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VOICE OF OUR
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CELEBRATION OF LIFE COMES FULL CIRCLE

Montefiore Nyack Hospital hosted a Celebration of Life event by the Gazebo on a picture-perfect day in September. This poignant event invited former patients who had overcome a critical illness, as well as family who wanted to honor the passing of a loved one, to return to the Hospital for a reunion with the healthcare professionals who were instrumental in their care. More than a dozen former patients, along with their spouses and caregivers, gathered to share stories and express gratitude to the nurses and doctors in our Critical Care units and Emergency Department. It was truly an uplifting event for all those in attendance. Many thanks to Patient Experience and Critical Care Leadership for planning this powerful display of community and teamwork which is at the core of what is done daily here.

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EMPLOYEE ANNIVERSARIES

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

5 YEARS

Ellen Araujo
Leora Blander
Myriam Lecorps-Fahie
Libby Lowery
Hugo Munoz Zenteno
Erica Patrona

10 YEARS

Patricia Fox

15 YEARS

Caryn Carrera
Miguel Evans
Sunita Thomas
Karen Wolf

20 YEARS

Erica Alcin
Stacey Desir
Marceline Edouard
Adlher Rodriguez
Robert Taylor

25 YEARS

Laureen Bertolino
Clarita Tanega

35 YEARS

Mathai Mathai
Judy McFarland

40 YEARS

Kathleen Albin
Valerie Fasulo
Erin O'Grady

45 YEARS

Thomas Stala

WELCOME NEW EMPLOYEES!

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

- **Jennifer Arendt**, AA, Emergency Department
- **Reyna Baumann-Gayle**, RN, Pediatrics
- **Samantha Black**, Activity Therapist, Behavioral Health
- **Cecilia Busick**, Clinical Dietitian, Nutrition & Dietetics
- **Thomas Coyle Jr.**, CT/Radiologic Technologist, CT Scan
- **Ruth Crespo**, Patient Accounting Representative, Patient Financial Services
- **Miguel Delgado**, Ultrasound Technologist
- **Carly Entler**, RN, 3 Doctors
- **Lori Fink**, Database & Stewardship Coordinator, Foundation
- **Muradullah Gill**, Dietary Aide, Food & Nutrition Services
- **Emmanuel Hidalgo**, Physical Therapist, Rehabilitation Services
- **Anderson Holder**, Behavioral Health Counselor
- **Jacob John**, Radiologic Technologist
- **Rummel Mann**, Patient Transporter
- **Kai Marcus**, Patient Transporter
- **Michael Martinez**, Dietary Aide, Food & Nutrition Services
- **Kimberly Mitts**, RN, Labor & Delivery
- **Juan Orellana**, Administrative Nursing Supervisor, Nursing Administration
- **Aarati Poudel**, RN, 4 Doctors
- **Andrine Raymond**, Host/Hostess, Food & Nutrition
- **Roelen Relegano**, Medical Technologist, Laboratory
- **Claudia Rhanes**, RN, Behavioral Health
- **James Santiago**, PCA Level 1, 3 Doctors
- **Normard St Hubert**, RN, Pediatrics
- **Alexandra Volcy**, RN, Recovery Center
- **Lamoy Young**, Food Services Supervisor
- **Lauren Yudman**, Clinical RN Coordinator, HEM/ONC

OCCUPATIONAL HEALTH SERVICES

The flu vaccine for the 2023 / 2024 season is now available at Occupational Health Services. No appointment is necessary.

LEGACY SYSTEMS TO SHUT DOWN

Current systems for finance and supply chain transactions—namely SAP and Meditech—will be sunset (permanently turned off) on September 29 at 10:30 p.m.

Hypercare Plans

Beginning on **Monday, October 2**, strong support, known as “Hypercare” will be provided to all users of the new technology. This Hypercare support will include:

1. Infor onsite support at all 12 Montefiore Health System campuses, daily, to assist with Supply Chain transactions and questions.
2. EPIC onsite support to clinical staff who are learning about new supply chain capability inside, beginning Monday, October 2 at 7:00 a.m.
3. Command Center telephone support available daily including:
 - Infor Finance Support
 - Infor Supply Chain Support
 - Infor Technology & Security Support

Support in Place for All Users

- **Assistance during Data Freeze and Blackout Periods:** If you require a change to core company data during the freeze period, or require an emergency transaction during the blackout period, please contact your Finance Partner or your local procurement contact. Requests will be prioritized based on patient care criticality.
- **Training and Support:** On-site support, remote support, videos and resource documents will be provided to you in the days immediately following the Infor go-live. More specific information will be provided as the go-live draws closer and links to training are provided below.

Reminders on Key Dates

- **Freeze on Changes to Core Company Data** (company codes, Periodic Automated Replenishment locations, and inventory locations): Now Until Monday 10/2
- **Blackout Period for all Transactions:** Friday, 9/29, 10:30p.m. to Monday, 10/2, 6:00a.m. for Finance & Supply Chain

personnel to ramp up key activities and 2:00pm for all other users.

- **Infor System Available:** Monday 10/2, 2023, 6:00am for 500 Finance & Supply Chain personnel to ramp up key activities and 2:00pm for all other users.

If you have any questions, please email businesstransformerp@montefiore.org. For additional training information, please contact Debra Ebner at 845-821-5771.

IMPORTANT MESSAGE FROM IT ON INFOR CUTOVER

With Infor going live on Monday, October 2nd, the Service Desk (ext.6740) menu options will change to make it easy for you to get Infor support quickly. The Service Desk expects a large call volume due to the Infor changeover and will work expeditiously to address and resolve your issue.

Current - Service Desk Menu

Passwords and Epic Launching Issues, press 1
General Support, press 2
New Epic issue, press 3

As of October 2nd - Service Desk Menu

For all Infor issues, please press 4
Passwords and Epic Launching Issues, press 1
General Support, press 2
New Epic issue, press 3

Infor Sub Menu for option 4

For Infor URL address or any Infor-related login issues, press 1
For any printer or handheld-related issues, press 2
For any Finance and Supply Chain-related issues, press 3.

Remember that you will be required to use your Montefiore login credentials (the same as your Epic login). The URL link for Infor is:

https://mingle-portal.inforcloudsuite.com/MONTEFIOREXM_PRD

Please continue to check your email for the most current updates.

MIGRATION TO INFOR

Finance and Supply Chain transaction blackout begins this Friday, 9/29, at 10:30 p.m. Make sure inventory levels are well stocked and place any final orders. If you have any questions, please email businesstransformerp@montefiore.org. For additional training information, please contact Debra Ebner at 845-821-5771.

STAFF PROMOTIONS AND ACCOMPLISHMENTS

Congratulations to the following employees who were recently promoted to new positions at Montefiore Nyack Hospital!

Anita Adler, RN-BC, CNM was promoted from Director of Clinical Informatics to Senior Director of Clinical Informatics.

Ferdinand Bautista, Jr., RN was promoted from Director of Perioperative Services to Administrative Perioperative Director.

Rose Croke was promoted from Marketing Manager to Director of Communications.

Mariela Long was promoted from Radiology Associate to Clerical Supervisor.

Eve Mistrulli was promoted from a Patient Care Associate to a Materials Management Specialist.

Jennifer Rivera was promoted from Director of HRIS and Compensation to Associate Vice President of Human Resources.

Steven Tenner was promoted from Director of Project Management to Senior Director of Project Management.

Jessica Velez was promoted from LMS manager to Senior Manager of Online Learning and

Daesha Williams was promoted from a Patient Care Associate to a Registered Nurse.

Congratulations to **Montefiore Nyack Hospital Home Care** for being recognized by Strategic Healthcare Programs (SHP) as a "Superior Performer" in achieving an overall patient satisfaction score that ranked in the top 20 percent of all eligible SHP clients for the 2022 calendar year.

RETIREMENT NEWS

Congratulations and best wishes to **Claudette Clarke, RDN, CDN, Clinical Nutrition Manager**, on her retirement from Montefiore Nyack Hospital. We applaud her 20-plus years of service to the Hospital and outstanding dedication to those we serve. Claudette is a class act who was the epitome of professionalism and dedication to her team. We will miss her dearly and wish her all the best in her well-deserved retirement.



EMPLOYEE QUALITY FAIR

In recognition of Healthcare Quality Week (October 15-22, 2023), our **6th Annual Employee Quality Fair** will be held on **Thursday, October 19th from 10 AM to 2 PM** in the Cafeteria Conference Room. This annual event showcases the incredible work and projects that our staff has achieved to improve patient outcomes, policies, processes, best practices and offered services.

The Employee Quality Fair is currently accepting submissions until October 5th. Staff participation is greatly encouraged and welcome. All submitted projects will have a template to follow. The Quality Department will assist all teams with the preparation of their presentations. Please sign up by contacting Rachele Mattaliano (mattalianor@montefiorennyack.org) or Abby Baer (baerA@montefiorennyack.org).

EMPLOYEE SERVICE RECOGNITION AWARDS

Each year, Montefiore Nyack Hospital acknowledges employees who have celebrated a significant milestone work anniversary of 10-plus years of service. This year's event was held on September 14th under a tent in the Physician's Parking Lot. Our **Employee Service Recognition Awards** event is a way for Senior Administration to acknowledge and celebrate the dedication, commitment, and contributions of our long-term employees. We thank them for their hard work and loyalty. Their commitment is an inspiration to us all.



HR EMPLOYEE APPRECIATION DAY

Human Resource Professionals Day is celebrated every September 26 and is designed to pay tribute to those working in Human Resources. It was a day on which we were happy to recognize our outstanding personnel team for their exceptional efforts in support of the Montefiore Nyack staff. We thank them for all they do in making sure the Hospital is running efficiently and effectively



EVS WEEK

National Healthcare Environmental Services (EVS) Week, (September 10-16, 2023), is an important time to recognize and appreciate the dedicated individuals and teams who work non-stop to maintain and enhance the cleanliness, safety and sustainability of our Hospital. These colleagues, nicknamed “Warriors,” play a crucial role in ensuring that our facility is clean, healthy and environmentally responsible. During the week, our EVS team was treated to a series of fun activities, luncheons and games as a way of giving thanks for the vital role they play here at the Hospital. Thank you, Warriors!



HISPANIC HERITAGE MONTH

Each year, Americans observe National Hispanic Heritage Month from September 15 to October 15, by celebrating the histories, cultures and contributions of American citizens whose ancestors came from Spain, Mexico, the Caribbean and Central and South America.

This year’s theme is “Latinos: Driving Prosperity, Power, and Progress in America.” According to UN Advisor Claudia Romo Edelman, “These three themes—prosperity, power, and progress—are all interconnected.”

The observation started in 1968 as Hispanic Heritage Week under President Lyndon Johnson and was expanded by President Ronald Reagan in 1988 to cover a 30-day period starting on September 15 and ending on October 15. It was enacted into law on August 17, 1988, on the approval of Public Law 100-402.

The day of September 15 is significant because it is the anniversary of the independence of Latin American countries Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua. In addition, Mexico and Chile celebrate their independence days on September 16 and September 18, respectively. Also, Columbus Day or Día de la Raza, which is October 12, falls within this 30-day period. Read more here: si.edu/events/hispanic-heritage-month.

Join us in recognizing and celebrating the prosperity, power, and progress of Latinos and Hispanics during this special month and beyond.



9/11 REMEMBRANCE

Many thanks to **Hospital Chaplain (COL) Robert Carter, Director of Pastoral Care**, for hosting a meaningful service of prayer and reflection on Monday, September 11th in the Chapel.



On September 11, 2001, we, as a nation, vowed to “Never Forget.” Chaplain Carter’s service is an important reminder of why we should continue to take time out of our day to honor this significant tragic event in our nation’s history and reflect on the continued importance of empathy, unity and resilience in the face of adversity.

HEALTH WORKS: FALL 2023

Our quarterly magazine, Health Works, is now available. In this issue, learn how advanced screening options can help higher-risk patients detect cancer earlier. Discover how robotic-assisted surgery helped one patient to have pain-free daily living. Understand the signs and symptoms of gout and how to treat it; and, find nutritious recipes using your favorite fall produce. To subscribe for free, email your name and postal address to publicrelations@montefiorenyack.org. Read the full issue: <https://bit.ly/HealthWorksFall2023>.



SAVE THE DATES

Fall Hours for Mary’s Garden 8 AM to 4 PM

Entrance accessible from Stairwell #5 between the Ground and First Floors near the Cafeteria. Mary’s Garden is a tranquil space for Hospital employees and volunteers to sit and relax during break time and one-on-one meetings. There are no trash receptacles in Mary’s Garden. Please kindly take out what you bring with you.

Transamerica Retirement Session (Virtual only) Monday, October 9, 2023 (Montefiore Nyack) Thursday, October 12, 2023 (Blue Hill employees) 8 AM to 4 PM

Transamerica is currently handling retirement education via phone appointments only. To schedule a one-on-one consultation, please check your email for a link from Human Resources or call 319-355-3534. As a reminder, you can always access your Transamerica retirement plan account online at www.transamerica.com.

2nd Annual Rides & Strides Sunday, October 22, 2023 Clover Stadium, home of the NY Boulders 1 Phil Tisi Way Pomona, NY 10970 10 AM start time Check-in: 8:30 to 9:45 AM

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 underinsured, uninsured or medically underserved are able to receive vital cancer screening services they need on an annual basis. For more information, call 845-348-2770 or visit <http://www.montefiorenyackfoundation.org/>.

EMPLOYEE ASSISTANCE PROGRAM

Suicide is a global public health concern, worldwide 800,000 people die by suicide each year. For each death, there are an additional 25 attempts. Unsurprisingly, the pandemic has amplified an already existing mental health crisis. Disruption and disconnection, uncertainty and changes have become a part of everyday lives.

While there is no single cause of suicide, it most often occurs when stressors exceed the current coping abilities of someone suffering from a mental health condition. This is why it is so important to ask specific questions if you are concerned about someone. Suicide prevention strategies are aimed at educating Americans to decrease their fear of talking with someone about suicide who may be at risk. The American Foundation for Suicide Prevention (AFSP) suggests that if you think someone is considering suicide to have a straightforward and honest conversation with them.

5 ways to start the conversation:

1. Hey, we haven't talked in a while. How are you?
2. Are you ok? You don't seem like yourself lately.
3. Hey, you seem frustrated today. I'm here for you.
4. Seems like something's up. Do you want to talk about what's going on?
5. I'm worried about you and would like to know what's up so I can help.

How to start a conversation with someone who might be struggling with their mental health:

- Talk to them in private and tell them you care.
- Listen to their story.
- Avoid debating the value of life, minimizing their problems or giving advice.
- It's okay to ask directly about suicide and/or if they have thoughts of harming or killing themselves.
- Encourage them to seek help and to contact a doctor or mental health professional.

If a person says they are considering suicide or have a plan to harm themselves:

- Take them seriously.
- Stay with them.
- Help them remove lethal means.
- Call or text the National Suicide Prevention Lifeline at 988 which will direct your call to trained mental health crisis counselors.

If you are concerned about your own or a loved one's mental health or potential or potential for suicide contact the EAP for professional guidance and services at 845-638-8880 or EAP@montefiorenyack.org.

Special thanks to the Employee Assistance Program for this article's contribution.

NEW FOOD SERVICES TEAM

Please join us in welcoming our new Food and Nutrition Leadership team:

Pictured from left to right:

Justin Evans, Executive Chef; Carlton Monchery, Operations Manager; Lori-Ann Williams, Director; and Maryellen Antonio, Retail Manager.



VOICE OF OUR PATIENTS

The Patient Experience is about being a caregiver and ensuring that patients and families feel safe and confident in the care provided. **Thank you to the caregivers acknowledged below. Congratulations to the units and departments they represent and to the caregivers they work beside. Remember, at the end of the day, WE are ALL caregivers.**

- “**Anna Chesnokova, RN on 4 Doctors**, should be commended for the dedication and compassion that she gives to her patients. Your hospital is very lucky and fortunate to have her on staff.”
- “Each person in Radiology was professional and caring. The entire experience was exceptional, especially **Heather Spencer-Smith, Registrar; Marie (Carleen) Nicholas-Jean, Patient Access Coordinator**; and **Mathai Mathai, Special Procedures Technologist, in CT Scan**. Great staff!”
- “**Dr. Jarred Corriel**, the cardiologist, was great. He is very patient and explained everything clearly. The staff was very courteous, friendly and also professional.”
- “**Dr. Duane Bryan**, a cardiologist with Advanced Cardiovascular Care, always listens and explains everything accurately.”
- “I went to **The Breast Center** for my annual mammogram and I was checked in right away. The staff is very efficient and friendly. I had about a 30-minute wait but it is a comfortable waiting area and I was called in order.”
- “There was not a single person in the **5 Doctors unit**, who was unpleasant and who did not go above and beyond in the care of my mother when she broke her hip and needed several days of care. What an amazing group of employees from the nurses and doctors to PT/OT, the case manager, the staff delivering food, housekeeping, etc. It was an all-around, positive experience!”



- “It all started with admitting. Our person was **Liji Padannamackal, Patient Access Coordinator**, who not only made the experience easy but also had us laugh and made our day lighter! In no time I was admitted with all of the proper paperwork in order. The pre-op room was mobbed, which made me nervous at first. But the nurses and other support staff were on the ball! They had everything under control and collectively did what they had to do. Anyone who helped me was wonderful, especially my nurse, whose name I believe is Linda, but I’m not positive. She made sure everything was taken care of properly, including my blood pressure! The next thing I know I’m waking up in post-op. Someone was by my side asking me if I was in pain, which I was. She took care of the medication and proceeded to prop me up at my own request. Unfortunately, there was no room for me in the other room where you wait right before you are released, so they made me comfortable where I was. They brought me coffee and a roll and I waited there until I did my paperwork and was released. All in all, it was an easy experience that would make me recommend Montefiore Hospital to any one of my friends, and coming up in age, I have a lot of friends who will need care!”
- “On-time office visit with caring staff. **Dr. Jason Faller** is a seasoned professional.”
- “Outstanding care, **Dr. Duane Bryan** is the best!”
- “I was so pleased and honored to meet three of the doctors and six of the **ICU nurses** who cared for me for the eight days I was unconscious and on a ventilator after I suffered cardiac arrest. I have the highest regard for everyone who works at Montefiore Nyack Hospital.”