

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



spring 2018

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Message from David Wyman

This issue of *Around the Square* highlights some of the ways we are working together to provide high quality, compassionate care and service to our patients and their families and create the best environment for staff.

Our Planetree journey provides a roadmap for achieving excellence in person-centered care. Our Core Values – Respect, Compassion & Empathy, Quality & Excellence, Integrity, and Teamwork – define how we treat our patients and each other. Our Engagement Survey helps identify where we need to focus as we move forward. These efforts are interrelated and require each employee's active support and participation.

Everyone who works at Gracie Square has an important role to play in achieving our goals. We are making real progress, and I am confident in our ability to succeed.

Thank you to each member of our team for all you do every day.

David Wyman

President and CEO

Engaging Employees in Our Planetree Journey

This year, we are continuing to work towards achieving Planetree Certification, which represents “the highest level of patient-centered/person-centered care.”

& Safety. Each subcommittee represents an important area of focus on our Planetree journey. By the end of the day, 100 employees had signed up.



Food & Nutrition Services staff (left to right): Janice Fisher, Mayelin Vargas, Fanta Thompson, Joseph Archbold, Amber Brouillette, Patrick Thompson, and Jerry Tan.

“This is a rigorous, evidence-based process that involves every aspect of the care we provide,” says Marty Mancuso, EdD, Chief Administrative Officer, and Co-chair of the Planetree Committee. “Our greatest asset on this journey is our front-line staff.” To engage more staff in the process, Gracie Square held our first Planetree Recruitment Fair on Valentine’s Day.

Employees were invited to stop by the Fair to learn about and sign-up for one of four Planetree subcommittees - Core Values, Engagement, Patient Experience, and Quality

The work of the subcommittees will start soon. Subcommittee members will discuss ways to align the care we provide with the Planetree philosophy, set goals, and form work groups to achieve them. “We are pleased that so many employees want to participate,” says Michael Radosta, Chief Nursing & Quality Officer, and Planetree Committee Co-chair. “They will play a key role in helping Gracie Square achieve our goal of providing a warm, healing environment for our patients and their loved ones.”

Member

New York Presbyterian
 Regional Hospital Network

At the Fair: Employees Reflect On Our Core Values

At the Planetree Recruitment Fair, we asked employees what Gracie Square Hospital's Core Values mean to them in their work and why our Planetree journey is important. Here is what some employees shared that day:

Respect means honoring the basic humanity that resides within each of us.

– Rebecca Kostopoulos, NP 1

Compassion & Empathy means putting ourselves in our patients' shoes and seeing things from their point of view.

– Nadine Chang, PhD, Psychologist and Alton Finley, NA 2

Quality and Excellence means doing our best for our patients, so they are satisfied with their treatment.

– Victor Castro, NA 3



Integrity means doing the right thing all the time, even when no one is looking.

– Aaron Caudell, RN, UCC 4

Teamwork means supporting each other while we care for our patients.

– Vanessa Chambers, Environmental Services 5

Our Planetree journey is important because we need feedback from staff and patients. Having employees involved in fixing problems will help our patients. It is also important for us to know that our voices are heard and we are helping to create change.

– Meagan Mercata, NA 6



In this newsletter is an insert with **Our Core Values** for posting in your work area. ■



Join a Planetree Subcommittee

Another fair will be held for the evening and night staff, and all employees can still join the committee of their choice. If you would like to join a committee or learn more about our Planetree journey, contact the leader listed below. ■

Core Values

Stephen Hogan – sth9060@nyp.org

Engagement

Amber Brouillette – amb9118@nyp.org

Patient Experience

Chelsea Cote – chc9247@nyp.org

Quality & Safety

Michael Klein – mik9120@nyp.org

Nominate an Extraordinary GSH Nurse for the Daisy Award

This year, for the first time, Gracie Square Hospital is participating in the Daisy Award for Extraordinary Nurses. This international program honors the quality, compassionate care nurses provide every day. Gracie Square's first Daisy Award will be presented during National Nurses Week in May.



The DAISY Nurse Leader Award™

IN MEMORY OF J. PATRICK BARNES

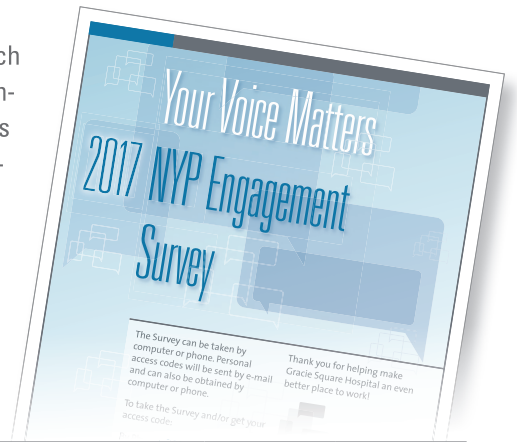
Nomination forms are available in the lobby and around the Hospital. The deadline for submission is April 1. If you have any questions, please contact Kathleen Donahue at kad9116@nyp.org. ■

Engagement Survey – Turning Input into Action

Research has shown that engaged employees are more committed to their organization and coworkers, and will go the extra mile for their patients. Strengthening employee engagement will help enhance our workplace. In September, over 76% of our employees participated in the 2017 Engagement Survey. The results below compare 2017 and 2016 scores. As you can see, scores have improved on every question in the Survey from 2016.

The data shows that although our work environment is improving, we have opportunities to work together to

make it better for patients and each other. “We are listening to you, learning, and making changes,” says David Wyman. “We want to foster a Culture where all employees voice their ideas for providing the best care, openly share concerns about any safety issues, and support each other as we work for our patients.” ■



12 Gallup Statements	This Measures	GSH 2017 Results	GSH 2016 Results
1. I know what is expected of me at work.	...how focused you feel at work	4.47	4.39
2. I have the materials and equipment I need to do my work right.	...how free you feel from unnecessary stress	3.99	3.80
3. At work, I have the opportunity to do what I do best every day.	...how well you feel GSH knows you	4.01	3.98
4. In the last seven days, I have received recognition or praise for doing good work.	...how much you feel valued by GSH	3.42	3.11
5. My supervisor, or someone at work, seems to care about me as a person.	...how much you feel cared about by GSH	3.96	3.75
6. There is someone at work who encourages my development.	...how much you feel GSH is helping you to grow professionally	3.75	3.64
7. At work, my opinions seem to count.	...how much you feel your ideas are heard	3.58	3.32
8. The mission or purpose of my organization makes me feel my job is important.	...your understanding of why your role is important to GSH	3.97	3.83
9. My coworkers are committed to doing quality work.	...how proud you are to work at GSH	3.92	3.74
10. I have a best friend at work.	...how much you feel you can trust the people you work with	3.09	2.99
11. In the last six months, someone at work has talked to me about my progress.	...how much you feel you have the opportunity to review your contributions to GSH	3.35	3.12
12. This last year, I have had opportunities at work to learn and grow.	...how often you feel you've been given challenges and growth opportunities	3.69	3.67

Scores are based on a 1 to 5 scale

Recognizing Staff Who Deliver an Exceptional Patient Care Experience

In this issue, we are highlighting three more members of the Gracie Square Hospital team who received numerous commendations on our Press Ganey Survey: Daniel Olivo, NA, Mary Grace Trechitta, NP (pictured), and Jacky Keehn of our Therapeutic Activities Department. These employees are truly living Gracie Square's Core Values, and our patients are expressing their appreciation. ■



What our patients are saying

/// Daniel gave me the support that I needed, and I'm grateful for that. ///

/// Jacky is so heartfelt and kind in everything she does. She is thoughtful and sensitive. ///

/// Mary Grace was awesome. She explained the medication breakdown at the beginning of my stay, and was very caring, thoughtful, and thorough. ///

2018 Press Ganey Target is 86

After surpassing our 2017 overall Press Ganey target of 82, we set a target of 86 for 2018. We have already reached 85 and are well on our way to meeting this goal!

Our Team: Queenie Chen, Patient Access Coordinator

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



How long have you worked at Gracie Square Hospital?

I began working here 19 years ago as a switchboard operator. The Hospital was starting the Asian program and wanted someone who was bilingual in English and Mandarin. I saw the ad in a Chinese newspaper, applied, and got the job.

Where did you learn Mandarin?

I am of Chinese descent and grew up in India, speaking a different dialect. When I came to this country, I worked in a Chinese restaurant, which is where I learned Mandarin.

Can you describe your role as a Patient Access Coordinator?

I help register patients, making sure they have all the correct paperwork and working with their insurance companies.

What do you like best about your job?

It makes me feel good to know that I am helping people. The employees here are part of a team that is working for the success of our patients. I am proud to be part of this team.

You've been here 19 years. Have there been many changes?

One big recent change is that we've gotten a lot of new technology. This is making it easier to do our jobs.

What do you like to do when you are not at work?

I spend time with my husband and 16-year-old daughter, watch Indian movies, listen to Indian music, and shop online. ■

Gracie Square Named "Leader in LGBTQ Healthcare Equality"

We are proud that Gracie Square Hospital has been designated a "Leader in LGBTQ Healthcare Equality" by the Human Rights Campaign Foundation (HRC), the educational arm of the nation's largest lesbian, gay, bisexual, transgender, and queer organization. This recognition goes to healthcare institutions that score at least 100 on the HEI survey, which evaluates facilities' policies and practices related to the equity and inclusion of their LGBTQ patients, visitors, and employees. ■