

EMPLOYEE NEWSLETTER

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Update from Susan

Welcome to the first edition of The Pulse for 2016. The year has already been filled with excitement - and White Plains Hospital is filled with new beginnings.

We have a beautiful, brand-new building that doubles the size of the Hospital's Center for Cancer Care on Longview Avenue. There are new uniforms and scrubs (which we recently celebrated with our inaugural fashion show) being worn throughout the Hospital – a reflection of the way White Plains Hospital employees take pride in what they do here every day.

Our second cardiac cath lab and new, state-of-the-art operating rooms are now in use. Many of our physicians and their staff have moved into brand-new offices. Our new patient rooms are open, and soon we'll have all new labor and delivery suites as well.

I know that each and every one of White Plains Hospital's employees plays an important role in the Hospital, whether you work directly with patients in a clinical role or have a more "behind the scenes" part to play – it all adds up. When we are all keeping patients in mind first and foremost, together we can foster an environment that is so much more than the sum of its parts.

Together, we have already accomplished so much at White Plains Hospital during the first few months of 2016. Remaining the healthcare leader for our community takes tremendous focus, and we set aggressive goals to ensure we remain on top. We have had a good start to 2016. I am proud of all that we've achieved, and excited about the remainder of the year ahead. I look forward to continuing to share important milestones with you in The Pulse.

Warmly,

Susan Fox, President and CEO

White Plains Hospital's Center for Cancer Care opens its expanded facilities

On February 22nd and 23rd, White Plains Hospital celebrated the expansion of the Center for Cancer Care, with the finalization of a new Physician Office Building that doubles the size of the Hospital's cancer facility to 70,000 square feet. Within the recently renovated Dickstein Cancer Center and the new adjoining building, patients will be able to receive coordinated care in a convenient, comfortable, and modern location.

Features of the facility include:

- A boutique
- A café
- A patient education library
- A welcoming reception and lounge area
- Comfortable and spacious infusion suites
- Meditation space and respite areas
- New offices for physicians and surgeons
- Renovated radiation therapy area
- Space for complementary massage therapy and more
- Wig and prosthetic fitting services onsite



CELEBRATING

the opening of the Center for Cancer Care



White Plains Hospital Opens New Operating and Patient Rooms

Four brand-new, state-of-the-art operating rooms in the Hospital's six-story patient tower are now open. The first case in the new ORs, a laparoscopic removal of the pancreas, was completed on January 5th. The new state-of-the-art central sterile area has advanced sterilization equipment to minimize infection and is directly tied to the operating rooms.

Some of the features of the new ORs include:

- Specially designed floors – The floors in all the new ORs are single-pour concrete floors, with no seams or cracks, to increase cleanliness and minimize infections.
- An advanced surgical video system – The new operating rooms have an integrated video system, the 1588 AIM Platform by Stryker. This innovative system allows equipment to be controlled remotely and surgeons can control the equipment at the field of surgery.
- High-efficiency booms - All equipment is housed on booms. Not having to wheel equipment in and out of the ORs increases efficiency and mimimizes wear and tear on the equipment as well as the staff.
- Rooms that accommodate the latest technology – The operating rooms range from approximately 650 to 700 square feet offering sufficient floor space to accommodate the newest robotic equipment.



White Plains Hospital has completed construction on 24 brand-new, fully private patient rooms on floors four and five of the Hospital's new six-story addition.



The rooms have been designed to maximize patient comfort, speed recovery, minimize infections and enhance safety, and encourage privacy and sleep. In addition, patients' visitors will find themselves in a supportive, welcoming environment while visiting their loved ones in the Hospital on unites 5E and 4E.



White Plains Hospital Holds Fashion Show

On January 5th, White Plains Hospital held the Hospital's first-ever fashion show in the auditorium, with COO Jeff Tiesi as the emcee. White Plains Hospital employees demonstrated their pride in their work wear while strutting their stuff on stage. Models showed off their brand-new uniforms and scrubs, as well as business wear. This was followed by some examples of "what NOT to wear" to work at White Plains Hospital modeled by senior staff, and employees modeled our ever-popular "Exceptional Is" t-shirts.

The fashion show emphasized how our clothes and uniforms set the tone for a professional experience at White Plains Hospital and help patients and visitors understand the role of each Hospital employee.



White Plains Hospital has received national accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). The Hospital's bariatric surgery program been accredited as a Comprehensive Center under MBSAQIP, a joint program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). White Plains Hospital is one of only two hospitals in Westchester to receive the accreditation. The MBSAQIP standards ensure that bariatric surgical patients receive a multidisciplinary program, not just a surgical procedure, which improves patient outcomes and long-term success.



MARKETING

Have you seen or heard any of White Plains Hospital's advertising? White Plains Hospital has been marketing all the exciting changes underway at the Hospital - in print (in places like Westchester magazine), on the web (on websites like the Daily Voice), on the radio (on stations like WHUD and WXPX), and at bus/train stations and in the Westchester mall.



Look for even more of our advertising to roll out in 2016.

Get To Know **W**



Rebecca Schmidt

Many people at White Plains Hospital knew Rebecca as a patient before she became an employee. Thanks to Jessica Gleason for conducting this interview.

JG - For those who are not familiar with your story, can you please share your WPH experience?

RS - I grew up in White Plains so I was familiar with the Hospital. I had my first son here in 2010. In 2013, I was 7 months pregnant with my second when I started having chest pains. I came into the ED where it was discovered that I had a large mass in my chest. I was diagnosed with Non-Hodgkin's lymphoma and spent the next 8 weeks here as a patient. During that time I went through two rounds of chemo and then was induced at 35 weeks.

JG - How did you come to work at WPH?

RS - I was contacted by marketing to use my story as an example of a comprehensive treatment plan. When I was here I interacted with so many different departments—cancer, cardiology, labor and delivery, etc. I was working full time as a marketing brand manager at a wine and spirits company located in city. Through sharing my story, I started talking with Dawn French about an opening she had in her department. It was just a great opportunity to use my skills in a place I felt so personally connected to. It really is the ultimate win-win. Doing work I love, in a place I love.

JG - What is your role exactly?

RS - I am part of the marketing and advertising team, working on brand strategy and management as well as creative design. We are currently focusing on White Plains Hospital's brand image, the use of the brand blue, and using a clean, sophisticated look. One of my favorite projects was designing the "Exceptional Is" t-shirts. It was really fun seeing our employees wearing and enjoying them.

JG - How has your experience as a patient impacted the work you do?

RS - I walk through the halls here and I'm reminded of my experience as a patient. Every day I cross the bridge into the Hospital and step onto Unit 5F, where I spent most of my time as a patient, and I am instantly brought back to that time. I look at the Cancer Center now, and while everything is brand new, I can still close my eyes and remember the view from my chemo chair. It's always a part of me.

JG - What are your memories from your experience?

RS - With the exception of that shocking moment in the ER when I received my diagnosis, mostly all of my other memories I think of fondly. I was lucky in that every step from the diagnosis to today, I have continued to receive positive news on my condition and my recovery. I was also surrounded by an amazing team – Dr. Fialk, Dr. Stevens, Dr. Lupin, Una Hopkins, Sigrid Steiger and her nurses, and many others. I never had to stress that my team wasn't communicating with each other or with me. 5F is truly a great oncology unit and the supporting staff like Antoinetta, my food service host, was fabulous. She knew I liked crumb cake on the weekends!

JG - What are your thoughts on the new cancer center?

RS - The new facility is absolutely gorgeous! The arrival experience is terrific. All the amenities were really designed to give the patient and caregivers more a more comfortable experience.

JG -And how is the baby doing?

RS - He is a terrific, adorable 2 year-old. He is obviously too young to understand the details, but he knows he gets his middle name from Dr. Mark Fialk. Just recently I saw him looking at a picture in his room of the two of us from a photo shoot we did for the Hospital and I told him when he is older, I have a special story for him!



Rebecca & Tyler, 2014 and 2016

Winter Wellness Tips from Frank LoCastro

- WPH Wellness Coordinator

Long days at work, evenings and weekends of sedentary activities, lots of food, and a lack of exercise and sunlight can wreak havoc on our wellness goals during the winter months. According to Frank LoCastro, Wellness Program Coordinator, “Don’t let the winter season set you back to square one.”

Some tips from Frank include:

- Keep moving and be active any time you have the opportunity.
- If you work at a desk, keep your circulation flowing and muscles moving by periodically getting out of your seat.
- Stretch! Finger, hand and wrist stretches can be beneficial if you are an avid texter, typer or drive long distances. Stretching the legs can help increase flexibility and improve circulation and balance. Gentle spinal twisting can help relieve lumbar spine discomfort.
- Health isn’t all about physical exercise. Stress reduction can contribute to improvements in a range of medical conditions.
- Don’t take it so hard if you skip a workout or two. Just don’t take the entire season off! Take advantage of the fitness classes and discounts to gyms that White Plains Hospital offers.

For the full schedule of wellness events and activities at White Plains Hospital, visit the intranet and click on: Departments - Occupational Health - Wellness Connection.

WE NEED YOU

WHITE PLAINS HOSPITAL EMPLOYEE ENGAGEMENT SURVEY

Coming soon...

White Plains Hospital's Employee Engagement Survey

The Employee Engagement Survey will help White Plains Hospital assess what we are doing well... and what needs improvement. Your answers to the survey will be confidential. Employees will be receiving a link via their hospital e-mail with access to the survey. The survey will take about 15 minutes to complete.

The Employee Engagement Survey will ask your level of satisfaction on a number of different topics, including your immediate supervisor; hiring, promotion, and opportunity; upper management; and your overall satisfaction at White Plains Hospital.

WHO'S **NEW** AT WHITE PLAINS HOSPITAL: JOE GUARRACINO, CFO



WPH is pleased to welcome Joe Guarracino as the new Senior Vice President and Chief Financial Officer (CFO). Joe comes to us from the Brooklyn Hospital Center, where he was Senior Vice President and CFO for the past 8 years. He is a seasoned healthcare executive with more than 26 years of accomplishments in financial and operational administration, as well as in new business development. Joe holds a Master of Business Administration in Healthcare Management from American Intercontinental University, and an undergraduate degree in accounting from Iona College, Hagan School of Business. He is also an adjunct professor of Healthcare Financial Management at Iona College.

Joint Commission Readiness

What is The Joint Commission (TJC)?

The Joint Commission is an accrediting organization that evaluates a healthcare organization's performance in areas that most affect patient health and safety. These important practices are defined in The Joint Commission Standards. There are over 1,200 standards and elements of performance. By achieving accreditation, a health care organization has demonstrated its commitment to provide safe, quality of care to our patients.

A Joint Commission Survey occurs every three years. Surveys are unannounced and can occur anytime between the 18th and 36th month after survey. The survey will last 4 days and includes a team of surveyors. Our team is going to consist of: a nurse for 4 days, a physician for 4 days, an administrator for 4 days, an engineer for 2 days, and an outpatient surveyor for 2 days.

A successful survey is very important to us. It is required in our course of business and is a high priority to our Board of Directors.

What is the role of staff in the survey?

As surveyors move around the hospital they will ask to speak with staff members who have been involved in a procedure or patients care, treatment or services. You will be asked about your role, how you communicate and document, and how you were educated to do the job that you do. Surveyors expect you to 'show them". Know the medical record, your departments policies and procedures, and where to find key documentation/information. Do not worry as the surveyors will always be escorted by a member of our internal survey team. You will never be alone with a surveyor. Have confidence in yourself – we provide exceptional care, so let them see it! Remember that you are prepared to answer their questions.

What is tracer methodology?

Tracer methodology is an evaluation method in which a surveyor selects a patient and uses that individual's record as a roadmap to assess and evaluate an organization's compliance with selected standards and the organization's system for providing care and services. Typically a tracer takes between 2 ½ -4 hours. It is not uncommon to visit up to 3 departments that the patient may have been in during their stay. Often ancillary departments such as PT/OT, Respiratory, Care Management, Dietary, Pharmacy are called to a tracer to discuss their role in the patient's care.

Survey Tips:

- Stay informed of survey updates and requirements
- Keep the patient care areas neat and organized at all times
- Follow hospital policies and procedures
- Understand your role, how you impact the patient journey
- Know what you do to improve patient safety and outcomes.





(A baby born at WPH on February 11th wears a “little red hat”)



White Plains Hospital and the American Heart Association (AHA) partnered to raise awareness for congenital heart defects, the most common type of birth defect in the country, through the “Little Hats, Big Hearts” program. As part of the partnership, every baby born at White Plains Hospital during February (Heart Month) received a little red hat. The AHA put a call out to knitting and crocheting enthusiasts in December, and little red hats came pouring in from all over the region. More information about the Little Hats, Big Heart program is online at <http://bit.ly/HVLittleRedHats>.

IN OTHER CARDIAC NEWS.....



Go Red Day at WPH



2nd Cardiac Cath Lab Opens

***The Reward and Recognition Team Congratulates
The Staff of 3F for its Patient Experience
Achievements During the Month of January!***

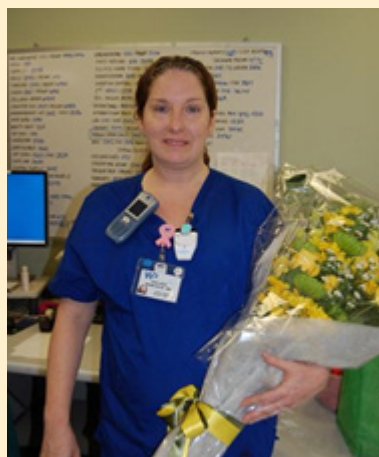


Their scores in Overall Satisfaction, Nursing, Response to Staff, Physician, Pain Management and Communication about Medications placed them in the top 10 % of the Nation!



IN MEMORY OF J. PATRICK BARNES

Congratulations to this quarter's Daisy Award Winners!

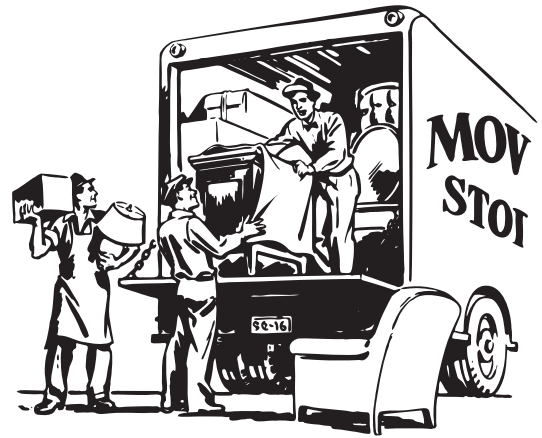


Colleen Bonfiglio, RN, 41



Nancy Jones, RN, CCU

Doctors on the move!



With all the growth and expansion happening, the Hospital has a lot of MDs (and NPs, and RNs, and more...) on the move! Below is a listing of some of the recent moves happening around White Plains Hospital.

Obstetrics and Gynecological Partners

Moved from: 15 North Broadway

Moved to: 170 Maple Avenue, Suite 400

Nabil Khoury-Yacoub, MD, Jacqueline Monaco-Bavaro, MD
Anthony Loiacono, MD, Vincent D'Amico, MD
Melissa Dworkin, MD, Simi Suri, MD, Lucille Milne, CNM

Cancer and Blood Specialists of NY

Moved from: 170 Maple Avenue

Moved to: 2 Longview Avenue

Dan Costin, MD, Karen Green, MD, Subuhee Hussain, MD
Carol Lederman, MD, Afshan Malik, MD, Neil Cohen, MD
Natalie Belostotsky, NP, Heather Kramer, NP

Neurosurgery

Moved from: 33 Davis Avenue

Moved to: 2 Longview Avenue

Adesh Tandon, MD

Oncology & Hematology of White Plains

Moved from: 244 Westchester Avenue

Moved to: 2 Longview Avenue

Sara Sadan, MD, Anneyamma Mannancheril, MD,
Joshua Raff, MD, Yael Zack, MD, Swahti Sehgal, MD,
Sandra Aufiero, NP, Annie Borofsky, NP

Surgical Oncology

Moved from: 33 Davis Avenue

Moved to: 2 Longview Avenue

Mark Gordon, MD, Cynthia Chin, MD, Todd Weiser, MD
Herbert Gretz, MD, Kim Marino, PA,
Annmarie Kelly-Geraghty, NP

Head & Neck Cancer

Moved from: 170 Maple, Suite 502

Moved to: 2 Longview Avenue

Jk Rasamny, MD,

Laurie Wennerholm, MA, CCC-SLP, BCS-S

Quick News

Did you know ...

1) Louisa Ramos will now be offering bedside beauty services as the salon is now closed. Call to request services at ext.2151

2) We would love to hear your feedback on The Pulse!
Take a brief online survey at www.surveymonkey.com/r/KSDMLQQ.

3) Annual Swap Meet will be March 29th! Stay tuned for an email with more details

save the date

Benefit Concert for
White Plains Hospital
Sponsored by the *Friends of White Plains Hospital*

The Capitol Steps

Save the Date!

THURSDAY, APRIL 14, 2016

6:30–8:00pm: Elaborate Buffet and Cocktails

8:00–9:15pm: The Capitol Steps Concert

Women's Club of White Plains
305 Ridgeway, White Plains

EVENT CHAIRS:

Lisa & Stephen Eisenstein and Tracy & Marc Jaffe

For more information or to purchase a sponsorship or tickets, please
call 914-681-2264 or email plaine@wphospital.org

TO BENEFIT WOMEN'S HEALTH PROGRAMS AT WHITE PLAINS HOSPITAL

Ticket Prices
start at \$150