Mount Sinai completed a very successful week long Joint Commission Survey on Friday, April 24. Thank you to all Ambassadors who patiently reviewed the Cullman Institute Guide to regulatory surveys and provided a welcoming presence.

Ambassador Ken Rose was honored at the annual Volunteer Breakfast hosted by the AJA Federation of New York on Monday, April 20th. Outstanding volunteers from 36 agencies were honored, and Ken represented Mount Sinai. He is a Madison Avenue Ambassador who has served 3 days a week since January of 2007, and records about 500 hours of service a year. Those hours are the equivalent of a full-time employee working two years! In addition to helping keep Madison Avenue running smoothly, Ken is the person who assists our Print Shop in the design of the maps. Congratulations and thank you Ken!

Fiordalissa (Fior) Santos is a senior at Cristo Rey High School who, as part of her school service, has worked as an Ambassador one day a week since her sophomore year. We have all watched Fior blossom over the years and it is hard to believe she won’t be with us in September! This year she serves on Friday and functions as lead Ambassador—training new Ambassadors and making sure everything runs smoothly. Thank you Fior and all the best in college and beyond!

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

May 2015 Ambassador Newsletter

Laureen Nowakowski, Editor

Ambassador Tips:
If a patient or family member asks to use a wheelchair always accommodate. If it is the last one, offer to escort them to their location and bring the wheelchair back. You could also borrow the Cullman Institute wheelchair.

The NICU (neonatal intensive care unit) is under construction. It is on the 3rd floor of KP, but you may have to follow a temporary alternate route. Please escort to NICU!

The Ambassador Binder now has a list of all Mount Sinai Health System Hospitals as well as their address and phone number.

“You don’t need to hold a position to be a leader.”
—Henry Ford

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Ambassador Ken Rose (Mondays, Tuesdays and Wednesdays) assisted a 96 year old woman and her health aid. The aid told him the name of the doctor, Ken looked it up, and saw he was at 5 E. 98th Street. He called the office to make sure the doctor was seeing patients, and then proceeded to assist the patient into a wheelchair and escort her and her aid. When they got to 5 E. 98th Street and got in the elevator, the patient told Ken she was sure this doctor she was to see was on the first floor. Ken thought, because of her advanced age, she was confused. When they arrived it turned out the patient has seen this doctor before, but did not have an appointment and the staff were unable to assist in finding out who she was supposed to see. Finally, the patient was able to reach her daughter who gave the name of a different physician, in the Martha Stewart Center, on the first floor of KCC.

The Cullman Institute learned of an elderly patient on 8C who had celebrated her birthday the day before. Because she had surgery on her birthday she was celebrating it the following day. A dietician bought her a cake, and student Ambassadors Shayla Brown-Smith, Khadijah Hussain, and Fiordalissa Santos visited the patient with Happy Birthday balloons and sang to her. The Ambassadors said the patient was very happy they visited and sang, and insisted they all have a piece of her cake.

AROUND MOUNT SINAI

StoryCorps Legacy, a program of the national oral history project StoryCorps, is partnering with Child Life at the Mount Sinai Kravis Children's Hospital to record and preserve stories from Mount Sinai staff and volunteers. Laureen Nowakowski is looking for 3-4 volunteers she could interview about their role as an Ambassador and have it recorded. Participants will receive a CD of the recording, and with their permission, a copy will be archived in the American Folklife Center at the Library of Congress and Mount Sinai archives. This would be a wonderful way to preserve the history of the Ambassador Program.