

ELMHURST CELEBRATES ANNUAL DOCTORS' WEEK

In April, Elmhurst celebrated Annual Doctors' Week by honoring our dedicated physicians. Special events included the presentation, "Helping Healers Heal," by Dr. Eric Wei, NYC Health + Hospitals Vice President and Chief Quality Officer and an ice cream social. The week was capped off by a dinner celebration that included the "ELMMY Award," which honored six physicians for their outstanding patient care and excellent collegial and patient relationships. Drs. Dinali Fernando, Tu Tu Mon, and Jerry Weissman were voted for by their peers as clinicians who provide exceptional service and care to patients and fellow physicians. Drs. Maria Cristina Goiri, Konstantinos Margetis, and Deborah Reynolds received high marks from their patients who highlighted their excellent interpersonal and communication skills in HCAHPS surveys. The doctors were also recognized with citations from the New York State Senator Jose Peralta, Assembly Member Brian Barnwell, and Council Member Daniel Dromm.

Here is a little bit more about the honorees:

Dinali Fernando, MD, Emergency Medicine – Dr. Fernando, MD, MPH is an Assistant Professor in the Department of Emergency Medicine at the Icahn School of Medicine at Mount Sinai, an Attending Physician in the Department of Emergency Medicine at NYC Health + Hospitals/Elmhurst, and the Medical Director of the Libertas Center for Human Rights at NYC Health + Hospitals/Elmhurst. She graduated from the George Washington School of Medicine and Public Health and completed her Residency in Emergency Medicine at the Mount Sinai Medical

Center. She is a graduate of the Mount Sinai Global Health Program, has worked in Kenya and Holland, and was the recipient of the Mt. Sinai Dept. of Emergency Medicine's Dr. Saidapet Balakrishnan Humanitarian Award, and NYC Health + Hospitals/Elmhurst's Shining Star Award for Compassionate Care.



Maria Cristina Goiri, MD, Ambulatory Care – Dr. Goiri has been an Attending Physician at NYC Health + Hospitals/Elmhurst's Medical Primary Care and Diagnostic Clinic since 2007. She specializes in Primary Care and Internal Medicine and received her medical degree from the University of Santo Tomas in Manila, Philippines. She first received certification from the American Board of Internal Medicine in 2006 and was recertified in 2016.

Konstantinos Margetis, MD, Neurosurgery – Dr. Margetis is the Associate Director of the Department of Neurosurgery at NYC Health + Hospitals/Elmhurst and an Assistant Professor of the Department of Neurosurgery at the Icahn School of Medicine at Mount Sinai. He received his medical degree from Aristotle University Medical School in Thessaloniki, Greece in 2002 and has a Ph.D. from the University of Athens, where he was Class Valedictorian. He has completed fellowships in Pediatric Neurosurgery at Weil Cornell Medical School (2013) and Spine Surgery at the Cleveland Clinic (2014). In 2017 he received a recognition award for providing outstanding care from New York City Health + Hospitals at the health system's annual Doctors' Day Awards Ceremony.



ELMHURST SALUTES OUR DEDICATED NURSES

In May, NYC Health + Hospitals/Elmhurst celebrated Nurses Week with a series of events saluting our nurses for all the hard work they do each and every day. Highlights of the week included a carnival-themed fashion show, an educational poster presentation, a Florence Nightingale celebration, and an old-fashioned ice cream social. Thank you Elmhurst nurses for providing such exceptional care to our patients!



ANNUAL DOCTORS' WEEK CONTINUED FROM PAGE 1

Tu Tu Mon, MD, Ambulatory Care – Dr. Mon is an attending Ambulatory Care physician at NYC Health + Hospitals/Elmhurst, and an Assistant Professor and Clinical Instructor at the Icahn School of Medicine at Mount Sinai. She also serves as the Medical Director of Elmhurst's Occupational Health Service. She has an undergraduate degree from the Institute of Medicine in Yangon, Myanmar and received her medical degree from Mount Sinai School of Medicine. She specializes in Primary Care and Internal Medicine. She is the recipient of numerous awards, including Outstanding First, Second, and Third Year Resident Awards from Mount Sinai, and Excellence in Teaching Awards, also from Mount Sinai.

Deborah Reynolds, MD, Cardiology – Dr. Reynolds is originally from the Bronx. She completed her undergraduate training at SUNY Binghamton and her medical school training at SUNY Buffalo. She completed her residency and fellowship at Mount Sinai Medical Center and joined the Cardiovascular Department at NYC Health + Hospitals/Elmhurst in 2008 as the Director of Inpatient Services and Director of the Coronary Care Unit (CCU), which specializes in the care of patients with heart attacks, unstable angina, cardiac dysrhythmia and other

cardiac conditions that require continuous monitoring and treatment. Under her direction, Elmhurst expanded inpatient cardiology services by opening the A7 unit. The A7 unit was the highest acuity unit staffed by nurse practitioners and continues to be one of the highest scoring areas in terms of patient satisfaction.

Jerry Weissman, MD, Rehabilitation Medicine – Dr. Weissman is Associate Director of the Department of Rehabilitation Medicine at NYC Health + Hospitals/Elmhurst. He is also an Associate Professor of Rehabilitation Medicine at the Icahn School of Medicine at Mount Sinai. He received his medical degree from Albert Einstein College of Medicine in 1965 and has been on staff at Elmhurst since 1978. He has extensive experience training physicians in the Department of Rehabilitation Medicine and served as the Director of the department's Residency Training Program for over twenty years. He continues to host a well-regarded lecture series for residents and participates in presentations to high school students on the subject of careers in rehabilitation medicine and related fields as part of a career day given at NYC Health + Hospitals/Elmhurst.

ELMHURST RECEIVES ADVANCED CERTIFICATION FOR PRIMARY STROKE CARE

On April 26, Elmhurst successfully completed a one day TJC survey for Advanced Certification for Primary Stroke Care. The hospital has been recognized as a primary stroke center by the NYSDOH since 2003, and has been improving care outcomes ever since. Elmhurst has received the AHA Get With the Guidelines Stroke Gold Plus and Target Stroke awards since 2010. This vigorous survey now places us on track to achieve the TJC Thrombectomy Capable and Comprehensive Stroke certifications next year. Our ability to provide comprehensive stroke care is essential to our community and to the borough of Queens, as there is currently no other center.

HEALTHFIRST CINCO DE MAYO CELEBRATION



On May 4th, Healthfirst sponsored its annual Cinco de Mayo celebration outside the Community Medical Center. Dr. Alfredo Astua, Elmhurst's Director of Pulmonary Medicine, was honored by the hospital, Healthfirst, and local elected officials, including Rep. Grace Meng, State Senator Jose Peralta, and Assembly

Member Aridia Espinal for his contributions to medicine and to the community. Dr. Astua, who previously worked at Elmhurst as a resident, returned to Elmhurst earlier this year to oversee the Pulmonary Medicine program.

DOCTORS RECOGNIZED FOR CLINICAL EXCELLENCE



Dinali Fernando, MD, MPH, who is Medical Director of the Libertas Center for Human Rights at NYC Health + Hospitals/Elmhurst and an Attending Physician in Elmhurst's Department of Emergency Medicine, has been selected by The Arnold P. Gold Foundation to receive the 2018 Pearl Birnbaum Hurwitz Humanism in Healthcare Award.

The Pearl Birnbaum Hurwitz Humanism in Healthcare Award is presented annually to a woman who exemplifies humanism and has advanced – through her scholarship, advocacy and leadership – the well-being of vulnerable or underserved populations in the healthcare arena. Dr. Fernando received the award due to her groundbreaking work caring for survivors of torture and human rights violations at the Libertas Center for Human Rights. She will be formally recognized at the Gold Foundation's awards ceremony in October in Boston.



This year's Stanley G. Seckler Award for Clinical and Educational Excellence in Medicine has been awarded to Joseph Lieber, MD, Director of Medicine, NYC Health + Hospitals/Elmhurst. The award presentation took place on May 10 following a Grand Round lecture by Dr. Lieber. Stanley Seckler was the former Director of Medicine at Elmhurst Hospital. He was renowned for

his encyclopedic medical knowledge and superlative clinical and educational talents. Upon his death, Mount Sinai, in conjunction with Elmhurst Hospital, has held an awards lecture for the clinician whose clinical and educational skills are a tribute to Dr. Seckler.

TRAUMA TEAM CELEBRATES SUCCESSFUL COMPLETION OF AMERICAN COLLEGE OF SURGEONS SURVEY

In April, NYC Health + Hospitals/Elmhurst hosted a celebration for the Trauma Team for receiving verification of Elmhurst's Trauma Program from the American College of Surgeons. Thanks to all the hard-working healthcare providers who have exceeded the ACS's standards for care and for their continued dedication to our patients.



WOMEN'S HEALTH PAVILION LAUNCHES SUMMER HEALTH SERIES

In June, NYC Health + Hospitals/Elmhurst will launch a health education series for patients and the community at the Women's Pavilion (78-20 41st Avenue). Attendees will be offered information and resources related to nutrition, breastfeeding, gynecological health, family planning, and newborn and baby care. Future programs will cover other health topics, including asthma, diabetes, depression, stress management, and primary care services. Local non-profits will also provide information on programs and services for community residents. For more information on upcoming programs at the Pavilion, please call 718 334-5346.

JUNE WOMEN'S PAVILION HEALTH SERIES EVENTS

- June 12..... Newborn Care - Presented by Pediatric Nurses, 4- 4:30PM
- June 14..... Clinical Aspects of Family Planning - Presented by Elizabeth Pollart, SW and Prissila Vega, RN CLC, 2-2:30PM
- June 19..... Clinical Aspects of Family Planning - Presented by Elizabeth Pollart, SW and Prissila Vega, RN CLC, 4- 4:30PM
- June 21..... Newborn Care - Presented by Pediatric Nurses, 2-2:30pm
- June 26..... WIC Services - Presented by Lisa Fermin, 4- 4:30PM
- June 28..... Breastfeeding - Presented by Prissila Vega, RN CLC 2-2:30pm

ANNUAL VOLUNTEER RECOGNITION CEREMONY

In April, in recognition of National Volunteer Week, Elmhurst recognized the many people who put in countless hours at Elmhurst as volunteers at our Annual Volunteer Recognition Ceremony. Volunteers received pins in recognition of the number of hours they have dedicated to the hospital. Elmhurst volunteers serve throughout our facility and are an important part of our hospital community. Thank you to all the wonderful people from many different backgrounds and walks of life who take time out of their busy schedules to help our staff and patients. Your contributions are greatly appreciated!



NYC HEALTH + HOSPITALS/ELMHURST ADVANCES DISCUSSION OF THE IMPACT OF CLIMATE CHANGE ON PUBLIC HEALTH

EXPERT PRESENTATIONS FOCUSED ON CLIMATE CHANGE'S IMPACT ON VULNERABLE POPULATIONS AND STEPS TO REDUCE THE CARBON FOOTPRINT

In April in commemoration of Earth Day, The Global Health Institute at NYC Health + Hospital/Elmhurst hosted the program "Earth's Vital Statistics: How Climate Change Is Affecting Your Health," featuring local and international experts. Coinciding with Earth Day, the presentations focused on climate change and its impact on public health around the world.

"NYC Health + Hospitals/Elmhurst is proud to celebrate Earth Day by bringing attention to the important issue of climate change and how it is affecting our health," said Israel Rocha, Jr., chief executive officer, NYC Health + Hospitals/ Elmhurst. "At NYC Health + Hospitals/Elmhurst, we have taken several significant steps to reduce the carbon footprint, such as using energy-saving lighting and fixtures, reducing the number of physical servers needed to run hospital computers, installing energy efficient boilers, and using green-certified cleaning products. We are continuing to plan for a greener future in order to protect the health of our patients, staff,

and community."

"The impact of climate change is getting clearer, and more frightening, every year," said Joseph R. Masci, MD, executive director and founding chair of the Global Health Institute at NYC Health + Hospitals/Elmhurst. "It is important for those of us in the medical profession to understand what we are facing, and Earth Day is an excellent opportunity to educate ourselves and our patients."



Dr. Patrick Colley at Al Oerter Rec Center
Discussion on Seasonal Allergies

The program also offered practical tips and changes that people can incorporate into their everyday lives to minimize their impact. Tips included unplugging appliances when not in use, and using tote or biodegradable paper bags when purchasing groceries to reduce waste from plastic products.

For more information about the Global Health Institute at NYC Health + Hospitals/Elmhurst, please call 718-334-1259.

82ND STREET PARTNERSHIP AND NYC HEALTH + HOSPITALS/ELMHURST LAUNCH "GET FIT" MENU PROGRAM

The 82nd Street Partnership and NYC Health + Hospitals/Elmhurst are partnering with local restaurants in the Elmhurst and Jackson Heights and surrounding communities for a new initiative called Get Fit. The Get Fit campaign will focus on helping neighborhood diners make healthy choices when eating out without having to give up the global cuisine and comfort foods they love. The program is free for local restaurants and is expected to bring positive exposure to the area's diverse food scene.

"NYC Health + Hospitals/Elmhurst is proud to work with the 82nd Street Partnership and local restaurants to promote healthier eating habits in our community through the Get Fit program," says Israel Rocha, Jr., chief executive officer of NYC Health + Hospitals/Elmhurst and vice president of OneCity Health. "Many of the chronic illnesses we treat, such as heart disease, hypertension, and type 2 diabetes, can be linked to diet, so we see this partnership as an opportunity to raise awareness about the selection of healthy menu choices when dining out."

Certified dietitians from NYC Health + Hospitals/Elmhurst's Department of Food and Nutrition will review menus of participating restaurants to identify healthy food options. Dietitians will take into consideration calorie, fat, sugar, and sodium content, as well as whether items are grilled or fried and whether food is covered in high-calorie gravies or sauces.

During the coming months, NYC Health + Hospitals/Elmhurst dietitians will review restaurant recipes and offer



Elmhurst CEO Israel Rocha and the Department of Food & Nutrition team at Get Fit launch.



suggestions for ways chefs can modify menu items to reduce fat, calories, sugar, and sodium. Modified items will be added to the official Get Fit Menu, which will be available on the 82nd Street Partnership website, at

participating restaurants, and at NYC Health + Hospitals/Elmhurst and other participating health centers in the community. Restaurants that sign on and their dietician-approved items will be identified by a Get Fit Menu sticker, which will be displayed in windows and on menus.

"Helping patients understand the link between their food choices and their health can result in the best management of, or even avoidance of, chronic disease," said Jey Hwang, RDN, CDN, a director of Food and Nutrition at NYC Health + Hospitals/Elmhurst. "We hope that making it easier for people to make healthy choices when they are out for an enjoyable meal with friends or family will be part of a new healthier norm in Queens."

"We have always strived to provide healthier options on our menu, so we are happy that now there is a program that will help us connect to community members seeking healthy foods. This program will be great for the community," says Juan Carlos Segarra, owner of El Pequeño Restaurante.

Participating restaurants include: Delicias Colombianas, El Pequeño Restaurante, Casa Rivera, M 2 N Cafeteria, Just Made 4 U, La Pequeña Colombia, Juquila Mexican Cuisine, Cositas Ricas, Chifletz, Sabor Ecuatoriano Bakery, Seba Seba, Sompong Thai, La Boina Roja Steak House, VC Restaurant, Isa's Restaurant, Pico de Gallo, Delhi Heights, and Mustang Thakali Kitchen.

Restaurants interested in joining the program can contact the 82nd Street Partnership at info@82ndstreet.org or (718) 335-9421.

UPCOMING EVENTS AT NYC HEALTH + HOSPITALS/ELMHURST

July 30th: Healthy Pregnancy: Learn from Dr. Georges Sylvestre, obstetrician-gynecologist and chief of maternal fetal medicine at NYC Health + Hospitals/Elmhurst, about how to have a healthy pregnancy. Event will take place at 4 PM at the Queens Library Woodside branch at 54-22 Skillman Ave, Woodside.

World Breast-Feeding Week - August 3, 2018: Big Latch; an international event to have women in the community come together and latch their babies and promote breastfeeding at Frank D O'Connor Park. Meet at 79-01 Broadway at 9:30 am. For more information, please call 718 334-1259.

August 7: Breastfeeding Health Fair at Elmhurst's Farmers Market, 10 am - 1 pm. Event will take place on 41st Avenue between 80th and 81st Streets.

Paddle for Cure – Please support Paddle for the Cure, a non-profit that hosts paddling events and other fun activities for breast cancer survivors and their loved ones. For information on upcoming events, please contact Leah Salmorin at leah@paddleforthecurenyc.org.

Aug. 16: Sleep Apnea: Come learn about the different types, potential causes and symptoms, and risk factors from Dr. Astua, chief of pulmonary medicine at NYC Health + Hospitals/Elmhurst. Event will take place 2 PM at Queens Library Maspeth branch at 69-70 Grand Ave, Maspeth.

ELMHURST IN THE COMMUNITY



Dr. Astua Sleep Apnea Discussion, Forest Hills Library



On May 2nd, NYC Health + Hospitals Elmhurst teamed up with the City Parks Foundation for a planting and beautification project at O'Connor's Tail Triangle, which is across the street from the hospital.



Elmhurst's Ambulatory Care Team at Community Health Fairs



Women's Health Fair in collaboration with Elmhurst's Community Advisory Board and Sharing & Caring



Dr. Patrick Colley at Al Oerter Rec Center, discussion on seasonal allergies



Dr. Joseph Masci, Chairman of Elmhurst's Global Health Institute, generously donated the proceeds from the sale of his most recent book on the Ebola crisis to the hospital's auxiliary.



Alcohol Awareness Month



Nurse Educator Lorraine Boehm of Elmhurst's Simulation Center at the Briarwood Library

ELMHURST CELEBRATES PATIENT EXPERIENCE WEEK

IN APRIL, ELMHURST CELEBRATED PATIENT EXPERIENCE WEEK. THE WEEK CULMINATED ON A FRIDAY WHEN MORE THAN 500 STAFF ENJOYED MUSIC AND WROTE MESSAGES ABOUT HOW THEY PROVIDE PATIENT-CENTERED CARE. BELOW ARE PICTURES STAFF TOOK THAT DAY, ALONG WITH SOME ACTUAL QUOTES FROM PATIENTS REGARDING THEIR ELMHURST EXPERIENCE.



Very grateful of *Dr. Ryan M _____ and all the drs. from the 7th floor. #1. The attention was incredible.

Catering manager was very friendly and concerned about my well being! Thank you!!

It was at the rehab that I was happy as a patient. They were treating me well from the aids, LPN's and therapist (P/OT) but most emp. the nurses and doctors.

Nurses *Mery and *Lee were the best. Gave me excellent care, very professional the best bedside manner.

Everyone was caring and wonderful.

The treatment at the emergency was quick and everyone very nice.

Nurses were wonderful!

Good that I had to share room with one person and both room & restroom are clean.

Elmhurst Hospital emergency room admittance seems under stress due to the enormous number of patients needing treatment. Nevertheless, all medical staff were attentive, kind, and professional, despite the demands of so many.



I should highlight the dedication and professionalism from the entire group of nurses and doctors. Excellent attention, thanks.

*Phil from Food Service was great to meet. He suggested the best food. Thanks *PHIL.



Thank you Elmhurst Hospital you have saved my life. I have been coming to this hospital since October 1999. Thank you for all that you do, doctors and staff!

Everybody was ABSOLUTELY wonderful!



*Dr. Tsatsas and his team of doctors were excellent. They made me comfortable before my surgery and the doctors came and check in on me after while I was in the ward. Thanks to their wonderful work, I feel so much better, even during this time of recovery. I would like to say a hearty 'thank you' to them.

I will always be very grateful with the Elmhurst Hospital with their doctors and general personnel. Many blessings to everyone.

They treated me with much kindness and professionalism.

In reality very grateful that all have a very high human quality it is to say great professionalism.



ELMHURST STAFF WORKS TO COMBAT VIOLENCE IN VARIOUS FORMS

In April, NYC Health + Hospitals/Elmhurst participated in the American Hospital Associations "HAV Hope" campaign to bring attention to the ways in which hospital workers are combatting violence in society in various forms. Here are just a few of the ways our staff are having an impact:

HELPING SURVIVORS OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Elmhurst is committed to ensuring that all survivors of domestic violence receive appropriate medical and emotional care. Individuals seeking services due to domestic violence are provided with crisis counselling, medical evaluation, and follow-up support to ensure linkage to crucial community resources. The hospital has a designated Domestic Violence Coordinator and works in close collaboration with the Queens Family Justice Center and the Mount Sinai Sexual Assault and Violence Intervention Program (SAVI), which is on-site at the hospital. Domestic violence survivors at EHC immediately learn their rights and options and our entire staff-- through in-services and public awareness campaigns - are equipped to ensure this population has access to safe, compassionate, and expert care.

Elmhurst ensures that all survivors of sexual assault receive expert medical, emotional, and forensic care. A DOH-Center of Excellence in the area of sexual assault, the hospital has a specially-trained SART (Sexual Assault Response Team) available around the clock as well as a designated SART Coordinator. One of New York City's busiest programs, the hospital provides free and confidential services to over 100 survivors of sexual assault per year, all the while seeking to restore survivors' sense of safety, choice, and control. EHC's full continuum of care includes medication to prevent disease and pregnancy, assessment by skilled ED social workers, follow-up at our ID clinic, and counseling through the SAVI program. EHC's SART is part of a larger, Mayor's Office-funded effort to ensure state-of-the-art care at H + H facilities throughout the city.

--Rebecca Carman, LCSW, SAFE Program Director



Members of the SAVI and SART program teams

COMBATTING WORKPLACE VIOLENCE

Elmhurst's Hospital Police Unit conducts workplace violence trainings and also active shooter training. We bring in the NYPD SHIELDS unit for counter terrorism, active shooter scenarios, and training on how to detect suspicious persons.

--Kubrat Hristoff, Director of Hospital Police



Hospital Police Department
Workplace Violence Trainers

AIDING SURVIVORS OF TORTURE

The Libertas Center for Human Rights at NYC Health + Hospitals/Elmhurst provides holistic medical, mental health, social and legal services to patients who have fled torture and human rights violations in their home countries to seek refuge in the United States. Using a trauma-focused, patient-centered, strengths-based approach, Libertas helps survivors heal, regain function and restore humanity in their lives. Libertas patients come from 63 different countries and speak over 57 languages. In addition to the Center's core mission of direct services, including forensic medical/mental health evaluations and alternative therapies, Libertas also engages in education/training of providers in caring for torture survivors, research on best practices in torture treatment, and advocacy to address survivors' needs.

--Dr. Dinali Fernando, Medical Director, Libertas Center for Human Rights



Members of the Libertas team



ELMHURST HERO

Assistant Director of Engineering, Michael Geldert is a recent Elmhurst Hero who, while walking by the Women's Pavilion on Friday, April 20, came to the immediate aid of a son and his mother. Thank you Michael for your quick thinking and aiding a family in distress!

DID YOU KNOW?

ALL NYC HEALTH + HOSPITALS PATIENTS CAN MANAGE THEIR HEALTH ONLINE, 24/7

In today's digital age, patients expect to have access to their health information online. NYC Health + Hospitals is meeting this expectation with free and secure patient portals that put patient health information at their fingertips.

All patients who get care in facilities that use Epic or QuadraMed can sign up for a patient portal account, and more than 25,000 patients across our health system are already using the tools to manage their health. Here is how your patients can start doing so today:

MYCHART FOR PATIENTS AT FACILITIES WITH THE GO EMR (EPIC)

Patients at NYC Health + Hospitals/Queens, NYC Health + Hospitals/Elmhurst, NYC Health + Hospitals/Coney Island (and associated neighborhood health centers) can sign up for MyChart, a free, convenient, and secure patient portal tool.

Patients can use MyChart to:

- + Request medication refills
- + View their lab results
- + Send a message to their care team
- + See their appointment information and after-visit summaries
- + Review their medical history, immunizations, and other information

To start using MyChart, patients can get an instant activation link from the check-in staff during their visit or use the activation code printed on their after-visit summary (or request one by visiting mychart.nyhealthandhospitals.org).

Patients can set up and access their account at mychart.nyhealthandhospitals.org. MyChart is also available as an app for iPhone and Android devices.

YOUR HEALTH RECORD FOR PATIENTS AT ALL OTHER FACILITIES (QUADRAMED) Patients at all other NYC Health + Hospitals locations can sign up for Your Health Record to manage their health information online.

BORN AT ELMHURST

"I was born at NYC Health + Hospitals/Elmhurst and grew up in the Rockaways. I had a beautiful childhood because if you live in Queens, you have the whole world as your backyard."

CHERYL WILLS
ANCHOR, SPECTRUM NEWS NY1

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For more information on Obstetrical and Women's Health Services at Elmhurst, please call 718-334-3150 or visit: www.nyhealthhospitals.org/elmhurst.



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