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VOICE OF OUR PATIENTS

MONTEFIORE NYACK HOSPITAL NAMED TO U.S. NEWS & WORLD REPORT 2024-2025 BEST HOSPITALS FOR PNEUMONIA

*This is the highest distinction a hospital can earn for
U.S. News Best Hospitals Procedures and Conditions Ratings*



U.S. News & World Report, the global authority in quality hospital rankings and consumer advice, has named

Montefiore Nyack Hospital as a High Performer for Pneumonia in its 2024-2025 [Best Hospitals Procedures and Conditions ratings](#).

The annual Procedures & Conditions ratings are designed to assist patients and their healthcare providers in making informed decisions about where to receive care for challenging health conditions or elective procedures. The pulmonology and lung surgery rating are based on analysis of various data categories, including patient outcomes such as patient survival, volume of high-risk patients, patient experience, nurse staffing and advanced clinical technologies.

U.S. News & World Report evaluated nearly 5,000 hospitals across 15 specialties and 20 procedures and conditions. The U.S. News “High Performing” designation acknowledges hospitals that consistently deliver high-quality care for specific medical procedures and conditions.

To calculate the Best Hospitals rankings, U.S. News evaluated each hospital’s performance on objective measures such as risk-adjusted mortality rates, preventable complications and level of nursing care. The Best Hospitals Specialty rankings methodology and Procedures & Conditions ratings methodology measure patient outcomes using data from millions of records provided by the Centers for Medicare & Medicaid Services and Medicare Advantage and on care provided to outpatients.

EMPLOYEE ANNIVERSARIES

Congratulations to the employees who are celebrating a milestone work anniversary. We thank them for their years of service.

5 YEARS

Nannette Akano
Stanley Coffy
Luis Cortorreal
William Genovesi
Lori Mabry

20 YEARS

Eulalia Diaz
Elaine Weiss

25 YEARS

Richard Louis
Mary Michael

10 YEARS

Holly Bee
Norma Mateo-Liatsis
Mary McCoy
Anthony Nytko
Elsie Rodriguez
Christine Yoro

30 YEARS

Tara Hilliard

35 YEARS

Patricia Voce

45 YEARS

Barbara Burns

15 YEARS

Freddie Adorno
Jennifer Christophe
Lauren McCarty
Lisa Silverman

WELCOME NEW EMPLOYEES!

We would like to extend a warm welcome to our newest employees.

- **Vanessa Adam**, RN, PACU
- **Dayana Andrade**, PCA, 3 Doctors
- **Carly Bassett**, PCA, Float
- **Loetia Bien-Aime**, PCA, 3 Doctors
- **Chaya Brisk**, RN, 6 Doctors
- **Maria Bueno Ferreira**, Environmental Services Aide
- **Vladimir Cadmen**, Environmental Services Aide
- **Cheryl Chau**, RN, 6 Doctors
- **Katie Cherelien**, PCA, Emergency Department
- **Yannick Claude**, PCA, Float
- **Tara Conklin**, RN, Home Care
- **Ruth Damaghi**, Assistant Director, West Nyack Ambulatory Surgery Center
- **Nicole DeVivo**, Oncology Social Worker Infusion Center
- **Anthony DiRenzo**, Environmental Services Aide
- **Selissa Dukes**, RN, Surgical ICU
- **Alisa Edwards**, Patient Access Coordinator
- **Fritz-Gerald Durosier**, PCA, 3 Doctors
- **Laura Heyn**, Radiation Therapist, Radiation Oncology
- **Amanda Fernandez**, Host, Food & Nutrition
- **Lovell Forrest**, Patient Safety Attendant, Float
- **Rafael Hernandez**, RN, 3 Doctors
- **Marie Issaint**, Environmental Services Aide
- **Christy Jacques**, PCA, Float
- **Levon Jones**, Host, Food & Nutrition
- **Kimberly Khan**, Pharmacy Resident, Pharmacy
- **Anica Kenton**, RN, 4 Doctors
- **Yuri Mamin**, Ambulatory Circulator, West Nyack Ambulatory Surgery Center
- **Christelle Marseille**, RN, 6 Doctors
- **Kenney Morgan**, PCA, 5 Doctors
- **Sean Morillo**, Host, Food & Nutrition
- **Aiden Na**, RN, 5 Doctors
- **Carlos Nova**, Ambulatory Scrub Tech, West Nyack Ambulatory Surgery Center
- **Shaidy Paredes-Ojeda**, RN, 6 Doctors
- **Seo Park**, Pharmacy Resident
- **Kimberly Perez**, Clerical Coordinator, Breast & Women's Health
- **Veronica Perez Nieves**, PCA, 3 Doctors
- **Aaron Prior**, PCA, Emergency Department
- **Glendalis Reyes**, PCA, Recovery Center
- **Tammy Sabat**, RN, Pediatrics
- **Jordin Santana**, Environmental Services Aide
- **Shamiek Scott**, Phlebotomist, Laboratory
- **Tifannie Smith**, Administrative Nursing Supervisor, Nursing Administration
- **Yolanda Stevenson**, RN Care Manager, Care Management
- **Arcelys Tineo**, Patient Safety Attendant, Float
- **Elizabeth Uhl**, RN, Pediatrics
- **Rayquan Wright**, Behavioral Health Counselor, Behavioral Health

IN REMEMBRANCE

On July 9th, a dedication ceremony which included an unveiling of a “**Mary’s Mile**” plaque and map was held on Hospital grounds in remembrance of **Mary Shinick, Vice President of Human Resources**. Mary’s family, friends and colleagues, gathered by the gazebo to share stories and honor her memory.

An outdoor enthusiast and lover of nature, Mary would often walk around the hospital taking in the sights and sounds of our neighborhood. Her dedication to the hospital and those we serve spanned more than 19 years. We honor her memory by marking the starting point for two laps around the hospital to complete Mary’s mile.

Mary is deeply missed by her family at Montefiore Nyack and those who had the good fortune of knowing her.



ANNUAL EMPLOYEE SERVICE AWARDS

For those employees who celebrated a milestone anniversary in **2023** (10, 15, 20, 25, 30, 35, 40, 45 and 50 years of service), the **Employee Service Awards** will be held in the Cafeteria Conference Room on **Thursday, September 19, 2024**.

More information to follow on this annual event. Eligible employees will be notified the end of July via invitation. Should you have any questions, please contact Linda Taff in Human Resources at ext. 2151 or ltaff@montefiorenyack.org.

STAFF PROMOTIONS AND ACCOMPLISHMENTS

Congratulations to the following employees who were recently promoted to new positions!

Danielle Gillespie was promoted from an Administrative Associate to a Registered Nurse.

Anthony Brown was promoted from Lead Environmental Services Aide to Support Services Supervisor.

Congratulations to our newest retiree! **John C. Mastropolo, Physical Therapist**, retired in May after 27 years of dedicated service. We wish him well in his retirement!

SPECIAL “WORKING TOGETHER” RECOGNITION

CrowdStrike, a cybersecurity company, released a flawed software update on July 19th that affected IT systems globally. The update affected Microsoft customers, including 8.5 million Windows devices.

Montefiore Nyack's IT Department and the entire Montefiore Health System emergency team worked tirelessly and methodically throughout the day and the following week to address issues, devise workaround solutions and restore the Hospital to full IT capacity. This was a remarkable herculean team effort that highlighted the importance of having solid downtime best practices in place.

CELEBRATION LUNCHEON FOR MATERNITY CENTER

The Labor and Delivery and Maternal Care team at The Jacobs Family Maternity Center were honored at a Maternal Child Health Celebration Luncheon held on Monday, July 15th in the CCR in recognition of being named a 2024 High-Performing Hospital for Maternity (Uncomplicated Pregnancy) by *U.S. News & World Report*.

Hospitals that receive a High-Performing designation as part of Best Hospitals for Maternity Care meet a high standard in caring for parents with uncomplicated pregnancies. These hospitals have C-section rates that are 26% lower, and newborn complication rates that are 37% lower than unrecognized hospitals.



QUALITY ACHIEVEMENT AWARD

Montefiore Nyack Hospital has received the American Heart Association's [Get With The Guidelines® - Stroke Gold Plus](#) quality achievement award for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability.

Get With The Guidelines - Stroke is an in-hospital program for improving stroke care by promoting consistent adherence to these guidelines, which can minimize the long-term effects of a stroke and even prevent death.

Stroke is the No. 5 cause of death and a leading cause of disability in the U.S. Early stroke detection and treatment are key to improving survival, minimizing disability and accelerating recovery times.

Montefiore Nyack Hospital also received the American Heart Association's Target: Type 2 Honor Roll award, which aims to ensure patients with Type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized due to stroke.



WOMEN'S DISTANCE FESTIVAL

The Patient and Community Education Department was proud to host an information table at this year's 37th Annual Women's Distance Festival 5K Run/Walk on July 14th at Rockland Lake State Park.



The Women's Distance Festival was created by the Road Runners Club of America as a protest to a lack of competitive races for women both in the Olympics and nationally. It was believed as recently as the 1980 Olympics, that women could not compete at distances of greater than 1500 meters, which is less than 1 mile! In America, in July of 1980, the first Women's Distance Festivals were run opposite the Men's Marathon at the Moscow Olympics. The Rockland Road Runners picked up the Women's Distance Festival in 1988, and it has now grown to be the largest Women and Girls 5K in the Tri-state area!

Proceeds from this event will benefit the Center for Safety & Change in its mission to support, shelter and provide services to victims and survivors of sexual assault, domestic violence, human trafficking and other crimes.

NAMI Rockland 5K Run/Walk for Wellness



Montefiore Nyack Hospital is a proud sponsor of NAMI Rockland's annual 5K Run/Walk for Wellness to raise mental health awareness.

Sunday, September 8, 2024

Race starts at 9:00 a.m.

Rockland Lake State Park

Enter for a chance to win one of five free spots to participate.

To enter the random drawing, email publicrelations@montefiorenyack.org by Friday, August 2, 2024.

Winners will be notified and supplied with a registration code to join.

For event information, visit: namirockland.org/get-involved/5k-run-walk-for-wellness/.

RESEARCH PUBLICATIONS

Montefiore Nyack Hospital's **Chaplain Rob Carter** and **Anna Krauss**, a third-year medical student at Touro College, published a paper on how to combine holistic spiritual care into holistic medical care for the benefit of the patient and family. The paper, "Observations about Holistic Care from the Experience of a Medical Student Shadowing a Chaplain," can be found online at mdpi.com.

The project was initiated when Anna expressed interest in shadowing a chaplain during her third-year clinical rotation. The Hospital Library Service supported this inquiry by providing readings about intentional programs for both the chaplain and student to review. As part of the welcome extended to each patient, the chaplain introduced the medical student and obtained consent for them to be present during the care conversations that followed. These visits occurred over two months in the spring of 2024. From these visits and subsequent conversations, a holistic health and wellness model was used to emphasize compassionate and spiritual patient care.

We applaud Chaplain Rob and Anna for their curiosity and openness in sharing the results of their collaborative work and the positive impact it can have on supportive patient care.

Lauren Lee, an intern at The Hematology and Oncology Center, completed a project to improve clinical trial awareness. For six months, a brochure that she developed was shared with patients on intake and available in the waiting area. A survey of 100 patients was conducted at the end of the six months. Awareness of the clinical trials program rose from 4% to 54% in that timeframe from her brochure.



BACK TO SCHOOL FOOD DRIVE

August 1 – September 1, 2024
7:30 AM to 6 PM

Coordinated by the Health Equity Committee at Montefiore Nyack Hospital to address food insecurity concerns in our patient population, donations of the following NEW items are requested:

Individual servings of:

- Cold cereal and oatmeal
- Pretzels/chips
- Cookies and crackers
- Fruit cups
- Macaroni and cheese
- Canned tuna
- Granola bars
- Apple sauce
- Juice boxes
- Dried fruit

Other items needed are school supplies, reusable lunch bags and supermarket gift cards. Please drop off donated items in reusable bags. Thank you.

POSITIVE PSYCHOLOGY

Special thanks to the Employee Assistance Program for its submission!

Positive thinking and perceptions enhance our life satisfaction while holding onto negatives, such as anger and bitterness, which undermine our well-being. Positive Psychology focuses on strengths and positive emotions, enabling us to thrive and achieve a sense of fulfillment. Want to put it into practice? Try these simple exercises: Reverse the focus from negative to positive. Notice your thoughts and replace negative with positive thoughts; Develop a language of strength. Identify and talk about positive qualities, emotions and personal strengths in yourself and others; Practice your strengths. Those who use their strengths regularly function better in life; Foster the positive in yourself and others to balance out the negative; and build strategies that encourage hope. It will help in dealing with adversity and overcoming challenges.

If you would like to discuss ways to practice the principles of positive psychology, contact the EAP at **845-638-8880** or e-mail us at EAP@montefiorennyack.org.

SAVE THE DATES

Mary's Garden Closed Until Further Notice

Blood Drive at Montefiore Nyack Hospital Thursday, August 1, 2024 1 PM to 7 PM

Due to a critical blood supply shortage, The New York Blood Center's Bloodmobile will be in the Physician's Lot hosting a blood drive. Appointments are encouraged, but walk-ins are welcome. You must be in good health and weigh at least 110 lbs. Please note an automated red cell takes a bit longer and has additional eligibility requirements. If you are not sure if you qualify, schedule a whole blood appointment, and ask our staff when you arrive if you qualify for an auto-red procedure. Visit [Donor Portal - New York Blood Center \(nybc.org\)](https://nybc.org) to register online.

Live, Latch, Love!® Picnic Celebration Wednesday, August 7, 2024 11 AM to 1 PM

Families will gather at Congers Lake Memorial Park (6 Gilchrest Road in Congers) to share experiences and learn fun facts about lactation and breastfeeding. This free event is held in partnership with Rockland County Department of Health, La Leche League of Rockland County, Montefiore Nyack Hospital, The New York Milk Bank, Lower Hudson Valley Perinatal Network and other local perinatal-related service providers. RSVPs requested by August 2nd through Facebook at <https://facebook.com/events/s/live-love-latch-byobasket-picn/1504337600195034/> or email at ClarkstownLLL@gmail.com.

Transamerica Retirement Session (Virtual only) Monday, August 12, 2024 8 AM to 4 PM

Transamerica is currently handling retirement education via phone appointments only. To schedule a one-on-one virtual consultation, please call 319-355-3534. You can also click on [MAKE AN APPOINTMENT](#) to register for an appointment. As a reminder, you can always access your Transamerica retirement plan account online at www.transamerica.com.

Exotic Car Show Thursday, August 8, 2024 Rain Date: Thursday, August 15, 2024 6 PM to 9 PM Main Street in Nyack

Montefiore Nyack Hospital Foundation with the Village of Nyack Chamber of Commerce are teaming up to host an Exotic Car Show. Attendees can get up close and ask questions about the classic and custom cars lined up on Main Street in downtown Nyack.



3rd Annual Rides & Strides Saturday, October 26, 2024 Rockland Lake State Park, Congers, NY

- Registration: 9:00 AM
- Family Bike Ride & Cyclists Start: 9:45 AM
- 5K (Run/Walkers) Start: 10:00 AM
- Kids Fun Run: 11:00 AM
- Awards & Program: 11:30 AM
- Event Ends: 12:00 PM

Rides & Strides is a fundraising event hosted by the Montefiore Nyack Hospital Foundation. Proceeds raised will benefit The Breast



Center at Montefiore Nyack Hospital's efforts to ensure that individuals who are under-insured, uninsured or medically underserved can receive vital cancer screening services they need on an annual basis. For more information, call 845-348-2770 or register online at [Rides & Strides 2024 - Campaign \(montefiorenyackfoundation.org\)](https://montefiorenyackfoundation.org).

THE VOICE OF OUR PATIENTS

The Patient Experience is about being a caregiver, and WE ALL are caregivers. Thus the role of the caregiver is to ensure that patients and families are confident in the care provided so they feel safe, they feel at ease, and they can take that deep breath. Let's all be brave enough to stand in another's shoes today and every day. **Thank you to the caregivers acknowledged below. Congratulations to the units and departments they represent and to the caregivers they tirelessly work beside.**

- "I want to let you know how kind and compassionate the **Critical and Palliative Care staff** are, specifically, **Katie Howell, NP, HemOnc**, and **Drs. Zuhair Salah** and **Besher Kabak**. The team assisted in answering all my questions regarding my father's care. I was able to make the difficult decisions. They all had a professional and compassionate bedside manner."
- "I'm glad I had a positive experience at the hospital. The kindness and friendliness of the staff made a big difference."
- "I've been a patient at **The Breast Center** for more than twenty years. There are no words to express my gratitude for the caring professionalism exhibited by everyone I ever encountered."
- "The staff at **The Wound Care Center** was wonderful. I received outstanding, professional, kind and efficient care. I have been to several centers over the years, and this is by far my best experience. Thank you!"
- "**Dr. Laurence Miller**, with **Highland Medical Pulmonary Medical Associates**, is a great. He is very attentive and knowledgeable. Sick or well visits, I always feel very comfortable."



- "Highland Medical was great!! The staff are all so lovely and upbeat and did their jobs very well!! **Dr. Ibelli of Highland Medical Orangetown Family Practice** will be my general practitioner forever. He was so knowledgeable and thorough. No question was unanswered. He is kind and takes time to listen to your concerns. Wonderful experience at Highland Medical!"
- "**Dr. Nandini Seshan and her entire staff** are amazing. They are always a pleasure to deal with."
- "**Dr. Kozin** is in a class by himself—simply the best!"
- "I had another great experience at **The Breast Center**, as I am here for follow-ups every 6 months. There was no wait. Everyone was kind, warm and professional."
 - "On a recent visit to the emergency room at Montefiore Nyack, I had a complicated set of issues and concerns along with a challenging medical history. **Dr. William Greenhut** managed my care on that day, and he really took the time to listen to my concerns. He was thorough. He explained why he was making certain choices and outlined a treatment plan that served me well. I am grateful for the care I received."
- "Recently, my wife was an **ER** patient. Fortunately, she was released the same day. I want, however, to express my thanks to the staff with whom we interacted. From admission to aid in retrieving our car, everyone was friendly, competent and most helpful. We are grateful for their efforts. I can only say, "Thank you, thank you, thank you!"
- "I am always happy with the doctors, especially **Dr. Mamorska-Dyga** and **Dr. Nandini Seshan**," and their services. God bless them."