The Joseph F. Cullman, Jr.  
Institute for Patient Care

Laureen Nowakowski, Editor

Mount Sinai News

The Hospital undergoes external audits regularly to ensure we are providing a safe environment and the highest quality care. The Center for Medicare and Medicaid Services (CSM) and the NY State Department of Health (DOH) will be performing a full hospital inspection some time in the very near future. The surveyors may visit any area of the campus and interview anyone. If you are serving as an Ambassador and a surveyor approaches you to say they are here to conduct a survey, immediately refer them to Security. Security has a specific protocol to follow which includes one of the Security Supervisors escorting the surveyor(s) to the correct location. It is important to wear your ID above your waist, familiarize yourself with the fire protocols and acronyms on your ID, and be aware of the location of the fire extinguisher at the entrances. We have prepared a brief Regulatory Agency/HIPPA Review Sheet as part of our regular retraining process. We request all Ambassadors read, sign and return it so it can become part of your file. It is important that all Mount Sinai volunteers and employees be aware of our fire and safety protocols. Ambassador training does not end with your orientation or because you have been here for many years. Training is a constant process.

Ambassador Tips:

Many Ambassadors continue to escort patients and families to the new Ruttenberg Treatment Center. Thank you! There is an improved inside walkway to Ruttenberg. Take the East or West elevator to MC and enter through the door facing Madison Avenue with the pink and raspberry stripes. On the door it says To Leon & Norma Hess Center for Science and Medicine. There is a set of stairs involved, and if the patient is in a wheelchair you will need to use the former walkway on the SC level until the elevator by the stairs is operational. This is a big improvement in the length of the walk and the ambiance.

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Ambassadors Making a Difference

Ambassador Anthony Silot was serving at Madison Avenue when a family member approached the desk and announced that he had lost his grandfather. He explained that his grandfather was very sick, and that he had dropped him off by the Emergency Room and went to park the car. The Security Officer suggested he go to the ER and see if he was there. The grandson said he had already done that, to no avail. Anthony then asked him if he had been accompanied by a woman in a white coat. The answer was yes and Anthony escorted the grandson to GP 1 South where he had taken the patient and his wife. The patient had decided to go directly to his doctor’s office instead of the Emergency Room. Good work Anthony!

Thank you Ambassadors for enduring the frigid temperatures this Winter at the Madison and Fifth Avenue entrances. So many of you come regardless of the temperature, wearing your ski clothing and winter coats as you help our patients and families navigate the medical center. We have used 72 pairs of hand warmers! We are hopeful next winter will be better. The Engineering Department has received approval for new doors/entry ways for the GP Madison and Fifth Avenue entrances as well as the KCC entrance. We are expecting the new doors to be installed some time over the summer and will keep you posted.

Grand News!

The Cullman Institute assists Sing for Hope in orchestrating bimonthly concerts in the GP 7 Atrium for patients, families and staff members. Sing for Hope mobilizes world-class artists to volunteer their time in the healing arts. Many of the volunteers have performed at Carnegie Hall and similar venues. Sing for Hope recently received a donation of a baby grand piano that they have donated to Mount Sinai. The piano resides in the GP 7 Atrium. In addition to Sing for Hope volunteers using the piano, the Volunteer Department can also recruit volunteers to play the piano—similar to the wonderful flute players who serenade us in the GP Fifth Avenue Lobby. If any of you are talented piano players please let us know!

Around Mount Sinai

Mount Sinai and other research institutions across the country have joined together to create Research-Match.org. This easy-to-use tool allows interested volunteers to make themselves available as research study participants for studies that are right for them, and helps research studies from ending due to lack of participation. Volunteers of any age, race, ethnicity or health status are invited to join. Volunteer privacy is protected. To learn more visit https://www.researchmatch.org?route=mount_sinai.

Ambassador Jane Fleetwood’s Belgian Tervuren dog, Bonheur Scyran All In (better known as Parker), won best-in-breed at the Westminster Dog Show earlier this month. Congratulations Jane and Parker!