

A Publication of the SystemStandard

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## NewYork-Presbyterian Healthcare System Welcomes Health Quest as an Affiliate Member

Health Quest, the mid-Hudson Valley's largest healthcare system, has become an academic affiliate member of NewYork-Presbyterian Healthcare System. Serving over 1.5 million people living in Columbia, Dutchess, Ulster, Orange, Putnam and northern Westchester counties, Health Quest consists of three hospitals and a number of services, including The Thompson House, a 100-bed skilled nursing facility, home health care services, immediate care centers, and the Health Quest Medical Practice. Health Quest was recently acknowledged as "the most recognized health system in the Hudson Valley" by Health Grades.



Mike Weber

Health Quest began in 1999 with Vassar Brothers Medical Center, a 365-bed facility in Poughkeepsie, and Northern Dutchess Hospital, a 68-bed acute care hospital in Rhinebeck, and the existing affiliations of both. In 2001, Putnam Hospital Center, a 164-bed acute care facility in Carmel, joined the system. "The idea behind Health Quest was to provide management oversight of the three organizations in order to improve patient care and realize efficiencies," says Mike Weber, President and CEO of Health Quest. "It gave the three hospitals more leverage when it came to purchasing power, negotiating contracts, and consolidating departments, such as human resources, IT and finance. By doing this, we saved hundreds of millions of dollars over the course of the last 11 years."

Going forward, Mr. Weber and his team are focusing on clinical integration and centralizing clinical service lines. "We want our patients to have access to a consistently high level of care and service based on best practices and benchmarks regardless of which of our facilities they visit," he says.

With similar goals to that of NewYork-Presbyterian Healthcare System, Mr. Weber sees a number of advantages to the new relationship. "NewYork-Presbyterian has a very sophisticated program of keeping all of the managers, not just the executive team, within the organizations apprised of the latest and greatest, and what they should be aware of as it pertains to their particular responsibilities," says Mr. Weber. Participation in the larger System will assist Health Quest in its vigil to integrate the latest best practices and to improve its level of service. It also provides Health Quest with an invaluable resource of leading medical knowledge, tapping into the research and academic talent of Columbia University College of Physicians and Surgeons and Weill Cornell Medical College, and potentially facilitating recruitment of physicians in particular specialties.

Mr. Weber also sees value in the organizational resources and strong regional voice of the Healthcare System. "We are very honored to be part of the System," says Mr. Weber. "We realize this is a two-way street, and we look forward to being an active contributor. Even with only a few months in, I feel that the relationship has already been a great success."

The addition of Health Quest means that the strong federation of NewYork-Presbyterian Healthcare System benefits from a broader cross section of population. The smaller scale of Health Quest and its success with a geographically distributed population will provide valuable insight for other Healthcare System members. "We are pleased to welcome Health Quest, which is an award-winning system in its own right," says Wayne Osten, Senior Vice President and Director, NewYork-Presbyterian Healthcare System. "They have a strong history of system-wide care for their own constituents, and they are a great addition to our Healthcare System community." □

## Nyack Hospital

Nyack Hospital has partnered with McKesson, a leader in healthcare services and information technology, for the implementation of its Paragon® Hospital Information System (HIS). The Hospital is investing \$24 million over seven years, which includes all hardware, software, implementation and staffing costs related to this transformational project. In 2011, Nyack Hospital will have completed the first 4 of 7 stages of Electronic Medical

Record adoption and will be prepared for Stage 1 of meaningful use. Included is a core hospital information system, medical imaging, pharmacy automation with medication reconciliation, computer physician order entry and electronic documentation. Paragon HIS is a completely integrated system of clinical, financial, physician and ancillary applications, and is specifically designed for community hospitals. □

## Palisades Medical Center

The New Jersey Hospital Association (NJHA) has recognized Palisades Medical Center's Faith-Based Community Outreach Initiative with its 2011 Community Outreach Award for the program's positive impact on local communities. Community benefit services and programs are an integral part of Palisades Medical Center's mission. The Faith-Based Community Outreach Initiative works throughout the year in the Medical Center's service area of more than 400,000 residents to bring free healthcare education, screening and affordable treatment referrals to local families within their places of worship. For many, participation in religious activities is a central part of family and community life, receiving significant respect and attention. As a result, the Faith-Based Community Outreach Program has enjoyed great success, with screenings provided to more than 3,500 community members over the last year, and more than 550 people were referred for treatment to area clinics or local physicians. □

## Holy Name Medical Center



Villa Marie Claire, the first freestanding, residential hospice in Northern New Jersey, and one of only a few in the state, accepted its first patients in mid-January at its 26-acre facility in Saddle River. The 20-bed manor for comprehensive end-of-life care is the most recent

development from Holy Name Medical Center's Hospice and Palliative Services program, which emphasizes a holistic approach to achieving quality of life for people with advanced terminal illness. In conjunction with pain and symptom management, the Villa offers integrative therapies, including massage, art therapy, pet therapy, and Reiki. "Everything about the Villa, from its family-focused philosophy and interfaith/intercultural educated healthcare team to its overnight accommodations for family members, speaks to a profound belief that quality can be achieved at every stage of life, regardless of an individual's medical diagnosis or physical and cognitive abilities," says Michael Maron, President and CEO, Holy Name Medical Center. □

## The Rogosin Institute

Today, patients affected by end-stage kidney disease have options that include conducting hemodialysis in their homes, even overnight while they sleep. The Rogosin Institute is one of the few kidney centers to offer its patients multiple options including two different in-home dialysis procedures (Fresenius and NxStage). Rogosin is the only center to provide real-time remote monitoring of the procedure on either machine for nocturnal hemodialysis while patients sleep.

Home nocturnal hemodialysis is a slow, gentle treatment achieved while the patients sleep so their days are free for work or other activities. It is usually done for six to eight hours, six nights a week. Patients feel confident that the dialysis is being conducted properly because every treatment is monitored via the internet by a staff member at Rogosin. The longer treatments and shorter time between treatments are less stressful on the body, allow for a more normal diet, fewer fluid limits and fewer medications. Rogosin has found that all of its home dialysis patients experience a much improved general sense of well being. Patients are trained in the procedure one-on-one by Rogosin's dedicated home dialysis training nurses. For further information or patient referrals please contact Nel Jimenez, RN, at (212) 746-1425. □

## Stamford Hospital



Stamford Hospital has launched the Center for Surgical Weight Loss under the direction of Daniel Davis, MD, Director of Bariatric Surgery (at left). The program currently offers laparoscopic gastric bypass, laparoscopic gastric banding, laparoscopic sleeve gastrectomy, and laparoscopic duodenal switch. Patients are also provided with nutritional consultation, psychological evaluation and support, and fitness counseling. Unique to the program is the option for patients to utilize pre-surgery treatments such as Reiki, massage, lifestyle coaching, mind-body therapies and acupuncture at Stamford's Center for Integrative Medicine & Wellness. Before and after surgery, patients have access to state-of-the-art exercise equipment, a 25-yard lap pool, and a therapeutic pool and jacuzzi at the Hospital's Health and Fitness Institute. □

## SYSTEM PEOPLE IN THE NEWS

### Bassett Healthcare Network



Friends of Bassett welcomed back Mike Stein to be Vice President of Development and Executive Director of the Friends of Bassett Healthcare Network.

Mr. Stein will oversee philanthropic activity across the Bassett network, as well as pursue government funding opportunities and handle legislative relations at the state and federal levels.

### The Brooklyn Hospital Center



Gary Almedo Stephens, MD, was named Chief Medical Officer of The Brooklyn Hospital Center. Dr. Stephens began at the Hospital Center as a resident

and rose to become Chief of the Division of Thoracic Surgery. In addition, vascular surgeon Peter J. Pappas, MD, has been appointed Chairman of the Department of Surgery.

### Helen Hayes Hospital



Robert D. Holland, MD, who is board certified in Physical Medicine and Rehabilitation (Physiatry), has been appointed to the Helen Hayes Hospital medical staff,

caring for inpatients and outpatients. Dr. Holland joins the Hospital from Westchester Medical Center.

## The Silvercrest Center for Nursing and Rehabilitation



*On February 3rd, 2011, Silvercrest Senior Housing opened its doors and welcomed home its first tenants, who will benefit from a range of amenities, including indoor and outdoor recreation areas.*

The Silvercrest Center for Nursing and Rehabilitation marked the grand opening of a \$16 Million Section 202 supportive housing facility for Queens seniors. Silvercrest Senior Housing is a newly developed senior housing facility featuring 80 apartments – each with emergency pull cords – on almost two acres. The project, which is open to very low-income seniors over 62 years of age, received \$14.2 million in federal support from the United States Department of Housing and Urban Development (HUD) and \$1.8 million from the New York City Department of Housing Preservation and Development (HPD). The land was donated by The Silvercrest Center. □

## New York Methodist

Richard Lazzaro, MD, Chief of Thoracic Surgery at New York Methodist Hospital (at right), recently performed the first-ever robotic assisted pulmonary pneumonectomy in New York City. A pneumonectomy is most often used to treat lung cancer when less radical surgery cannot achieve satisfactory results. The Hospital’s recent acquisition of a robotic surgical system enables the Hospital’s thoracic surgeons to expand options for minimally invasive thoracic procedures. “New York Methodist is part of an elite group of hospitals that offer minimally invasive thoracic surgery,” said Dr. Lazzaro. “Approximately 90 percent of our patients are treated using minimally invasive techniques.” □



## Winthrop-University Hospital

Winthrop-University Hospital has been named a Distinguished Hospital for Clinical Excellence™ for the third year in a row by HealthGrades. This prestigious distinction places Winthrop among the top five percent of hospitals nationwide for superior clinical performance. The Hospital is one of only seven recipients in New York State and the only recipient in Nassau County to receive this distinction. Winthrop was also previously named a recipient of 10 Specialty Excellence Awards in 2011 by HealthGrades. “These impressive achievements are a testament to Winthrop’s commitment to clinical excellence and reflect the quality care that is delivered each day to our patients and their families by our outstanding team of physicians, nurses and clinical staff,” said **John F. Collins**, Winthrop’s President and CEO. □

## Brooklyn Hospital Center

The Brooklyn Hospital Center is now offering hyperbaric oxygen therapy, a painless treatment that uses pressurized oxygen to improve wound healing. The Hospital Center’s Wound Care Program helps patients with diabetic ulcers, bone infection and other types of hypoxic or ischemic wounds. The Hospital Center has also opened a new Orthopaedic Suite, providing care five days a week on the first floor of the main hospital. Led by **Geoffrey Phillips, MD**, an expert in foot and ankle surgery and sports medicine, the practice offers fast “one-stop” access to specialists in orthopaedic surgery, pain medicine, physiatry and physiotherapy.

In addition, The Brooklyn Hospital Center’s Family Medical Residency Program was named one of 10 winners of the 2010 American Academy of Family Physicians (AAFP) Foundation Pfizer Immunization Awards. “Receiving the award is truly an honor for our Family Medical Residency Program, which has made a major impact on increasing immunization rates for Brooklyn’s youngest residents,” says **Richard B. Becker, MD**, President and CEO of The Brooklyn Hospital Center. The award was accepted by **Vasantha Kondamudi, MD**, Chair of Family Medicine and Director of the Residency Program. □

## SYSTEM PEOPLE IN THE NEWS

### New York College of Podiatric Medicine



**Rock G. Positano, DPM, MSc, MPH**, Director of the Non-Surgical Foot and Ankle Service at Hospital for Special Surgery, and a member of the Board of Trustees of the New York College of Podiatric Medicine (NYCPM) since January 2009, has been appointed Deputy Chairman of the Board.

### New York Hospital Queens



**David N. Rose, MD, FACP**, has been appointed Chairman, Department of Medicine, New York Hospital Queens. Previously, Dr. Rose was Chief, General Medicine and Geriatrics, and Vice Chair, Department of Internal Medicine at Baystate Medical Center in Springfield, Massachusetts.

### The Silvercrest Center



**Loretta G. McManus, BS, MS, RN**, has been appointed Vice President of Nursing Services at The Silvercrest Center for Nursing and Rehabilitation. Prior to joining Silvercrest, Ms. McManus was the Chief Nursing Executive at Elliot Hospital in Manchester, New Hampshire.

## Lawrence Hospital Center



Members of the stroke team at Lawrence Hospital Center

Lawrence Hospital Center, a New York State designated Stroke Center, has received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award. The award recognizes Lawrence's commit-

ment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

To receive the Get With The Guidelines-Stroke Silver Plus Quality Achievement Award, Lawrence Hospital Center achieved at least 12 consecutive months of 85 percent or higher adherence to all Get With The Guidelines-Stroke Quality Achievement indicators and achieved at least 75 percent or higher compliance with six of 10 Get With The Guidelines-Stroke Quality Measures during that same period of time. "With a stroke, time lost is brain lost, and the Get With The Guidelines-Stroke Silver Plus Quality Achievement Award demonstrates that our staff is committed to providing care that has been shown in the scientific literature to quickly and efficiently treat stroke patients with evidence-based protocols," said **Ronald Silverman, MD**, Chief of Neurology and Director of the Stroke Program. □

## New York Downtown Hospital



On March 16, 2011, New York Downtown Hospital celebrated the opening of the Asian Diabetes Center in Manhattan's Chinatown. The Center, under the direction of **George Liu, MD**, provides comprehensive diabetes management and education programs that meet the needs of people with diabetes and their families. Its goal is to educate people with pre-diabetic conditions and to treat uncontrolled diabetes to minimize complications. The Center includes an endocrinologist, a nutritionist and specialty care services in podiatry, ophthalmology and nephrology. Based on the UnitedHealthcare database in 2009, 38 percent of Chinese American Medicare enrollees were diagnosed with diabetes. □

## Amsterdam Nursing Home



The Amsterdam at Harborside, affiliated with Amsterdam Nursing Home in Manhattan, has opened Nassau County's first and only Continuing Care Retirement Community (CCRC), offering independent living, assisted living and skilled nursing care within the same community, making transitions to higher levels of care seamless for residents. The community includes 229 independent living units, 26 assisted living apartments, 56 skilled nursing units and 18 special needs residences. Residents enjoy maintenance-free living surrounded by resort-style amenities, such as underground valet parking, several dining options, housekeeping and concierge service. "The Amsterdam at Harborside is the first and only CCRC offering life care in Nassau County," says President and CEO, **James Davis**. "It is one of the very few such communities in New York State." □

## Wyckoff Heights Medical Center



Rajiv K. Garg, President and CEO, Wyckoff Heights Medical Center, with Dr. Burton Wasserman

**Burton S. Wasserman, DDS**, Chairman of Dental Services for the NewYork-Presbyterian Healthcare System, received the Dr. Isadore Caputo award as the 2010 "Physician of the Year" from Wyckoff Heights Medical Center. Dr. Wasserman serves as Chairman of Dental Medicine at Wyckoff Heights, as well as the founding Chairman of Dental and Oral Medicine and General Practice Residency (GPR) Director of New York Hospital Queens.

Dr. Wasserman was also honored by the Greater NY Dental Meeting, the largest national dental convention, for creating the first General Practice Residency Fair in the United States. The Fair provides dental students with the opportunity to learn about hospital residency programs in the tri-state area. The service award was presented to Dr. Wasserman for creating the GPR Fair concept and fostering its development for the past 25 years. □

## Northern Westchester Hospital



Northern Westchester Hospital recently opened its new Mary and David Boies Emergency Department. The 33,000-square-foot facility has 26 patient rooms, a family room, a doctor's consultation room, and a cozy center

designed for children. Known as the "Planetree ED," this patient-centered facility was designed to address patient-specific needs. Set up as a grid with "avenues," the Emergency Wing's first avenue has private adult treatment rooms, the center hallway is for pediatric treatment, and the third avenue is a "fast track" for minor emergencies. In between the avenues are physician and nursing stations. The grid system helps to make the patient treatment flow more efficient. The staff also uses rotating carts that carry specific medical equipment that enable physicians to address specific emergency circumstances, no matter which room they are using. The Emergency Department provides care to approximately 29,000 patients a year. □

## Bassett Medical Center



David Strogatz, PhD (at left), has joined the Bassett Research Institute as Director of the Center for Rural Community Health. Dr. Strogatz is an epidemiologist with expertise in community-level health interventions. He comes to Bassett from the Albany School of Public Health,

where he served as Chair of the Department of Epidemiology and as Director of a CDC-designated Prevention Center. The Center for Rural Community Health will work with state and local public health agencies and Bassett health professionals to develop and test community-level interventions designed to address the most serious health challenges affecting people in Bassett's catchment area. Current projects are aimed at assessing rural worksites as useful locations for weight control intervention and school-based programs to enhance nutrition education and reduce tobacco use. Programs that prove effective will be offered to communities across the eight-county region Bassett serves. □

## New York Westchester Square Medical Center

New York Westchester Square Medical Center is continuing to serve its Bronx and Westchester communities indefinitely now that the New York State Department of Health has granted the Medical Center a permanent operating license and removed it from the Berger Commission list of community hospitals recommended for closure. The move follows a three-year, hard-fought battle by elected officials, employees, and advocates for the highly respected facility, which is located in the northeast section of the Bronx and the only hospital still operating in the service area of Community Board 10. The good news, which was announced by the Department of Health on September 29, 2010, benefits local residents who depend on the Hospital for care, the approximately 700 employees who were able to keep their jobs, and some 200 physicians who continue to provide care to their patients. "Without our facility, our patients would need to travel farther for medical care and find new primary care physicians who are affiliated with other hospitals outside of the community," noted Alan Kopman, President and CEO. □

## The Valley Hospital

The Valley Hospital's Emergency Department has been recognized for service excellence under the J.D. Power and Associates Distinguished Hospital Program<sup>SM</sup>. The distinction was determined by surveying recently discharged patients about their perceptions of their hospital visit and comparing the results to the national benchmarks established in the annual J.D. Power and Associates National Hospital Service Performance Study<sup>SM</sup>. The telephone-based research focuses on the five key drivers of patient satisfaction with their overall emergency department experience: speed and efficiency; dignity and respect; comfort; information and communication; and emotional support.

Valley's Emergency Department recognition comes on the heels of the Hospital's eighth consecutive recognition by J.D. Power for providing "An Outstanding Inpatient Experience." The Valley Hospital is the only hospital to receive this designation for eight consecutive years, and was the first in the tri-state area to receive this recognition. □

## Community Healthcare Network

Community Healthcare Network's nine health centers have received the National Committee for Quality Assurance (NCQA) Level 3 Physician Practice Connections<sup>®</sup> — Patient-Centered Medical Home Recognition<sup>™</sup>. NCQA recognizes primary care practices that function as patient-centered medical homes, a model of care where each patient is at the center of their care and has an ongoing relationship with a personal physician who leads a team that takes collective responsibility for the patient's care. "Community Healthcare Network is proud to be recognized for our commitment to

creating a medical home for our patients. It is a reflection of our belief that all patients, regardless of insurance or immigration status, should receive the highest quality health care possible," said Catherine M. Abate, President and CEO. Some of the areas measured by NCQA include patient tracking and registry functions; access and communication; care management; patient self-management support; electronic prescribing; test tracking; referral tracking; performance reporting and improvement; and advanced electronic communications. □

## Our System Partners NewYork-Presbyterian Healthcare System

### Acute Care Members

NewYork-Presbyterian Hospital  
Bassett Medical Center  
The Brooklyn Hospital Center  
Health Quest System  
Northern Dutchess Hospital  
Putnam Hospital Center  
Vassar Brothers Medical Center  
Holy Name Medical Center  
Hospital for Special Surgery  
Lawrence Hospital Center  
New York Community Hospital  
New York Downtown Hospital  
New York Hospital Queens  
New York Methodist Hospital

New York Westchester Square Medical Center  
Northern Westchester Hospital  
Nyack Hospital  
Palisades Medical Center  
Stamford Hospital  
The Valley Hospital  
White Plains Hospital  
Winthrop-University Hospital  
Wyckoff Heights Medical Center

### Ambulatory Care Members

Community Healthcare Network  
New York College of Podiatric Medicine

### Continuing Care Members

Amsterdam Nursing Home  
The Hebrew Home at Riverdale  
St. Mary's Healthcare System for Children  
The Silvercrest Center for Nursing  
and Rehabilitation

### Specialty Hospital Member

Gracie Square Hospital

### Specialty Institute

The Rogosin Institute

### Specialty Rehabilitation Members

Burke Rehabilitation Hospital  
Helen Hayes Hospital

## The Methodist Hospital System



George Heinrich, MD, (right), presents the 2010 Quality Symposium Award to Patrick G. Woods, MD, Chief, Quality and Patient Safety, Methodist Willowbrook Hospital.

Methodist Willowbrook Hospital, a member of The Methodist Hospital System in Houston, Texas, was presented with the Quality Symposium Award at the 2010 Annual Quality Symposium for their project, *Chasing Zero: Reducing Hospital-Acquired Infections*. With a goal to reduce catheter-associated urinary tract infections (CAUTI), ventilator-associated pneumonias (VAP), and central line bloodstream infections to zero occurrences, the Hospital undertook several steps including a "Rounding Tab" in the electronic medical record system that pulls data from a variety of sources and makes it available in real-time to nurses, alerting them when specific patient tasks should be performed. A multidisciplinary team was formed to investigate causes of VAPs and to intervene to reduce their rates, with improvements that included standardization of equipment, increased oral care, and adherence to standard weaning and "sedation vacation" protocols. Since implementing the new processes, Methodist Willowbrook Hospital did not have a catheter-associated urinary tract infection, ventilator-associated pneumonia, or central line bloodstream infection for 14 consecutive months.