

MOUNT SINAI QUEENS inside



Today's Mount Sinai Queens

A New Look at Our History: Part 2

In the November issue of Inside Queens, we began telling the story of our beginnings here in Astoria. Our research led us to lots of new information. Last month, we paused the story at the 1940s. Here, we continue the story from the post-World War II years to the present.

During the postwar expansion of Queens, the city's public and charitable hospitals were unable to cope with the borough's rapidly growing population. For-profit and doctor-owned hospitals stepped in to fill the gap in health care. In 1949, a consortium of doctors took over Daly's Astoria Sanatorium (as our Hospital was then called) and renamed it Astoria General Hospital. During its first year as Astoria General, the Hospital nearly doubled its number of patients. Andrew Presto, MD, served as the first president of the Hospital.

The Hospital's new owners, the consortium of doctors, embarked on an expansion to meet the growing needs of the Queens community. In 1952, a new three-story building was constructed on 30th Avenue. The dedication cere-

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Focus On: Care Management/QA

Under the leadership of Lourdes S. Geslani, RN, CPHQ, the two formerly distinct Care Management and Quality Assurance departments have become more blended. Shown to the right are some of the staff members (more shown on page 3). Back row, from left to right: Robin Goodman, Carol Green and Cathy Farina. Front row, from left to right: Brigida Rocha and Elvira Lasam.

A primary focus of the department is utilization review, which ensures efficient and effective use of hospital services. Another important responsibility is making sure managed care companies accurately reimburse us for services delivered. To ensure accuracy, the department provides clinical information to the managed

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Some of the Care Management/QA staff

Medical Staff Profile: Deborah Dean, MD



Deborah Dean, MD

Deborah Dean, MD, is a familiar face at Mount Sinai Queens in a new role. She joined the staff of Mount Sinai Queens as Assis-

tant Director of the Emergency Department in April 2007. In September 2011, she was named Acting Director.

Previous to her tenure here at Mount Sinai Queens, Dr. Dean was an emergency department attending at Elmhurst Hospital Center. "I was interested in community medicine delivered in an intimate setting," she says. "I thought Mount Sinai Queens might fit that description so I did some per diem shifts here and I loved it."

Her initial impressions have held true and here's why. "Patients love this hospital. They really consider it their neighborhood hospital," she explains. "The physicians are warm and there's

a close connection between the administration and the various departments. There is a genuine feeling of everyone working hard together to accomplish goals."

Among her department's goals is renewed interest in delivering not only excellent care, but also excellent service. "The community is growing and we're busier than ever," says Dr. Dean. "Nevertheless, we want to make sure we don't lose our focus as a caring and compassionate provider of services. The Emergency Department is the point of entry for most of our patients. We want the good Mount Sinai Queens experience to start right here."

Dr. Dean received her bachelor's degree in psychology from Brown University in Providence, RI, and her medical degree from Howard University College of Medicine in Washington, DC.

She did her residency in emergency medicine at Mount Sinai School of Medicine's Integrated Residency in Emergency Medicine at Beth Israel Medical Center and Elmhurst Hospital Center. She was named Chief Resident in that program. She is board certified in Emergency Medicine.

Dr. Dean is a lifelong New Yorker who now lives in Brooklyn with her husband and nine-year-old daughter. She enjoys Bikram yoga, travel and theater. 🌟

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mony on November 2 included speeches by Mayor Vincent Impellitteri, Queens Borough President James Lundy, and local clergy representing Astoria's Protestant, Catholic and Jewish communities. Mrs. Hagemeyer's Tudor-trimmed dream space was connected to the new, main building.

By the end of the 1950s, Astoria General Hospital had 143 beds and 30 bassinets. The Hospital thrived throughout the 1960s, as Queens continued to prosper. In 1963, Astoria General Hospital was one of seven private hospitals to form the Queens Private Hospitals Association and was one of the most active in the Association. An expansion in 1964 added three additional stories to the original 1952 building and brought the Hospital to a total of six stories and 235 beds. In 1965, the Hospital served more patients and delivered more babies than any other private hospital in Queens.

The Hospital continued to expand during the 1970s and 1980s even as other proprietary hospitals began to close their

doors. In 1985, an Ambulatory Surgery Center was built at 25-25 30th Road, and, in 1989, the Hospital opened a center for Laser Vascular Surgery, at the time, the only one of its kind in Brooklyn, Queens or Long Island. In 1988, Astoria General became a receiving hospital of the Emergency Medical Service. By 1989 it was one of only eight private hospitals left in New York City.

The changing economics of health care, however, made survival as a stand-alone facility increasingly difficult. The owners of the former hospital had discussions with several major hospitals. In the end, **in October 1993,** the Hospital became an affiliate of The Mount Sinai Hospital in Manhattan. **In March 1994,** the Hospital changed its name to Western Queens Community Hospital. **In 1999,** The Mount Sinai Hospital purchased the Hospital outright, and since then it has been known as first Mount Sinai Hospital of Queens, and now Mount Sinai Queens, the only community hospital to bear the prestigious Mount Sinai

name. Mount Sinai Queens has worked diligently to renovate the facility, expand programs and upgrade quality of care.

Our history is clearer to us now, but as in the 1890s, our commitment still, is to put the patient first, or as the *New York Times* said in 1896, run our hospital as "a model of completeness and com-

fort." Our facilities and name have changed, but our promise to deliver superior service to our tight-knit community never will. 🌟

Our thanks to the Archives and Records Management Division of The Mount Sinai Medical Center and the Greater Astoria Historical Society for their invaluable research assistance.

Pharmacy Week 2011

National Hospital & Health-System Pharmacy Week, October 16 to 22, acknowledges the invaluable contributions that pharmacists and technicians make to patient care in our nation's health care institutions. This year, Mount Sinai Queens marked the week with special meals and with continuing education programs for staff.



Staff also voted for Pharmacist of the Year, Marisa Loiacono-Hendricks, RPh. "Marisa goes the extra mile to help patients and co-workers," says Philip Manning, MScPharm, RPh, Director of Pharmacy. Sayed Ahmed was voted Pharmacy Technician of the Year. "Sayed has a strong team approach in his work with the pharmacists," says Manning. Each winner received a gift certificate. Both winners are shown here above with Manning in the middle.



Patient Point of View

The following was published November 2, 2011, in The Queens Gazette as an open letter to Mount Sinai Queens, noting most specifically the staff on 4 West.

At the beginning of October, Sonia Hamid was admitted to Mount Sinai Queens for pneumonia. She developed secondary infections due to her illness and, being terminal, was unable to withstand the additional trauma. Her last days were spent on 4 West.

We, as her family, would like to openly thank the hospital and especially the staff of 4 West for the care, compassion and respect given to her in her last days, as well as the many kindnesses shown us, her family. You expect professional care and treatment, but the understanding and sensitivity that was extended went above and beyond the call. In that call to duty no one should go unrecognized no matter the job description.

Thank you all for allowing her to spend her last days with dignity.

With deepest gratitude,

—The family of Sonia Hamid

Focus On: Care Management/QA (continued from page 1)

care companies in real time. The department also handles appeals in the case of insurance denials.

Three years ago, in collaboration with The Mount Sinai Medical Center, Mount Sinai Queens began clinical documentation improvement. Good documentation is needed in the medical record to support the reason for a patient's admission and continued stay. Geslani oversees the work of two nurses responsible for this process.

The department also plays an essential role in tracking the Hospital's core measures and other quality indicators. After looking at data, the department assists in developing strategies to improve patient care, always collaborating with The Mount Sinai Medical Center to provide the same level of care on both campuses.

The department, headed by Geslani, has an assistant director, care managers, a clinical appeals coordinator, QA coordinators,

clinical documentation nurses, and administrative support. Shown in the photo below to the left, seated from left to right are: Claudia Hernandez, Lourdes Geslani and Lazara Cedeno.

Standing from left to right are: Joseph Cabutaje, Kelly Daly, Tricia Kearney, Mary Devito-Lamothe, Tatyana Shamalova, Margo Pawluk, Halina Szulczewski, Maureen Horton and Bill Dabu. 🍷



Some of the Care Management/QA staff

Turkey Trot



Melissa S. Lee, MD, Medical Director of Ambulatory Care Services, participated in the first annual Long Island City YMCA Turkey Trot on Thanksgiving morning. Mount Sinai Queens donated the trophies, which were given out by City Council Member Jimmy VanBremer (shown here with Dr. Lee and her three children, who all participated in the event). Four-year old Will, shown with his trophy, won his age category! Participants received grab bags stuffed with Mount Sinai Queens physician guides and health education brochures, and the Hospital had a table with healthy food tips, recipes and a BMI station (body mass index is used to calculate obesity rates).

Events



LECTURE: Make this Winter Cold Free

Learn how to stay healthy during the winter months and the difference between the common cold and the flu. *Registration required; for more information, call 718-267-4333.*

Reno DiScala, MD, Internal Medicine

Wednesday, December 14
11 am
Catherine Sheridan Senior Center
35-24 83rd Street
Jackson Heights, 11372

LECTURE: Making Good Nutrition Your Goal

How to incorporate healthy and delicious vegetables into your daily diet. *Registration suggested; call 718-267-4333.*

Jenny Millen, Registered Dietician

Thursday, December 15
11 am
George T. Douris Tower
27-40 Hoyt Avenue South
Astoria, 11102

FLU SHOT: It's Not Too Late

The most important things you can do to protect yourself, your family and our patients during this flu season are to cover your cough and sneezes with tissue or the inside of your elbow, wash your hands often, and get your flu shot.

The ideal time for vaccination is earlier in the fall just as the flu season begins. But, if you haven't received your flu shot, it's not too late. Influenza disease usually peaks in January or February most years, and the flu can occur as late as May, according to the Center for Disease Control. But, hurry, it takes about two weeks after vaccination for antibodies to develop and provide protection.

You can get your flu shot through Employee Health. Call 718-808-7509 or just drop by Employee Health, which is located on the first floor of the Silver Building, next to Human Resources.

Medical News from Mount Sinai

Eliminating Motion Sickness on Trains:

An international team of researchers led by scientists at Mount Sinai School of Medicine have found that motion sickness on tilting trains can be essentially eliminated by adjusting the timing of when the cars tilt as they enter and leave the curves. The findings were published online on July 25, in the *Federation of American Societies for Experimental Biology (FASEB) Journal*.

Drug Target for the Treatment of Post-Traumatic Stress Disorder:

A team of researchers at Mount Sinai School of Medicine has identified a promising therapeutic target in the brain that could lead to the treatment of post-traumatic stress disorder (PTSD). This is the first evidence of a potential drug target for the condition. The data were published in the September issue of the *Archives of General Psychiatry*, one of the JAMA/Archives journals.

New Findings May be Key to Future Osteoporosis Therapies:

Researchers at Mount Sinai School of Medicine have found that thyroid-stimulating hormone (TSH), a hormone produced in the anterior pituitary gland that regulates endocrine function in the thyroid gland, can promote bone growth independent of its usual thyroid functions. The research suggests that TSH, or drugs that mimic its effect on bone, may be key to possible future treatments for osteoporosis and other conditions involving bone loss, such as cancer. The findings were published in September in the National Academy of Sciences journal *PNAS*.

Wellness Tips Wash Your Hands!

The single most important activity to protect yourself from a wide range of seasonal infections (and to stop their spread) is proper hand washing. Here's what to know:

- ▶ Wash hands thoroughly for 20 seconds with soap and water. Don't forget to scrub the backs of your hands, between your fingers and under your nails.
- ▶ Rub your hands with the soap for at least 20 seconds or hum the "Happy Birthday" song from beginning to end twice..
- ▶ Rinse your hands well under running water.
- ▶ Dry your hands using a clean towel or air dry.
- ▶ You should wash your hands throughout the day and especially after using the restroom, before and after eating or drinking, after sneezing, coughing or blowing your nose, and before and after examining a patient.



Michelle Willoughby

Michelle Willoughby October Employee of the Month

Human Resources is proud to announce October Employee of the Month, Michelle Willoughby, Social Worker.

"In the two years that Michelle has worked in our department, she has shown herself to be an outstanding social worker," says Gladys Goldberg, LCSW, Director of Social Services. "Michelle demonstrates a clear understanding of her role and provides interventions with compassion and professional expertise. She is approachable and, no matter how busy she is, she always take the time to help out in any way she can."

Employee of the Month winners receive a prize, and their names and photos are placed on a poster that is displayed in the lobby. Winners celebrate with colleagues around pizza served on their unit or in their department.

Congratulations, Michelle Willoughby!



Inside Queens

Department of Marketing and Communications

Submit items to

Marketing
at 718-267-4324, or fax to
718-278-1786.

Submission deadline for:
February—December 30
March—January 31
April—February 29