

# Richmond University Medical Center

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## Richmond University Medical Center Receives American Hospitals Association Quest for Quality Citation of Merit



*RUMC chief operating officer and chief nurse officer, Rosemarie Stazzone, RN, MS, CNE; president and chief executive officer, Daniel J. Messina, Ph.D., FACHE; chair of medicine, Mitchell Fogel, MD; and assistant vice president of clinical informatics and population health, Boris Molchanskiy.*

Richmond University Medical Center received the 2019 American Hospital Association (AHA) Quest for Quality Citation of Merit for its exemplary achievements in addressing social determinants of health, engaging staff and medical residents in various quality improvement initiatives, and working to address issues such as obesity and the opioid crisis.

The award was presented at the AHA Leadership Summit in San Diego on July 25 to president and chief executive officer Daniel J. Messina, Ph.D., FACHE, and members of senior administration. More than 800 health care facilities across the country applied for Quest for Quality Award. Three were selected as finalists. Richmond University Medical Center was selected for the Citation of Merit. The 2019 Quest for Quality award winner was Carolinas Rehabilitation in Charlotte, North Carolina and the award finalist was Mission Health in Asheville, North Carolina.

Richmond University Medical Center was selected for its advanced work in behavioral health and primary care along with providing effective programs that address the borough's opioid crisis. Serving Staten Island and the surrounding communities for over 100 years, Richmond University Medical Center is the borough's leading provider of behavioral health services for children, adolescents and adults.

The hospital is also home to Staten Island's only inpatient psychiatric services for adolescents.

"Our hospital is in great company and our leading edge services are now in the national spotlight," Dr. Messina said. "A huge thanks goes out to so many people who helped to make this award possible, starting with everyone on our fantastic medical staff. They are the reason that residents of Staten Island are receiving quality, effective care every day at our hospital and facilities across the borough."

Founded in 1898, the AHA provides education for health care leaders and is a source of information on health care issues and trends. Nearly 5,000 hospitals, health care systems, networks and other providers of care are members of the AHA.

"This year's winner and honorees have demonstrated an organizational-wide commitment to advancing the quality of care they provide each day to their patients and communities," said Rick Pollack, AHA president and chief executive officer. "Their leadership in improving care is an inspiration to hospitals and health systems across the country."

*A Publication for Employees, Physicians, Trustees, and Volunteers of  
Richmond University Medical Center*

## From the President & CEO

### Daniel J. Messina, Ph.D., FACHE, LNHA



When your family member or loved one is being prepared for their procedure, they can inform our medical staff that they would like you to receive updates about their progress on your phone. By providing your name, phone number, and carrier, you will then be able to track them from pre-op to discharge through texts you receive on your phone. Texts include “your family member/friend is in the operating/procedure room,” and

“your family member/friend is now ready for discharge.” There is no cost for this new service and you don’t need to be in our hospital building to receive the updates.

Our other new tech service further enables us to monitor what patients are eating through our new mobile meal ordering system. Through the simple use of a tablet, staff from our dietary department can speak directly with patients and place their meal orders right at the bedside. Integrated with Meditech and medical records,

menus are specific to each patient and their dietary needs or restrictions. As a result, this system allows us to avoid food allergens, help guide the patient to healthy choices, and track calorie counts and other intakes for assessment.

If you want to learn more about these features or how to take advantage of them should you or one of your loved ones be coming to us for a procedure, you can call 844-934-CARE.

We want our patients and their loved ones to feel like family when they come to Richmond University Medical Center for care. From quality, state-of-the-art technology and procedures, to providing simple services like patient tracking and meal ordering, it all comes down to ensuring the best patient experience a person can have when they come through our doors. Thank you all for your commitment in that regard.

**Remember the Power of One —  
You Make A Difference!**

A handwritten signature in black ink that reads "Daniel J. Messina".

Construction of our new emergency department and parking lot is in full swing. However, these physical enhancements are not the only endeavors we are undertaking to better enhance the patient experience at our hospital. We also continue to embrace the latest in technology.

To enhance family support for patients undergoing surgery, last month we unveiled Patient Tracker, which allows you to follow your loved one’s progress during surgery through texts you receive right on your mobile phone.

## Patient Satisfaction: A Note of Thanks

I would like to compliment your staff on the wonderful care they gave me today. I was involved in a car accident and they were so calming and caring. They are ERPA Joanna Dorme; ERRN Alejandra Lopez; Trauma Resident Dr. Marla Sacks; Chief Resident Dr. Shimonovich; Trauma Attending Dr. Jung; and CT Tech Amanda Fein.

— *Sincerely, Sandra F.*

When I was diagnosed with cervical spinal cord compression, I decided to use Dr. Douglas Cohen at Richmond University Medical Center. Dr. Cohen and the staff treated me like a VIP from pre-op testing to post-operative care. I could not be happier with my experience at Richmond University Medical Center.

— *Ray B.*





## Richmond University Medical Center Hosts Physician Group from China

Nine senior level physicians from Anhui Provincial Hospital in China toured Richmond University Medical Center on June 26 to explore and observe new clinical techniques, advancements, and strategies. According to the clinicians, Anhui Provincial is a 5,000 bed medical facility and treats over 1 million patients a year. Some of the areas of medicine they oversee include endocrinology, intensive care medicine, pathology, and radiology.

The goal of their trip was to learn and understand various aspects of the U.S. health care system. Coordinated through

the Center for Global Engagement with the support of the School of Health Sciences, Department of Nursing, at the College of Staten Island, Richmond University Medical Center was chosen as one of the observation sites for the group.

The physicians were greeted by president and chief executive officer, Daniel J. Messina, Ph.D., FACHE; chief operating officer and chief nurse officer, Rosemarie Stazzone, RN, MS, CNE; and chief medical officer, Mitchell Fogel, M.D. They were then given a tour of several departments by chair of emergency services, Harry Kopolovich,

M.D., M.B.A., FAAEM, FAEMS. The group visited the pediatric department, neonatal intensive care unit (NICU), medical intensive care unit, endoscopy suites, and the emergency department.

"We are honored to provide this educational experience to our colleagues," Dr. Kopolovich said. "It's a pleasure to exchange ideas, best practices, and processes with peers from across the world. Despite the different cultures, it was clear from our conversations that caring for people is what is most important to all of us."

## Richmond University Medical Center Staff Receive Appointments

Two of Richmond University Medical Center's medical staff have received appointments in recognition of their leadership and experience in their respected fields. Dr. George Abdelsayed has been named a Fellow of the American Association for the Study of Liver Diseases (AASLD) and Elizabeth Traynor, assistant vice president, outpatient behavioral health services, has been elected to the board of directors for The Coalition for Behavioral Health.

Founded in 1972, The Coalition for Behavioral Health is an advocacy association of New York's behavioral health community. It represents over 100 non-profit community based behavioral health agencies that serve more than 400,000 consumers in the five boroughs of New York City and its surrounding counties.

Traynor worked for the Staten Island Mental Health Society beginning in 1998. The society merged with Richmond University Medical Center earlier

this year, with its programs now fully integrated as a division of the hospital.

Founded in 1950, the AASLD is an organization of scientists and health care professionals committed to preventing and curing liver disease. The organization has over 5,000 members, including physicians, medical students, residents, and other health care professionals who work in hepatology and related areas.

Dr. Abdelsayed was named a Fellow of the AASLD, the highest honor among AASLD membership, in recognition of his professional achievement in clinical practice. It is awarded to members of the AASLD who have made a significant contribution to the knowledge and/or practice of liver and biliary diseases, and who are considered leaders in the field.

Dr. Abdelsayed has over 30 years of patient care experience. His specialties include gastroenterology and internal medicine. Dr. Abdelsayed graduated from New York Medical College in 1983.



*Dr. George Abdelsayed*



*Elizabeth Traynor, assistant vice president, outpatient behavioral health services*



**Clove Lakes Park**

**3<sup>RD</sup> ANNUAL**  
**RUMC 5K RUN/WALK**

TO BENEFIT THE MATERNAL CHILD AREA IN THE NEW EMERGENCY DEPARTMENT

**SATURDAY SEPTEMBER 7, 2019**  
**8:00AM REGISTRATION 10:00AM RACE START**

**VITAL**  
Our Campaign to Transform Emergency Care

**\$30 for Walkers • \$35 for Runners**  
Registration fees increase on day of the event.

Register, Sponsor and Donate at:  
**[www.RUMCSI.org/5K](http://www.RUMCSI.org/5K)**



## Hospital Holds Summer Celebration to Benefit Pediatric Department and NICU

On June 26, Richmond University Medical Center held its Summer Celebration to benefit the hospital's pediatric department and neonatal intensive care unit (NICU). Over 100 people attended the summer-themed event that included Caribbean music, palm trees, and guests in Hawaiian shirts. The hospital also presented several awards. The honorees were Dr. Anthony Barone, director of the hospital's NICU, Kathleen DiMauro, a registered nurse who was presented with the Healthcare Hero Award, and the Romano Family, also honored with the Healthcare Hero Award. All were selected in recognition of their outstanding performance and dedication to the mission of Richmond University Medical Center.



*Chair of pediatrics, Dr. Brian McMahon, presents NICU director, Dr. Anthony Barone, with the Dr. Anantham Harin Memorial Award.*



*Chief operating officer and chief nurse officer, Rosemarie Stazzone, with honoree Kathleen DiMauro.*



*Board chair, Kathryn K. Rooney, joined by hospital administration, presents the Healthcare Hero Award to the Romano Family: Pasquale, Janine, Jamie, and Jianna.*



## Dietary Department Promotes Good Eating



From left to right: Jenna Kong, RDN; Ashley Lombardi, RDN; and clinical nutrition manager, Maria Falzone, MS, RD, CDN.

On Friday, June 28, our food and nutrition department hosted a “Combating Cancer with Food” event in the first floor cafeteria. The event was to raise awareness of healthy food options for better living.

No single food or food component can protect against cancer by itself, but research shows that a diet filled with a variety of vegetables, fruits, whole grains, beans, and other

plant foods helps lower risk for many cancers.

## July New Hires — Welcome to RUMC!

Victoria Aversano, *Extern*  
Kathryn Cicero, *Office Manager*  
Jesus Colon, *Security Guard*  
Joseph Cunningham, *PA*  
Ashley Dally, *Social Worker PCAP*  
Stephen DeMaio, *Manager*  
Nicole Fitzpatrick, *Nursing Assistant*  
Bernice Frank, *Receptionist/Clerk*  
Matthew Gualtieri, *RN*  
Kaitlyn Guidetti, *Nursing Assistant*  
Katie Gustovino, *RN*  
Julia Jones, *Teen Leadership Intern*  
Kuljinder Kaur, *Lab Tech*  
James McCauley, *Custodian Help*  
Lori Miller, *Assistant Office Manager*

Grace Osagie, *Family Advocate*  
Emily Pereira, *Patient Relations & Experience Manager*  
Joseph Piacentino, *Medical Assistant*  
Marianela Reinoso, *Lab Tech*  
Matthew Ruiz, *EMT*  
Ruijin Shi, *Pathology Assistant*  
John Smith, *BH Therapist-Social Worker*  
Nadine Struge, *Nursing Assistant*  
Leonardo Tamburello, *Director of Finance*  
Benjamin Torres, *Extern*  
Jonathon White, *Food Service Worker*  
Samantha Wong, *Radiation Therapist*  
Zeke Young, *Medical Assistant*  
Agnieszka Zapora, *Senior Clerk*



## Recruitment Seminar Attracts over 80 New Volunteers



On July 10, Richmond University Medical Center's volunteer department hosted a recruitment seminar, with over 80 people in attendance. Attendees learned about the procedures, the credentialing process, and the volunteer opportunities available here at the hospital. President and chief executive officer, Daniel J. Messina, Ph.D., FACHE, spoke with the attendees and expressed his appreciation and support for the volunteers who help the hospital run day in and day out.





## The Joint Commission Readiness: Workplace Violence

Please review the following information on workplace violence:

- Workplace violence can be defined as any behavior, threat, or actual action that may reasonably be interpreted as threatening. This can be verbal or physical.
- Threats or acts of violence should be reported immediately. The report can be to the area supervisor, security, or the house supervisor (ADN, manger) on duty.
- Any staff member who is faced with imminent danger should contact Security immediately.
- The appropriate incident report is the Workplace Violence Incident Report. If an injury has occurred, then an Employee Incident Report is also required.
- The ADN will determine the need for escalating the incident through the appropriate chain of command.



## Richmond University Medical Center Recognized for Effective Heart Attack Care

The American Heart Association has recognized Richmond University Medical Center for its efficient and effective care of heart attack patients. The association has bestowed the hospital with its 2019 Mission: Lifeline NSTEMI Silver Quality Achievement Award and its 2019 Mission: Lifeline Bronze STEMI Receiving Center Quality Achievement Award.

Richmond University Medical Center earned the NSTEMI Silver Quality Achievement Award for its quick and appropriate treatment of NSTEMI heart attack patients by providing emergency procedures to re-establish blood flow to blocked arteries. The hospital earned the Bronze STEMI Receiving Center Quality Achievement Award by meeting specific criteria to re-establish blood flow to blocked arteries in severe heart attack patients coming to the hospital directly or by transfer.

"We commend Richmond University Medical Center for this award in recognition of following evidence-based guidelines for timely heart attack treatment," said Dr. Tim Henry, chair of the Mission: Lifeline Acute Coronary Syndrome subcommittee.

Heart attacks are medically classified as either an ST elevation myocardial infarction

(STEMI) or Non-ST-elevation myocardial infarction (NSTEMI). ST refers to the ST segment, which is part of the EKG heart tracing used to diagnose a heart attack.

In addition to signs such as chest pain, a heart attack is diagnosed mainly through two methods. The first is a blood test that shows elevated levels of certain markers of heart damage, such as cardiac troponin. The second is by examining an EKG heart tracing. If there is a pattern known as ST-elevation on the EKG, this is called a STEMI. If there is elevation of the blood markers suggesting heart damage, but no ST elevation is seen on the EKG tracing, this is known as an NSTEMI.

According to the American Heart Association, every year, more than 250,000 people experience a STEMI, the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it is critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

The American Heart Association's Mission: Lifeline program's goal is to reduce system barriers to prompt treatment for heart attacks, beginning with the 9-1-1 call,

to EMS transport, and continuing through hospital treatment and discharge.

"Our entire cardiology team, which includes many board certified physicians, is dedicated to providing optimal care for heart attack patients," hospital president and chief executive officer, Daniel J. Messina, Ph.D., FACHE said. "These recognitions from the American Heart Association are testament to their commitment to helping families in need and to the level of care being provided here within our hospital."



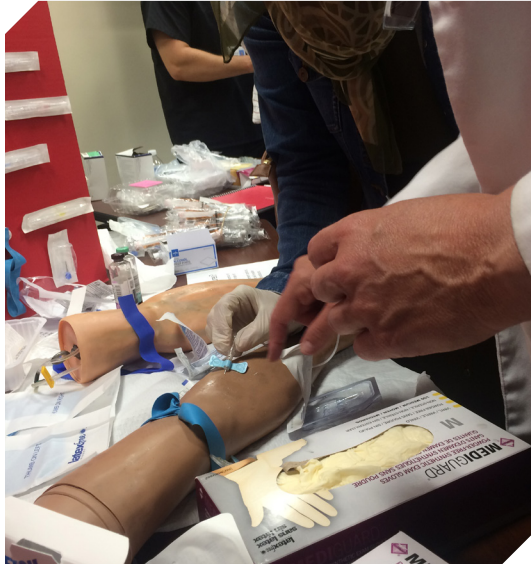


## Department of Medicine Holds Annual Procedure Day

Sponsored by the Department of Medicine, the annual procedure day is a joint venture with several departments. The focus is to teach residents the

correct skills needed to administer care while ensuring the safety of the patient and themselves. Throughout the day, residents received hands-on training

including how to draw a blood sample and how to read an electrocardiogram.



## July 2019 Employee of the Month: Robert Nelli



Congratulations to data analyst Robert Nelli who was selected as the July 2019 Employee of the Month. Robert was presented with his award by Nicholas R. Szymanski, vice president of information technology and chief information officer, as well as Ron Musselwhite, vice president of human resources.

**Richmond University**  
 **Medical Center**