

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



winter 2019

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Message from David Wyman

2019 has been a banner year for Gracie Square Hospital, as we celebrated 60 years of caring for our patients. I am so proud of the work we are doing and of our Gracie Square team, who work together every day to improve the lives of our patients and their loved ones.

Caring for patients is extremely fulfilling but can also be very demanding. Our recent Patient Experience Summit focused on the importance of care providers caring for themselves, so they can provide exceptional care to others. As we begin 2020, I encourage everyone to think about ways to care for yourself and support each other at Gracie Square. It is one of the ways we can enhance our workplace and provide even better patient care.

Wishing you and your loved ones a joyous holiday season, and a happy and healthy New Year.

A handwritten signature in blue ink that reads "David Wyman".

President and CEO

Third Annual Patient Experience Summit: Resilience and Engagement

On September 25, staff at Gracie Square came together for our third Annual Patient Experience Summit, which focused on Resilience and Engagement. The Summit highlighted the importance of care providers caring for themselves in order to be able to do the best for patients. Staff from across the organization were invited to attend the event, hear presentations, and participate in interactive discussions. Following are a few highlights of the day.

Rick Evans, Senior Vice President and Chief Experience Officer, NewYork-Presbyterian, (pictured right) spoke about ways staff engagement can bolster the patient experience. "The patient experience is truly about creating confidence for our patients," said Rick. "It is very

different than trying to make everyone happy and reflects respect for both patients and care providers." He also emphasized the importance of addressing organizational issues, such as workplace violence and diversity and inclusion, to successfully engage staff. "Moving Patient Experience metrics can be a very slow process," said Rick. "It is so important to encourage staff and keep them motivated along the way."

Susan B. Frampton, PhD, President of Planetree International, (pictured in collage on page two, upper left) highlighted the necessity of resilience for health care workers, especially in our rapidly changing world. She involved staff in a thought-provoking discussion about who they thought personified resilience and why. The conversation brought the concept of resilience to life. See page two for some thoughts about resilience from staff who attended the Summit.

(continues on page 2)



Member

The logo for NewYork-Presbyterian, featuring a stylized 'NYP' monogram. **NewYork-Presbyterian**
Regional Hospital Network

What Does Resilience Mean to You?

"Resilience means taking responsibility for rising to the challenges in my life and integrating those experiences, especially my failures, into a stronger version of myself."



Erica St. Pierre, Registered Nurse

"Resilience is the ability to cope or triumph when faced with difficult circumstances."



Amanda Kaye, Senior Medical Coder

"My resilience builds from seeing with my own eyes how people in this Hospital face their illness and the courage that they display every day by pushing forward no matter how hard it may be."



Ernesto Panameno,

Therapeutic Activities

Third Annual Patient Experience Summit

continued from cover

James McKenna, Executive Leadership Coach, (pictured below, upper right) focused on healthcare worker burnout. He shared a case study about a care provider who was experiencing burnout and asked participants to discuss what the provider should do, what friends and co-workers should do, and the role of the organization and its culture in supporting the provider. Attendees also participated in a real-time anonymous poll that asked them to report on their own experience of burnout.

"The goal of the Patient Experience Summit is to inspire staff, which I think it really achieved," says **Marty Mancuso, Chief Administrative Officer**. "The Summit also presented staff with an opportunity to have an open discussion about challenges facing healthcare workers and how we can address them together." ■



Gracie Square Submits its Magnet® Application

On October 4, 2019, Gracie Square Hospital submitted our official application for the Journey to Magnet Excellence® (JME). Approximately 9% of hospitals in the United States are Magnet® recognized and only two of those hospitals are free-standing psychiatric hospitals. The JME, a nursing excellence journey managed by the American Nurses Credentialing Center, is the beginning of documentation of eighty-plus sources of evidence or “stories” that describe the excellence in nursing practice that occurs at Gracie Square every day. During the next eighteen months, four teams of Nurses, Nurse Aides, and Patient Experience and Quality representatives will be writing Gracie’s stories and gathering evidence to support those stories.

“Although the focus of becoming a Magnet® recognized hospital is nursing, all members of the Gracie Square team are instrumental in achieving this prestigious designa-



tion,” says Michael Radosta, Chief Nursing and Quality Officer. “To facilitate the journey, we are pleased to welcome Avis Russ, MBA, MS, BSN, RN, NE-BC, Magnet Program Director, to the Gracie family.” Avis (pictured far right) is the Magnet Program Director at NewYork-Presbyterian Westchester Behavioral Health Center and NewYork-Presbyterian/Weill Cornell Medical Center Psychiatry Program, and is coordinating the Journey to Magnet Excellence® at Gracie Square Hospital. ■

Gracie Square Celebrates Long-Standing Employees

This fall, Gracie Square hosted its first celebration for long-standing employees to thank them for their many years of service.



Over 135 employees who have served 5 or more years at Gracie Square were invited to a celebratory lunch on our roof garden.

Twenty-two employees who have served 25 years or more were inducted into our newly established Gold Club. Topping the list was Angel Santana, Lead Porter, who has worked at Gracie Square for 49 years.

Members of the Gold Club pictured here with Hospital leadership are (left to right) Roslyn Hood, Unit Receptionist, Barrington Folkes, Accounts Receivable Clerk, Alexander Amartey, Accounts Receivable Clerk, Minnie Crayton, Dietary Department, Steven Hirschberg, HR Payroll Manager, Sonia Francis, Accounts Receivable Clerk, and Fran Luckom-Nurnberg, Psychologist. ■

First Quality Cup Awarded to 5th Floor Staff

Gracie Square is committed to providing high quality care to our patients. Our new Quality Cup, which recognizes excellence in quality care, will be presented to one Unit quarterly. Selection is based on quality measures, such

as falls prevention, Unit-based improvement activities, patient satisfaction scores, and more. Our first winner is the 5th Floor, where the Cup is on display at the nurses’ station. ■

Coming Soon: New Staff ID Badges

As part of our efforts to improve the patient experience, Gracie Square will be introducing new ID badges. The new badges are easier for patients to read, with employees’ first names being prominent and job descriptions limited to categories that will be meaningful for patients. In order to keep the badges easy to read, staff will be able to include only one credential after their names. Staff will also be able to use the new badges to gain entry to specific areas throughout the Hospital, eliminating the need for some keys. Badges are expected to be rolled out before the end of the year. ■



A New Look for Gracie Square Hospital Employees

Many Gracie Square employees will be getting new, upgraded uniforms in the coming



months. Unit Receptionists were the first to have a new look. “I love my new uniform,” says Su Yun Wu (Sunny), Unit Receptionist.

“It looks so professional.” Nurses, Nurse Aides, as well as Access, Dietary, and Engineering staff are among those getting new uniforms soon. ■



Recognizing Staff Who Deliver an Exceptional Patient Care Experience

We are pleased to highlight three staff members who recently received commendations on our Press Ganey Survey: Dianne Ackroyd,



Nurse Practitioner, Anthony Bracco, Social Worker, and Nyasha Thompson, Dietary Worker. ■

What Our Patients Are Saying:

/// Dianne is the best psychiatric professional I ever encountered. She spent so much time with me, and I now feel confident to face the world. ///

/// Anthony was awesome and genuinely concerned with my after-care plan. ///

/// Nyasha is respectful, courteous, and attentive. ///

Joe Velasco, RN, Receives Daisy Award

The Daisy Award for Extraordinary Nurses is an international program that honors the quality, compassionate care nurses provide every day. Congratulations to Joe Velasco, RN, on receiving this prestigious award. Colleagues have praised Joe as an “extraordinary nurse” who goes “above and beyond” for patients and staff, and “demonstrates kindness and compassion every single day.” ■



Our Team: Latchmee (Mala) Subrayan

Getting to know Mala Subrayan, Director of Patient Accounts.

What is your role as Director of Patient Accounts?

In my role, I oversee the daily processes of the staff responsible for billing, Accounts Receivable collections, payment posting, and making sure we are paid at the correct contracted rate. The Patient Accounts team helps patients to understand their bills and assists them in setting up payment plans, if needed.

What is most rewarding about your job?

We are all here for our patients. The most rewarding part is being able to help patients understand why they are receiving a bill.



How long have you been at the Hospital?

I came here 20 years ago, starting as an entry-level biller. Next, I became a lead biller, then Assistant Director, and in 2014 was appointed Director. Gracie Square has really made me feel valued. They saw my potential and helped me. My current boss, David Wiecks, Chief Financial Officer, recognizes my hard work and dedication to Gracie Square and appreciates it, which is so important to me. I really enjoy working in Finance with the wonderful people here. We are work family and treat each other with respect. I love my job and hope to stay another 20 years.

How has Gracie changed over 20 years?

Gracie has come a long way from the time I started. The improvements are amazing. There are so many enhancements to IT and the facility's infrastructure, as well as new programs and achievements, including our

Annual Employee Appreciation Event, Town Hall Meetings, Enhanced Employee Benefits, Multidisciplinary Grand Rounds, Planetree Certification, Patient Experience Committee, HEI Designation, Daily Huddles, and more.

What do you like to do in your time off?

We are a very close family and we love to go out for family dinners and spend time together. My son is eighteen and my daughter is thirteen. He was the Valedictorian for his high school this year and is now attending Baruch to pursue his degree in Finance. My daughter loves to draw and is also a very good student. I am very proud of their achievements thus far. ■

Press Ganey Update

As of November 11, Gracie Square's Press Ganey Score was 86.1. Our target for the year is 87.8.