



## Community News

4295 Hempstead Turnpike • Bethpage, New York 11714 • (516) 579-6000 • www.newislandhospital.org • July 2008

### Inside This Issue

#### COVER

What You Should Know

#### PG 2

What our patients are saying about us...

Chairman of the Board

New Opportunities for Nurses

Our motto is "It is all about the Patient"

#### PG 3

Enhanced Physician and Nursing Coverage

Rapid Response Team

Nurse of Excellenceid

Respiratory Department

Clowns on Call

#### PG 4

Golf & Tennis Classic Presented by Monster

## NEW ISLAND HOSPITAL'S QUEST FOR EXCELLENCE - WHAT YOU SHOULD KNOW...

Patient, Employee & Physician Satisfaction is at an all time high

Our Goal is to Provide the Very Best Patient Experience

Advanced Technology is Here

### MODERNIZATION INITIATIVES ARE UNDERWAY

New Island Hospital is working hard to guarantee that you have the very best patient experience. Our patient focused approach to health care includes **the friendliest most courteous staff, advanced equipment & technology and a team that enjoys working together.** Our team takes pride in their individual and group contributions to enhance your health and comfort while under our care. New Island has recently purchased the following state-of-the-art equipment & technology:

#### New State-of-the-Art Cardiac Monitoring Equipment for all Critical Care Units and Telemetry



*Gwynedd Thom, RN., enjoying using the new monitoring system*

- New Telephone System Hospital-wide
- New State-of-the-Art Computer Programs Hospital-wide
- 10 New Life Saving Respirators
- New Stress Test Machine for the Emergency Room
- New PACS System: Your physician gets radiology reports and x-rays instantly. No more costly films for you to pick up and transport..

➤ Advanced State-of-the-Art upgrading of monitors hospital-wide

➤ New EKG Machines

➤ New Advanced Anesthesia Machines

➤ Pharmacy Renovations: Create an operating room atmosphere, to assure the most sterile environment to mix & prepare intravenous medications

➤ New Flat Screen Televisions being installed in all patient rooms



*Dr. Scott Sherman, Director, Radiology, sending report and x-rays directly to your doctor's office instantaneously*

## What our patients are saying say about us...

- I've never had such great care & emotional ease as I've had here at New Island Hospital.

*Kenneth Sadecki - Wantagh*

- Dr. Bruni and your emergency room staff were so wonderful, that I hugged & thanked them for making me feel better mentally and physically.

*Patricia Pensabene-Hines - Massapequa Park*

- I commend all of your nursing staff in ICU for their support. They went above & beyond for my entire family.

*Vera Benjamin - Jacksonville, Florida*

- My mother received excellent care in your E.R. The friendliness and competence of the staff made a stressful situation so much better.

*Hank Baumann - Wantagh*

To the New Island Hospital Community:

Choosing your health care provider is an extremely personal matter. Where you receive this treatment is an equally important decision. On behalf of New Island's Board of Directors, Administration, and our dedicated employees, thank you for selecting New Island Hospital.

During the past year, New Island introduced many new services focused on delivering superior medical care to every person who walks through our doors. From enhanced outpatient services to new inpatient procedures, we are keeping our commitment to be ***your hospital in time of need.***

Last year the Board of Directors made a pledge to our community to make your visit with us more comfortable. Based on the tremendous positive feedback from community residents, I am proud to say that we are making good on our promise.

We still have more to do. And, we are.

Some of the more notable changes include all-physician medical care in the Main Emergency Department, and an all-Registered Nurse model of care with "around the clock" physician specialist coverage on the hospital floors. These, along with many other initiatives, help fulfill not only our objective, but our obligation to treat every patient with compassion & skill; to be a hospital with state-of-the-art medical services and equipment; and a hospital this community can be proud of and call its own.

If you would like to share a past experience with us or have suggestions that will improve your community hospital, you can reach the Board of Directors at 516-520-2755 or by email at [jhowlett@nihli.org](mailto:jhowlett@nihli.org)

Warm regards,  
Jack Howlett  
Chairman of the Board of Directors



## New Opportunities for Nurses at New Island Hospital

### Our motto is "It is all about the Patient".

*Everything we do is centered on the patient and family.*

The nursing care at New Island is continuously being enhanced, and has undergone an extensive reorganization under **the leadership of our new Vice President of Patient Care Services.** We have added **senior Nursing Directors**, with advanced clinical, administrative and management skills, who have **direct full responsibility for each unit 24/7.** These Directors are a **vibrant and visible part of the team** – and are there to immediately address any and all patient care issues for you and your family.

- **Patient rounds are performed on each unit every day** where the patients plan of care is discussed incorporating the expertise of the Case Manager, Social Worker, Physical Therapist and Nutritionist, giving the patient and family the opportunity to ask questions & receive detailed information.

- **We hired over 28 Registered Nurses in the past 3 months** and are very pleased that the 'word is out' that there is **something different** at New Island. Business is not as usual! There is a buzz about nursing and we are excited about the changes.

- **We proudly exhibit our Patient Satisfaction Scores on each unit.** We are a transparent organization. **And our scores are up,** and they tell us that patients are having a good experience at New Island! Our

patients and families are happier, & our staff is happier!

- **We work closely with the new internists in the hospital 24/7.** We are recruiting even more highly skilled professionals at every level – Board Certified physicians, subspecialists, registered nurses, specialized nurses and other superbly trained licensed professionals – all working together in a coordinated and holistic approach towards improving your health and making your stay as comfortable as possible.
- **Hourly Rounding Program.** Please look at the "sign in" sheet hanging in your room – someone from the nursing staff should have entered your room every hour of the day to check up on how you are doing!
- **Emergency Hotline for In-patients.** Not getting help through the regular channels – frustrated by something not being taken care of? Use our emergency hotline 24/7 to talk to a live person immediately who will personally address your issue immediately!

**Great nursing care begins at the bedside.**  
**We are committed to having more highly qualified staff attending to your every need in as fast and reliable manner as possible. Let us know how we are doing!**

## Enhanced Physician and Nursing Coverage



Jagdev Kaur R.N. & William Smiley JR.

- ▶ **Physicians** (Internists with 3 years of additional specialty training) are actually **in the hospital** covering all units 24/7
- ▶ Only Board Certified **Physicians** cover the Main Emergency Department
- ▶ All Nurse **Practitioners** and Physician Assistants have taken an **additional 16 hour Critical Care Certification Course and Exam**
- ▶ More **Registered Nurses** on patient units

### NURSE OF EXCELLENCE



New Island Hospital is proud to have nominated **Gladys Herrera as our Nurse of Excellence for 2008**. The Nassau Suffolk Hospital Council's Nurse Administrators Committee selects one nurse from each hospital and reviews all nominations for an award presentation. The program is in its 11th year and recognizes outstanding leadership, and commitment to clinical practice, education and research from participating hospitals. **Gladys embodies those superior qualities and passionate dedication to her patient's well being**, and that is why she is our Nurse of Excellence.

Long Island Blood Services presented New Island Hospital with a Special Award for our record level donations in 2007, the most donations ever in the history of the hospital. We are well on our way to smashing that number in 2008!  
**Next Blood Drive: September 24, 2008**



Left to right: Blood Drive Champions, Bob Ehlers, Donald Caulfield, Dr. Glatt, Janice McIntyre, Barbara Smith, Ileana Flores, Paola Henao, Colleen Martin

## NEW RAPID RESPONSE TEAM

As part of our continuous quality improvement, New Island will be upgrading our abilities to evaluate and treat changes in a patient's **status by the implementation of a new and enhanced Rapid Response Team (RRT) starting July 2008**. The RRT concept has been recommended by the Institute of Healthcare Improvement, and has the strong support of our administration, medical and nursing leadership.

**The purpose of the Rapid Response Team is to very rapidly RATE - Respond, Assess, Treat and Evaluate - hospitalized patients not in a critical care unit who are having impending medical emergencies (changes in mental status, breathing, blood pressure or other urgent acute medical problems) as soon as they are identified by the nursing or medical staff.**

The RRT consists of a physician, critical care nurse and respiratory therapist who immediately evaluate the patient, notify the attending physician of the change in condition, and initiate emergency treatment. RRT interventions drastically reduce the number of cardiopulmonary arrests and deaths. This enhanced initiative will further improve on our response time and dramatically enhance quality of care at New Island Hospital.

## Respiratory Department Provides Highest Quality Care

New Island's Respiratory Care Department once again received the highest scores from the American Association for Respiratory Care (AARC), the professional organization for respiratory therapists, that stresses patient safety above all else. **New Island Hospital met the criteria and received recognition for superior provision of care.**

## CLOWNS ON CALL



Clowns on Call brightened the halls and faces of patients at New Island Hospital... Clowns visited patients at the bedside bringing cheer and laughter, using well practiced humor and circus arts. Laughter has been shown to reduce the perception of pain in patients and New Island patients got a heavy dose of laughter on this day. Even the staff appreciated the lightness and upbeat environment the clowns created everywhere they went throughout the hospital.

## GOLF & TENNIS CLASSIC PRESENTED BY MONSTER



(left to right BACK ROW) Tom Ryan – Board of Director, N.Y. Yankee Goose Gossage, Dr. Kaufman – President of the Medical Staff, Jack Howlett – Board Chairman, (Front Row) Dr. Glatt – President & CEO, Joan Flaumenbaum – Board of Director, Larry Chariton – Board of Director

This stellar event, held on Wednesday, May 28, 2008 at **Bethpage State Park** was the biggest and best golf & tennis event to date, with net proceeds of \$257,000 for the purchase of life saving critical equipment.

Golfers played the Red and Blue Courses and Island Orthopedics and Sports Medicine played the fabled Black course with New York Giant Linebacker Chase Blackburn, while Hall of Famer Yankee legend Rich “Goose” Gossage took a swing & photos with each foursome.

**Monster Worldwide**, the premier global online employment solution for more than a decade, was the **Grand Tournament Sponsor**. The Hospital thanks our other major sponsors; Sullivan & Cromwell, New



(left to right) Dr. Goodwin, Dr. Lippe, N.Y. Giant Chase Blackburn, N.Y. Yankee Goose Gossage, Dr. Carroll, Dr. Moynihan

Island Diagnostic Imaging, Dechert LLP, New York Anesthesia Associates, and the Daily News for their generous support.

The dinner awards reception at the famous **Carlyle on the Green** was enjoyed by all. An exciting raffle, silent and sports memorabilia auction, added fun and excitement. The night sizzled when New York Giant Chase Blackburn conducted a live auction for a Giants football signed by him on the spot.

New Island Hospital is thrilled to be the **“Proud Healthcare Provider for the 2009 U.S. Open Championship”** at this fabled **Bethpage Course** when Tiger Woods will defend his 2008 championship.

## SAVE THE DATE 5K RUN & WALK

Sunday, September 21, 2008



**Bethpage State Park Polo Field**  
**In Honor & Memory of**  
**Navy Seal**  
**Lt. Michael P. Murphy**

Lt. Michael Murphy, only 29 years old, was killed in a fierce firefight in mountainous terrain along the Afghanistan-Pakistan border. He led a four-man special reconnaissance unit that was secreted into the Hindu Kush mountains along the border in June 2005.

The unit was reported to be trailing a high-ranking terror leader near 10,000-foot peaks when they were ambushed and overrun by scores of insurgent fighters. A troop transport helicopter that sped to their rescue with eight Navy SEALs and eight Army commandos aboard crashed after being hit by a rocket-propelled grenade. All aboard were killed.

A single member of Murphy's team managed to elude capture, and eventually was reunited with U.S. forces. The survivor said that Murphy was shot when he climbed to higher ground and into the open to send an electronic call for help. Wounded, Murphy completed the call, then continued fighting. It is this action that is believed to be at the heart of his being awarded the Medal of Honor. Other medals awarded to Michael are the Silver Star, Purple Heart, Combat Action Ribbon & Afghanistan Campaign Medal.

**For More Information Call Community Relations at**  
**516-520-2487**

**or Visit our Website at**  
**[www.newislandhospital.org](http://www.newislandhospital.org)**

**With Your Support, We All Stay Healthy**