The Mount Sinai Health System has appointed Sandra Myerson, MBA, MS, BSN, RN as Senior Vice President and Chief Patient Experience Officer for the Mount Sinai Health System, and she is based in the Cullman Institute. In this newly created position Sandy will collaborate with hospital and system leadership to develop and foster a patient-centered culture that provides compassionate, coordinated, and exceptional care across all inpatient and outpatient settings. Sandy has already met some of you, and all of you will have an opportunity to meet her at our December Holiday Party/Ambassador Business Meeting on Monday, December 8th at 4PM in the Hess Center for Science and Medicine (CSM), 2nd Floor Seminar Room. The purpose of the Ambassador Business Meeting is to give Sandy an opportunity to hear your thoughts about the program and to review with you how we can strengthen the services we provide. Please sign the RSVP list by the Ambassador sign-in book.

Some of you refused to believe it, but the Guggenheim Pavilion door replacement project has begun! There were some cold days on Madison Avenue while they figured out the temporary heaters. Thank you to all for enduring the weather last week and for all the kind things you do every day!

“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 Care
One Gustave L. Levy Place
New York, NY 10029
212-659-9333 • ambassador@mountsinai.org

Ambassador Tips:
Don’t forget that some patients receive their Radiology Associates/Nuclear Medicine Care in the Hess Building. Radiology Associates in the Hess Building said they welcome phones calls about appointment locations. It is a long walk from Radiology Associates in Annenberg to the Hess Building!

On frigid days please come to the Cullman Institute to take a warm-up break. We can provide hot chocolate and tea or give you a ticket to get a warm drink in the cafeteria. We are grateful for your presence and a warm-up break makes the weather more bearable.

“There are two kinds of gratitude: the sudden kind we feel for what we take; and the larger kind we feel for what we give.”

–Edwin Arlington Robinson, Poet
Ambassador Linda Sicher (Wednesday mornings, Madison Avenue) assisted an elderly woman and her husband. They began by saying “we have no idea where we are supposed to go.” Linda found out the patient needed a CAT Scan and took her (in a wheelchair) and her husband to Radiology. The woman at the front desk told the patient her blood work was out of date and that she would have to have it updated and make a new appointment. Linda said the patient looked like she was going to cry, so she asked the staff member if there was any way the blood work could be done now. The staff member contacted Radiation Oncology and they agreed to do the bloodwork right away. Linda escorted the couple to Radiation Oncology, and after the bloodwork returned with them to Radiology where the patient then had her CAT Scan. Linda remarked that it was so reassuring to see the staff member take that extra step to see if the bloodwork could be done.

Ambassador Yennifez Marte was serving at Madison Avenue when she was approached by a very frustrated patient. This was the patient’s first visit to Mount Sinai and she had already been here for 1 1/2 hours unable to find out where she needed to go. Yennifez determined the woman’s appointment was in CAM, where she had gone previously. Yennifez put her coat on, walked the patient back to E. 102nd, and waited with her until the patient was told she was in the correct place.

Domenico Grossi was walking by the rest room on GP 1 when a man looked like he needed assistance. Domenico stopped and the man told him his mother had an appointment in cardiology but she had an accident and needed a change of clothing. Domenico was able to obtain a gown from the Emergency Room and then escorted the patient (via wheelchair) and her son to the cardiology appointment.

Thank you Linda, Yennifez, Domenico and all of the Ambassadors for your countless kind and compassionate encounters with our patients and families!

AROUND MOUNT SINAI

Ambassador Wendy Schwartz and the Dalton Chorale are presenting their Winter Concert on Wednesday, December 10th at Church of the Holy Trinity on E. 88th Street at 8PM. The music is by composer Gioachino Rossini's who wrote 39 operas. Even if you are not familiar with the music, the concerts are consistently wonderful. For additional information visit daltonchorale.org.

When doing your holiday shopping don’t forget that the hospital Gift Shops (GP 7 and KP 1) offer a 20% discount to volunteers! You can also visit the Recreation Office at 19 E. 98th Street, 2nd Floor, for discounted movie tickets (with no expiration date) and so much more.