

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



fall 2018

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Message from David Wyman

Gracie Square Hospital's Core Values – Respect, Compassion & Empathy, Quality & Excellence, Integrity, and Teamwork – define how we treat our patients and each other. This issue of *Around the Square* highlights our Core Value of Respect and our new Respect Credo.

At the heart of the Respect Credo is the strong belief that “every person in every role counts” and that we “honor everyone’s contributions to creating a healing environment for our patients and families.” Whether you provide direct patient care or support our colleagues who do so, everyone is an integral member of the Gracie Square Hospital team and is making a difference for our patients.

Thank you for your ongoing efforts to provide excellent care and your commitment to creating the best environment for our patients, their loved ones, and staff.

President and CEO

Celebrating Respect Week at Gracie Square Hospital

In August, across NewYork-Presbyterian and at Gracie Square, staff participated in

At the end of the week, staff got a chance to spend time with their co-workers at our



Staff from the Food and Nutrition Department come together to sign the Gracie Square Hospital Credo

Celebrating Respect Week. This was an opportunity to focus everyone’s attention on Respect, one of Gracie Square’s Core Values.

During the week, we rolled out the Gracie Square Respect Credo (see insert), which expresses our commitment to “treat everyone as a valued human being, considering his or her feelings, needs, ideas, and preferences,” and highlights how we show Respect to our patients and each other. Hospital teams received posters with the Credo, and each team member was asked to sign the poster as a symbol of his/her personal commitment to living the Credo.

Celebrating Respect party. Employees sang karaoke, including the Aretha Franklin classic “Respect,” sampled wellness elixirs, and took time out to relax and dance with their “best friends at work.” ■

Gracie Square Hospital Exceeds 2018 Press Ganey Target

As of August 29, we have exceeded our 2018 target of 86, and reached 87.2! Congratulations to the Gracie Square team on this achievement, which reflects the level of care patients are receiving here.

What Does Respect mean to you?

During Celebrating Respect Week, staff were asked to give examples of what Respect means to them and to sign pledge cards stating how they will personally bring the Credo to life at Gracie Square. Following is what some of our team had to say: ■

"I pledge to embody Respect by viewing every interaction with a patient



or co-worker as a chance to build a trusting relationship."

Michael Krivyan,
Clinical Dietitian

"Respect for colleagues means joining them, listening to them, thanking them."



Richard Dorio,
Accounts Payable Specialist

"Respect for patients means treating each person with dignity."



Teaire Gordon,
Human Resources Assistant

"Respect for my team means actively listening to them and helping solve problems as best I can."



Amber Brouillette,
Clinical Nutrition Manager

Cultural Competence: Providing Respectful, Culturally Sensitive Care

Recently, a Cultural Competency Committee was formed at Gracie Square. The goal of the Committee is to educate and empower staff so they can best serve all our patients. The Committee was formed after an occurrence involving the family of an Orthodox Jewish patient.

"The family had come to visit their relative at Gracie Square on a Saturday," explains Kimberly Gevint, Assistant Director of Social Work. "Many Orthodox Jews do not carry things out of their homes, including identification, on the Sabbath. We require visitors to show ID before being allowed on a unit, so Security could not allow them up. Since I worked with the patient, I was called at home, and was able to give permission for the family to visit. This experience really highlighted the need for all of us to be educated about different cultures and religions."

As a result, the Cultural Competency Committee was formed. To begin, each member is gathering information about many of the cultures/religions of the patients we

serve. The information will be part of a simple reference guide for staff, so everyone can be aware of different practices.

"We want to make sure patients' cultural needs are met respectfully," says Kim, "but always with safety first." You will be hearing more about the work of the Committee in the coming months. In the meantime, if you have any questions or suggestions, please email gshccc@nyp.org. ■



Cultural Competency Committee Members Kimberly Gevint, Assistant Director of Social Work, and Michael Stellman, Director of Social Work

Non-Clinical Staff Round on Units

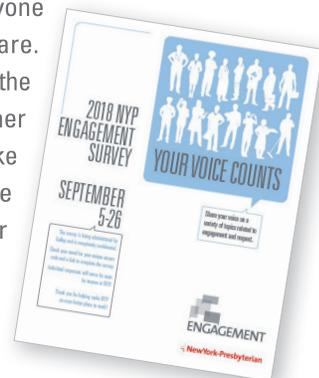
Everyone at Gracie Square contributes to the patient experience. Staff who aren't patient-facing, including those who work in Building 416, are being invited to round on units to help them feel more connected to the patient care they support every day. ■



David Wiecks, CFO, and Eunice Fredericks-Lampley, Financial Analyst, with Donna Lewis, Nurse Aide

Your Voice Counts Survey Reminder

The 2018 Engagement Survey is open until September 26. The survey is being administered by Gallup and is completely confidential. Check your email for your unique access code and a link to complete the survey. Individual responses will never be seen by anyone at Gracie Square. Participating in the survey is another way to help make Gracie Square an even better place to work! ■



Employee Appreciation Day: Saying Thank You to Staff

August 1 was Employee Appreciation Day at Gracie Square Hospital. Staff were invited to attend a specially prepared breakfast or lunch, served to them by members of the management team. In addition, as a small token of appreciation, every employee received a Gracie Square 60th Anniversary tote bag. During the day, staff had an opportunity to visit the Roof Garden and see the progress being made on this healing space for our patients. Here are some photos taken at the event. ■



Gracie Square Patient Roof Garden Opening Soon

The ribbon cutting for the Gracie Square Patient Roof Garden, which will provide patients with open space and fresh air, is scheduled for early October. The Garden will have outdoor space for yoga, meditation, and exercise, as well as for group and social activities. There will be areas for reflection, conversation, and places to plant herbs, fruits, vegetables, and flowers. We are very grateful to Lorinda de Roulet, our Board Member, for launching this development initiative and to the many donors who are helping to make the garden a reality for our patients. ■



David Wyman, President & CEO, Sal Ferragamo, Director of Engineering, and Dr. Philip Wilner, Board Chairman ▶

Recognizing Staff Who Deliver an Exceptional Patient Care Experience

We are highlighting two more Gracie Square team members who received commendations on the Press Ganey Survey: Sonia Cangemi, Social Worker, and Mireya Morgan, Evening Unit Clerk. ■

What our patients are saying

/// *Sonia was great. She was very helpful and respectful.* ///

/// *Mireya was very sweet and kind to me and my visitors. She is really amazing.* ///



Our Team: Vassilios Latoussakis, MD

In this issue of *Around the Square*, we interviewed Vassilios Latoussakis, MD, Unit Chief, Older Adult Program.



Why did you become a psychiatrist specializing in geriatrics?

Psychiatry is one of the most intellectually stimulating disciplines. It

touches on so many areas, biological, psychological, and social. I like working with older people. They have a lot to teach you and I really enjoy listening to their life stories.

You are from Greece. When did you come to this country?

I came to study medicine and met my wife while we were both working in an Emergency Room. She is a radiation oncologist. We got married and I stayed here. I have family in Greece and we try to go back once or twice a year, with our two children. I am very proud of my Greek heritage.

When did you join the Gracie Square team?

I joined the staff in 2016. I sensed the good momentum at Gracie Square. Things here are moving very fast, and there have been many improvements, including in staffing and quality, in the past two years.

What do you find most satisfying about your work?

I am very happy when I can treat someone effectively and help them view themselves and the world in a different way. Recently, I treated an 82-year-old woman who had a stroke and was suicidal. Effective treatment enabled her to participate in rehab and helped her family understand more about what she was going through. She made a significant recovery. In providing care and working with others, being empathetic is really key.

What do you like to do in your time off?

I read, bicycle, play the piano, and listen to music. ■

What does *I am the Patient Experience* mean to you?

More employees share how they create a positive patient experience in their role at Gracie Square. ■

"I put myself in our patients' shoes and try to empathize."

Marilyn Nyack,
Accounts
Receivable
Clerk



"I ensure patients' safety by verifying that doctors are qualified to provide care."

Jessie Martinez,
Credentialing
Coordinator



Supporting LGBTQ Community at Citi Field

Gracie Square staff, including Michael Radosta, Chief Nursing & Quality Officer, Diana Dasraj, Social Worker, and Felicia Hornedo, Social Work Administrative Assistant, show their support for the LGBTQ community at Pride Night at Citi Field. ■



RESPECT at Gracie Square Hospital

At GSH, every person and every role counts. We will treat everyone as a valued human being, considering his or her feelings, needs, ideas, and preferences. We will honor everyone's contributions to creating a healing environment for our patients and families.

Our CREDO

As a member of the GSH community:

I believe

- » Every individual who comes to us for care and who works here, deserves my courtesy and respect
- » Every contact with a patient or co-worker is a chance to build a trusting relationship
- » It is my responsibility to honor our commitment to *We Put Patients First*
- » Teamwork and clear communication are necessary for providing the highest quality care
- » Every team member contributes to GSH's success

I will

- » Treat others as they want to be treated, with kindness, courtesy, and empathy
- » Show respect in my words, actions, communication, and body language
- » Listen to and respond to patients, families, and colleagues
- » Do my best to assist a patient or colleague asking for help
- » Assume the best of others and give them the benefit of the doubt
- » Be open to the ideas of others and handle differences of opinion constructively
- » Hold myself, my colleagues, and my team accountable for our work
- » Help foster an environment of professionalism, openness, and high ethical standards

I will not

- » Speak or act disrespectfully toward anyone
- » Engage in or tolerate abusive language and behavior
- » Speak negatively about patients or colleagues, especially in front of patients and visitors
- » Create an environment in which people are afraid to bring forward concerns or issues of safety
- » Act irresponsibly with GSH resources



Member

— **NewYork-Presbyterian**
— **Regional Hospital Network**

Celebrating Respect Week Party

