

Richmond University Medical Center

An Affiliate of the Mount Sinai Health Network

CHRONICLE

March 2018

D.A. McMahon Tours Behavioral Medicine Center

Richmond University's Center for Integrative Behavioral Medicine, located at 1130 South Avenue, is in the vanguard of diagnosing and treating those suffering from addiction and mental health issues.

Recently, our staff hosted a visit of personnel from the Staten Island District Attorney's Office, including District Attorney Michael E. McMahon (c.). District Attorney McMahon, who assumed office in 2016 and previously served Staten Island in the City Council and U.S. Congress, has made combatting the opioid overdose epidemic a top priority of his administration.



Richmond University personnel provided an overview of the range of mental health and substance abuse services available at 1130 South Avenue. The team highlighted our new Bridges to Wellness program, which has developed a forensic/substance abuse curriculum and our Silberstein Center program which is working on transitioning the SIPPS Warm Handoff pilot project for those suffering from addiction.

District Attorney McMahon and his staff explained the programs under his purview which address issues of substance abuse and mental health highlighting Project Hope and his commitment to address the opioid addiction crisis on Staten Island. He also outlined an idea for a Community Justice Center where there would be co-located services in the courts to address behavioral health issues. Learn more about the District Attorney's office and their role in protecting our community at: www.rcda.nyc.gov

Medical Center "Goes Red" for Women's Health

On February 2nd, personnel across Richmond University Medical Center took part in the nationwide observance to "Go Red for Women", the American Heart Association's national movement to end heart disease and stroke in women. Cardiovascular disease



in the U.S. kill approximately one woman every 80 seconds. The good news is that 80 percent of cardiac events may be prevented with education and lifestyle changes. "Go Red For Women" advocates for more research and swifter action for women's heart health.

A bake sale and raffles in the Richmond University cafeteria raised more than \$1,500 for the American Heart Association. Special thanks for the baking and organizing the event goes to: Laura Kwasny, RN, Mary Lyons, RN, and Colleen Ford, RN, along with the staff of the Cardiac Cath Lab and the ICUs.

All of the raffle baskets were homemade by our staff along with the baked goods. Additional thanks are in order to Trish Abbruzzese, RN, from Quality, who baked and assisted by providing "Go Red" signage from the American Heart Association.

Message from the President & CEO Daniel J. Messina, Ph.D., FACHE, LNHA



Dear Friends,

W. Edwards Deming, the engineer and legendary management consultant, once said "Quality is everyone's responsibility."

Quality is not a program or a project; it is not the responsibility of one individual or even those assigned to the Quality Department. Quality is the responsibility of each one of us at Richmond University Medical Center.

In 1969 when the United States was planning a trip to the moon, the major TV networks had crews stationed at NASA headquarters in Houston, Texas, to cover the lead up to the launch. One day the reporters and camera crews had some downtime while waiting for the NASA officials to arrive at the press room. As they passed the time milling about the halls, someone noticed a janitor coming toward them with a broom and thought, "Well, nothing else to do, why don't we film some 'B' footage to have on hand." A reporter happened to have a microphone handy, so he said to the approaching janitor: "So, what's your job at NASA?" As the story goes, the man paused, leaned on his broom, looked thoughtfully into the camera, and said, "My job is to help us get to the moon." He then picked up his broom and went on his way to continue his duties.

That in a nutshell is "quality." This is a man who sees himself not as a janitor who sweeps the floor but as an integral part of a team helping people get to the moon and back. Each and every part of an organization is an element of what it will take to reach the ultimate goal.

Quality is a way of thinking about work, how you approach work every day for yourself personally, for those you work with and ultimately and for those who depend on you for delivering quality service.

Quality improvement frequently requires a fundamental shift in perspective — a cultural evolution — that we must attain in order to really understand quality and be able to achieve it. Quality has to connect to our mission and strategic vision. It is a part of the very fabric of our medical center.

Ultimately, quality is personal — and it begins with you. Thank you for supporting our continued effort to showcase our quality performance; whether it be our patient satisfaction scores or our quality metrics on the nursing units or in the operating rooms!

Remember, the power of one – you make a difference!



Patient Satisfaction

A Note of Thanks

Dear Mr. Messina,

On December 19th, I entered RUMC for a craniotomy to remove fluid. From the 19th to the 22nd I was in the ICU.

On the 22nd, about three in the morning I was released from the ICU to a regular room. After being evaluated by the medical staff and the physical therapist, I was discharged that afternoon.

My care in the ICU was exemplary and compassionate. The nurses were caring and responsive as were all the staff in that unit. I feel I received the best care of any facility where I would have had the procedure. They were outstanding. When I went to the regular room the care continued.

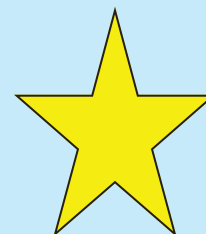
I feel that Dr. Cohen and his staff are the reason I can type this letter to you. I wish I could remember all of the names of the professionals that cared for me and thank them personally but at the time I was sleeping a lot.

I remember Ella, Irene, Kathy, Valerie but I am sure there are other names that should be included.

Someone said that if I needed a surgeon for my particular procedure and post-op care, I should leave Staten Island but I strongly disagree with that statement and believe I received the best of care of any facility.

Sincerely,

David



SIPPS Hosts DSRIP Learning Symposium on Staten Island

Richmond University Medical Center is a proud partner of the Staten Island Performing Provider System (SIPPS). SIPPS is an alliance of clinical and social service providers focused on improving the quality of care and overall health for Staten Island's Medicaid and uninsured populations, which include more than 180,000 Staten Island residents.



SIPPS is one of 25 groups across the state working on the New York State Department of Health's Delivery System Reform Incentive Payment (DSRIP) program and has been routinely cited as among the most successful in New York State.

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In early February, Staten Island PPS had the privilege to host 3rd annual PPS Learning Symposium. The annual DSRIP Learning Symposium was held February 6th-8th and hosted at the Hilton Garden Inn.



As part of the symposium, over 700 state and international guests gathered to collaborate, learn from experts, and showcase successes. Staten Island PPS had the opportunity to present 9 different posters spanning over 5 categories of Transform, Heal, Partner, Innovate, and Learn.

The symposium also featured 2 panel discussions, including "Building Cross Sector Partnerships for Diversion, Public Safety and Health" and "Preparing Community-Based Practices for Value Based Medicine."

After the symposium on Thursday February 8th, 2018 some special representatives comprised of NYS CMS, DOH and foreign dignitaries from Ireland were invited by Richmond University Medical Center to tour the Behavioral Health and Primary Care Integrated Clinic located at the Center for Integrative Behavioral Medicine at 1130 South

Avenue.

The delegation had the pleasure to view the state of the art campus as well attend a listening session, where two clients shared their heartfelt stories about their experiences in the clinic.

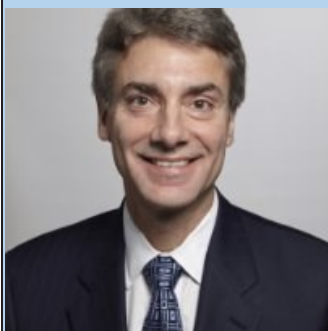
The attendees were especially moved when a client shared her personal struggle with addiction after being victimized in an assault. An addiction Peer Advocate also spoke about her road to recovery and how she now works at Richmond University providing clients with resources and helping them navigate through the healthcare system as part of the recovery process.

The presentation also included managers, physicians and staff describing the satisfaction generated by providing this service to the Staten Island public.

The delegation was very impressed and expressed their gratitude for the invitation and congratulated the staff on a job well done!



Foundation Hosts “Sunrise with RUMC” Informational Breakfast



On February 13th, over two dozen members of the Staten Island community gathered in the Villa Conference Room as part of the latest installment of the Richmond University Medical Center Foundation’s “Sunrise with RUMC” informational breakfasts.

This edition of the series featured remarks from Dr. Douglas Cohen (I.), a neurosurgeon who joined the medical center last year from Mount Sinai Hospital and is part of the Richmond Brain and Spine Center at Richmond University.

The series, which began last year with a talk on diabetes by Dr. Philip Otterbeck, brings together members of the community to hear from a member of the medical center’s medical staff to learn more about the services offered by the hospital and to have their questions answered in a casual setting over breakfast.

Attendees at the breakfast were welcomed to Richmond University by our President & CEO, Dr. Daniel J. Messina, who offered updates on the hospital’s Emergency Department expansion project and the upcoming cogeneration plant. He also offered an update on the current healthcare landscape in the New York City metropolitan region. Kathryn K. Rooney, Esq., Chair of the Board of Trustees was also in attendance to offer welcoming remarks.

Dr. Cohen is a graduate of Harvard Medical School and Board Certified in Neurological Surgery and completed his residency at New York Presbyterian Hospital.

As part of his remarks, Dr. Cohen offered a presentation on the most common back and neck pain conditions and what surgical and non-surgical treatments are most effective. He also spoke at length about proper habits for posture, sitting, walking and lifting items. At the conclusion of the presentation Dr. Cohen engaged in a spirited 30 minute question and answer session.



To learn more about the neurosurgery program at Richmond University, please visit: www.rumcsi.org/neurosurgery.

Jack Sipp Golf & Tennis Outing to benefit **Richmond University Medical Center**

Monday, May 14th, 2018

Honoring:

Dr. Richard Fazio and Mr. Brian Farley

at

Richmond County Country Club

Register at: **www.rumcsi.org/golf**



Emergency Department Leads the Way in Quality Improvement

Congratulations to the entire Emergency Department team for surpassing their 2017 organizational goal stretch of 51.1%.

The ED team ended their data collection period for the goals on February 28, 2018, with an overall top box score of 53.1%.

This was accomplished during a year that the ED cared for record volumes of patients.

Their leadership team and front-line staff implemented numerous performance improvement strategic plans that assisted in this major accomplishment.

Congratulations again to the Emergency Department team and let's keep the momentum going!



The Emergency Department Leadership Team, from left: Carol Landon, RN, Kathleen Ruggerio, RN, Dr. Mansoor Khan, Jean Gordon, RN.

Marketing Corner

Have You Seen the Latest Edition of Care Magazine?

Have you seen the latest edition of our award-winning *Care* magazine?

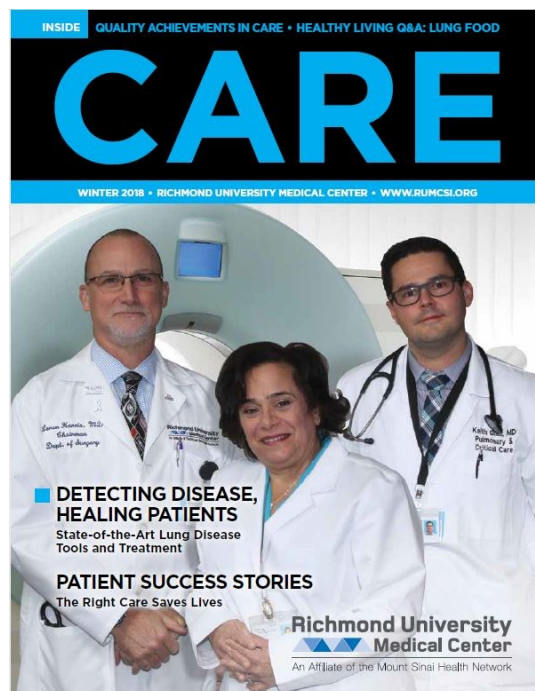
The latest edition was released via an insert in the *Staten Island Sunday Advance* and via U.S. Mail the week of February 25th. It is an issue not to be missed!

The cover story of this edition features Dr. Loren Harris, Chairman of the Department of Surgery, Nancy Sayegh-Rooney, RN, Lung Nurse Navigator, and Dr. Keith Diaz discussing the latest innovations in the treatment of lung diseases. On the topic of lung health, the issue also discusses the medical center's ongoing programs to help those who want to kick the habit of smoking.

A number of inspiring grateful patient stories are included praising the medical center's efforts in treating lung issues, stroke and orthopedics.

The issue also includes marketing materials advertising our Immediate Care - Primary/Walk-In Centers, Dr. Inna Tubman's OB/GYN services and the medical centers numerous recognitions and accreditations for quality care.

Download an electronic copy at: <http://bit.ly/2BA5nR8>



Welcome February 2017 New Hires

Steven R. Grell, EMT	Mary Acelle G. Garcia, Resident	Ayodele Akinfemiwa, Nursing Assistant
Cassidy A. Iannariello, EMT	Khaing S. Lin, Resident	Sanna Zita, Delivery Room Tech
Richard D. McMahon, EMT	Jordana L. Jacobowitz, Sr. PA	Stefanie M. Roy, RN 12 Hrs
Anthony M. Wilkey, Paramedic	Marc E. Palacios, Security Officer	John C. Cornago, Pharmacy Tech
Randezja M. Williams, EMT	Gabrielle M. Iacono, Building Service Worker	Nicole N. D'Onofrio, Pharmacy Tech
Adena B. Ruchames, Social Worker	Deontae C. Lewis, Guest Rep.	Danielle M. Marino, Pharmacy Tech
Ivan Medina, Jr., Care Manager – Psych	Ayman Z. Danial, Clinical Lab Technologist	Stephanie B. Soto, Pharmacy Tech
Jazmine C. Kelly-Bolton, Social Worker	Munaweera K. Meedeniya, Nursing Assistant	Amanda M. Fein, CT Technologist
Louis F. Martinucci, ECRIP Research Fellow	Sheree J. Wheeler, Nursing Assistant	Brooke E. Papson, CT Technologist

Emergency Department Staff Receives 1199 SEIU Team Training

The opportunity to provide ongoing training and continuing education is one of the cornerstones of any successful organization.

That certainly rings true here at Richmond University Medical Center through our partnership with SEIU Local 1199 in the Labor Management Project!

As part of the project, in early February, 20 members of the Emergency Department staff were able to take part in a two-day training program focusing on customer service and effective team building. Included in the training were unit clerks, nurses, medical assistants, nursing leadership and members of the housekeeping staff.

The 1199SEIU/League Labor Management Project was created in 1997 in response to a dramatic shift in New York's healthcare industry. A new focus on managed care increased competition among hospitals and nursing homes, motivating providers to find new ways to strengthen customer loyalty and improve the quality of care while operating more cost efficiently. Union and management leaders soon recognized that success would rely on building new relationships that focused less on their differences and more on their mutual interests. The Labor Management Project brings workers together with their employers to collectively solve problems in their facilities, creating a more satisfying and positive work environment and improving patient care.



Departments Recognized for Joint Commission Certifications

Accreditations from The Joint Commission are the “gold standard” when it comes to knowing that you are receiving exceptional patient care. These certifications are earned after an extensive on-site survey and review to ensure that best practices and standards are being met and exceeded.

Recently, Richmond University saluted our nursing leaders who were responsible for ensuring our achievement of certification from The Joint Commission for our medical center in the treatment of: COPD (SLB-4), Heart Failure (SLB-4, ICUs), Chest Pain (SLB-4, ICUs) and providing Perinatal Care (Labor & Delivery, Mother-Baby Unit, NICU)

Nancy Taranto, RN, Vice President of Quality, presented copies of The Joint Commission certifications to be displayed proudly in each nursing unit.

When our hospital meets national health, quality and safety standards, patients who are treated at the facility can be assured they are receiving the best care. These standards are imperative when individuals and families make critical healthcare decisions. Accreditation ensures high-quality outcomes to the patients and communities the hospital serves. Congratulations to all involved in ensuring that our medical center continues to provide safe and high quality care on a daily basis!



Accredited by
The Joint Commission

Island Girl Scouts Learn About Forensic Nursing

At Richmond University Medical Center, we are proud that our professionals bring diverse backgrounds, experiences and abilities to their duties at the medical center, but also in the community we serve.

Richard Ortiz, R.N., B.S.N., S.A.F.E.-N.Y., Forensic Nurse Coordinator, is a retired NYPD detective who served in the Special Victims Unit where he investigated sex crimes and cases of alleged child abuse.

Today, he serves as a forensic nurse at our hospital where he assists in the treatment and collection of evidence from crime victims. Recently he met with, and discussed forensic nursing with members of Staten Island Girl Scout Troop #5179 who are working towards their Detective Merit Badge.

Richmond University is one of eighteen NYSDOH certified sexual assault treatment centers in New York City, and the only center of its kind on Staten Island. We have sixteen NYSDOH certified sexual assault forensic examiners who are specially trained in the treatment of patients who have been assaulted, and in the collection of forensic evidence, including photographic documentation and courtroom testimony. Examiners are available for consultation for both adult and pediatric cases of sexual assault and abuse.



Hopefully the girls enjoyed the talk and are well on their way to achieving another merit badge!

Medical Center Hosts Briefing for Elected Officials on Budget Issues

Richmond University Medical Center has always been able to count on the support of Staten Island's elected officials to advocate for the best interests of our community's health and wellness. This is especially true when it comes time to fight for our borough's fair share of funding support in the federal, state and city budget process.

On February 8th, Richmond University Medical Center was honored to host a legislative briefing, conducted by the Greater New York Hospital Association (GNYHA), Service Employees International Union (SEIU) Local 1199 and the New York State Nurses Association (NYSNA) regarding the impact of proposed cuts to healthcare funding from the federal and state governments and on hospitals and other healthcare providers in New York State.

In attendance for the briefing, along with members of the medical center's Senior Leadership and management personnel were State Senator Diane J. Savino and Assemblyman Michael Cusick; along with a representative of Assemblyman Matthew Titone.

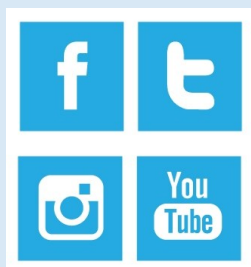
Richmond University's President & CEO, Dr. Daniel J. Messina offered welcoming remarks to the attendees and provided updates on projects across the medical center and the addressed the unique situation of Staten Island as the only borough without a city-owned hospital.

The timing of the briefing coincided with negotiations in Congress that threatened a federal government shutdown the following day. According to attendees, proposed cuts would have had a devastating impact on healthcare across the country, but especially in New York State, including here on Staten Island.

Thankfully, in the early morning hours of Friday, February 9th, a 2-year federal funding agreement was reached and signed by President Trump that mostly kept intact existing federal healthcare funding. Richmond University's leadership is committed to working with our local elected officials to ensure that we receive our fair share of support from the State of New York as Governor Cuomo and both houses of the legislature work towards a budget agreement this Spring.



Are you following us on social media?



While the *Chronicle* is issued once a month, you can find out about the latest happenings at Richmond University Medical Center, in real-time via our Social Media pages. Richmond University maintains an active presence on Facebook, YouTube, Instagram and Twitter. Links to each of our social media pages are available on the Richmond University Medical Center webpage, which is located at: rumcsi.org.

The Public Relations and Marketing Team welcomes your photos and news tips from around our community. Please send any newsworthy materials to William J. Smith at wsmith@rumcsi.org or Lorraine Scanni at: lscanni@rumcsi.org. Thank you!