



NYP Hudson Valley Hospital Staff Turn Inspiration into Innovation

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A Message from NYP Leadership

As we begin 2017, we are pleased to report that 2016 was an excellent year for NYP both clinically and financially. For the 16th year in a row, NYP remained New York's #1 hospital according to *U.S. News and World Report's* "Best Hospitals" rankings and moved to #6 on the Survey's Honor Roll. Throughout the year we debuted a number of new initiatives to improve employee engagement and enhance the experience of our patients and families. Through our Regional Hospital Network and NewYork-Presbyterian Medical Groups, we greatly expanded access to NYP's clinical expertise. In 2016, we increased our focus on technology and its applications to patient care, including the launch of NYP OnDemand, a suite of digital health services, and the Mobile Stroke Treatment Unit. These initiatives are transforming the way care is delivered to our patients. We also reinforced our commitment to NYP's culture of Respect with the belief that everyone in every role at NYP contributes to our ability to provide the highest quality, most compassionate patient care.

We want to congratulate all of you at NYP Hudson Valley Hospital for once again achieving Magnet designation. This prestigious accomplishment is a tribute to your expertise, compassion, teamwork, and dedication to patients and families.



Dr. Steven J. Corwin



Dr. Laura L. Forese

As we move forward in 2017, we remain steadfast in our dedication to providing all patients and families with the highest level of care and fostering respect in the workplace. We wish each of you health and happiness in the coming 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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Hudson Valley Hospital

A Message from Stacey Petrower



2017 promises to be an exciting year for NYP Hudson Valley Hospital. We will continue to build on the many achievements of the past year, including the Hospital's redesignation as a Magnet hospital by the American Nurses Credentialing Center. I am incredibly proud of our entire team for achieving this honor for the third time.

During the past year, our Hospital has experienced important growth on several fronts, including physician recruitment and the development of new programs and services. With approximately 100 new physicians joining NYP Hudson Valley Hospital in the last year, we have been able to increase access to specialized on-site surgical services, as well

as expand primary and specialty care throughout our community. This includes four new medical oncologists from ColumbiaDoctors who are now seeing patients at our Comprehensive Cancer Center. We look forward to more growth in the coming year, as we work to provide the best care and services to our patients and the local community.

I also want to thank all of you who took part in our first Gallup Employee Engagement Survey. We are very pleased with the results. NYP Hudson Valley Hospital's employee engagement score was 4.08, exceeding the national average. An engaged workforce is critical to our success as evidenced not only by our Magnet renewal, but also by our high performance in meeting quality goals as compared to national benchmarks. We were able to achieve 30 out of 31 of our quality goals in 2016, meeting and/or exceeding targets in reducing the number of hospital acquired conditions. A number of our clinical areas

exceeded the 90th percentile in patient satisfaction, and our Ambulatory Surgery team was awarded the 2016 Press Ganey Guardian of Excellence award for the fourth time.

As we go forward, we will work together to consistently provide a 4-star experience for our patients and their families. I am confident that we can achieve this goal by maintaining a quiet and healing environment, ensuring we are communicating effectively, and working as a team to deliver the highest quality, safest, and most compassionate care.

Sincerely,

Stacey Petrower
President
NewYork-Presbyterian Hudson Valley Hospital

On the Cover: Following the announcement that NewYork-Presbyterian Hudson Valley Hospital once again achieved a Magnet accreditation for nursing excellence, gathered from left are: A. Bonnie Corbett, Chief Nursing Officer and Vice President, Patient Services; Sabrina Nitkowski-Keever, Director of Maternal Child Health; Kathleen Calabro, Data Analyst; Maggie Adler, Associate Director, Standards & Quality, and Magnet Program Director; Maryann Maffei, former Administrative Director (retired), Emergency Department; Christine Malmgreen, Hospital Chaplain (and former Magnet Program Director); Marie Galante, Nursing Educator; and Stacey Petrower, President.

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Ten Years of Magnet Recognition...and Counting

In 2007, the then Hudson Valley Hospital Center received its first Magnet designation. NewYork-Presbyterian Hudson Valley Hospital now begins 2017 with its third consecutive Magnet recognition by the American Nurses Credentialing Center. Awarded to just 7 percent of hospitals nationwide, the Magnet designation is the highest and most prestigious award a healthcare organization can earn in the area of nursing excellence and innovation.

“This is a tremendous accomplishment and a source of great pride for our Hospital,” says Stacey Petrower, President, NYP Hudson Valley Hospital, speaking to the crowd of 200 gathered in celebration of the award announcement on December 14. “I am so proud of our amazing team of nursing professionals for earning a third Magnet designation and their commitment to delivering the highest quality and most compassionate care to our patients.”



Surrounded by Magnet nurses and well-wishers to cut the cake were (center) Maggie Adler, Associate Director, Standards & Quality, and Magnet Program Director, and (center right) Kathleen Calabro, Data Analyst.

“Excellent nurses means excellent care,” says A. Bonnie Corbett, Chief Nursing Officer and Vice President of Patient Services. “This Magnet designation reflects the collaborative efforts of the nurses and the entire organization. I am honored to work in a Hospital that empowers all nurses and that their voices are heard. We will continue to work together to deliver the highest standards possible.”



Following the celebration, Magnet pins were delivered to the units by (from right) Peggy McSherry Martino, Chief Nursing Officer, NewYork-Presbyterian Regional Hospital Network, and A. Bonnie Corbett, Chief Nursing Officer and Vice President, Patient Services, who are joined by Patrick Clarke, PCT, and Pamela Germinaro, Clinical Nurse Manager, Ambulatory Surgery/PACU/IR.

The Hospital was the first in a seven-county region to attain the highly coveted designation in 2007. The Magnet Recognition Program® is the ultimate credential for high quality nursing. The Magnet model provides a framework for nursing practice, research, and measurement of outcomes. Its foundation is composed of elements essential to delivering superior patient care. These include transformational nursing leadership, exemplary professional practice, nursing staff empowerment, and innovations and improvements in care delivery that lead to the highest quality, safest care for patients.

“An accomplishment of this magnitude happens as a result of the dedication of our nursing staff and the support of all of our Hospital colleagues,” says Ms. Petrower.



At podium, (left) A. Bonnie Corbett, Chief Nursing Officer and Vice President, Patient Services, and (right) Stacey Petrower, President, at the moment Donna Havens, PhD, RN, FAAN, Chair of the Commission for the Magnet Recognition Program® shared the good news in a conference call, drawing cheers and applause.



Nurses and staff of Obstetrical Services also celebrated.

A Banner Year for Community Outreach

2016 was a banner year for health outreach activities at NYP Hudson Valley Hospital. The Hospital hosted some 28 community lectures drawing 840 attendees on a wide range of health issues from Alzheimer’s disease to foot and ankle pain to exercising for older adults. Staff also participated in six community health fairs, where they gave out information on heart health, stroke awareness, and cancer, to name a few. Reaching out to local schools, NYP Hudson Valley Hospital staff spoke about healthy eating choices, concussion, and ACL injury prevention.

In 2016, the Hospital welcomed Emilie Berner as the new chef and coordinator for the Chef Peter X. Kelly Teaching Kitchen. The Teaching Kitchen’s popular Young



Chefs program for students ages 11 to 13 continued to guide young people on the principles of a healthy diet in a fun and interactive learning environment.

In July, the Hospital began its third year of the Healthy Heart Program, whose goal is to educate African Americans and Hispanics who are at risk of heart disease on the importance of healthy cooking and maintaining an exercise regimen.

In order to help meet the needs of the growing elderly population, NYP Hudson Valley Hospital expanded its Niche program (Nurses Improving Care for Health System Elders), which educates seniors on the importance of hydration and mobility to help them remain healthy.

NYP Hudson Valley Hospital 2016 Employee Engagement Survey Results



Shaun E. Smith
Senior Vice President and
Chief Human Resources
Officer, NYP

This past fall, 1,000 NYP Hudson Valley Hospital employees took part in our first Gallup Employee Engagement Survey. We are pleased to report that on a rating scale of 1 to 5, our overall mean engagement score was 4.08, which is considered exceptionally high for a first-time survey of this kind, and 52% of employees are actively engaged.

“We value what our employees are telling us and we are acting on what we are hearing,” says **Shaun E. Smith**, Senior Vice President and Chief Human Resources Officer, NYP. “We want everyone to know that they are important members of the team and to be actively engaged in helping NYP Hudson Valley Hospital provide the best care and service to our patients and their families. Thank you for participating in this important process, and we hope that everyone will participate in ongoing planning efforts and other initiatives that will help enhance our workplace and patient care environment.”

12 Gallup Statements	This Measures...	NYP Hudson Valley Hospital 2016 Results
1. I know what is expected of me at work.	...how focused you feel at work	4.67
2. I have the materials and equipment I need to do my work right.	...how free you feel from unnecessary stress	4.13
3. At work, I have the opportunity to do what I do best every day.	...how well you feel NYP knows you	4.33
4. In the last seven days, I have received recognition or praise for doing good work.	...how much you feel valued by NYP	3.69
5. My supervisor, or someone at work, seems to care about me as a person.	...how much you feel cared about by NYP	4.18
6. There is someone at work who encourages my development.	...how much you feel NYP is helping you to grow professionally	4.03
7. At work, my opinions seem to count.	...how much you feel your ideas are heard	3.78
8. The mission or purpose of my organization makes me feel my job is important.	...your understanding of why your role is important to NYP	4.28
9. My coworkers are committed to doing quality work.	...how proud you are to work at NYP	4.31
10. I have a best friend at work.	...how much you feel you can trust the people you work with	3.68
11. In the last six months, someone at work has talked to me about my progress.	...how much you feel you have the opportunity to review your contributions to NYP	3.91
12. This last year, I have had opportunities at work to learn and grow.	...how often you feel you've been given challenges and growth opportunities	4.00

Scores are based on a 1 to 5 scale