

THE 2009 PATIENT CENTERED CARE AWARDS

Patient Centered Care Awards are given annually to recognize excellence and achievement in service and patient satisfaction. The award program is designed to support the "We Put Patients First" effort, and awards are given to units, departments, teams and leaders for achievement in improving the patient experience. In February and March of this year, the 2009 award ceremonies were held at several of our campuses. (Snow conditions forced the award ceremony at NYP/Westchester to be rescheduled.) See pages 2 and 3 for more photos and the impressive numbers!



NEW! PATIENT SATISFACTION AWARD WINNERS IN THE 90th PERCENTILE

CAMPUS	90th PERCENTILE
NYP/Columbia	Harkness 10 McKeen Pavilion
MSCHONY	6 Tower
NYP/Weill Cornell	Pediatric Emergency Dept. 14 North 10 West 14 South Baker 15
NYP/Westchester	4 South 3 South



PATIENT SATISFACTION AWARD WINNERS

Awards were given to units and departments that sustained improvement in patient satisfaction scores as measured by the Press Ganey Survey. Departments with the highest scores, the most improved scores, and scores that "went and stayed green" for the longest time during 2009 received awards. This year, we were proud to add a new 90th Percentile Award category, for those units or departments that have achieved levels of patient satisfaction that place them in the top 10 percent of hospitals on the U.S. News & World Report "Best Hospitals" list. Here are the winners for 2009:

CAMPUS	HIGHEST RATED	MOST IMPROVED	SUSTAINED EXCELLENCE
NYP/Allen	Peri-Operative Services	2 Field West	2 Field West 2 River East Clinical Nutrition Security Pastoral Care Patient Services
ACN/Weill Cornell	Irving Sherwood Wright Center on Aging	Adult Dental & Oral Surgery	WC: Adult Dental & Oral Surgery
ACN/Columbia	Allen Medical Practice	Washington Heights Family Health Center	Columbia: Washington Heights Family Health Center
NYP/Columbia	Eye OR/ASU	Surgical ICU (SICU)	Surgical ICU
MSCHONY	Peri-Operative Services	6 Tower	6 Tower
NYP/Weill Cornell	4 West	14 North	4 South 4 West Adult ED Radiology ED
NYP/Westchester	4 South	6 North	4 South and 6 North



TEAM ACHIEVEMENT AWARDS

Awards were given to teams that had designed and implemented innovative projects or programs that achieved meaningful improvements in the patient experience. Winners included:

CAMPUS	TEAM NAME	CONTACT
NYP/Allen	Bed Acquisition Time-Reduction Project 2 Field West	Avi Fishman Venecia Richardson, R.N.
ACN/Weill Cornell	Health for Life Program WC/IMA Nurses Take the Lead on Post-Visit Calls	Elisave Ocasio Sheila Conklin
ACN/Columbia	Charles B. Rangel Community Health Center Anticoagulation Clinic	Renee Radenberg Amy Friedman
NYP/Columbia	GI Endoscopy/Bronchoscopy Nursing Team Patient Access & Information Technology 7 Garden South "CHF Education Team"	Melinda Lugay, R.N. Jennifer Lee Chinette Salveron, R.N.
MSCHONY	MSCHONY ED Flu Surge Team 6 Tower	A. Bonnie Corbett, R.N. Kimberly Williams, R.N.
NYP/Weill Cornell	Patient Services Facilitators	Catherine McHugh, R.N.
NYP/Westchester	4 South Multifamily Educational Group Gem WALK 2009	Aviva Fisher, R.N. Janet Hildreth

VIEW MANY MORE PHOTOS ON THE INFONET'S PHOTO GALLERY PAGE



LEADERSHIP AWARDS

Awards were given to leaders—who were nominated by their peers and staff teams—who exemplify the philosophy of "We Put Patients First."

CAMPUS	LEADER
NYP/Allen	Venecia Richardson, 2 Field West
ACN/Weill Cornell	Ellanie Ocasio, Ambulatory Nursing
ACN/Columbia	Alpher Sylvester, AIM Practice
NYP/Columbia	Jasmine Pond, 6 Garden North
NYP/Corporate	Olivia Grace Gozar, Transfer Call Center
MSCHONY	Elizabeth Polanco, 6 Tower
NYP/Weill Cornell	Barry Gallison, 10 North
NYP/Westchester	Janet Moran, Nursing Operations



Photos by Richard Lohoff and John Vecchione