

# Richmond University Medical Center

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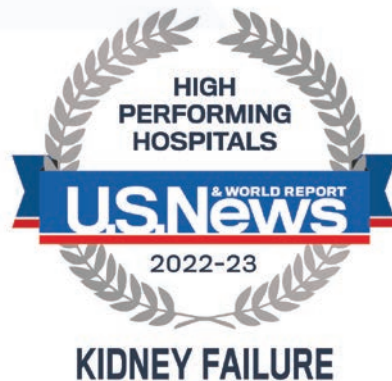
## RUMC Earns 3 High Performing Hospital Awards from *U.S. News & World Report*

*U.S. News & World Report* recently released its hospital rankings for 2022. Richmond University Medical Center (RUMC) earned three High Performing Hospital designations in recognition of the treatment and care provided to those patients experiencing heart failure, kidney failure, and COPD. *U.S. News & World Report* determined each hospital's rankings according to the following:



### Heart Failure

A hospital's congestive heart failure score was based on multiple data categories, including patient outcomes, volume, advanced heart programs, and more. Over 6,000 hospitals were evaluated and eligible hospitals received one of three ratings: high performing (1,144 hospitals), average (1,627 hospitals), or below average (1,345 hospitals), with the balance either not offering the service or treating too few patients to be rated. Hospitals, including RUMC, that earned a high performing rating were significantly better than the national average.



### Kidney Failure

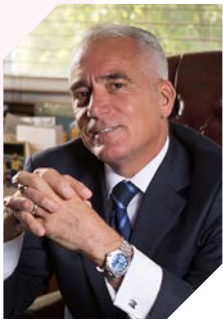
A hospital's kidney failure score was based on multiple data categories, including patient survival, patient volume and more. Over 6,000 hospitals were evaluated and eligible hospitals received one of three ratings: high performing (1,089 hospitals), average (1,403 hospitals), or below average (999 hospitals), with the balance either not offering the service or treating too few patients to be rated. Hospitals that earned a high performing rating, including RUMC, were significantly better than the national average.



### COPD

A hospital's COPD score was based on multiple data categories, including patient survival, discharging patients to home, nurse staffing, and more. Over 6,000 hospitals were evaluated and eligible hospitals received one of three ratings: high performing (1,299 hospitals), average (1,608 hospitals), or below average (1,189 hospitals), with the balance either not offering the service or treating too few patients to be rated. Hospitals, including RUMC, that earned a high performing rating were significantly better than the national average.

## From the President & CEO, Daniel J. Messina, PhD, FACHE



As the famous line goes from the movie Field of Dreams, “if you build it...they will come.” After years of planning, countless hours of construction and coordination, and a worldwide pandemic thrown in the middle, I am proud to finally say that later this month, our new state-of-the-art Emergency Department will arrive!

Powered by world-renowned Mount Sinai Health System, our new state-of-the-art ED finally provides our communities with access to the most advanced emergency medical care possible right in their own backyard. From larger treatment areas to dedicated units for trauma, pediatrics, results waiting, and behavioral urgent care, our new ED is a symbol to everyone that Richmond University Medical Center is home to the highest quality patient care and medical expertise anywhere in the New York City metropolitan area.

While we bid farewell to our existing ED, built in 1978, which no longer meets the growing need for our services, it has still served us well over the years. Over two million people have received care through its doors since it opened. From severe trauma to common chronic and acute conditions, our ED has provided care and comfort for over four decades. It stood ready on September 11, 2001, our city’s darkest day, and it withstood the challenges created from the Northeast Coast power outage of 2003. It rose to the occasion in 2003 and 2010 caring for the injured in the wake of crashes involving the Staten Island Ferry. When larger parts of our borough and city were flooded during Superstorm Sandy 10 years ago this year, as the only hospital on Staten Island not in a flood zone, our ED remained open and accessible for anyone in need. Of course, these past three years, our ED has been at the forefront of care during the COVID-19 pandemic, treating over 10,000 people since 2020. So as we begin to close the book on our current ED, it is fitting that we also take a moment to say thank you for its years of service and to all those who have worked within its walls.

As we usher in our new ED, the latest milestone for our hospital, it is important to remember that it is just part of a larger, more comprehensive strategy designed to keep Richmond University Medical Center at the forefront of the healthcare industry. In August, we opened our new expanded Medical Intensive Care Unit and now the ED is in service. Shortly, our Co-Gen power plant will go on line, followed by completion of phase 1 of our Richmond County Savings Foundation Mother/Baby Unit redesign, which will provide private suites for new moms and families. In 2023, our new Surgical Department with 10 brand new operating suites will be completed, and then later in the year, the final phase of our Mother/Baby redesign will conclude. Also in 2023, our hospital-wide window replacement project will conclude, giving us over 700 new windows. There are many other projects in the planning stages beginning with the renovation and expansion of our Heart and Neurovascular Center and the Surgical Intensive Care Unit, to name a few.

In all, these over \$250 million in capital improvement projects have two primary purposes in mind. The first is to provide better care for patients and improve the overall health of our community. The second is to equip our entire staff with ultramodern space and the latest technology to enhance the work experience, overall service delivery, and the provision of quality patient care every day. Thank you for being part of this momentous time in the history of Richmond University Medical Center.

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

Sincerely,

Daniel J. Messina, PhD, FACHE  
President and Chief Executive Officer

## Patient Satisfaction: A Note of Thanks

“I don’t know how he did it, but Dr. Brandon put my femur back together with only five puncture holes...no incision!

“I am able to walk with a walker and I am not experiencing pain for the first time in three months. I even walked my front steps with my physical therapist yesterday!”

— P.C.

“Every nurse I’ve had went one step ahead to make sure I’m okay and I cannot express how much that means.

“I sincerely appreciate the hard work your staff does on a daily basis. It does not go unnoticed.”

— Katelynn M.

To the L&D Nurses,

Thank you for everything!

**Love, Jill DiSanti, Joe, and Baby Liana**

For Christina, Chris Ann and Laura,

Thank you for taking such good care of me during and after my c-section. We really appreciate all that you do.

**Love, The Pfaffs**

## Wagner College Students Show Richmond University Medical Center Nurses They Care



*Holly Bonnor (hat) with members of RUMC's nursing staff.*



*Care packages containing pens, snacks, and additional items were distributed to over 100 nurses at RUMC, including the staff in our new Medical Intensive Care Unit.*

Students from Wagner College created over 100 care packages to let nurses at Richmond University Medical Center (RUMC) know that their dedication to others and commitment to their profession does not go unnoticed. The packages were delivered to RUMC on September 9. The delivery date was deliberately chosen as a way to honor Patriots Day and also remember the 21st anniversary of the September 11, 2001, attacks.

“We wanted to honor Patriots Day in response to the 21st anniversary of 9/11,” Holly Bonnor, professor of the civic engagement class that made the care packages, said. “The students chose nurses to be recognized by our project because they felt nurses are first responders who often go unnoticed. The class also has 10 students pursuing nursing or physicians’ assistant as a career.”

The zippered care packages contained pens, healthy snacks, gum, and lip balm, among other items. Bonnor delivered the packages herself to RUMC, where they were gratefully accepted by nurses from several units, including the hospital’s Medical Intensive Care Unit (MICU). RUMC opened its newly expanded MICU in early August, part of over \$250 million in capital improvement projects underway at the hospital, which has served Staten Island and the surrounding communities for nearly 120 years.

## Richmond University Medical Center ED Nurse Honored by NY Mets and AT&T

On August 27, the New York Mets and AT&T collaborated for First Responders Weekend at Citi Field. The annual event honors local responders for their outstanding dedication to their profession and their continuing commitment to helping others. This year Courtney Lee, RN, a nurse in Richmond University Medical Center’s emergency department, was selected as an honoree and saluted on the field by the crowd in attendance before the game.

Courtney started her career at RUMC in 2018 after completing her BSN at CUNY-Hunter College. Throughout the COVID-19 pandemic in 2020, she worked as one of the new nurses in the emergency department, jumping right in, despite the risk to herself, to help people stricken by the virus. With COVID patients unable to see family and friends, she spent many hours comforting patients, letting them know they were not alone.

Her colleagues often use words like “kind,” “thoughtful,” “caring” and “compassionate” when speaking of Courtney and her dedication to her patients. Today Courtney remains an active member of RUMC’s emergency department. She is also a trained Sexual Assault Forensic Nurse working in the hospital’s Sexual Assault Forensic Examiner unit. She recently began training new nurses in how to care for sexual assault victims and has also testified in court on behalf of victims.



*Courtney Lee, RN, a nurse in the emergency department at Richmond University Medical Center (center) was honored on the field by the NY Mets and AT&T as part of First Responders Weekend.*

## Real Ghost Stories

I am a tour guide at the Abandoned Hospital on Ellis Island. I don't have a personal ghost story but I can tell you about something one of the others reported last month. In her words:

"I was taking my group on the walking tour of the abandoned hospital complex at Ellis Island. We went into the "hospice section," which was the last stop for many people at the hospital. There is a room where someone once swore they caught the fragrance of lavender. Another person, it is reported, heard children's faint laughter down a corridor. In one space, the nurses' quarters, a rainbow likes to appear on one wall no matter the weather, rain or shine. I've seen it many times but have never been able to capture it in a picture. I always like to ask people when we get to the hospice section to take a moment to reflect on all the people who had come through the hospital wanting to come to America and ultimately

didn't make it here. People on my tours take that moment to reflect; then we move on to another space. After today's tour a woman caught up with me to tell me something. She said that on her paranormal EVP phone app, as we stood in the hospice and took that moment of silence, some words popped up on her screen: "we are everywhere." That had never happened before, she said.

— Denise Giachetta-Ryan

I have a true story that happened to me when I was 15 years old. One night I went downstairs to the kitchen to get something to drink. On my way to the kitchen, I passed my brother who was sleeping in the living room, snoring. I entered the kitchen, and opened the refrigerator door. While I was in the refrigerator, I heard the chair slide across the floor and thought it was my brother. I asked, "Oh, you woke up?" There was no answer. I listened and

heard my brother still snoring. I got so scared I closed the refrigerator door... and the chair was right next to me.

— Shanequa Dale

My childhood home was haunted. It had a strange energy, and my brother and I each had different experiences there. One night I woke up from my sleep and turned over in bed. My eyes immediately locked onto something. A child stood next to my bed, looking down at me. It was not a modern looking child; it looked like it was from another time, Native American in appearance. We kept eye contact until my nerves failed me. I pulled the covers up over my head and did not move again until morning. I slept that way for months thereafter."

— Mark Garcia

*This past summer, I took a ghost tour at Fort William Henry in the Lake George region of upstate New York. As it is an attraction well known for being haunted, I snapped a few interesting photos:*



*The figure of a person looking down from a second floor window is outlined. The second floor is closed during ghost tours due to lack of lighting and the staff has confirmed numerous sightings of a Native American who often appears in this room.*



*Taking rapid photos, I caught nothing in the first staircase photo and then a perfectly round orb moving up the stairs less than a second later. The orb turned right at the top and disappeared. It was also visible to the naked eye.*

## SIEDC Tours RUMC's Capital Project Sites



*Caption*

Members of the Staten Island Economic Development Corporation (SIEDC) were provided with a tour of the capital projects underway at Richmond University Medical Center (RUMC) by President and Chief Executive Officer Daniel J.



*Caption*

Messina, PhD, FACHE. They also took time to visit RUMC's new Medical Intensive Care Unit, which opened in early August. The projects are part of over \$250 million in capital improvements planned throughout the hospital. The new 35,000

sq. ft. emergency department will open later this month followed shortly by a new 10-operating-room Surgical Department on the second floor in 2023.

## October 6 -12 is National Physician Assistant Week

Thank you to all our Physician Assistants for your dedication to our patients and commitment to your colleagues.



## Congratulations to our Employees of the Month for September 2022



*Gerì Coscia, Assistant Nurse Manager, Endoscopy*



*Leandra Valdez, Medical Assistant, 800 Castleton Avenue*



*Shkendije "Dina" Veliu, Environmental Services*

## Trauma Team, Visiting Nurse Association of SI Showcased at Recent Conferences



### *Trauma Center Association of America (TCAA):*

The Trauma Team from Richmond University Medical Center presented four posters and presented at the recent TCAA Conference. They included:

- ▶ Increasing Sub-Specialty Commitment to In-House Patient Management
- ▶ Creation of a Geriatric Trauma Activation
- ▶ Utilizing National Benchmarking Data to Enhance Data Quality and Validation Process
- ▶ Acute Stress and PTSD/ ESIRT/F (Education, Screen, Intervention, Referral to Treatment/ Follow-up)

### *American College of Surgeons:*

The Richmond Quality Accountable Care Organization (ACO), in collaboration with the Trauma Team, was also featured in a poster session at the American College of Surgeons focusing on ACO and Trauma costs entitled, "Evaluation of Inpatient Costs Associated with Trauma Service Patients Participating in an ACO compared to Non-ACO Patients." (Dr. Lakhi, Humory, RS)

### *American College of Cardiology:*

Hope Iliceto, RN, MSN, president of Visiting Nurse Association of Staten Island, Theresa Cafiero, RN, MSN, and Roseann Brock, RN, submitted a poster, which has been accepted by the American College of Cardiology and will be featured at its Quality Summit later this year. The poster is entitled "Home Health Care Improves CHF Outcomes."

# October Observances

Please join us in acknowledging the following health-related observances for the month of October:

## Month-Long

Breast cancer awareness  
Domestic violence awareness  
Eye injury prevention month  
Health literacy awareness  
Healthy lung awareness  
Home eye safety awareness  
Medical ultrasound awareness  
National ADHD awareness  
National bullying prevention month  
National dental hygiene month  
National Down Syndrome awareness month  
National medical librarians month  
National physical therapy month  
Pregnancy and infant loss awareness month  
Prenatal-onset GBS disease recognition month  
Spina bifida awareness month  
Sudden Infant Death Syndrome (SIDS) awareness month

## Week-Long

Mental illness awareness: Oct. 3 to 9  
Malnutrition awareness: Oct. 4 to 8  
Bone and joint national action week: Oct. 12 to 20  
National Physician Assistant week: Oct. 6 to 12  
International infection prevention week: Oct. 17 to 23  
National healthcare equity week: Oct. 17 to 23  
National health education week: Oct. 18 to 22  
Respiratory Care week: Oct. 24 to 30

## Recognition Days

World cerebral palsy day: Oct. 6  
National depression screening day: Oct. 7  
World mental health day: Oct. 10  
Metastatic breast cancer awareness day: Oct. 13  
World sight day: Oct. 14  
Global handwashing day: Oct. 15  
Pregnancy and infant loss awareness day: Oct. 15  
National Latinx AIDS awareness day: Oct. 15  
National mammography day: Oct. 18  
World pediatric bone and joint day: Oct. 19  
International stuttering awareness day: Oct. 22  
World psoriasis day: Oct. 29



## New Hires — Welcome to RUMC!

Briana Barone — Ultrasound Tech  
Michael Battiste — Asst General Council  
Nydia Billups — Food Service Worker  
Daniel Cardona — Transporter  
Jayne Cassidy Rillera — Clerk  
Rafael Castillo — Food Services  
Tonianne Cupo — RN  
Jessica Espinoza — RN  
Alissa Fonte — RN Intern  
Stephanie French — RN  
Steven Graziano — Registrar  
Angela Guerrero — RN, Clinical Liaison

Miguel Huertas — Operator  
Daniel Hughes — EMT  
Jessica Lagrange — Coordinator  
Kalicia Littman — Food Service Worker  
Christopher Mescall — Apprentice  
Christopher Moss — Transporter  
Alexa Narducci — RN  
Maria Paez-Valez — Case Manager  
Samanta Pepia — EMT  
Sean Riley — Housekeeping  
DeAndrea Robinson — Security Guard  
Josue Romero Socualaya — Data Scientist

Amanda Ruggiero — RN  
Waykenand Singh — RN  
Anandi Small — NA  
Reynard Smith — Transporter  
Romero Smith — Recruiter  
Klara Sultanova — CST  
Jay Torres — Director  
Nicholas Valle — Food Services  
Taylor Varvara — Teacher  
Charles Virella — Security Guard  
Malka Zupnick — RN

# Richmond University Medical Center

## YOU'RE INVITED!

### Community Day Celebration

Saturday, October 29 from 10:00 AM to 2:00 PM  
355 Bard Avenue, Staten Island, NY 10310

### Tour Staten Island's Newest Emergency Department

Meet and greet with hospital staff, Staten Island Mental Health Society, and Visiting Nurse Association of Staten Island.



#### Free health screenings, including:

- ▶ EKG
- ▶ Blood pressure
- ▶ Take home colon cancer kits
- ▶ A1C blood sugar testing
- ▶ Prostate cancer
- ▶ COVID-19 vaccinations
- ▶ More

#### Q&A sessions with our experienced medical staff:

- ▶ **The importance of lung screening:** 10:30 AM to 11:00 AM
- ▶ **Narcan training and overdose care:** 11:00 AM to 11:30 AM
- ▶ **Cardiac care and heart health:** 11:30 AM to 12:00 PM
- ▶ **Breast cancer and breast health:** 12:00 PM to 12:30 PM
- ▶ **Diabetes: What you need to know** 12:30 PM to 1:00 PM
- ▶ **Common Emergencies: What to know and do:** 1:00 PM to 1:30 PM

#### Special Sessions for Staten Island High School Students:

**8:00 AM to 9:00 AM: Designing and planning construction of Richmond University Medical Center's new Emergency Department** — For students considering architecture, engineering, or similar careers, learn from the actual architects and engineers how they constructed the new emergency department and tour the new building before it opens to the public.

**9:00 AM to 10:00 AM: Careers in Emergency Medicine and Beyond** — For high school students considering the medical and nursing fields, a panel of physicians, nurses, and medical professionals will discuss what it takes to pursue and achieve a career in medicine, providing advice and experiences to help you start your journey.

Giveaways and toys for the kids • Food trucks • Bounce house and slide • Entertainment and more  
Kids, bring your favorite teddy bear or stuffed animal for a checkup in our Teddy Bear Clinic!

355 BARD AVENUE  
STATEN ISLAND, NY 10310  
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Emergency Medicine  
**Richmond University  
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