

# Around the Square

The Newsletter for Employees & Friends  
of Gracie Square Hospital



winter 2017

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## Welcome to Around the Square

As 2017 draws to a close, I want to thank every member of our Gracie Square Hospital team for all you have done to help provide great care to our patients. This has been a time of change at our Hospital, and I am so proud to be part of this team and of everything we have accomplished together.

*Around the Square*, our new quarterly newsletter, will highlight some of the work underway. It is another way to share updates on the strides being made to provide the very best care and service to our patients, and recognize your efforts in making this happen.

I hope you will enjoy it.

With very best wishes for a joyous holiday season.

**David Wyman, MPA**  
President and CEO  
Gracie Square Hospital

## 2017: A Year of Great Progress at Gracie Square Hospital

This year, Gracie Square Hospital has made great strides in our journey to provide the very best care to our patients. Staff are implementing new technologies and programs, renovating facilities, and working with the community to raise awareness

about the Hospital and mental illness. In 2018, the Gracie Square Hospital team will build on this strong foundation and continue efforts to create the best environment for staff, our patients, and their loved ones. ■

## Renovating Our Facilities for Patients, Visitors, and Staff

During 2017, we made investments in a new admitting suite, a new radiology suite, renovating our conference room, and updating many of our staff offices. Thanks to a very generous donation from Lorinda de Roulet, a member of our Board of Trustees, we also began work on a roof garden. Work will continue in 2018, and we are seeking additional donations to help us complete the garden for our patients. We are also very excited about the renovations to our lobby planned for the coming year, which will help create a warmer, more welcoming space for everyone who comes here. ■



*Dr. Philip Wilner, Board Chairman, John Zirinsky, Cynthia Zirinsky, Founder, Gracie Square Hospital, Bill Zirinsky, David Wyman, President & CEO, and Dr. Herbert Pardes, Executive Vice Chairman of the Board of Trustees, NewYork-Presbyterian, at the new admitting suite ribbon cutting.*

Member

— NewYork-Presbyterian  
Regional Hospital Network

# Planetree: The Road to Person-Centered Care

Gracie Square Hospital is on the road to Planetree designation. Planetree is a not-for-profit organization that “partners with healthcare organizations around the world and across the care continuum to transform how care is delivered. Planetree designation represents the highest level of achievement in patient-centered/person-centered care based on evidence and standards.”

In January, a Planetree consultant came to Gracie Square to help us determine how to best structure our journey. “He identified four areas of focus: Engagement, the Patient Experience, Quality and Safety, and Core Values,” says Marty Mancuso, EdD, Chief Administrative Officer. “Our Hospital’s Core Values include Respect,



Empathy, Quality and Excellence, Integrity, and Teamwork.”

Four multi-disciplinary committees were established, led by staff (pictured above). Gracie Square already had many efforts underway to enhance the patient

◀ Patricia Regan, Director, Patient Access and Patient Representative; Amber Brouillette, RD, Clinical Nutrition Manager, Engagement Committee; Chelsea Cote, RN, Unit Care Coordinator, Experience Committee; Michael Klein, PhD, Quality and Safety Committee; and Stephen Hogan, MA, Quality and Regulatory Data Manager, Core Values Committee.

experience. These teams are making sure those efforts are aligned with Planetree criteria and are measurable.

All staff at Gracie Square Hospital are participating in the Planetree journey, which expresses our ongoing commitment to providing patients with the highest quality, person-centered care. ■

## Improving Patient Care through Information Technology (IT)

Two and a half years ago, we only had a dozen or so computers on site, and limited wireless access. To provide the best care, Gracie Square Hospital’s technology needed to be brought up-to-date, which entailed a major commitment of resources. Our IT team created a detailed plan to build an infrastructure that could support current and future technology, and identified the most appropriate systems and software.

Over the past year, many of the systems and technologies identified in the plan were introduced and are making a difference for patients and staff. Here are just a few:

- *Cerner Electronic Medical Record System provides the care team with current and past patient information in one easy-to-access place.*
- *Mobile Heartbeat allows the care team to come together by phone to share near real-time information about a patient.*
- *Teletracking, an electronic bed tracking system, enables us to more quickly*

*assign patients to a bed on the right unit for their treatment.*

- *Lawson procurement system helps staff efficiently order and manage supplies online.*
- *Learning Management System provides staff with access to online training and educational opportunities.*



IT Team: Kelly Gibbs, David Edghill, and Elvin Martinez.

“Technology is really critical for patient care,” says David Edghill, Director of Information Technology. “It can provide clinicians with near real-time information about patients, enhancing the quality of care and reducing

errors. At the same time, learning new skills brings growth opportunities for staff.” ■

### Follow us on Facebook

*Learn more about the work going on at Gracie Square Hospital and join the conversation at Facebook.com/GracieSquareHospital.*

### Our Website Available in Spanish and Chinese

*Gracie Square Hospital’s website is now available in Spanish and Chinese, as well as in English. This is another way we are working to provide our patients and their families with easy access to information about our Hospital and services. Go to [www.nygsh.org](http://www.nygsh.org).*

## Gracie Square Now Training Students

We are very proud that Gracie Square Hospital is now helping to train physicians, nurse practitioners, psychologists, nurses,



Students Wells Andres (far left) and Miriam Kwarteng-Siaw (far right) with Dr. Smita Agarkar (left) and Dr. Donna Anthony, CMO.

and social workers. Currently, we have students from Columbia University, Hunter College, and Pace University. “We have wonderful clinicians teaching students,” says Donna Anthony, MD, Chief Medical Officer, “and more schools are reaching out to us.” ■

## Care Partners: Engaging Patients’ Loved Ones in their Care

“Having a loved one involved in a patient’s care really adds another level of support and leads to more success at home,” says Michael Radosta, Chief Nursing and Quality Officer. Our new Care Partner Program encourages patients to identify a family member or friend to support them during their Hospital stay. The Care Partner can join clinical rounds, attend art and music therapy groups, and have a voice in how care is delivered. Based on a best practice at NYP Westchester, the program was piloted on one unit in 2017, and will be rolled out throughout the Hospital in 2018. ■

## Raising Awareness About Mental Illness in Our Community

At Gracie Square Hospital, our goal is to help patients return to their communities to live healthy, productive lives. We want to help remove the stigma associated with mental illness and addiction, as well as to raise awareness about treatment options. In 2017, we instituted a new lecture series, participated in community walks, provided information at street fairs, and more. ■

Amber Brouillette, RD, Clinical Nutrition Manager, Dr. Donna Anthony, CMO, and Jenelly Suero, Finance, at the Third Avenue Fair.



## Arts at Gracie

Sue Fenton, Gracie Square Hospital’s Volunteer Ambassador, has worked to build a robust volunteer program that serves patients and their loved ones. This year, she established the Arts at Gracie Program to bring music, literature, and art into the Hospital. Through Sue’s efforts, Library Journal, the oldest reviewer of books for libraries and schools in the country, donates thousands of books for patients. Patients can also enjoy live music presented by The Juilliard School and a concert series funded by the Rose M. Badgeley Residuary Charitable Trust. In addition, Sue and her husband, Bruce Fenton, donated a special art collection to the Hospital that evokes our Planetree journey, representing mindfulness and compassion. ■



Sherri Shultz, Volunteer, distributing books to patients.

Sue Fenton, Volunteer Ambassador, and husband Bruce Fenton with the art collection they donated to Gracie Square Hospital.



# Recognizing Staff Who Deliver an Exceptional Patient Care Experience

We have such great staff at Gracie Square Hospital that it is difficult to just select a few to be highlighted. In this issue, we wanted to recognize three employees, Anthony DeDonatis, NP, Adrian Balestra, RN, and Katie O'Connell, LMSW, who received numerous positive comments on our Press Ganey Survey, and share some of the praise they received from our patients.



The Press Ganey Survey is used to measure patient satisfaction. We are very pleased that we have gone from a score of 77.6 during the first quarter of the year to 85.7 during the last quarter of 2017. This is another measure of the improvements we are making for our patients.

More staff will be featured in future issues of *Around the Square*. ■

## What our patients are saying

*/// Anthony helped me save my own life. ///*

*/// Adrian always made time for patients. ///*

*/// Miss Katie, thanks for believing in me. ///*

## Clinicians Come to Patients During Clinical Walk Rounds

One of the ways we have changed the patient experience is through instituting Clinical Walk Rounds. In the past, the care team would join a patient in the conference room to discuss his/her progress and treat-



*Arifa Majid, RN, Alan Geller, DO, and Rebecca Nerenberg, LMSW*

ment. Today, the care team – including social worker, nurse, and provider – all come to the patient. The program has been very well received by our patients, who report feeling more at ease when meeting with clinicians in their own rooms. ■

## A Stronger Voice for Nursing through Shared Governance

This year, we launched a Nursing Shared Governance model to support growth and empowerment of nursing staff, and positive change for our patients. Shared Governance Unit Councils, which include all nursing staff, have been formed on each floor. They meet regularly to identify opportunities for improvement and implement nurse-driven strategies. "Providing staff with a stronger sense of ownership is resulting in increased professional accountability and employee satisfaction, as well as improved patient care," says Kathleen Donahue, RN, Director of Nursing Practice and Quality. ■



*(left to right) Emily Edwards, RN; Michael Radosta, RN, Chief Nursing and Quality Officer; Suzie Marriott, RN, Patient Care Director; Kathleen Donahue, RN, Director, Nursing Practice and Quality; Deborah Cherubin, RN; Meghan Farrell, RN, Unit Council Co-Chair; Scott Stegner, LPN; Jose Marquez, RN; and Aaron Caudell, RN, Unit Council Chair.*

## Employee Engagement Survey

Thank you to the over seventy-six percent (76%) of employees who participated in this year's Employee Engagement Survey. Managers are sharing results with staff, and will begin to develop plans to use what we've learned to create a better experience for patients and employees. ■

