

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

***The Joseph F. Cullman Jr. Institute for Patient Experience
One Gustave L. Levy Place
New York, NY 10029***

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.



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Ambassadors Making a Difference

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☆☆ **Ambassadors serve** ☆☆☆
☆☆ **as detectives,** ☆☆☆
☆☆ **listeners,** ☆☆☆
☆☆ **compassionate** ☆☆☆
☆☆ **helpers and** ☆☆☆
☆☆ **valuable escorts.** ☆☆☆
☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆
☆☆ **Thank you for all** ☆☆☆
☆☆ **you do!** ☆☆☆
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Ambassador Shea Smith, Madison Avenue, was not able to find an appointment time for an elderly woman who insisted she had an appointment that Tuesday. There was one for Thursday at 12 noon. She insisted her appointment was on the second floor. It turned out her Thursday appointment was in Neurology on the 2nd floor, but her Tuesday appointment was on CAM 5. Before they left for CAM she stopped in the cafeteria to purchase a sandwich. When they arrived at CAM and Shea made certain she was in the correct location, she cut her sandwich in half and insisted he take half. On Thursday Shea was at Madison when this same patient was leaving the hospital. She told him she had looked for him when she came in. When Shea told her he had just come in at 10AM she said “You should get here earlier!”

Ambassador Nyma Lama was assisting an elderly woman at Madison who was looking for her daughter-in-law. Nyma was unable to locate her in the SPLU app, and when she called the operator she was given the wrong location. They finally located the patient in the NSICU. Even though it took quite a while to find the patient, the woman was very grateful. When she was leaving she stopped at the Madison desk to thank Nyma again and give her a kiss!

Ambassador Robert Caslow, a Madison Avenue early bird Ambassador, was serving during a heavy rain storm and all the locations appeared to be out of the plastic bags for umbrellas. One of the Officers mentioned that they are stored in Building Services on the MC Level of 5 E. 98th Street. Robert took it upon himself to find the office, get the bags, and distribute them to the GP entrances.

Nancy Robins, Ellen Enker, and other Ambassadors have assisted in escorting pediatric patients and their families from the Zone to Interventional Radiology. The staff in the Zone report that they used to send families off on their own and it resulted in some anxiety since many of the families are from out of town and coming to Mount Sinai for the first time.

Thank you Shea, Nyma, Robert, Nancy, Ellen, and all Ambassadors for your expertise, kindness, compassion, and escorting.

Around Mount Sinai

The Body Donation Program at the Icahn School of Medicine at Mount Sinai is critically important to furthering medical education. Students at the School of Medicine rely on whole body donations to help them learn about the complexity of human anatomy, perfect innovative surgical techniques, and research cures for diseases and disorders. To learn more about the Program or how to become a donor, visit icahn.mssm.edu/body_donation, or contact Anatomical Gift Coordinators Tarin Rivera at tarin.rivera@mssm.edu, Torrence Wilson at torrence.wilson@mssm.edu, or Jeffrey Laitman, PhD, Director, Center for Anatomy and Functional Morphology, at jeffrey.laitman@mssm.edu.

On a lighter note, the Heart Hospital is sponsoring a Yoga/Mindfulness day on Friday, December 18th in the GP7 atrium. Three different yoga classes, as well as a mindfulness class and an introduction to meditation class will be held between 9:30AM and 1PM. Advance registration is necessary. Please see the Ambassador Bulletin Board for additional information.