

November 2016 Ambassador Newsletter



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

Laureen Nowakowski, Editor

The Cullman Institute annual holiday party and recognition event will be held next **Tuesday, December 6th, at 4PM** at 1214 Fifth Avenue, Club Level. There is still time to RSVP! It is an opportunity for all of us to celebrate the excellence of the Ambassador Program, find out how long Ambassadors have been with us, and meet new Ambassadors.

The Cullman Institute is partnering with the Transportation Department to expedite patient discharges. From 10AM—3PM the Transporters can escort a patient to GP Madison Avenue and ask an Ambassador to stay with the patient until their family or car service arrives to pick them up. When the Hospital is full the Transporters are very busy, and doing this hand-off to the Ambassadors allows them to concentrate on pending escorts and improve patient satisfaction with the escorting process. Most patients are able to get out of the wheelchair and into the vehicle by themselves. You can assist if you are certain you are out of the lane of traffic. Ambassadors have reported that family members and car service personnel are also happy to assist the patient. Security works to keep the spaces right at the entrance clear for patient transportation. Our goal is to provide this service at both the Madison and Fifth Avenue entrances. Please see Laureen if you would like to be a Transportation Champion.

The Cullman Institute and the Ambassador Program will be closed for the Christmas and New Year's holidays on Monday, December 26 and Monday, January 2nd. Happy Holidays!

"Give so much time to the improvement of yourself that you have no time to criticize others."

Thomas Jefferson

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Ambassador Tips!

Apheresis is a Ruttenberg Treatment Center procedure. Except for weekends, it is performed on Annenberg 3 and not in Ruttenberg.

Ruttenberg also sends patients for infusions to GP 2, Room 10, which is located off the surgical family waiting room, near the assessment area where patients are interviewed by a nurse and prepared for surgery. If you check the app and it gives the incorrect location, please leave feedback.

