

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



summer 2018

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Message from David Wyman

At Gracie Square Hospital, we want employees to feel engaged and supported, as we all work to do the best for our patients.

Working in healthcare can be extremely rewarding and, at times, challenging. This issue of *Around the Square* features some efforts underway to support and engage our team on day, evening, and night shifts. It also highlights how employees are caring for each other through their friendships at work and celebrates staff who have received special acknowledgement.

I am so appreciative of the work you do every day, and hope you share my pride in what we are achieving. Working together, we will continue to make Gracie Square Hospital an even better place for patients and employees.

Thank you for your commitment to providing great patient care.

President and CEO

Patient Experience Summit: I Am the Patient Experience

On May 31, Gracie Square Hospital held our second annual Patient Experience Summit, *I Am the Patient Experience*. Over 70 employees from different departments and shifts came together to explore how each of us can contribute to a positive patient experience.

Rick Evans, NYP's Chief Experience Officer, spoke about NYP's journey to create a culture of Respect, which is integral to providing the best patient care. "At the heart of creating a culture of Respect is a strong belief in the value and contribution of each employee in every role," said Rick. He highlighted some of the ways NYP is fostering a culture of Respect across their campuses.

Alan Manning, Executive Vice President, Planetree, and Jim Kinsey, Director Member Experience, Planetree, shared personal stories about having a loved one as a patient and how staff made a difference for them. We also heard from Paul Richards, Program Coordinator for NYP's PrEP program, which offers HIV prevention services, about showing Respect to LGBTQ patients and visitors.

Many attendees shared how they

promote Respect at Gracie Square, including Sherwin Connell, EVS Director. "We respect our patients by giving 100%," said Sherwin. "We have to leave our bad days outside and focus on ensuring that our patients have a positive experience."

The event provided an opportunity to learn from each other, as well as hear about best practices from NYP and Planetree that we can implement at Gracie Square. More information will be shared in the coming weeks. ■



Rick Evans, Chief Experience Officer, NewYork-Presbyterian, speaking about Respect

Member

— NewYork-Presbyterian
Regional Hospital Network

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

Recently we asked staff how they create a positive patient experience in their role at Gracie Square. Below is just some of what staff shared. More will be featured in our next issue. ■



"I keep the Hospital clean for our patients, but I also like to make them laugh so they can forget for a moment that they are sick."

Katherine Benavides, Environmental Services

"I make time to listen to my patients."

Marceline Thomas, Unit Clerk



"I provide a safe and secure environment. I am not just a security officer, I am part of the treatment team."

Allen

Harswick, Lead Security Guard



On the Road to Planetree Designation 24/7

We are on the road to achieving Planetree Designation, which represents the highest level of patient-centered/person-centered care. Staff on all shifts have an important role to play in attaining this goal.

Recently, we held a Planetree Recruitment Fair for the night and evening staff, like the one held previously during the day. Employees had a chance to learn more about how they can help Gracie Square work toward Designation, see a slide show

featuring employee successes, and take a break to dance and enjoy heart healthy quesadillas with the Gracie Square leadership team.

At the Fair, staff were also invited to take photos with their *best friends at work*. A friend at work can listen, laugh with you, offer encouragement, share your joy, and help you through challenging times. Here are photos of staff from several shifts with some of their *best friends at work*. ■



From left to right: *Mayelin Vargas & Jose Garcia, Dietary; Malvin Brens & Jenisha Batista, EVS; Kassim Sultan & Wellington Nunez, Nurses Aides*

Leadership Rounding Coming Soon

Gracie Square is about to begin regular leadership rounds. Each week, members of the senior leadership team will round on the units. The goal is to learn from employees and hear what they



Jacqueline Battice, RN, speaking with Natasha Bowman, Chief Human Resources Officer

need to provide the best patient care. "The people who do a job really understand how to do it best," says Natasha Bowman, Chief Human Resources Officer. "An important part of management's role is to make sure employees have the tools they need to do

their best every day. Rounding will help us understand what is working well and where we need to make improvements for our patients and staff."

"We really want to hear from you," says David Wyman, President & CEO, "and want all staff to be engaged in making our Hospital better. Rounding is just one way of promoting engagement, and I hope everyone will feel comfortable sharing their thoughts with us." ■

Promoting Staff Wellness

As staff are working to provide great patient care, leadership at Gracie Square is working to create a supportive environment for staff. "Staff need time to rest and rejuvenate during their shifts," said Michael Radosta, Chief Nursing & Quality Officer. "As part of this effort, we recently created a Staff Wellness Lounge." (pictured to the right) ▶



The old admitting holding area was renovated, and now offers a massage chair, aromatherapy, and access to an iPad with calming applications. All staff are invited to stop by to relax in this quiet space.



Facilities Update

Gracie Square's building was constructed in 1958, and we are now undergoing major improvements. "There is a lot to be done, and we are working to make improvements for patients and staff," says Clifford Williams, Assistant Director of Engineering. "Systems need to work well for everyone's comfort, and we want to create a warm and wel-



coming environment." Recently, the vending machine area was updated to offer staff a wider array of options, and our conference room was renovated to provide enhanced space for staff meetings. Our lobby upgrade

is underway, with new art coming soon. We will be replacing our HVAC system and generator, as well as renovating our kitchen, and we have just begun planning for upgrades to patient rooms.

"Unfortunately, sometimes renovation work can be noisy," adds Clifford, "and we ask everyone to be patient as we are making improvements that will benefit all who are here. Ultimately, we want staff to feel like this is their home away from home." ■

During Nurses Week in May, staff also had a chance to enjoy massages provided by therapists. Many staff took advantage of this opportunity to de-stress at work. "We are continuing to try to find ways to support staff as they work for our patients," says Michael. ■

New Logo Celebrates 60 Years of Caring

Gracie Square Hospital was founded in 1958 by Richard and Larry Zirinsky, and Richard's wife Cynthia. Richard and Cynthia both had family members affected by mental illness, and they wanted to help others who were affected in the same way. The new Gracie Square Hospital logo celebrates our pride in caring for patients with mental illness and addiction for the past 60 years. ■

Save the Date

Employee Appreciation Day is **Wednesday, August 1.**



Nearing our Press Ganey Target

Our Press Ganey Survey target for 2018 is 86. As of June 1, we had reached 85.9, and are almost there. The Survey score reflects the level of care patients are receiving here, and our numbers continue to go up.

Follow us on Facebook

Learn more about the work going on at Gracie Square Hospital and join the conversation at [Facebook.com/GracieSquareHospital](https://www.facebook.com/GracieSquareHospital). 



Recognizing Staff Who Deliver an Exceptional Patient Care Experience

We are pleased to highlight three more members of the Gracie Square team who received numerous commendations on our Press Ganey Survey: Christine Nasol, MT-BC, LCAT, Music Therapist, Juan Ramirez, Phlebotomist, and John Oster, Nurse Aide. ■

What our patients are saying

/// Christine helped me immensely. Her yoga and meditation group, music therapy, and exercise and fitness class helped me smile, bond with the other patients, and relax. ///

/// Juan was polite, straightforward, and very understanding of my fear of needles. He made me comfortable and I trust him. ///

/// John was great, and very understanding. I was really impressed by how he coordinated with my regular psychiatric healthcare providers. ///



Our Team: Minnie Crayton, Clerk, Dietary Department

Each issue of *Around the Square* features an interview with one member of our team. This is a way to recognize individual employees and give everyone a chance to learn a little more about our co-workers.

How long have you been at Gracie Square?

I started working here in 1972, more than 46 years ago.

What is your role at the Hospital?

I make sure that employees in the Dietary Department get paid and that their hours are



correct. I also process bills that come into Dietary for payment. I've stayed in this Department all these years because I really like what I am doing and the people I work with.

How have things changed at Gracie Square over the years?

We now provide 21st century care. When I started working here, we had to do everything by hand. Now we have computers and faxes. Care here has really improved, and we all strive to make it even better for our patients.

How does your work support our patients?

Everyone at Gracie Square works together for our patients. When we get new admissions, I get calls from the floors about special diets and allergies. I also get calls if patients are unhappy with a meal, so we can send something else up for them.

What do you like to do in your time off?

I love to shop for bargains, especially at estate sales. I enjoy walking, bike riding, and trying my luck at casinos. Recently, I took a road trip with my son to visit my sister in Ohio, which was a lot of fun. ■

Honoring Our First Daisy Award Recipients

On May 10, Gracie Square presented its first annual Daisy Awards to two extraordinary registered nurses: Adrian Balestra, RN and Shmuel Bieler, RN.

Colleagues describe Adrian as "dedicated and always delivering care in the manner that preserves patients' dignity and rights," and "always offering help if he sees another co-worker overwhelmed." Patients say he is "an exemplary and compassionate listener," and prepares them for discharge with "sage advice."

Patients praise Shmu as "the best nurse you could ever have," and "very human and kind." Colleagues acknowledge his commitment to "making sure patients have what they need," and "always

putting patients first."

Twenty-nine other nurses received nominations and honorable mentions from the Coordinating Committee. Adrian and Shmu were selected

because of the number of nominations they received, as well as the quality of their work. Thank you to everyone who nominated members of our excellent nursing team for this prestigious award. ■



Daisy Award recipients Shmuel Bieler, RN, and Adrian Balestra, RN.