The week of April 13 is National Volunteer Week and institutions across the county are celebrating the excellence of Volunteers! April also marks the 12th anniversary of the Ambassador Program. It would be hard to visualize Mount Sinai without the Ambassadors serving as wayfinders. We will be distributing pins to those volunteers who have reached their five or ten year anniversary.

The Cullman Institute is sponsoring an Ambassador Educational Lunch during Volunteer Week, on Wednesday, April 15 at 12 noon in Annenberg 10-30. The faculty will be Dr. Lisa Rho, Assistant Professor of Medicine, Pulmonary, Critical Care and Sleep Medicine. She will give an update on Pulmonary Medicine and also discuss the importance of the flu vaccine initiative at Mount Sinai. The purpose of the educational lunch is to introduce you to Mount Sinai faculty and to thank you for the high quality service you provide to our patients, families, and guests.

The Department of Volunteer Services is hosting a Volunteer Breakfast on Thursday, April 16 from 8AM—10AM in the Annenberg West Lobby. All are invited!

The Madison Avenue doors are scheduled for completion within two weeks or less! The Fifth Avenue doors should be completed before the Fall of this year.

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 • ambassador@mountsinai.org
Ambassador Yvonne Ghaw (Mondays) was approached by a mother and daughter at the Madison desk. The mother told Yvonne her husband is in the ICU and her 5 year old daughter needs a distraction. Yvonne conferred with the other Ambassadors and then took them to the Zone. They found out that the Zone only serves patients and families in the Children’s Hospital. However, a social worker heard the discussion and provided the young girl with crayons, markers, pads of paper and other supplies. Yvonne said the mother and daughter were elated! Yvonne also is a registered medical interpreter and often finds patients who need her services on Mondays.

Ambassador Elise Elman (Thursdays) was at Fifth Avenue when a daughter and mother approached. The mother was the patient, and she had a great deal of difficulty walking. The daughter was most upset—they had been sent to the wrong area. Elise quickly diffused the situation. She got the mother situated in a wheelchair and took them to GP 1 Center, waited until they were registered, and got them settled in a comfortable area of the waiting room where the mother could watch TV.

Ambassador Xavier Cruz (Mondays) assisted a Spanish speaking patient in a wheelchair who was waiting for a ride in the cold. Xavier got her a hot cup of coffee and cookies which made her wait more tolerable. If you are serving as an Ambassador and see a similar situation in your environment please reach out to the Cullman Institute for assistance.

Jane Fleetwood (Wednesdays) was approached by a patient who was being sent to an inpatient program at Mount Sinai Roosevelt. He had a phone number for a shuttle to take him there, but when he called he was told there were no beds. Jane called the same shuttle reservation number and was told the same thing. Then she called the Program and they said they were waiting for the patient to arrive. Jane called the shuttle reservation again and they agreed they would transport him, but it would be at least a 60-90 minute wait. It was lunch time, and Jane had to leave, but the Wednesday afternoon Ambassadors took over. The patient said he had not eaten since breakfast and Nancy Robins got him a hamburger and something to drink. The rest of the Wednesday team, Jean Deuschle, Helen Wisch, and Marvin Backer all made sure the patient got on the shuttle!

What a difference the Ambassadors make in the efficiency, warmth, and friendliness of Mount Sinai. Thank you all!

AROUND MOUNT SINAI

The Department of Geriatrics and Palliative Medicine is sponsoring The Annual Douglas West Endowed Memorial Visiting Lecture on Wednesday, April 15 at 5:30PM in Stern Auditorium. The speaker is Atul Gawande, MD, MPH, author of Being Mortal. The New York Times describes the book as a personal meditation on how we can better live with serious illness and approaching death. It is a wonderfully written book that is intertwined with stories and knowledge that helps the reader realize death is something we should not be afraid to think about and talk about. It is wonderful that Dr. Gawande will be visiting Mount Sinai and all of us can have the opportunity of hearing him speak. The book is less than 300 pages and a quick read. You still have time to read it before the lecture, but come even if you have not read the book.