ask for advice on what was done well and what the opportunities for improvement are, as well as suggestions on how to make any improvements. Second, staff members will be asked to find out two facts about one of their patients that have nothing to do with their illness. They will also be asked to share something about themselves with the patient. This sharing will help to form a connection between the patient and the staff. Third, the patient and family will be invited to share pictures and stories to help us to get to know the patient beyond medical issues. The family will be given drawing paper and can affix photos, write words or phrases, or draw whatever they would like us to know about the patient. The finished product will be hung on the wall opposite the patient's bed so everyone entering the room to care for the patient can see it. Our goal is to have staff see the person in the bed for who they really are and to discover the roles and accomplishments of the patient's life out of the hospital.

In closing, remember to make all your "moments" with patients and families count. Purposeful proactive rounding affords staff the opportunity to make the most of their interactions with patients. Anticipating patient's needs and honoring the commitment to return on a regular basis helps to build trust, which is the foundation of any relationship. Never forget that the people in the beds are much more than patients. They are individuals with histories, stories, and diverse life experiences. Engaging and building a connection with each other can have a profound impact on both the patient and caregiver.

#### References

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- Kessler, B., Claude-Gutekunst, M., Donchez, A.M. (2012). Dries, R.F., & Snyder, M.M. The Merry-Go-Round of Patient Rounding: Assure Your Patients Get the Brass Ring, *MED-SURG Nursing*, 21(4), pp240-245.
- Mitchell, M.D., Lavenberg, J.G., Trotta, R.L., & Umscheid, C.A. (2014). Hourly Rounding to Improve Nursing Responsiveness: A Systematic Review. *Journal of Nursing Administration*, 44(9), pp 462-472.



## Purposeful Proactive Rounding: *Connecting* with Patients and Families

Test your knowledge for a chance to **win**  
a FREE 3-hour continuing education gift card!

Take the quiz at right and send in your answers to  
[bit.ly/TheRoundsQ4](http://bit.ly/TheRoundsQ4). You'll be entered in a drawing for a  
FREE 3-hour CE card from ContinuingEducation.com.

Purposeful proactive rounding no longer includes 6, 7 or 8 Ps. Which of the following 5 Ps are included in purposeful proactive rounding?

- A. Pain, personal needs, position, possessions, and plan of care
- B. Pain, power, package, pajamas, and plane
- C. Pain, personal needs, position, possessions, plan of care, and priorities

Research shows that purposeful proactive rounding has a positive effect on patients. Which of the following effects does purposeful proactive rounding have on patients?

- A. Decreasing call light use
- B. Decreasing falls
- C. Increasing patient satisfaction
- D. All of the above

Purposeful proactive rounding provides the opportunity for a meaningful, mindful and purposeful interaction between a patient and staff member. Purposeful proactive rounding affords staff the opportunity to do which of the following?

- A. Make the most of their interactions with patients
- B. Anticipate patient's needs
- C. Honoring the commitment to return on a regular basis helps to build trust
- D. All of the above

The next phase of purposeful proactive rounding will start in 2018. What will be included in the next phase of purposeful proactive rounding?

- A. Engagement with the family
- B. Make a connection between the patient and the staff
- C. Answer A & B

When a staff member enters a room the patient and family should know that purposeful proactive rounding is occurring. The best way to help the patient and family understand is to:

- A. Use standardized key words to help patients and families understand purposeful rounding
- B. Hang a sign in the patient's room to read at some point during their hospitalization
- C. The patient and family can just read about rounding in the admitting packet



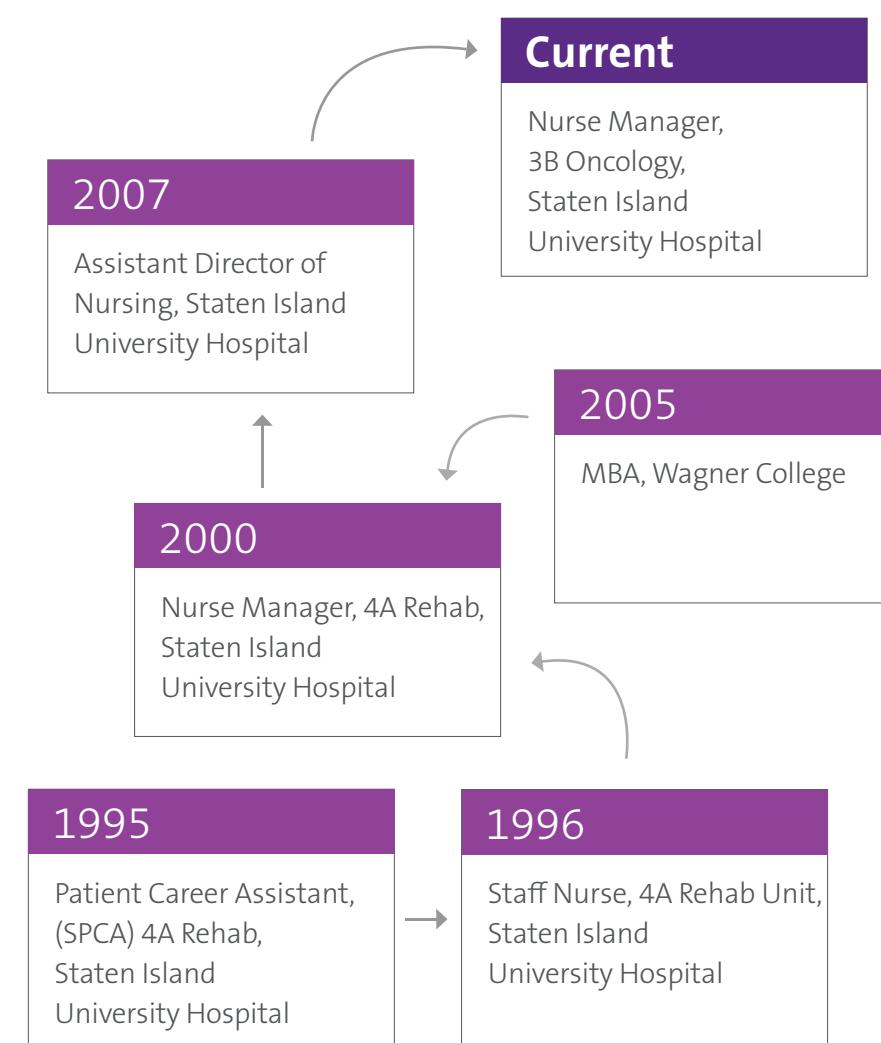
## LIJ Medical Center

# Made for nursing *excellence*

As the first tertiary hospital in Northwell Health to receive Magnet® Designation, we're proud to have nurses present at this year's ANCC National Magnet® Conference. This conference is attended by over 10,000 nurses each year with national and international attendees! These were our 2017 presentations:

- The Ethics Café: A Resource for Nurses to Address and Cope with Complex Ethical Dilemmas – A Podium Presentation by Jane Ellen Barr, DNP, RN, CWON

- Obstetrical Megacode: Education for Cardiac Arrest in Pregnancy – A Poster Presentation by Ivy Torres, MS, RNC-OB, C-EFM, CBC
- MINDFULL CARE Innovative Approach to care of the Dementia Patient – A Poster Presentation by Lauren Ostuni Fiumara, BSN, RN and Jennifer Santoro Shickler, MSN, RN, NE-BC





### Employee Recognition

**Margaret Ribaudo,  
BSN, RN**

Northern Westchester Hospital

The Ellen M. Wood Community Nursing Award was created by Jim Wood to honor the spirit of his aunt, Ellen M. Wood, a pioneering nurse of the late 19th century who dedicated her career to providing medicine and healthcare to families in the Northern Westchester area – often on foot or horseback. The award recognizes a Northern Westchester Hospital nurse who provides exceptional care in the community and demonstrates a commitment to public health. This year's winner is Margaret Ribaudo, BSN, RN from Maternal Child Health and Community Outreach.

Margaret cares for people of all ages in our community, from birth to old age. Through her work in our Community Health and Outreach Programs, she touches the lives of over a hundred local senior citizens by coordinating and providing community health screenings and programming.

Margaret also shines in the community when working with the littlest of children. She has singlehandedly taught thousands of children

in schools throughout northern Westchester how to wash their hands as well as life-saving first aid skills.

As a nurse in the NICU, Margaret compassionately cares for the little bodies in our most vulnerable of populations, newborn babies. When asked about her work in the NICU, Margaret can't help but smile. She often has shared that working overnight in the nursery is a part of her job she treasures.

Margaret is beloved by all who meet her. She is the definition of a warm and true spirit. She is the ultimate silver lining finder. No matter how tough or challenging the situation, Margaret always provides the team with a boost of uplifting energy.

Staten Island University Hospital

# Joint Commission Best Practice Recognition

### SIUH 3B Chemotherapy Administration

#### Interdisciplinary Huddle

Denise Torsney, RN, Brianne Bodin, RN, Sara Mathew, RN, Sharleen Thomas, RN, Frank Forte, MD; John Peana, RPh, MS, MBA; Stephanie Salvatore, RN, Senior Director PCS and 3B nursing staff

#### Purpose

- Prevent injury to the Oncology Patient by assuring that the Chemotherapy orders are correct at time the orders are placed
- Review and reconciliation of paper based chemotherapy orders with the MD, Pharmacist, RN and Nursing leadership

#### Process for the Chemotherapy Administration Tracking Sheet

- Huddle with MD, Pharmacy and RN to review orders and schedule administration

#### Outcomes of this process:

- Communication between the nurses, physicians and pharmacy has improved
- Orders are no longer left in the chart
- Incorrect orders are corrected and agreed upon at time of Huddle
- Improved chemo administration start time
- Reduced the number of times the nurse or pharmacy has to call the physician, in turn improving staff satisfaction



From left to right : Denise Torsney, NM, Carol Gaeta, RN, Rachel Margalit, RN, Marilyn Gangoo, 3B Pharmacist , Christopher Paniagua, RN, Irina Nulman, RN, Sara Mathew, ANM

# Blog *highlights*: nursing careers

October  
**02**  
2017

## We're discovering new directions to help put our patients on the road to recovery

At Zucker Hillside Hospital, we're applying best practices as well as our own innovative solutions to helping those suffering from a wide range of behavioral conditions and addictions. We'll be sharing some of these unique approaches to behavioral health at the upcoming American Psychiatric Nurses Association's 31st Annual Conference. [Read article](#)

October  
**10**  
2017

## Find an exceptional home for providing extraordinary emergency care

For remarkable care and exhilarating careers, there's nowhere like the emergency department at Northern Westchester Hospital. We're a community-based hospital handling a wide variety of acuity and demographics in our fast-paced, high-volume ED – from newborns to the elderly. [Read article](#)

October  
**17**  
2017

## Thinking differently: Zucker Hillside Hospital nurses are redefining behavioral health patient care

Helping those suffering from behavioral conditions and addictions takes all of us coming together to bring our best insight and ideas. That's why Zucker Hillside Hospital continues to be an active participant at the annual American Psychiatric Nurses Association (APNA) Conference. [Read article](#)

October  
**17**  
2017

## Made for going places – Paula Tortorici-Scheff's story

Paula Tortorici-Scheff has always enjoyed traveling, visiting new places and meeting new people. And that's not just in her personal life, it's with her career as well. Over the years, she has experienced impressive career growth, and all of it at Northwell Health. [Read article](#)

November  
**16**  
2017

## Made for going the distance

26.2 miles. Twenty-six. Point two. And every step is a battle, a struggle between mind, will and body. Running a marathon demands an incredible personal commitment. Months – and sometimes, years – of road training and dietary preparation. Early mornings and long, lonely runs. [Read article](#)

November  
**17**  
2017

## Our NP Leaders – Leading the way for Advanced Practice Nursing

Our Nurse Practitioner leaders are continuously pushing the boundaries to find unique ways to keep our Advanced Practice Nurses engaged. And with over 900 advanced practice nurses in over 17 specializations, they need to. As we rolled out our internal employee promise earlier this year, our leaders came together at the 4th annual Director's Development Day where they focused on their accomplishments over the year... [Read article](#)



# Achievements & Awards

## Glen Cove Hospital

- ASU and the Don Monti Center were both recently awarded the North Star 90 patient experience award for achievement of 90th percentile in likelihood to recommend

## Lenox Hill Hospital

- 5 Lachman received the team recognition award for achievement at the 96th percentile in likelihood to recommend and being the most improved in likelihood to recommend

## LIJ Valley Stream

- 2017 Joint Commission Disease Specific Certification for Total Knee Replacement & Total Hip Replacement
- 2017 Gold Plus Target: Stroke Honor Roll Elite – the highest American Heart Association award in Stroke since we became a stroke DOH designated center in 2011

## Northern Westchester Hospital

- The Planetree Global Person-Centered Innovation Award for Reducing Patient Falls Using an Evidence-Based Approach and Video Monitoring
- The Center for Nursing at the Foundation of New York State Nurses, Inc. recognized Northern Westchester Hospital for their outstanding work on the Clinical Practice Improvement for Fall Prevention and Patient Safety

## Staten Island University Hospital

- State Island University Hospital achieved the highest improvement among all Northwell Health hospitals in the August 2017 Employee Engagement Survey. 70% of our units improved on engagement score and >50% of our units improved on Tier score. The SIUH leadership team is committed to improving our employee engagement—we are Made for this!
- 2017 Get With the Guidelines American Heart Association Gold Plus Stroke
- Target: Stroke Elite Plus Honor Roll Award
- 2017 Northwell Health Innovation Challenge Winner of \$100,000 Funding Award to Real Time Patient Experience Enhancement Program
- Evaluation of patient satisfaction by measuring patient/physician communication
- Platform and data warehouse will provide real-time analytics and feedback through an app
- September 2017 Service Excellence Reception held quarterly at SIUH recognized 232 Patient Care Services employees including 162 RNs, 11 Nurse Managers, 6 Nurse Practitioners and 53 Senior PCAs. Thank you to our staff for their extraordinary service!

Are you Made for *this*?

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[jobs.northwell.edu](http://jobs.northwell.edu)



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