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VOICE OF OUR PATIENTS

HOME CARE AND RADIOLOGY SCORE HIGH IN PERFORMANCE AND PATIENT SATISFACTION



Congratulations to **Montefiore Nyack Hospital Home Care** for being recognized for the second consecutive year 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 2023 calendar year.

The SHPBEST™ award program recognizes home health and hospice providers that consistently provide outstanding performance in patient and caregiver satisfaction. Award recipients were determined by reviewing and ranking the overall satisfaction score for more than 3,200 home health providers and 1,750 hospice providers.



Congratulations are also for **Montefiore Nyack’s CT Department** which received an impressive 99th national percentile score on Press Ganey’s patient satisfaction surveys. Responders gave exceptionally high marks for “staff treated patient with respect and dignity” and “staff concern for comfort.” These survey results were earned in the second quarter of 2024.

Keep up the great work!



EMPLOYEE ANNIVERSARIES

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

5 YEARS

Sandra Arevalo Valencia
Nancy Blanco
Glenda Charles
Junior Gabriel
Angela Martinez
Warren Pizzuti
Xenia-Ray Trout

15 YEARS

Manuel Umpierre

20 YEARS

Barbara Best
Elizabeth Coleman
Mariano Gaviola
Adam Ortiz

10 YEARS

Elisa Mongia
Nagwha Williams
Sheryl Wilson McWilliams

25 YEARS

Tina Jones

WELCOME NEW EMPLOYEES!

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

- **Anela Ahwong**, Environmental Services Aide
- **Laila Andino**, Registered Nurse, Float
- **Sandeep Baraich**, Patient Access Coordinator
- **Brandon Baroulette**, Host/Hostess, Food & Nutrition
- **Chantelly Del Rosario Lora**, Environmental Services Aide, Environmental Services
- **Amanda DeRosa**, Radiologic Technologist, Diagnostic Radiology
- **Michele Downey**, Clinical RN Coordinator, Hematology Oncology Center
- **Ana Garcia**, Ultrasound Supervisor, Ultrasound
- **Brittany Garcia**, Phlebotomist, Laboratory
- **Diya George**, Patient Safety Attendant, Float
- **Izabela Girgis**, Surgical Technician, Labor & Delivery
- **Patricia Harland**, Mammography Technologist, Breast & Women's Health Prevention
- **Tiara James**, Administrative Associate, Labor & Delivery
- **Marie Darline Jean Marie**, Cash Control Clerk, Patient Financial Services

- **Melissa Keeney**, Community Health Educator, Community Health & Wellness
- **Esther Kritzler**, Clinical Laboratory Technologist, Blood Bank & Serology
- **Ernst Lamy**, Laboratory Aide, Laboratory – Pathology
- **Alyssa Lat**, AA, 6 Doctors
- **Cynthia Marzan**, Radiologic Technologist, Diagnostic Radiology
- **Cheryl McConnell**, Clerical Supervisor, Diagnostic Radiology
- **Kayla Meredith**, RN, Float
- **Marlie Munoz**, RN, Pediatrics
- **Soila Narcelles**, RN, 3 Doctors
- **Kaitlyn Nieves**, RN, Float
- **Sejalben Patel**, Medical Coordinator, Hematology Oncology Center
- **Maria Pena**, AA, Pre-Admission Testing
- **Aoife Rice**, Patient Safety Attendant, Float
- **Gabriella Rudovic**, Patient Access Coordinator, Patient Access
- **Veronica Scott-Bliss**, Manager Utilization Review, Care Management
- **Caitlyn Steger**, RN, 4 Doctors
- **Aysegul Tascioglu**, RN, Pediatrics
- **Zoila Terrones**, Pathology Assistant, Laboratory-Pathology
- **Jofy Thomas**, Central Services Technician, Central Sterile Supplies
- **Gernandre Tober**, Host/Hostess, Food & Nutrition
- **Joseph Turner**, Security Officer, Safety & Security
- **Arline Urena**, PCA, 4 Doctors
- **Marjolin Veliz**, Patient Safety Attendant, Float
- **Jahkeem Williams**, Environmental Services Aide
- **Vanessa Zelhof**, Medication Documentation Specialist, Pharmacy
- **Nicole Zeppieri**, Radiologic Technologist, Diagnostic Radiology
- **Ellen Zweig**, Radiologic Technologist, Diagnostic Radiology

EMPLOYEE OF THE QUARTER

Congratulations to **Theresa Mellia, RN, Vascular Access Clinical Coordinator**, for being named Employee of the 2nd Quarter. Theresa is nominated for her patient advocacy and for supporting fellow nurses with her willingness to lend a helping hand with her IV access expertise. Nearly a dozen nominations were submitted for Theresa to earn this well-deserved recognition.

“Theresa has consistently demonstrated remarkable dedication to patient care, exemplifying empathy, compassion and professionalism in every interaction. Her approachability and kindness towards nursing staff have created a positive and supportive work environment, where colleagues feel valued and respected.”

“I have worked with many IV teams, Theresa and the team she has built is by far the best.”

“Theresa routinely rounds on units and is always willing to help. She is an excellent teacher and so patient throughout my training and learning. She is so deserving of this nomination.”

Congratulations, Theresa, for being a role model of our We Care standards. Your proactive approach and responsiveness during rapid responses and codes have significantly impacted patient outcomes!

The Rewards & Recognition Program's On-The-Spot nomination and Employee of the Quarter forms are easily accessible in the NH Shared Drive - Read Only - Rewards & Recognition Folder. Completed nomination forms can be emailed to Norma Mateo-Liatsis, SHRM-CP, Senior Human Resources Coordinator & Rewards & Recognition Program Ambassador, at nmateoliat@montefiorenyack.org or left in the secure drop box located outside of Human Resources by the job posting board on the ground floor.

IN REMEMBRANCE

On August 20th, staff and family came together for a plaque dedication ceremony in memory of **Carl Rainford**, who worked as a beloved Patient Transporter. Carl passed away in 2023 at the age of 56.

A plaque in remembrance of his cheerful and kind spirit is now on display on the Caring Circle wall outside the Hospital's Café. The plaque reads:

*Carl will be remembered as a kind, caring team member who always gave and never expected anything in return.
~ From the Patient Transport team.*



STAFF PROMOTIONS AND ACCOMPLISHMENTS

Congratulations to the following employees who were recently promoted or retired! We wish them well in their new roles and thank them for their service to the Hospital!

Heather Sabatelli was promoted from Ultrasound Supervisor to Assistant Director of Imaging Services.

Congratulations to the following employees who recently retired after working at the hospital for 10+ years.

Hired in 1983, **Deborah McKenzie, RN**, retired as Hospital Home Care Liaison after 41 years of service.

Yzvetka Pandourska, PCA started here in 2004 and retired after 20 years as a Patient Care Associate.

Pamela Villmann was hired in 2012 and retired in June after 12 years working as a TeleSitter.

NY BOULDERS

The New York Boulders are offering \$1.00 tickets (up to 4 per person) for the final weekend of the 2024 regular season to Montefiore Nyack Hospital and Highland Medical employees.

- **August 30:** Football Kick-Off Night (Gates open at 6:00 p.m.)
- **August 31:** Disco Night (Gates open at 4:30 p.m.; postgame fireworks)
- **September 1:** Greatest Night in Baseball (Gates open at 5:00 p.m.; postgame fireworks)

[Tickets can be purchased via this link](#) with the promo code **24THANKYOU**.

A MESSAGE FROM SECURITY

Effective September 3rd, the Hospital will no longer validate patient parking in all areas. Payment kiosks are available in the parking garage, main lobby and at the exit gates.

WORLD BREASTFEEDING MONTH

Families gathered at Congers Lake Memorial Park for the annual Live, Latch, Love!® Picnic Celebration during World Breastfeeding Week (August 1-7) to share their lactation and parenting experiences. This free event was held in partnership with the 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.



Patricia Soriano Guzmán, BSBA, IBCLC, ICCE, PMH-C, PRaM
Department of Prenatal Services / Maternal Child Health

3RD ANNUAL RIDES & STRIDES

Saturday, October 26, 2024

Rockland Lake State Park, Congers, NY

9 AM Registration

10 AM Start time

Noon End time

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

The Breast Center at Montefiore Nyack Hospital. For more information, call **845-348-2770** or register online at Rides & Strides 2024 - [Campaign \(montefiorenyackfoundation.org\)](https://montefiorenyackfoundation.org).



EMPLOYEE ASSISTANCE PROGRAM

Special thanks to the Employee Assistance Program for its submission!

There are many ways to help raise kids with character. Here are 15 ideas on how we can influence our children to have strong moral character:

1. Put parenting first: devote your time and energy to conscious parenting
2. Be a good example: your beliefs should match your words and actions
3. Review how you spend the hours and days of YOUR week
4. Children are like sponges: develop an ear and eye for what they are absorbing
5. Use clear language for what is right and wrong
6. Enforce consequences with a loving heart
7. Listen to your children – take them seriously and give them your full attention
8. Become involved in their school life to witness their successes and help them deal with disappointments
9. Eat family meals together
10. Encourage and let them practice opportunities for character-building behavior
11. Model empathy
12. Compromise and negotiate
13. Practice limit-setting while remaining flexible when necessary
14. Model kindness in word and deed
15. Communicate feelings and expectations; both positive and negative.

*If you would like additional information involving family and parenting issues, please contact the EAP at **845-638-8880** or e-mail us at EAP@montefiorenyack.org for free confidential guidance and support.*

Source: Dr. Kevin Ryan, CAEC, Boston University School of Education

SEPTEMBER 11TH MEMORIAL SERVICE

Wednesday, September 11th

10:30 – 11:00 a.m.

Hospital Chapel on the 1st Floor

There will be a moment of silence at 8:46 a.m. to align with the time of the first attack to recognize all of those impacted by the events that happened on September 11, 2001. A short service of prayer and reflection will be hosted at the Hospital's Chapel and live-streamed via Microsoft Teams at 10:30 a.m. Please use the web option to participate, so you do not have to download an application.



8:46 a.m. AA 11 crashes into North Tower, New York City

9:03 a.m. UA 175 crashes into South Tower, New York City

9:37 a.m. AA 77 crashes into the Pentagon in Arlington, VA

10:07 a.m. UA93 crashes in Shanksville, PA

If you would like to speak with **Chaplain Rob Carter** about events and memories you have from that day, please either call **845-348-2182** or email rcarterjr@montefiorenyack.org to coordinate a time to get together.

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**.

Eligible employees have received their invitations with times to attend this event.

Please remember to RSVP to Human Resources by September 3rd. Should you have any questions, please contact Linda Taff in Human Resources at ext. 2151 or

ltaff@montefiorenyack.org.

SAVE THE DATES

Football Friday September 6, 2024 Donation: \$5

Proceeds will benefit the Back-to-School Supplies Drive hosted by United Way of Rockland County. Donations will be accepted by the cashier at the Hospital's Café, Colleen Nunes at Squadron Blvd and Deborah Zerner at the HUB.

Donors will receive a bracelet and are invited to wear their favorite football team jersey/shirt on September 6th. Staff in sterile areas can wear football-themed head caps. Participants will be entered into a raffle for a football-themed gift basket. The raffle winner will be announced on September 10th.



NAMI Rockland 5K Run/Walk for Wellness Sunday, September 8, 2024 9 AM start time Rockland Lake State Park

Montefiore Nyack Hospital is a proud sponsor of NAMI Rockland's annual 5K Run/Walk for Wellness to raise mental health awareness. For event information, visit namirockland.org/get-involved/5k-run-walk-for-wellness/.

Transamerica Retirement Education Wednesday, September 11, 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 access your Transamerica retirement plan account online at transamerica.com.

Olympic Games / End-of-Summer Barbecue* Wednesday, September 18, 2024 11:30 a.m. – 2:00 p.m. MNH Gazebo (weather permitting)

Join us as we say farewell to summer with an Olympic Games-themed barbecue outside the Gazebo on the grounds of the Hospital. In the event of rain, we will move the festivities to the cafeteria.

**For employees who work off-site at Squadron Blvd. and the HUB Shopping Center, a celebration will be hosted on Thursday, September 19th with more details to follow soon.*

Montefiore Nyack Job Fair Thursday, September 26, 2024 2 PM to 5 PM

Please share with friends and acquaintances that Montefiore Nyack Hospital is hosting a Job Fair with opportunities in the following fields: Nursing, Radiology, Security, Administrative, Laboratory, RRT, Food & Nutrition, and Environmental Services. For more information, visit montefiorennyack.org/careers.

7th Annual Healthcare Employee Quality Fair Thursday, October 24, 2024 Noon to 3 PM Cafeteria Conference Room

Our Employee Quality Fair is an annual event that showcases the incredible work, projects and progress that our staff have achieved to improve patient outcomes, policies, processes, practices and services. Projects are needed, so any department or committee that wishes to participate and present should have a 2024 (S.M.A.R.T.) goal, data, analysis, corrective action plan and post-intervention results. All projects will have a template to follow, and the Quality Department will assist all teams with the preparation of their presentations. For more information and to sign up, please contact Abby Baer, RN, MSN, CPHQ or Rachele Mattaliano in the Quality Department.

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.**

- **“Roberto Perez, Security Supervisor**, helped save my life. In June, I was stung twice by yellow jackets. While applying ice to the wounds, I noticed I was having a strange reaction. I immediately got in my car and drove to the hospital. I was driving around the Emergency Room parking lot. All the spots were taken. I noticed a security guard. I yelled out to him, telling him that I had been stung and was having a hard time breathing. Recognizing my distress, he quickly told me to pull into the police parking spot. Upon trying to get out of my car, I passed out. Robert's quick, timely and frankly heroic response was crucial in the expeditious care I received in the Emergency Room which ultimately saved my life. **A special thank you to Roberto and the wonderful doctors and nurses who saved me!”**
- “Thank you so much for the wonderful care my father received during his recent stay. Some outstanding employees were there to help my father on every level, especially the staff of 6 Doctors, including **Renzy Rajan, RN, Nurse Manager; Mary Varghese, RN; Alyssa Cortez, RN; Cheryl Chau, RN; Lauren Seijas, RN; Christine Lafontant, RN; Tamara Acosta Espinoza, PCA; Faith Simmons, PCA; and Donna Wright, PCA**. Thank you to Desiree Morris, RN in the Emergency Dept.; **Susan George** in Nuclear Medicine; **Sue in the Hospital Café**; and **Mark Hoy in Patient Transport**. I cannot thank you enough! My Dad is on the road to a full recovery and looks forward to celebrating his 90th birthday in September. Everyone on your team had a smile and was professional. People seemed to enjoy their jobs and take pride in their work. We couldn't ask for more.”
- “My 20-year-old son has Type 1 diabetes and Crohn's disease. Having two chronic invisible illnesses is far from easy. In May, he awoke with chest pain that was shooting down his arm. I immediately called 911 and it turned out he was having an atypical heart attack. In the cardiac area, during his angiogram, **Caitlin Biggar, RN** was very understanding of my frightened 20-year-old who had been told he was having a heart attack. I am grateful for much of the care he received. He suffered no physical long-term damage.”
- “This is my second time seeing **Dr. Pavela Saha**. She is super nice and very thorough. She answers questions and provides a plan of action.”
- “We would like to express our appreciation for the hard work and dedication of the hospital staff, especially for the care provided during his hospitalization from late June to mid-July.”
- “**The Breast Center team** is always 100% efficient and professional! I walked in and was taken right away. It took a minute for intake. Five minutes later, my mammogram was done by the most professional and lovely woman who understood how uncomfortable that procedure can be. I was in and out so quickly as always! They're honestly fantastic there!”
- “I am commending **Eric Sullivan (Registration), Monique Lindquist (RAD Associate), and Johnny (Technologist)** for being so kind, accommodating, and helpful to us during our visit to the Outpatient Radiology Department. They are assets to this organization for showing respect, empathy, compassion, and commitment to their patients and their family members! Please extend our gratitude to them!”
- “I went in for Achilles repair surgery with **Dr. Richard Popowitz**. From the first point of contact to the last, absolute professionals. He showed compassion and care and was great with post-surgery follow-up!”

THE VOICE OF OUR PATIENTS

(continued)

- “I had an outpatient ambulatory surgery yesterday with **Dr. Adrienne Fueg**. From start to finish the staff in all departments were wonderful and caring. The new ambulatory surgery center is beautiful and modern. I had a completely great experience. Thank you.”
- “**Dr. David Hodes** is exceptional. He takes all the time needed to spend with patients. He listens and cares. He makes himself accessible and available. In this day and age, it’s hard to find someone like Dr. Hodes who doesn’t worry about time and money. He cares about people! I also can’t say enough about Georgette. She is pleasant, caring, thorough, and thoughtful. **Georgette** is very professional and cares about people and the patients she takes care of!”
- “**Dr. Arthur Kozin** is just plain old school. He checks your blood pressure. When was the last time you had a doctor who did that? He takes his time and looks at your overall health. He understands and explains medical conditions like a teacher and prescribes good medications conservatively. He’s been keeping me healthy since the beginning of Covid. I am very grateful!”
- “**Dr. Aleksandr Rakhlin** is fantastic. I was traveling from Boise, landed at JFK and went straight to Montefiore Nyack Hospital ER. Twenty-four hours later, Dr. Rakhlin removed my gallbladder. He is professional, kind and explained everything so that I understood exactly what he was going to do. He has great bedside manner and a sense of humor as well! Thank you, Dr. Rakhlin! **Stefanie Sokoloff, PA** is a rockstar!”
- “I received excellent treatment from the Radiology Department. They were attentive, compassionate and caring.”
- “**Dr. Michael Levy** is a lovely, professional doctor. He is the reason I put up with the less-than-desirable refill system. Everyone I speak to is polite and wants to help! Dr. Levy is compassionate, thinks outside of the box and KNOWS how to help a patient through a crisis!”
- “I am a patient of **Dr. Duane Bryan at Advanced Cardiovascular Care**. He is very smart, very thorough and an excellent cardiologist. He has a good bedside manner and takes time with you. He is calm and caring. I highly recommend him to care for you if you need an excellent cardiologist. I have been a patient with this practice for many years and I give Dr. Bryan a five-star review.”
- “All nurses and anesthesiologists were so kind and helpful. From the people who transferred me from room to room to the CT scan, they were so friendly and funny. Thanks for making this horrible day a lot better!”
- “Everything was amazing. The wait times were minimal. The hospital was clean and well-lit. The staff were friendly and knowledgeable. We had a seamless experience during my surgery. Thank you so much for everything. This hospital has made huge improvements from the past.”
- “Montefiore Nyack Hospital has a great staff of nurses and doctors who care. My CAT scan went very well thanks to **John and Chris** who were the techs doing the procedure. They made me feel very comfortable and are knowledgeable in what they’re doing. Special thanks to Chris who made sure I didn’t get lost when leaving and escorted me out. When you must get these tests done regularly, it’s nice to know you’ll be taken care of.”