Mount Sinai Queens Receives Trophy for Outstanding Commitment to the Patient Experience

Ask physicians and staff at Mount Sinai Queens (MSQ), what is meant by the “Mount Sinai Queens Way,” a core set of values and behaviors that was created by the staff, and you are likely to hear the words “kind-hearted,” “courteous,” and “teamwork.” These values guide the way employees treat each other and engage with their patients, says Caryn A. Schwab, Executive Director of Mount Sinai Queens, a hospital with approximately 1,450 employees, which is located in Astoria. “We place a very high value on coming to work each day wanting to do a great job,” Ms. Schwab adds. “We have a shared commitment to making our hospital a better place.”

On Tuesday, February 27, physicians and staff at MSQ took a few minutes out of their busy schedules to celebrate their strong culture, when Vicki LoPachin, MD, MBA, Chief Medical Officer and Senior Vice President, Mount Sinai Health System, presented Ms. Schwab and Mount Sinai Queens with a trophy for their “Outstanding Commitment to Patient Experience.” The trophy was given to MSQ for its 100 percent response rate to the Patient Experience Survey, which was launched throughout the Health System in December, under the leadership of Dr. LoPachin. The survey—rolled out at the Health System’s seven hospitals, Mount Sinai Union Square and Chelsea, Mount Sinai Doctors Faculty Practice, off-site practices, corporate services, and the Icahn School of Medicine at Mount Sinai—gathered valuable insight into how Mount Sinai can ensure the delivery of safe, high-quality, and compassionate care to its patients at all times. The survey was the beginning of a patient experience

continued on page 2

Hoda Farghaly: My Colleagues in Queens Inspire Me

When I was eight years old, I witnessed my mom involved in a tragic accident. Time was of the essence, and she was rushed to Mount Sinai Queens, the nearest hospital. My sister—who was seven at the time—and I were terrified that we could lose our mother. As our family was preparing for the worst, this “little emergency room that could” saved my mother’s life.

After emergency surgery, she was transferred to an inpatient unit and hospitalized for about three weeks. My sister and I visited her whenever we were able to. During those times, I encountered so many heroes. I can still remember their names, faces, warm smiles, and kind, soft-spoken words. At a time of uncertainty and distress, these special people—housekeepers, nursing assistants, nurses, and doctors—helped my family feel at ease, and I felt that everything was truly going to be OK. The day my mother was discharged to rehabilitation, I told myself that I wanted to dedicate my life to helping others with the same compassion and care that my mother received at Mount Sinai Queens.

continued on page 2
improvement process that will enable the Mount Sinai Health System to create the best environment for patients to receive care.

Eighteen thousand Mount Sinai employees took the survey. Employees at MSQ—the location with the most stellar response rate—showed a strong understanding of how their roles contribute to the patient experience, can improve the patient experience, and foster the teamwork needed to help patients even when it is not part of their job.

“Everybody who works at Mount Sinai Queens has an impact on the patient experience,” says Ms. Schwab. “If you work in billing, for example, it means sending the right bill. If you’re in the pharmacy, it means getting the correct medications to the hospital floor in a timely manner. Improvement is a continuous process. Many of us have relatives who have been cared for at Mount Sinai and can speak in a personal way about their experiences. We, as leaders, want to see those positive experiences extended to every patient, every day, every time.”

Communicating the values of safety and quality in patient care, and treating patients the way employees themselves would like to be treated, is an ongoing process at MSQ. When senior leaders conduct hospital rounds, they ask about the procedures that are running smoothly and discuss how to fix the barriers to success. Town Hall meetings—held every three months—are among the methods used for communicating the hospital’s shared values. MSQ employees open each Town Hall with a patient story or a scenario that encourages empathy and compassion by putting themselves in the place of a patient.

“Every employee is important and connected to caregiving,” says Judy Trilivas, RN, MA, Vice President and Chief Operating Officer, Mount Sinai Queens. If an employee notices a patient in need, he or she is encouraged to respond—even if it is simply to help summon the patient’s nurse. “It may be something as simple as bringing a patient a box of tissues or moving a patient’s tray closer to his or her bed,” she adds. “When employees are engaged, it drives patient safety and quality.”

Ms. Schwab says, “We were thrilled with the results of the survey.” Yet, she acknowledges, “We’re on this journey, and we still have a long way to go. We work hard to be consistent in what we say and do. We strive to model behaviors and provide structure. Communication is key.”

I learned so much about humanity, empathy, and selflessness during my mother’s hospital stay 17 years ago. I continue to learn and see this today, being surrounded by so many great people who work here.

These amazing people recently inspired my own kind gesture to a patient at Mount Sinai Queens. This patient had a bucket list. He passionately wanted to travel the world like his brother did, but his health was preventing him from doing that. One of the places on his list was Egypt, and we spoke about its culture and history. Fortunately, I am half Egyptian, and my parents travel often. After work that day, I ran home and grabbed a souvenir I had gotten from Egypt, from the Pyramids of Giza, and brought it to him. I knew I couldn’t help him travel, but I could bring a small piece of another part of the world to his bedside. He was so surprised and happy, and must have thanked me a million times. Something as small as a souvenir that we might take for granted every day really made such a difference to him.
The Mount Sinai Health System thanked employees for their commitment to providing patients with the highest level of safety, quality of care, and compassion at a series of meetings and events held at each hospital and other locations in February and March.
A Generous Gift to Advance Care for Children With Cancer and Blood Disease

The Jack Martin Fund, a nonprofit organization that has partnered with Mount Sinai Health System for 68 years, has provided a gift to open a new pediatric cancer inpatient unit at Kravis Children's Hospital at Mount Sinai. The benefactors, along with Mount Sinai Health System leaders, celebrated the launch of The Jack Martin Fund Inpatient Unit for Children's Cancer and Blood Disease at a recent ribbon-cutting ceremony.

The 5,300-square-foot unit features eight private beds, including two isolation rooms with negative air pressure to protect immune-compromised children from infection, as well as a family lounge, a kitchen, and a playroom for younger children.

“This extraordinarily generous gift represents a critical step toward Mount Sinai's goal of transforming children's health care,” said Kenneth L. Davis, MD, President and Chief Executive Officer of the Mount Sinai Health System. “Through our alliance with Children's Hospital of Philadelphia and the co-managed Children's Cancer Program, we have expanded our pool of nationally recognized experts and are increasing the scope of clinical services to provide the most advanced care for children with cancer and blood disease.”

In 1988, the Division of Pediatric Hematology-Oncology was named for Jack Martin, a business executive who died of polio in 1950 after being cared for at Mount Sinai. The Jack Martin Fund was established by his family to honor his memory.

“The Jack Martin Fund Division of Pediatric Hematology-Oncology, led by new Chief Steven J. Burakoff, MD, provides exceptional care to children with cancer and blood disease, while conducting innovative research to advance our understanding and treatment of these disorders,” said Lisa Satlin, MD, Chair of Pediatrics for the Mount Sinai Health System. Dr. Burakoff also continues as Dean for Cancer Innovation at the Icahn School of Medicine at Mount Sinai and the Lillian and Henry M. Stratton Professor of Cancer Medicine as he takes on this new role. Added Dr. Satlin: “This new inpatient unit reflects our commitment to caring for children and families in a warm, nurturing environment.”

Commencement for Phillips School of Nursing

Before hundreds of family members and friends, the Phillips School of Nursing (PSON) at Mount Sinai Beth Israel graduated 41 new nurses who received an Associate's Degree in nursing and conferred a Bachelor of Science in Nursing degree to 11 registered nurses. The Commencement was the first to include graduates of PSON’s 15-month accelerated associate's degree program. It was held on Sunday, January 14, at Stern Auditorium at the Icahn School of Medicine at Mount Sinai.

Janet A. Green and Ruth Nerken, Co-Chairs of the Board of PSON, presided over the ceremony. Graduates received their diplomas from Ms. Green and her brother Douglas Green, grandchildren of Seymour J. Phillips, who was a Beth Israel Trustee from 1939 until his death in 1987. Their mother, Carol Green, a PSON Trustee, spoke fondly of her father's love for the nursing school, giving graduates a glimpse of why it is named in his honor. The graduates, faculty, and staff were also welcomed by Todd F.

Ambrosia, DNP, MSN, FNAP, Dean of the Phillips School of Nursing; and Jeremy Boal, MD, President of Mount Sinai Downtown, and Executive Vice President and Chief Clinical Officer of the Mount Sinai Health System.

Twelve students were inducted into the Honor Society, which was founded in 2012. Those students successfully achieved a grade point average of 3.7 or higher. Valedictorians were Nhung Khuu, RN, BSN, for the bachelor's degree program, and Christina Kim, RN, for the associate's degree program.

The Commencement address was given by Vivian Lien, RN, BSN, PSON Class of 2015. Ms. Lien recalled her first patient encounter as a nursing student, when she helped a frail woman shower and brush her teeth. Ms. Lien recounted the patient’s thank you, calling it a lasting lesson on how to be a good nurse: “You are helping me and caring for me from your heart—and that’s all that matters. Remember that.”
Paintings by Harlem artists are brightening the walls of the Cardiac Catheterization Laboratory at Mount Sinai St. Luke's in a new exhibit called “Art in the Heart.” The display, which was unveiled at a reception on Thursday, February 15, was organized by the hospital’s Diversity Council and Mount Sinai Heart, with support from the Office for Diversity and Inclusion. It features eleven vibrant paintings by three artists: Whitney Bilotta, Tiffany B. Chanel, and Ria Nicole. The Cardiac Catheterization Laboratory intends to display a regular rotation of local artists’ work with themes of the heart, love, and healing. “At Mount Sinai Heart we are concerned with the health and healing of the whole person,” says Beth Oliver, DNP, RN, Senior Vice President of Cardiac Services for the Mount Sinai Health System. “Visual artwork in the hospital setting has been shown to reduce stress and pain, and facilitate healing. We are delighted to have the work of community artists on display in our Cardiac Catheterization Laboratory.”

Fun and Facts at the Patient Safety Fair
Employees received popcorn, cotton candy, and safety tips at the three-day Patient Safety Fair in early March. Held in the Guggenheim Pavilion, the fair was organized by the Department of Risk Management and Patient Safety. Employees visited information stations on subjects that included pharmacy procedures, infection prevention, patient services, and the Great Catch Program, which recognizes staff members whose vigilance has prevented an adverse event. Great Catch winners were honored with a “Wall of Fame” at the fair. Organizers also raffled prizes to employees who visited each patient safety station. “During this fair, we celebrate our achievements and engage employees in fun activities that teach about patient safety issues and initiatives in our hospital,” said Tessa T. Callender, MPH, BSN, RN, Associate Director, Patient Safety. “Every day is patient safety day at The Mount Sinai Hospital.”

Teaching Doctors in Ethiopia
Jerome D. Waye, MD, Professor of Medicine (Gastroenterology) at the Icahn School of Medicine at Mount Sinai, recently traveled to St. Paul’s Millennium Medical School in Addis Ababa, Ethiopia, with three colleagues from Canada, Italy, and Norway, where they taught local physicians the latest techniques of upper and lower endoscopy. This was the first live endoscopy teaching project in Ethiopia. The mission was sponsored by the nonprofit World Endoscopy Organization, which promotes high standards and quality in endoscopy, as well as access to the procedures in underserved parts of the world. During the mission, all of the procedures went well, and there were no complications, according to Dr. Waye.
Colon Cancer: Nutrition, Genetics, and Mindfulness Presentation
Learn more about hereditary colon cancer, foods to avoid, and simple mindfulness techniques to ease stress. For more information, email kate.shanahan@mountsinai.org.
Wednesday, March 21
Noon – 1:30 pm
Mount Sinai Union Square
Suite 4A

Diversity in Neuroscience Lecture Series
Denise Cai, PhD, Assistant Professor, Neuroscience, presents “Is It Really Harder to be a Woman in Science?” Sponsored by The Friedman Brain Institute, and co-sponsored by Women in Science and Medicine. The Twitter hashtag for this event is #DiverseBrains. A pizza lunch will be available to all attendees.
Friday, March 23
Noon – 1 pm
Hatch Auditorium

Grand Rounds / Institute for Advanced Medicine
Antonio Urbina, MD, Associate Professor, Medicine (Infectious Diseases), and Sanjiv Shah, MD, MPH, Senior Faculty, Medicine (Infectious Diseases), present “Manipulating the Microbiome: C. Diff and Beyond.”
Monday, March 26
Noon – 1 pm
Mount Sinai West
1000 Tenth Avenue, Second Floor
Conference Room B

Grand Rounds / Obstetrics and Gynecology
Eric E. Schadt, PhD, Dean, Precision Medicine, and Lisa J. Edelmann, PhD, Associate Professor, Genetics and Genomic Sciences, present “Big Data, Genetics, and the Future of Women’s Health Care.”
Tuesday, March 27
8 – 9 am
Mount Sinai West
Conference Room 2B

Occupational Medicine Seminar Series
Ann-Gel Palermo, DrPH, MPH, Associate Dean for Diversity and Inclusion in Biomedical Education, presents “Everyday Bias in Clinical Medicine.”
Friday, March 30
8 – 9 am
Annenberg Fifth Floor
Felt Room (5-09)

“Breathe Free” Smoking-Cessation Program
The Mount Sinai – National Jewish Health Respiratory Institute, the Mount Sinai Health Network, and Mount Sinai Fit Wellness Program offer free personalized smoking-cessation coaching for Mount Sinai Health System faculty and staff. Participants will be assigned a supportive personal coach to assist in creating a care plan, which will include tools to identify and overcome barriers to smoking cessation and working with a medical team to identify appropriate medications. For more information, or to schedule an appointment, email wellness@mountsinai.org.

Fourth Annual Colon and Rectal CME Conference: Pelvic Floor Disorders
The conference is hosted by the Department of Surgery (Colon and Rectal Surgery) and the Department of Obstetrics, Gynecology and Reproductive Science and led by Course Director Alex Jenny Ky, MD, Associate Professor of Surgery, and Course Co-Director Charles Ascher-Walsh, MD, Associate Professor of Obstetrics, Gynecology and Reproductive Science. Eligible participants may earn up to 6.5 CME credits for attending. To register, visit mssm.cloud-cme.com, or for more information, email pelvicfloor@mountsinai.org.
Friday, April 6
7:45 am – 4 pm
Hatch Auditorium

Mount Sinai Transformation Update
For the most recent updates on Mount Sinai’s downtown transformation, please go to: http://www.mountsinai.org/locations/downtown

The Mount Sinai Health System complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, religion, disability, sex, sexual orientation, gender identity, or gender expression.