

NYPpress

┌ NewYork-Presbyterian
└ Hudson Valley Hospital

The newsletter for employees and friends of NewYork-Presbyterian/Hudson Valley Hospital • Volume 1, Issue 1 • November/December 2015

Introducing the

NEW

NewYork-Presbyterian

Our Culture



Welcome from Dr. Steven J. Corwin and Dr. Laura L. Forese

The holiday season is upon us, and we celebrate the end of a dynamic and successful 2015. Working as a team, we have achieved a tremendous amount and have reached a significant milestone in our development as an enterprise. That is why we are also celebrating new beginnings! We are excited to share this *NYPress* issue about the **NEW** NewYork-Presbyterian! Over the last two years, our delivery system has evolved and expanded rapidly. We have doubled in size, and together with our medical school partners, Weill Cornell and Columbia, we have continued to work on creating an integrated, academic health care delivery system with the highest quality hospitals in every geography that we serve. Toward that end, we are also launching our first issues of *NYPress* at NYP/Queens, NYP/Lawrence, and NYP/Hudson Valley. There is much more to be accomplished and we are excited about the opportunities that lie ahead. We look forward to working with all of you as we aspire to provide the highest quality, most compassionate care in the nation.

This is also the perfect time to express our gratitude and congratulations to the entire NewYork-Presbyterian team. We have had an extraordinary year, and every one of you should feel proud of your contribution to making amazing things



Dr. Steven J. Corwin



Dr. Laura L. Forese

happen for our patients and families across the region. We thank you and wish you and your loved ones a joyous holiday season, and a happy, healthy new year.

Steven J. Corwin, MD
President and
Chief Executive Officer
NewYork-Presbyterian

Laura L. Forese, MD
Executive Vice President
and Chief Operating Officer
NewYork-Presbyterian

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Message from John C. Federspiel



of the nation's most comprehensive academic health care delivery systems. This enables us to deepen our 126-year commitment to the Hudson Valley communities we serve with access to more of the best and brightest of people and resources in global health care today. On that note, we welcome new colleagues who have now made our

In January, we celebrate one full year as NewYork-Presbyterian/Hudson Valley Hospital, and it has been an exciting and fruitful 12 months of change and opportunity. Alongside a tremendous team of leaders, management, and staff, we have cemented our role in the NewYork-Presbyterian Regional Hospital Network and our place among one

Cortlandt Manor campus their home. No doubt we have the right partnership to further our collective mission to provide exemplary care to our patients and their families, and, as a point of pride, to continue the work that merited our Hospital the Magnet Award for Nursing Excellence, twice, and prestigious recognitions by both The Joint Commission and Press Ganey.

The start of 2016 also means embracing new beginnings and I join Drs. Corwin and Forese in presenting this inaugural issue of *NYPress* at NYP/Hudson Valley. We will continue to enjoy highlighting our news and reading about the entire NYP family. And, as we all welcome the new year, please join me in celebrating our unique culture and the special place that is NYP/Hudson Valley Hospital.

John C. Federspiel
President
NewYork-Presbyterian/Hudson Valley Hospital

Introducing the **NEW** NewYork-Presbyterian

...an integrated academic health care system

“NewYork-Presbyterian has reached a significant milestone in its growth and development. Our health care environment is dynamic, competitive, and complex. Given these challenges, in order to realize our vision of delivering the highest quality, most compassionate patient care, we must build on our foundation to create the best integrated academic health care enterprise in the nation.”

— Steven J. Corwin, MD
President and CEO
NewYork-Presbyterian



The **NEW** NewYork-Presbyterian: A New Structure

The last few months have brought significant change to NYP, as well as much opportunity. We have been embracing this change and are focused on moving forward as we aspire to provide the nation's highest quality, most compassionate patient care.

Given our dynamic and complex health care environment, our strategy for becoming the preeminent academic medical center in the nation is tied to our ability to create the highest quality,

most patient-centered, integrated academic health care system. Toward that end, we have been working with our medical school partners, Weill Cornell and Columbia, on establishing the very best hospitals in each geographic region that we serve.

To support our exponential growth and advance NewYork-Presbyterian's culture and strategic direction, a number of important organizational and leadership changes were made. They reflect a new

way of thinking about our growing enterprise, and our new structure will position NYP to achieve its aspirational goals.

Over the past year and a half, closer relationships have been developed with what are now our Regional Network Hospitals — NYP/Lawrence Hospital, NYP/Hudson Valley Hospital, and NYP/Queens. We plan to implement the same model at New York Methodist Hospital in Brooklyn by mid-2016.



NewYork-Presbyterian Hospital

The academic medical hub of our enterprise, NewYork-Presbyterian Hospital includes our six campuses: NYP/Columbia, NYP/Weill Cornell, NYP/Allen, NYP/Morgan Stanley Children's Hospital, NYP/Lower Manhattan, and NYP/Westchester.

NewYork-Presbyterian Physician Services

This represents NewYork-Presbyterian's organized physician venture to broaden and expand health care delivery in our region. It includes our recently established NewYork-Presbyterian Medical Groups (NYPMG): NYPMG/Westchester, affiliated with NYP/Lawrence; NYPMG/Hudson Valley, affiliated with NYP/Hudson Valley; and NYPMG/Queens, affiliated with NYP/Queens. These Medical Groups focus on primary care and will collaborate with the specialists in Weill Cornell Medicine Physicians and ColumbiaDoctors.

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NewYork-Presbyterian Regional Hospital Network

The NewYork-Presbyterian Regional Hospital Network replaces what has historically been referred to as NewYork-Presbyterian Healthcare System. It comprises NYP/Lawrence, NYP/Hudson Valley, and NYP/Queens. The remaining affiliates — acute care hospitals, nursing homes, and specialty institutions — will also be managed under the NewYork-Presbyterian Regional Hospital Network.

NewYork-Presbyterian Community and Population Health

This Division includes all of our Ambulatory Care Network sites and operations, our community programs and initiatives, our Medicaid Delivery System Reform Incentive Program (DSRIP), and our management of NewYork Quality Care, the Accountable Care Organization (ACO) jointly established earlier this year by NewYork-Presbyterian, Weill Cornell, and Columbia.

...Same Culture of **We Put Patients First**

Care and Caring at NewYork-Presbyterian/Hudson Valley Hospital

At NewYork-Presbyterian — whether care is being delivered at our academic campuses, our Regional Hospitals, in physician practices, or in our community outpatient sites — our Culture is defined by a set of core values that guide everything we do in our interactions with our patients, their family members, and with each other. The strength of the NYP Culture and living these core values enable us to work together as a team to deliver the best care possible, while meeting the challenges ahead.



To the NYP/Hudson Valley Health Care Team:

Thank You seems like an inadequate phrase to express my gratitude for your loving care after my double knee replacement. I had no idea what to expect, despite trying to prepare. Your explanations of what was happening, instructions about what to do, and reassurance that everything was going well kept me calm and helped me manage what my body was going through.

You are in unique jobs. Coming to work each day you have an opportunity to be a major part in so many people's health care. Your positive attitudes make a difference in our mental health.

Thank you for your work, your chosen profession, and your dedication.

Sincerely,

A Grateful Patient

NewYork-Presbyterian/Hudson Valley Hospital Named a Top Performing Hospital

NewYork-Presbyterian/Hudson Valley Hospital has been recognized as a *Top Performer on Key Quality Measures®* for 2014 by The Joint Commission. The designation, which is announced in 2015, is awarded for performance the prior year. The Hospital was recognized as part of The Joint Commission's 2015 Annual Report *America's Hospitals: Improving Quality and Safety*, for attaining and sustaining excellence in accountability measure performance for heart attack, heart failure, pneumonia, surgical care, venous thromboembolism, and stroke.

The *Top Performer* program recognizes hospitals for improving performance on evidence-based interventions that increase the chances of healthy outcomes for patients with certain conditions. This is the second year NYP/Hudson Valley has been recognized as a Top Performer.

"Delivering the right treatment in the right way at the right time is a cornerstone of high-quality health care," says Mark R. Chassin, MD, FACP, MPP, MPH, President and CEO, The Joint Commission. "I commend the efforts of NewYork-Presbyterian/Hudson Valley Hospital for their excellent performance on the use of evidence-based interventions."

"We understand what matters most to patients at our Hospital is the quality and safety of the care they receive," says John C. Federspiel, President, NYP/Hudson Valley. "That is why we have made it a top priority to consistently review and improve positive patient outcomes through evidence-based care processes. The Hospital is proud to be named a *Top Performer* because it recognizes the knowledge, teamwork, and dedication of our entire staff."



Bobby Janda, MD, and William J. Higgins, MD, MBA, Vice President, Medical Affairs, join the Quality and Patient Safety staff in celebrating their recognition by The Joint Commission. (From left) Dr. Janda, Sue Geraci, Suzanne Horgan, Mary Kincart, Vice President, Quality and Patient Safety, Stephanie Allen, and Dr. Higgins.

Ambulatory Surgery Team Recognized with Guardian of Excellence Award®



John Federspiel, President, A. Bonnie Corbett, Chief Nursing Officer and Vice President for Patient Care Services, and Deborah Neuendorf, Vice President, Administration, celebrate the recognition of the Ambulatory Surgery Department by Press Ganey.

For the second year in a row, the Ambulatory Surgery Department of NYP/Hudson Valley has been named a 2015 Guardian of Excellence Award® winner by Press Ganey Associates, Inc. A nationally recognized symbol of achievement in health care, the award recognizes top performing health care organizations that have consistently achieved the 95th percentile or above for patient satisfaction throughout all four quarters of the previous year.

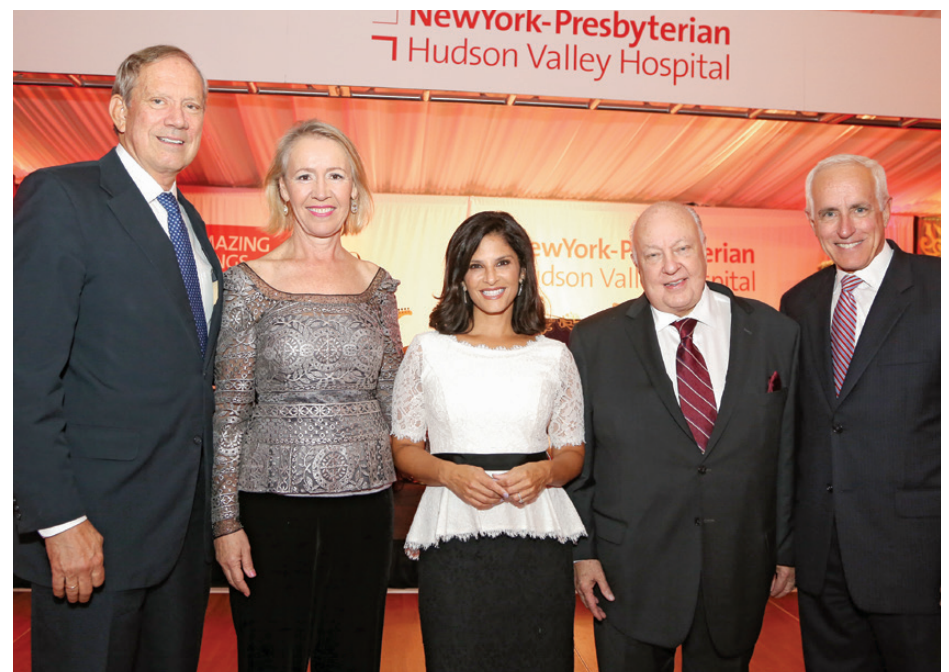
The ambulatory surgery team attributes their success to outstanding teamwork. Press Ganey recognized their collaboration with three internal departments – Ambulatory Surgery, the Operating Room, and Post-Anesthesia

Care Unit – and with Hospital-affiliated physician offices, and their successes in listening to the voice of their customers and responding to the needs of patients and families.

"We are proud of the entire Hospital's work to transform our patients' experiences, but we especially recognize today the tremendous accomplishments of our dedicated Ambulatory Surgery staff," says John C. Federspiel, President, NYP/Hudson Valley. "Our patients have spoken and their trust in this team led to this national achievement."

This year's recognition marks the sixth Press Ganey Award for the Hospital, including those for patient satisfaction, quality, and employee satisfaction.

55th Annual Fall Celebration



NYP/Hudson Valley honored nurses and emergency medical associates at its 55th Annual Fall Gala celebration held at Lyndhurst Castle in Tarrytown.

(From left) Former New York Governor George Pataki and his wife, Libby; Gala Emcee Darlene Rodriguez, co-anchor of *Today in New York*; Roger Ailes, Chairman and CEO of Fox News and Fox Television Station Group; and John Federspiel, President, NYP/Hudson Valley.

Promoting Awareness of Breast and Ovarian Cancer

On Sunday morning October 4th, over 75 NYP/Hudson Valley staff members came out for Support Connection's 21st Annual Support-A-Walk for Breast and Ovarian Cancer. Each year, thousands walk to bring attention to the needs of people living with breast and ovarian cancer, and to raise funds to sustain free services such as counseling, support groups, and educational and wellness programs. Support Connection participants in the three-mile walkathon raised \$250,000.

NYP/Hudson Valley had two teams: Chemo-Busters representing the Cheryl R. Lindenbaum Cancer Center, and the Rehabilitators representing the Center for Rehabilitation.

Promoting Healthy Living for Seniors

Silver Lining Healthy Aging Fair

On October 15, more than 100 seniors attended NYP/Hudson Valley's Third Silver Lining Healthy Aging Fair sponsored by the NICHE (Nurses Improving Care for Healthsystem Elders) Committee. Held in the Hospital's main lobby, various departments showcased ways they help to keep our senior citizens safe and healthy and distributed materials on cancer detection, emergency care, healthy nutrition, exercise, and community resources. Staff also administered 35 flu shots. Senator Terrence Murphy's office coordinated the "Shed the Meds" station, where 10 pounds of unwanted prescription medications were safely collected.



Sheila Guida, Volunteer



(From left) Senator Terrence Murphy, John Federspiel, President, Kathy Kiernan, Director of Radiology, and Patti Pelican, Community Relations Coordinator

Senior and Caregiver Fair

This year marked the 5th anniversary of NYP/Hudson Valley's partnership with the Town of Cortlandt and the office of Senator Terrence Murphy to support senior citizens in the local communities. On October 9, 200 senior citizens attended the Senior and Caregiver Fair at the Muriel H. Morabito Center taking advantage of free flu shots and blood pressure screenings. Participants had an opportunity to talk with Senator Murphy and the Town of Cortlandt Supervisor, Linda Puglisi, as well as visit with over 40 vendors, including representatives from several NYP/Hudson Valley departments. These included a NICHE representative who discussed ways senior citizens can stay healthy, as well as approaches to maintaining optimal bone health. Staff from Cardiac Rehabilitation and the Chef Peter X. Kelly Teaching Kitchen addressed heart health and the importance of a healthy diet and exercise. Physical therapists and wound care staff held a question-and-answer session.

Thank you to all our staff and volunteers:

Michael Bulger
Chef Peter X. Kelly Teaching Kitchen
Jessica Moffa
NYP Medical Group/Hudson Valley
Patti Pelican and Emery Rodriguez
Marketing
Carol Morales
Wound Care and Hyperbaric Medicine
Sonia Mathison
Nutrition
Wanda Maldonado
4 South
Debbie Weeks-Petranchik
Cardio-Pulmonary Rehabilitation
Gabriella Lamia
3 South
Barbara Reynolds
NICHE
Amy Howard, Joy Chiulli,
and Marie Turner
Volunteers



New Appointments

A. Bonnie Corbett, Chief Nursing Officer and Vice President of Patient Care Services, joined the NYP/Hudson Valley senior leadership team in mid-July, but she is not new to the NYP family. Ms. Corbett was a member of the nursing leadership team at NewYork-Presbyterian/Morgan Stanley Children's Hospital for nine years, most recently as Director of Nursing of the Pediatric Emergency Department. Previously she served as Director of Nursing Diagnostic and Interventional Radiology – Pediatrics and Director of Nursing Outpatient Pediatric Oncology and Infusion Centers. She has also worked at Montefiore Medical Center in the Bronx in various roles in the Emergency Department.

Mary Kincart has recently joined NYP/Hudson Valley as Vice President for Quality and Patient Safety. Ms. Kincart has had an extensive career in health care, both as a senior administrative leader and a clinical nurse. Her

experience includes 13 years in the Emergency Room of Danbury Hospital in Connecticut, with increasing responsibility in administrative roles in nursing, hospice and palliative care, and hospital administration at Danbury and New Milford Hospitals. Most recently, she served as Director of Quality and Patient Safety for the Western Connecticut Health Network.

Kevin Murphy, the Hospital's new Vice President, Finance, has extensive experience in finance, having worked for over 30 years in the field in leadership positions. He has served as Chief Financial Officer for White Plains Hospital; President of Stellaris, the network consisting of White Plains, Phelps, Northern Westchester, and Lawrence Hospitals; and CFO and



A. Bonnie Corbett



Mary Kincart



Kevin Murphy



Sedrick O'Connor

Executive Vice President for Business Development of the Eastern Connecticut Health Network, managing the financial and business opportunities of the two hospitals and a nursing home system, as well as more than 15 joint ventures with physicians, imaging centers, and home care. Most recently, Mr. Murphy was CFO for the Richmond University Medical Center in Staten Island.

Sedrick O'Connor has joined the Hospital as Vice President of Human Resources. Mr. O'Connor has worked in the field of human resources for 17 years. For the past decade he has

been first with NewYork-Presbyterian/Westchester Division as Manager and then as Director of Human Resources, followed by his role as Director of Human Resources and Labor Relations at the NYP/Lower Manhattan campus. He was thrilled to seize upon an opportunity to join NYP/Hudson Valley. He recalls attending a national Studer Group conference, some eight years ago, where he was inspired by a presentation given by John Federspiel and Debbie Neuendorf on patient-centered care, employee engagement, health care quality, and operational excellence.



Season's Greetings

To our growing NYP family.
Wishing you and your loved ones a happy and healthy holiday season.

Steven J. Corwin, MD
*President and
 Chief Executive Officer*

Laura L. Forese, MD
*Executive Vice President and
 Chief Operating Officer*