

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



spring 2020

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Message from David Wyman

Over the past several years, the Gracie Square team has transformed the care we provide at our Hospital. Everyone who works here has contributed to improving the quality of care and enhancing the patient experience. The feedback we are receiving from our patients, their loved ones, referring providers, and accrediting organizations validates our accomplishments.

As we move forward from this strong foundation, we want to share our accomplishments with the communities we serve. We will be expanding our advertising and social media presence, as well as our involvement in the local community and the larger behavioral health community. We want everyone to know about the great work that is being done here. I hope you will join me in sharing with pride the stories of all we have achieved together at Gracie Square.

Thank you for all you do for our patients and their loved ones every day.

President and CEO

Spreading the Word About the New Gracie Square Hospital

Gracie Square has changed dramatically over the past few years, and we want to share our story. Our facility, including the infrastructure, is being modernized. New technology is helping to improve patient care. Programs have grown, and patient satisfaction as measured by Press Ganey has improved substantially. Following are highlights of efforts underway to spread the word about the high-quality, compassionate care offered at Gracie Square.

Advertising and Street Banners

This year, a digital campaign will be launched to raise awareness among referring providers about our services and how we can help their patients. (Sample ads are pictured below.) In addition, we continue to post street banners at 40 locations near the Hospital. (Sample banner is on page 2.) We want providers and our neighbors to know that there is a valuable behavioral health resource within the community.

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Sharing Our Story

As Gracie Square is becoming recognized for the care we provide, there are more opportunities to share our stories. An article in an online publication from HANYS (Healthcare Association of New York State) featured the work Gracie Square is doing to strengthen our suicide prevention efforts by implementing two training programs for both clinical and non-clinical staff: ASIST (Applied Suicide Intervention Skills Training) and SafeTalk (Suicide Alertness for Everybody). Another article about our program to train patients *(continues on page 2)*

Member

New York Presbyterian
Regional Hospital Network

We asked staff what they would like to share about Gracie Square Hospital. Here is what a few had to say:

"We are committed to providing a



positive and engaging employee experience, as well as exceptional patient care. Our size

culture to be familial and intimate, with less bureaucracy and more collaboration." **Natasha Bowman**, Chief Human Resources Officer

"At Gracie Square Hospital, we are



committed to providing nutritious food to our patients."

Kwesi Daniels, Cook

"My interest in working in mental health brought me to Gracie Square



12 years ago. What keeps me here is the teamwork, the people, and the constant feeling of achievement and making a

difference for our patients." **Victoria Levitan**, Director of Utilization Management

Spreading the Word

continued from cover

and their families on how to respond to an opioid overdose and administer naloxone spray, co-authored by several members of our staff, was published in the *Journal of Psychiatric Practice*. Recently, Sue Fenton, Volunteer Ambassador, was named NY1's Person of the Week in recognition of her work building the Gracie Square Hospital library and was interviewed on local TV. These are just a few examples of ways in which people are learning more about Gracie Square.



to conduct a food drive to support a local food pantry, another way of giving back to our community. You will hear more about these efforts soon.

In addition, David Wyman, President and CEO, was appointed to the Board of the National Association of Behavioral Health, an organization that "advocates for behavioral healthcare and represents provider systems that are committed to the delivery of responsive, accountable, and clinically effective prevention,

Community Involvement: Locally and Nationally

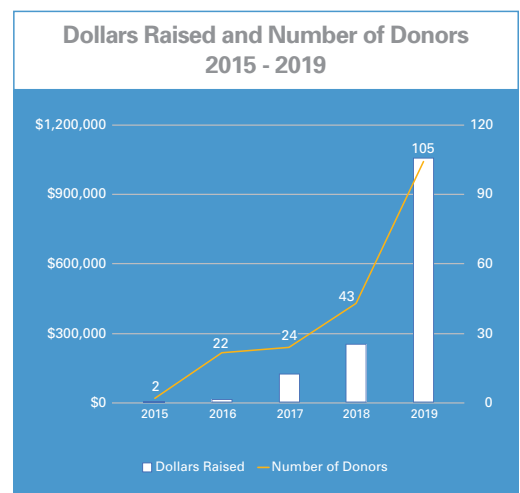
Gracie Square will be scheduling more talks in the community so our clinicians can share their expertise with our neighbors. In the coming months, as part of the Narcan Opioid Overdose Prevention Program, we will be offering training to community members on how to use naloxone. We are also planning

treatment and care for children, adolescents, adults, and older adults with mental and substance use disorders." His appointment recognizes the work being done at Gracie Square and presents an opportunity to work with provider systems across the country to "improve Americans' access to, coverage for, and outcomes in behavioral healthcare treatment." ■

2019 Was a Banner Year for Fundraising

We are pleased to announce that in 2019 we raised over \$1,000,000, a 325% increase over 2018. Our first participation in Giving Tuesday was a resounding success, and Gracie Square's new online giving platform makes it easier for supporters to donate. The graph on the right shows the steep increase in giving over the past five years.

Again, thank you to everyone whose generosity is helping Gracie Square improve the patient experience and provide a better environment for patients and their loved ones. ■



Follow Gracie Square

Learn more about the work going on at Gracie Square Hospital and follow us on Facebook and LinkedIn.



Renovated Patient Rooms to Provide Healing, Soothing Atmosphere

Work has begun on renovating all patient rooms, day rooms, and comfort rooms. “Our goal is to make the rooms more home-like and less institutional,” says Salvatore Ferragamo, Consultant and former Director, Engineering. “Colors are being chosen to create a soothing atmosphere, and new window treatments will

help make the rooms feel more like a home.” Bathrooms are being modernized with motion sensor fixtures that are more efficient and help reduce the spread of germs. In the Spring, new furniture in renovated areas will add to a more comfortable and healing environment for our patients. ■

Magnet Journey Update: Telling Our Stories

An important step in our Journey to Magnet Excellence® is collecting 80+ Sources of Evidence (SOEs) or stories that illustrate the great care delivered by the Gracie Square team. SOEs must include evidence to substantiate each story. To accomplish this goal, Domain teams were established and leads selected. The teams are now beginning the process of compiling stories, which will be written up and submitted to the Magnet Program Office on October 4, 2021.



• *Exemplary Professional Practice* - Hillary Lamb, RN

Domain teams are comprised of nurses with representation from Quality. However, other interprofessional care team members from across Gracie Square will be involved in developing the stories. Although Magnet is a nursing recognition program, it takes a team to provide excellent patient care. Everyone at Gracie Square is participating in this journey! ■

The Domain leads are (left to right):

- *Transformational Leadership* - Francine Fakh, MA, RN, Director of Nursing
- *Structural Empowerment* - Silifat Adekunle, MSN, RN, RN-BC, NEA-BC, Education Manager
- *New Knowledge, Innovations, and Improvements* - Karissa Padilla, MSN, RN, RN-BC



More Employees Get a New Look

As previously announced, many employees at Gracie Square are getting a new look with upgraded uniforms. Last issue, we featured Unit Receptionists. Since then, more staff have received their uniforms. Pictured here are representatives from each of the Departments: Dietary, Admitting, Environmental Services, Engineering, and Nursing. ■



Communication Boards for Patients

In 2019, electronic communication boards were installed on each of the Units. Managed by Therapeutic Activities staff, these boards provide patients with easy access to useful information all in one place. Boards are easily updated as needed, and may include a welcome to the Unit, names of staff, visiting hours, menus, and a daily schedule of groups and activities. ■

Yoga Classes for Patients

Gracie Square is now offering yoga classes to patients who receive permission from their providers. Lisa Tatham, Somatic Yoga Instructor from the Integrative Health and Wellbeing Program at NewYork-Presbyterian/Weill Cornell, leads classes for patients on Mondays and Wednesdays. “This practice can help

people be more peaceful and lead healthier lives,” says Lisa. “It provides tools that can help participants deal with anxiety and depression, as well as to become more focused.” After taking a few classes, participants can do some of the exercises on their own and begin to integrate the practice into their daily lives.

Classes are held in the lovely 6th floor space and, when weather permits, will be conducted on the roof. This program has been a success with patients, who have reported that yoga helps them feel “much more relaxed” and “like they just had a massage.” ■

Recognizing Staff Who Deliver an Exceptional Patient Care Experience



We are pleased to highlight the 4th floor team for the many commendations they have received individually and as a group on the Press Ganey Survey. The quote below illustrates how they are making a difference for our patients. ■

/// My stay at the Hospital was good. I grew more and learned more about myself, and the staff was very helpful in my recovery. Thank you very much. ///
— 4th Floor Patient

Press Ganey Update

As part of our Magnet Journey, Gracie Square has identified six target questions on the Press Ganey Survey. The questions we will monitor are: Nurse courtesies; Staff concern for privacy; How well staff worked together to care for you; Included in decisions regarding your care; Information regarding your condition; and Helpfulness of group therapy. Progress towards meeting these targets will be shared monthly with staff. ■

Quality Cup Awarded to Third Floor Staff

Selection for this quarterly award is based on quality measures, such as falls prevention, process improvement activities, patient satisfaction scores, and more. Congratulations to the 3rd floor team! ■



2020: Year of the Nurse and the Midwife

The World Health Assembly, the decision-making body of the World Health Organization (WHO), named 2020 the Year of the Nurse and the Midwife in recognition of the “vital role they play in providing health services.” 2020 also marks 200 years since the birth

of Florence Nightingale on May 12, 1820. At Gracie Square, there will be activities throughout the year to recognize the vital role our nurses play in caring for patients and helping them return to their loved ones and communities. ■



Our Team: Getting to know Deborah Cherubin, RN

How long have you been a nurse here?

I came here in May of 2016. I was working in a Rehab Unit

of a nursing home when a friend of mine who worked at Gracie Square suggested I apply for the job. She thought it would be a good fit, and she was right.

Was it very different coming to work in a behavioral health hospital?

It has been a great learning experience for me. I have learned to understand people better. I have also learned that mental illness is as real as any physical illness and can happen to anyone. I come from Haiti, and there is more stigma about mental illness in our

culture. Now, I would like to help educate other people about the reality of mental illness. I am thinking about going back to school to become a Nurse Practitioner and would want to continue to work in mental health care.

What is most rewarding about your job?

It is most rewarding to see the change in patients from when they arrive on the Unit to when they are discharged. A patient can come in disoriented and delusional, not knowing where they are or who they are, and leave completely functional. My patients are the strongest people I have ever met.

I also love being part of the amazing team on the 4th floor Psychotic Disorders and Crisis Stabilization Unit. Our teamwork

is awesome. We can come together in seconds to deal with any crisis on the Unit.

How has Gracie Square changed since you began working here?

One of the biggest changes is regarding nurse involvement. Nurse participation on committees was encouraged at Gracie Square, but now we are given time slots and coverage to enable us to go to meetings. As my colleague Badjy Jean-Simon, RN, says, “If you are not at the table, you are on the menu.” I love that we are being invited to the table.

What do you like doing in your time off?

I originally wanted to be a writer, and I love taking time to write. I also read a lot. In 2019, I challenged myself to read one book a week and was able to achieve my goal. ■