Two Ambassadors were honored last week. Jean Crystal, founder of the Ambassador Program, was awarded the 2016 Jacobi Medallion on Wednesday. This is the highest honor the Mount Sinai Health System bestows. Recipients have made exceptional contributions to the Icahn School of Medicine, the Health System, The Mount Sinai Alumni Association, or the fields of medicine or biomedicine. Jean has been a Mount Sinai Trustee since 1995, an active member and past president of the Auxiliary Board, the founder of the Ambassador Program and numerous other contributions. Most importantly, she has fostered a culture of volunteerism at Mount Sinai. Many Ambassadors have had the good fortune of being oriented by or working with Jean. She is famous for saying “I treat everyone who walks through our front door as if they were my grandmother.” Whether or not Jean is at every Ambassador orientation, her spirit is there, and all Ambassadors hear about her welcome philosophy!

Ambassador Nancy Robins was honored Friday at the United Hospital Fund Annual Auxilian and Volunteer Award Ceremony at the Waldorf Astoria. Nancy serves at Fifth Avenue on Tuesdays and Wednesdays and is known for going above and beyond when she is serving our patients and families. Nancy joined the Ambassador Program 9 years ago and serves more than 200 hours each year. Warmest congratulations Jean and Nancy!

Don’t forget the Ambassador Educational Lunch this Wednesday, March 23, at 12 noon in the Board Room on Annenberg 5. Dr. Allan Kozlowski will present.

Ambassador Tips:
Please remember to give feedback on the IPad when you do not find what you need. Improvements are based on feedback from both Ambassadors and Security Officers.

If a family member tells you they want to go to the morgue and you do not feel comfortable escorting there, or would like someone to go with you the first time, please call the Cullman Institute. We will find another Ambassador or one of the staff to assist. The morgue is not that easy to find and our goal is to escort to that location. Please do not hesitate to call for assistance.
Ambassador Amy Li assisted an elderly Chinese woman and her aide who both spoke Cantonese and limited English. Amy speaks fluent Cantonese. When she met them, the patient had completed her procedure and wanted information about the bus home. A few minutes later Amy met them on GP1 and they were looking for the cafeteria. She took them there, helped them get food, and returned with them to the entrance where they waited for their bus. Several minutes later one of the woman came running to Amy. The doctors office had just called and she was not sure what they wanted. As she was talking to Amy the phone rang again and Amy spoke to the office staff. They wanted the patient to return to Pet Scan for a brief 30 minute retake of a film. Amy escorted the women to PET Scan and was able to tell them exactly what was needed and how long it would take.

Ambassador Aaron Chadwick serves at CAM five days a week. Recently one of the CAM elevators, filled with patients, families, and staff, got stuck and the Fire Department was called. Security Officer Moses was an duty and he called the Cullman Institute to complement Aaron on his assistance. Aaron, as well as IMA Volunteer Trevor Gibson, were there the entire time-speaking to those in the elevator and being there to assist them when the it was opened. Just a few days before the elevator incident, Aaron and Trevor were both invited by Jorge Rodriguez, VP, Ambulatory Services, to a Catch A Star Breakfast with the President in honor of the service they provide at CAM that make it a welcoming and friendly place for all who enter. If you escort a patient to CAM, you will most likely receive a warm welcome from Aaron, and he will make certain your patient gets to the correct location.

Ambassador Lashay Ray is a Cristo-Rey High School Corporate Work Study Student who serves on Mondays from 9:30-4. When Lashay first started in September she was hesitant to go up to patient’s and families to offer assistance. She has grown tremendously. This past Monday Lashay did Comfort Rounds offering coffee, tea and treats to patients and families in the Emergency Department (ED). One patient and his wife requested decaf coffee, but for some reason there was none on the cart that day and Lashay told them she would return. She arrived back at the Cullman Institute ten minutes after her shift ended looking for decaf coffee packets. The Comfort Cart had gone to Engineering for repair so we had to get 2 cups of decaf coffee in the cafeteria. Lashay went to the ED with the coffee and found out that patient had gotten a bed. She inquired further and found he had been transferred to KCC. When she entered the KCC room with the two cups of coffee the patient and his wife said, “Is that our decaf coffee?!”

Around Mount Sinai

The Circle of Health is a free app for your mobile device. It was developed by Mount Sinai’s Dr. Valentine Fuster, an internationally known cardiologist, in conjunction with The Fundacion Pro CNIC in Spain. The app is designed to help you improve your heart health and daily lifestyle habits. It is available in English and Spanish. The app focuses on the six modifiable risk factors of cardiovascular disease, which can account for 90% of all heart attacks and strokes: high cholesterol, diabetes, obesity, high blood pressure, smoking and lack of exercise.