The Ambassador Holiday Party and First Annual Recognition Ceremony is Wednesday, December 9th and it is not too late to nominate an Ambassador colleague for recognition. Just a few words about how a colleague has inspired you or mentored you or anything else you would like to say. December 9th will be a wonderful opportunity for all of us to get together and celebrate the excellence of the Ambassador Program.

December 1 is the final day to get your flu shot which is a requirement for participating in the Ambassador Program. This is also a good time of the year to make certain your PPD (TB test) is current. Every Mount Sinai employee and volunteer must have an annual PPD which you can also get at Employee Health.

Next week we will receive a sneak-peak of the iPad App that the Ambassadors and Security Officers will have at the entrances. Let Laureen know if you would like to be part of the test group. It is very simple and if you have an iPhone you will have no problem using the App! The Mount Sinai Information Technology Group has worked tirelessly to create this easy-to-use App that will dramatically improve your ability to locate loved ones as well as locations for appointments and procedures.

The Ambassador Program is dedicated to the Cullman Institute Mission of promoting a culture of patient-centered care that emphasizes service and compassion from the moment a patient enters the Hospital through discharge.

The Joseph F. Cullman Jr. Institute for Patient Experience
One Gustave L. Levy Place
New York, NY 10029
212-659-9333 • thecullmaninstitute@mountsinai.org
November 2015 Ambassador Newsletter

Ambassadors Making a Difference

Ambassador Carol Parziale assisted a family member who told her that his mother was taken to the Emergency Room the night before. He went to the ED and was told she had moved to a bed on the fifth floor of GP. Carol went with him to the 5th floor assuming the patient was in an ICU. The patient was not and Carol found out that the patient was on KCC5, Room 552. When they got to the room it was empty, but Carol was able to quickly find out that his mother had left for a test.

Peggy Danziger, Fifth Avenue early bird Ambassador, was approached by a family member who needed a wheelchair outside to assist his wife who had become ill. When Peggy arrived they told her the ill woman’s mother had a cardiac appointment, but the daughter had taken ill on the ride here. Two physicians arrived and suggested Peggy take the ill daughter to the Emergency Room right away. Peggy took the outside route to get there sooner, and was met by a nurse at the front desk who immediately triaged the patient to a bed and within minutes an entire team was assisting her. Peggy then waited for the patient’s husband and mother and got them settled in the ED.

Ambassador Ken Rose was commended by the Wednesday afternoon Madison Avenue Ambassadors for the extraordinary kindness and compassion he exhibited to a young college-age woman who was visiting Mount Sinai. It was assumed by the Ambassadors that she was having a panic attack. Ken had her sit down and calmly spoke to her and reassured her that all would be okay. She was unable to speak, but took out her computer and showed Ken where she needed to go, and Ken was able to get her there.

Regis High School Seniors, Jack Aiello and Drew Rosowicz, were doing Comfort Rounds on GP 8 and found it rewarding. In addition to offering hot coffee, tea, and snacks, they helped a patient get to her Facebook page so she could let everyone know she is at Mount Sinai. Another patient, when offered Lorna Doones, did the Lorna Doone dance for them.

AROUND MOUNT SINAI

TOMMORROW STUDY

The Alzheimer’s Disease Research Center is seeking healthy participants between 65 and 83 years of age who have someone who can be a project partner (spouse, adult child, other family member, or caregiver) to provide information about their health, attend study appointments, and assist with correctly taking certain study medications for this study that will examine two genes to see if it’s possible to predict someone’s likeliness to develop Alzheimer’s based on certain inherited genes, and to test a drug called pioglitazone (AD-4833), which may slow the progress of Alzheimer’s disease in those who currently show no signs of the condition. In this study, the participants will be given a blood test to determine if they are at an elevated risk of developing Alzheimer’s disease, and memory, thinking, orientation, and language skills tests to confirm that they are mentally healthy. Those who qualify will then be given a study drug or placebo to take over a five-year period. Participants will not have to pay for investigational medication, and transportation assistance may be available. This research will take place at The Mount Sinai Hospital campus. For more information, contact a study coordinator at 212-241-8329. [PI: Judith Neugroschi, MD; GCO#: 13-1688; HSM#: 13-00720; IRB approved through 11/19/2015].