

Richmond University Medical Center CHRONICLE

February 2016 www.RUMCSI.org

Emergency Department Capital Campaign Gets Major Boost from RCSF

December 28th was a great day at Richmond University Medical Center as our new Emergency Department capital campaign took a big step forward and we honored the memory of one of Staten Island's legendary doctors - William C. Frederick. Cesar J. Claro, Executive Director of the Richmond County Savings Foundation, announced the foundation's largest ever single donation, which will go towards the capital campaign and "The Dr. William C. Frederick Trauma Care Center." RUMC President & CEO Daniel J. Messina, Ph.D. and Board Chair Kathryn K. Rooney, Esq. were joined by Dr. Frederick's widow, Joan, and members of the Frederick family to announce the donation.



Born in Ohio, William C. Frederick came to New York to attend New York Medical College, where he earned his medical degree in 1954. In 1961, Dr. Frederick joined the medical staff of the then- St. Vincent's Medical Center – beginning a 36-year association with the hospital, until he retired from active practice in 1997. Dr. Frederick served as chief of surgery for 12 years and was president of the medical staff from 1974 to 1975. He established the first four-year accredited, surgical residency training program on Staten Island. He took great pride in the development of the hospital, the surgical department and residency program. He was also a member of the American Board of Surgery, the International Cardiovascular Society, and the Richmond County Medical Society. Dr. Frederick was a founding board member of the Richmond County Savings Foundation.

Language Services Program Welcomes New Interns

Sometimes being a patient can be overwhelming; this is especially true when you don't understand the language being spoken to you. Richmond University Medical Center, in its efforts to improve patient communications, clinical outcomes and patient satisfaction is welcoming new interns/volunteers in the Language Services Program.

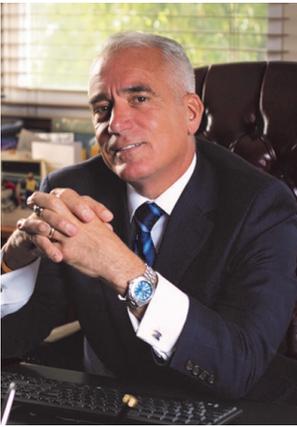
Keep an eye out for interns wearing buttons like the one shown (*right*), they have received advanced training in medical interpretation and/or translation and are here to put their skills to use. They will be visiting our Limited English Proficient inpatients and offering to assist staff in their communication while improving provider/patient relationships. Reminder: Effective communications is essential to patient satisfaction!



One of our newest language interns is Carlos Agueo (*below l.*) who will graduate in the spring from Hunter College with a degree in Spanish and a concentration in Translation and Interpretation. He summarized his plans: "I have always been interested in the medical field since I was a kid because my dad is a doctor. Learning about the human body was always fascinating to me. Three years ago, I started working for Language Line providing interpretation services in customer service. They offered me the training for Medical Interpretation, I said yes. Since then I have been getting increasingly interested in medical interpreting because it allows me to help people and learn more about medicine. I look forward to learning more and enhancing my skills at RUMC."



Message from the President & CEO Daniel J. Messina, Ph.D., FACHE, LNHA



Dear Friends,

As I walk the halls of our hospital, I can't help but be moved by the history that is captured in so many photographs that line the hallways. From our 1907 founding as St. Vincent's by the Sisters of Charity of New York, this hospital has been a mainstay of the Staten Island community.

So many of our employees can boast of having been born in the hospital they now work in – including myself! While we never lose sight of our past, it is important that we always plan for the future years of Richmond University Medical Center. That's why our capital campaign for our new Emergency Department is called "Building Our Future: The Campaign to Transform Care."

The current Emergency Department was designed 30 plus years ago for 22,000 patients per year, it now serves an average of 65,000 patients per year with significantly more acute illnesses. By now, you have heard in detail about our plans to construct a new and more efficient Emergency Department. At an estimated \$60 million cost, the new center will redefine emergency care on Staten Island. The expanded 39,000-square-foot facility will have the ability to accommodate our increasing patient volume with 50 new treatment rooms, new trauma bays, improved throughput, designated and outfitted patient observation and geriatric units, additional isolation capacity and a pediatric department. It will be a state of the art facility that will meet our current demands and position us well for the future.

As you will see, from several stories in this edition, we have been remarkably successful in garnering commitments of support from our elected officials and private foundations. But we will still need the support of our community, beginning with our colleagues here at the hospital. In coming weeks, you will be hearing more about how you can support our efforts. Enclosed, on page 4, you will find contribution form for our capital campaign. I hope you will take the step of making a commitment now.

Remember, the power of one – you make a difference!

Patient Satisfaction

A Note of Thanks

Reviews courtesy of
Richmond University Medical Center's
Facebook page

"What a fantastic experience before, during, and after our daughter was born!!! I have met nothing but human, fantastic staff members who took care of us like none other - labor and delivery, recovery, maternity - everywhere!!! Thank you to all the wonderful doctors, nurses, and staff members who took care of us, our daughter, and our families!!!"

-Danny P. (5 stars out of 5)

"Was there this morning for an endoscopy, I want to thank everyone for being so great. I've had over 17 orthopedic surgeries, so I know the drill, but you guys made things so easy and pleasant, can't say enough positive things about you all. A special thanks to my nurse this morning. Also to my amazing anesthesiologist, who was able to get a vein on the first try, in all the countless times I have had to get iv that has never been accomplished. You have treated me like a patient a person not a number thanks!!!"

-Stephanie C. (5 stars out of 5)

"This hospital has been a beacon for the Staten Island community for many years. My family has had wonderful medical care here in various departments. We are especially grateful to the NICU for all the babies they have saved!"

-Carmine D. (5 stars out of 5)

"I delivered my beautiful daughter at RUMC last week and can't say enough positive things about the experience related to the care I received there. As a registered nurse, it's especially difficult for me to be a patient but the nurses, medical, and ancillary staff helped make this into a positive experience. Thank you RUMC! "

- Danielle H. (5 stars out of 5)

Sen. Schumer Visits to Talk Neonatal Abstinence Syndrome & Tour E.D.

United States Senator Charles Schumer recently visited Richmond University Medical Center to discuss action his office is taking to increase federal funding to combat Neonatal Abstinence Syndrome (NAS). He also took the opportunity to meet with hospital leadership to learn more about plans for a new emergency department.

Senator Schumer is advocating for what he called an "emergency surge" of federal funds to hospitals on Staten Island and elsewhere to help treat and reduce the number of babies born addicted to drugs. Mothers who continue to abuse prescription pills, and other opiates during pregnancy, often give birth to babies who experience excruciating withdrawal symptoms for their first few months out of the womb — a medical condition known as Neonatal Abstinence Syndrome (NAS).

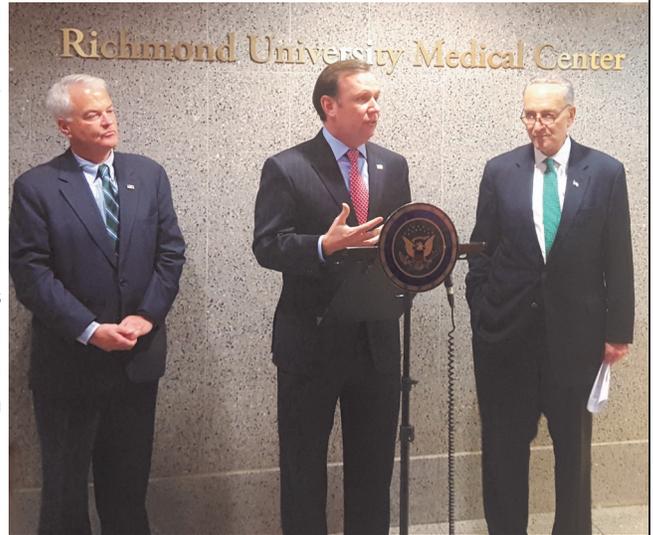
In 2015, there were approximately 16 babies born with drug dependencies at RUMC, according to Dr. Anthony Barone, director of the hospital's Neonatal Intensive Care Unit. Dr. Barone and Senator Schumer were joined by Assemblyman Michael Cusick and new Richmond County District Attorney Michael E. McMahon.

To address the issue, Sen. Schumer announced his plans to use funds from the just-passed federal appropriations bill to help stem the troubling rise in NAS cases. The bill recently allocated \$47 million towards the Substance Abuse and Mental Health Services Administration (SAMHSA), and now Schumer is calling on the federal agency to dedicate a portion to help treat, prevent and promote public awareness of NAS.

Dr. Barone stated that NAS generally presents symptoms in the first 48 to 72 hours after birth, which can include increased muscle tone, inconsolable, high-pitch cries, irritability, fever, severe shaking, loose stools and vomiting. "The nurses are on the front lines.... I give them a lot of credit because they're dealing with the babies nonstop, 24-hours a day," Dr. Barone said. "It's heartbreaking for them."

While visiting RUMC's campus, Senator Schumer took the opportunity to visit the hospital's Emergency Department, visited with patients and staff and was briefed on the hospital's plans for a new Emergency Department to replace the existing facility. The Senator was joined by Assemblyman Cusick in discussing the efforts with President & CEO Daniel J. Messina, Board of Trustees Chair Kathryn K. Rooney, COO Rosemarie Stazzone and hospital Board of Trustees members, former Borough President James P. Molinaro and John Vincent Scalia, Sr.

Senator Schumer pledged his support to the hospital's efforts to build a state of the art, \$60 million emergency department as well as to FEMA grants to support storm resiliency. During the meeting Senator Schumer offered recognition of the vital role that RUMC played at the only Staten Island hospital to remain open and accessible during both Hurricane Irene in 2011 and Superstorm Sandy in 2012.



From left: District Attorney Michael E. McMahon, Assemblyman Michael J. Cusick and Senator Charles Schumer.



RUMC President and CEO Daniel J. Messina, Ph.D. (l.) and Board of Trustees Chair Kathryn K. Rooney, Esq. (r.) welcome Senator Schumer to the hospital.

I SUPPORT

**Richmond University
Medical Center
Foundation**



**BUILDING OUR FUTURE:
The Campaign to Transform Care**

I pledge a gift in the amount of:

Make my pledge

- Supporter level: \$2.02 donation per paycheck (\$52.52 annually)
- Champion level: \$5.00 donation per paycheck(\$130.00 annually)
- Benefactor level: \$10.00 donation per paycheck(\$260 annually)
- Patron level: \$20.00 donation per paycheck(\$520 annually)
- Philanthropist level \$40.00 donation per paycheck (\$1,040 annually)

- Annual
- Ongoing
- Over five years

I prefer to make a one time gift by cash, check or credit card toward the Emergency Department Capital Campaign for Richmond University Medical Center. Amount \$ _____

Name _____
Street _____
City /State /Zip _____
Telephone _____
Email _____
Card type Discover American Express Visa Mastercard
Name on Card _____ Exp. Date _____ Security Code _____
Credit Card# _____
Signature _____ Date _____

Your gift is tax-deductible. Thank you for your generous support!
Richmond University Medical Center Foundation Tax ID: 27-1059815
Pledge forms can be mailed to Richmond University Medical Center
355 Bard Ave.
Staten Island NY 10310
Or can be dropped by the Foundation Office, Room 240.
Pledge forms can be also access on the RUMCSI Intranet and emailed to
lgajda@rumcsi.org



We've all done it.

In fact, 45% of us do it. Make a New Year's resolution that is. But, by the end of January, most of us have fallen off the proverbial New Years wagon and slipped back into our old and comfortable ways.

Here are a few tips to help you beat the odds and actually get higher scores in the new year! So cheers to a successful, fulfilling and happy 2016!

- Promote patient autonomy by providing patients and their families with regular, complete and appropriate communication regarding choices and treatment and expected outcomes.
- Portray RUMC in a positive way, do not criticize RUMC in the workplace and in front of patients or caregivers.
- Provide service recovery when we have not met our patients' expectations. **Never underestimate the power of an apology.**

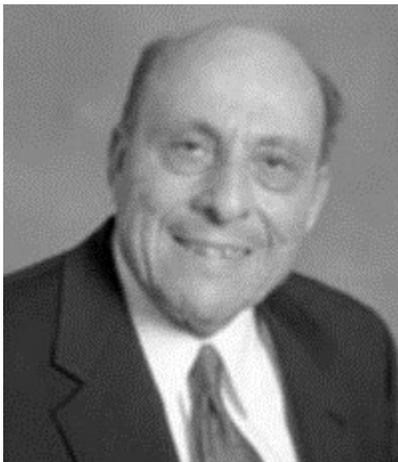
CAHPS	Apr '14 - Jun '14 (Constant for comparison)	Apr '15 - Jun '15	Jul '15 - Sep '15	Oct '15 - Dec '15
	Top Box	Top Box	Top Box	Top Box
Rate hospital 0-10	49.6	43.6	52.0	57.8
Recommend the hospital	51.0	48.3	55.7	55.9
Cleanliness of hospital environment	63.9	58	58.6	65.2
Quietness of hospital environment	50.8	51.9	49.5	54.9
Comm w/ Nurses	73.1	73.8	71.7	75.8
Response of Hosp Staff	59.3	60.0	60.8	67.8
Comm w/ Doctors	76.5	75.6	80.2	78.7
Hospital Environment	57.3	55.1	54.1	60.0
Pain Management	67.3	63.5	70.2	64.9
Comm About Medicines	59.2	63.6	62.8	58.8
Discharge Information	77.7	77.7	78.5	76.1
Care Transitions	43.2	40.7	47.0	44.9

Trustee Profile

February Trustee in Profile:

Daniel J. Paulo, M.D.

In Memoriam: 1933-2016



On January 2nd, Richmond University Medical Center and the Staten Island community lost a towering figure with the passing of Dr. Daniel J. Paulo. A Staten Island native, he graduated from St. Francis College and studied medicine at the University of Bologna Medical School in Italy. Dr. Paulo completed his residency in medicine at Brooklyn Hospital, where he was chief resident, and his residency in gastroenterology at Metropolitan Hospital in Manhattan.

A fellow of the American College of Physicians and the American College of Gastroenterology, he was a member of the Richmond County Medical Society, American Society for Gastrointestinal Endoscopy and the American Medical Association. Dr. Paulo had been an attending physician at Richmond University Medical Center, since 1965. He also was an attending physician at Carmel Richmond Healthcare and Rehabilitation Center, Dongan Hills, and the former Bayley Seton Hospital, Clifton. He was a clinical assistant professor of medicine at New York Medical College and served on the board of the city Health and Hospitals Corporation under Mayors Lindsay, Beame and Koch.

Surviving, along with Lynda, his wife of 52 years, are his son, Daniel Jr.; his daughters, Lisa Paulo and Allison Paulo, and his sister, Marguerite Paulo-Heyer.

Welcome to February 2016 New Hires

Maureen F. Curry, Externs Nursing/ED	Eileen M. Brown, Clinical RN Spec/Liaison	Jade Cruci, RN Intern
Dilnoza T. Erkaboyeva, Externs Nursing/ED	James J. Wagner, Director	Fallon J. Grossman, RN Intern
Tejumola E. Ifatusin, Externs Nursing/ED	Olatunji S. Sowunmi, Documentation Specialist	Carlee King, RN Intern
Kaitlin A. Sullivan, Externs Nursing/ED	Melissa A. Carbonaro, Externs Nursing/ED	Fidelis Mendoza, RN Intern
Lloyd A. Cain III, Meditech Financ. Analyst	Dana L. Portnoy, Pharmacy Tech	Tara A. Murphy, RN Intern
Ixno Clermeus-Paulime, Mental Health Tech	Kathleen Ruane, Registered Nurse	Caitlin M. Veros, RN Intern
Sara Laze, Mental Health Tech	Robert F. Fitzgerald, Respiratory Thrpt.	Tyrone L. Cox, Security Officer
Amelia M. Piccione, Nurse Educator	Jenni K. Philip, RN (12 hrs)	Jaclyn P. Mistretta, Social Worker
	Deidra A. Dilbert, Unit Clerks	

Recognition for December 2015 Employees of the Month



On January 13th the Sipp Auditorium was the venue for recognizing December 2015 Employees of the Month at RUMC who exemplify "The Power of One - You Make a Difference" through their contributions to the organization.

The December 2015 honorees were:

Eve Vogt, RN in Maternity: Ms. Vogt was recognized for her exemplary service in Maternity. She consistently received positive patient comments singling her out for praise. A few samples:

"Eve on maternity was excellent, friendly, warm and attentive. "

"One nurse that was extra wonderful was Eve."

"Eve went above & beyond to help explain & help me recover things."



Vincent Matishek, Network Administrator: Mr. Matishek was honored for his commitment to maintaining information and telecommunications technology at the hospital and keeping the systems up and running. Of particular note were his efforts going above and beyond with endless hours of work during the recent holiday season to restore phone service at the Bayley Seton campus which was interrupted. His dedication and unlimited amount of behind the scenes work has laid the groundwork for the success of RUMC in the years to come.

Thank you! "Adopt a Family" Program Brought Holiday Cheer to Families

Although the holiday season has come and gone, the memories created by the generosity of Richmond University Medical Center's employees will last throughout the year! A total of 50 Staten Island families were provided with gifts for the holidays.

A big thank you to: Administrative Staff, Department of Medicine, Staff Development, Billing, Pastoral Care, Pharmacy, OR, SICU, Dietary, Radiology, ER, Rehabilitation, Care Coordination, Medical Records, SLB5, Nursing Office, P.A.T., Research, Facilities, Patient Relations/Quality/Infection Control, Human Resources and Bayley Seton staff.

And also to Staten Island Kiwanis, RUMC Auxiliary, Fidelis Care, Miss New York and Miss Staten Island and to the very generous Physicians, Administrators and Nursing staff, both current and retired.

From our Community, we would like to thank Costco, ShopRite and Stop and Shop.

Additional thanks to all of those who wrapped gifts and of course, to Jennifer Dominguez for coordinating the program.



Save the Date

April 1, 2016, 7-11 pm

RUMC Auxiliary Fashion Show

LiGreci's Staaten

\$65 per person

Dinner, Dancing & Open Bar

Benefitting the Establishment of the
"The Monsignor James Dorney Healing Garden"
at the new Emergency Department

For reservations, please call:

Joan Howe 718-727-5559

**Over 700 RUMC Employees
are on LinkedIn.**

Are you?



Join LinkedIn.com and follow Richmond University Medical Center's page to learn about some of the latest news from our hospital.

LinkedIn makes it easier to connect to the people and things that matter in your professional world. Build and nurture your professional network and stay up to date with the latest business and industry news.

It all starts with your LinkedIn profile. It's more than just your professional resume - it shows the world who you are and what you've accomplished in your career.

Cancer Services Honored by Stapleton UAME at MLK Banquet



On January 8th, Richmond University Medical Center's commitment to the Staten Island community was on full display at Stapleton UAME's 13th annual "Celebrating the Dream" banquet in the Staaten, West Brighton. When the hospital's cancer services were honored. President & CEO Daniel J. Messina and COO Rosemarie Stazzone joined with members of the hospital's various cancer services to accept the award.

Also honored were: Ilean Dixon, Shannon Watkins, retired UAME Church Bishop Michael S. Moulden, and his wife, evangelist Dr. Jane S. Moulden; NYPD Detective Quania Rios, Helen S. Settles, and Dr. Marianne Smith.

Upcoming Community Events

Wednesday, February 3rd

Borough President's Maniscalco Award
Borough Hall, 6:00 p.m.

Tuesday, February 9th

Blood Drive with Borough President Oddo
Borough Hall, Noon

Thursday, February 11th

Car Seat Safety Check w/NYCDOT
Villa Building, 9:00 a.m.

Wednesday, February 17th

Meet the Nurses
Sipp Auditorium, 6:30 p.m.

Have News to Share with the Richmond University Medical Center Community?



Are you are aware of events or achievements going on in
the Richmond University Medical Center community?

We want to hear about it!

Send your news of awards, recognitions and community
outreach for submission in the *Chronicle* or on our social
media pages!

Send tips to: William Smith at wsmith@rumcsi.org or
Amanda LoMonaco at alomonaco@rumcsi.org