Hospitalists are internists who focus their practice on inpatient medicine only. Hospitalists evaluate their patients daily and coordinate their care with specialists, nurse practitioners, physician’s assistants, nurses and social workers to treat medical conditions and to provide a seamless transition for patients back to the community.

The hospitalist program at Mount Sinai Queens began in September 2009, at which time the Chief of Hospital Medicine at The Mount Sinai Medical Center, Andrew Dunn, MD, along with David Nierman, MD, Chief Medical Officer of Mount Sinai Queens, hired the physicians and created the structure of the hospitalist program.

Heads Up! Raising Awareness for Our Patients

“Heads Up is a labor-management partnership designed to help improve our response to our patients,” says Judy Trilivas, COO. “The campaign aims to improve our response to patient call lights.” When a patient pushes a bedside button for help, a light in the corridor above the door turns on.

Mount Sinai Queens’s senior leadership, along with Local 1199/SEIU, has approved the campaign designed by a responsiveness committee made up of labor and management. “When a call light is activated, we want every employee who sees it to spring into action and ask the patient what he or she needs,” says Chet Ostrowski, Director of Food and Nutrition and cochair of the responsiveness committee.

How can non-nursing staff help patients with needs?

“Nursing staff are trained to handle any of the clinical needs the patient may have,” says Juan Eli Rosales, Billing Clerk, 1199 Union Delegate and cochair of the responsiveness committee.
Joining the Medical Staff: John Thomas, MD, FACS

John Thomas, MD, FACS, joined the staff of Mount Sinai Queens in August 2011 as an attending hand surgeon. There are few surgeons at Mount Sinai Queens who practice hand surgery exclusively. “The hand is the single most injured part of the body. It is my intention to bring to this community—from the newest newborn to the most elderly patient—my focused expertise,” he says. The presence of a new hand surgeon at Mount Sinai Queens broadens the standard of care we can offer and provides more options for patients right here in their neighborhood.

Dr. Thomas’s clinical expertise is surgery of the hand, wrist and upper extremity, which includes the soft tissue structures all the way to the shoulder. He is especially skilled at diagnosing and treating peripheral nerve compression and performing minimally invasive surgery for carpal tunnel syndrome.

Dr. Thomas comes to us from private practice in Connecticut. “We are fortunate to have found a physician of Dr. Thomas’s caliber,” says Panagiotis Manolas, MD, FACS, Chief of Surgery. “He fills a clinical need in this community and we are delighted to have him.”

Mount Sinai Queens was a natural fit, Dr. Thomas felt, because in addition to his clinical expertise, he is, as he reports, “the only hand surgeon of Greek descent east of the Mississippi.”

Welcome, Dr. John Thomas!

¡A tu salud!
The Mount Sinai Medical Center is now producing ¡A tu salud!, a series for Latinos on Telemundo (Channel 47). ¡A tu salud! spotlights health issues of importance to the community. The show airs at 11 am on Saturdays and re-airs Mondays and Tuesdays at 5 am.

¡A tu salud! stems from Mount Sinai’s commitment to the Hispanic community, which is disproportionately affected by diseases such as diabetes, HIV/AIDS and cardiovascular disease.

Each episode will feature five distinct medical segments:
- La Consulta includes interviews with specialists, patients and other experts.
- Caso clínico presents inspirational human-interest stories.
- Pregunte al Dr. Guzmán offers useful information to improve one’s health from Eliscer Guzmán, MD, a leading cardiologist and the show’s executive medical consultant.
- Noticias médicas features the latest news from the medical field.
- Salud a tu alcance provides viewers with tools to lead healthy lives.

Visit http://www.mountsinai.org/about-us/hispanic-initiatives/a-tu-salud to see clips!

Take a Bow!
New York State Council of Health-System Pharmacists held their assembly in Albany this month and installed officers to its board of directors. Philip Manning, MScPharm, BS, Director of Pharmacy, was named Treasurer.

“Take a Bow!” will be a recurring feature in Inside Queens. Please submit news of your recent accomplishments to Marketing at 718-267-4324 or fax to 718-278-1786.

Heads Up! Raising Awareness for Our Patients
(continued from page 1)

committee. “Non-nursing staff who are on patient floors can certainly turn a television on, get a blanket from the linen cart or close a patient’s privacy curtains.”

Only nursing staff can explain clinical matters, physically assist a patient, raise or lower beds, turn off alarms, handle any water or food requests, deal with IVs and medications or enter an isolation room. If the patient is requesting a task fit for nursing, non-nursing staff should alert the unit clerk or a nurse on duty to help. If you can’t assist a patient, remember to use these key words, “I’m sorry, but I am not trained to do that. I will get someone for you as soon as possible.” All nursing staff should follow up immediately with Heads Up requests and attend to the patient.

In April, the responsiveness committee finished training all the departments that are most likely to work in patient areas, including housekeeping, engineering, food and nutrition, laboratory personnel and transporters. “It is our goal to train everyone in the facility eventually,” says Rosales.

Ostrowski and Rosales thank committee members Sonia Campbell, Kelly Daly, Agnieszka Jakubowska, Stephanie Jalinos, Theresa Krockel, George Lowe, Lilian St. Hilaire and Marta Yushuvaya. “Everyone we’ve worked with is supportive and excited about this initiative,” says Ostrowski. “Now we need to make it work and see results in improved patient satisfaction scores.”

Heads Up is an acronym for:
- Heads up! Look up when you are in patient areas and be aware of call lights that are lit.
- Enter the room and introduce yourself if a call light is on.
- Attend to that patient. Ask what the patient needs.
- Determine what you can or cannot do. Remember, clinical matters are for nursing, but non-nursing staff can handle many tasks such as turning on a TV.
- Safety first! Make sure we never put our patients at risk. Don’t do what you are not sure you are able to do. Ask for help instead.
- Understand what the patient needs and provide assistance if you can.
- Pass it on if you cannot fill the need yourself. Go to a nurse or the unit clerk on the floor if the patient needs clinical assistance or if you are not sure how and if you can help.
Nurses Week 2012

National Nurses Week takes place every year in May, corresponding with the celebration of Florence Nightingale’s birthday. This year, Mount Sinai Queens kicked off its celebration of Nurses Week on May 7.

As is its tradition, the department of nursing hosted a series of events and educational activities, including:
- The eighth annual poster display in the lobby outlining research, scholarship and innovative nursing practices.
- A welcome breakfast and the annual nurses lunch.
- Carol Porter, DNP, RN, Chief Nursing Officer and Senior Vice President for Nursing, The Mount Sinai Medical Center, and Kathleen Scher, RN, EdD, NE-BC, Vice President of Nursing, Mount Sinai Queens, made rounds on all nursing units.
- A celebration with Journey to Nursing Excellence (JNE) Ambassadors.
- Two breakfast presentations, one by the New York Organ Donor Network and one by Visiting Nurse Service of New York, on wound care.
- Nursing Grand Rounds on “Improving Quality of Life for Older Adults Using Technology: A Pilot Study of Students Mentoring Seniors Online,” led by Mount Sinai Queens Nurse Researchers Sharon Wexler, PhD, RN, BC, and Lin J. Drury, PhD, RN.

Another highlight the department looks forward to each year is the Clinical Excellence Awards Ceremony, hosted by Kathleen Scher. This year, the following awards went to:
- Preciosia Basiao, RN, BSN, 2 East—Nursing Excellence
- Claudine Brown, RN, MSN, Clinical Nurse Manager, 4 East—Nursing Leadership
- Rodel Pasion, NA, Operating Room—Nursing Support
- Sal Morello, MBA, Chief Financial Officer, and Ricardo Bonitto, MBA, Director of Finance—Friends of Nursing
- Dechen Lama, RN, 4 East—Rookie of the Year (a new award)

The nominations for the 1199/SEIU Nurse of Distinction awards were also announced. This program recognizes New York City nurses who have made a difference in their profession. Nominated by their peers, Mount Sinai Queens sends one nurse’s name in each category to compete. This year’s choices were:
- Cristina Bayne, RN, BSN, 3 East, nominated for Novice Nurse
- Imee Sarmiento, RN, 4 East, nominated for Nurse Preceptor
- Laarne Smith, RN, Intensive Care Unit, nominated for Nurse of Distinction
- Mary Godineaux, RN, BSN, 2 East, nominated for Nurse Leader

Congratulations to the winners and nominees and to the entire department of hard-working men and women!

Focus On: The Hospitalists (continued from page 1)

program. The current group consists of Kathy Navid, MD, Director of the program, Ekaterina Sokolova, MD, and Galina Kazanikova, MD. All three physicians are board certified in internal medicine and Dr. Sokolova is also board certified in pediatrics. The physicians have earned a reputation for delivering high-quality inpatient medical care, as well as promoting quality improvement at Mount Sinai Queens.

“There are advantages for the patient and outpatient physicians, as well as the Hospital staff in having a hospitalist program,” says Dr. Navid. “Patients are comforted knowing their assigned doctor is in the Hospital throughout the day to review their labs and radiology results and to communicate with other specialists about their plan of care. Outpatient physicians with large practices no longer want to lose time traveling to different hospitals to see only one or two patients. Hospitalists allow the outpatient physician the ability to stay in the office. In addition, it’s becoming increasingly difficult for internists to stay current in the fast-changing field of medicine. Having internists choose to specialize in either inpatient or outpatient medicine results in more skilled physicians. Nursing and other staff prefer to have a doctor immediately available at the bedside for clarification of a patient’s care or to field questions from family.”

Aside from striving to deliver exceptional clinical care of patients, the program’s other focus is on quality improvement. Hospitalists have been working to improve the discharge processes, have standardized inpatient diabetic care and improved anticoagulation management. With the coming implementation of EPIC, the electronic medical record, hospitalists will also play a role in transitioning Mount Sinai Queens from paper charts to the new system.

Recreation Office Employee Discounts!

For discounts on tickets to movies, theater and sports events, as well as discounts for shopping, travel and more, check out the intranet at http://intranet.mountsinai.org. Click on Employee Services (at the top), then Human Resources (on the right), then Recreation (at the top).

EPIC Update: Shadowing and Workflows

Following The Mount Sinai Medical Center’s lead, Mount Sinai Queens has begun the process of transitioning to the EPIC electronic medical record. Every month Inside Queens will provide a status report on where we are with this important initiative. This month, Daniel Katselnik, PMP, Project Manager of Mount Sinai Queens EPIC Clinical Transformation Group, reports that:
- The EPIC team of analysts completed shadowing our clinicians—doctors, nurses and ancillary staff—to get a close, real-time view of workflows.
- Currently, detailed analyses of workflows for the EPIC system are underway regarding forms and systems for the inpatient units, Family Health Associates, Physician Associates and the outpatient infusion center. These three sites will go live in August and September in what is being considered Phase 1. The inpatient units will go live in March 2013 as part of Phase 2.
Events

LECTURE: Sports-Related Foot Injuries
Let our expert help identify the cause of your foot pain and evaluate various treatment options to alleviate it. Registration suggested: call 718-267-4333.
Wayne Axman, DPM, Chief of Podiatry
Wednesday, May 23
6 pm
Long Island City YMCA
32-23 Queens Boulevard
Long Island City, 11101

LECTURE: Smart Moves to Sidestep Stroke—Awareness and Screening
Our experts will review what blood pressure is and how to prevent stroke. There will be a free blood pressure screening, information and giveaways. Registration needed: call 718-267-4333.
Stanley Tuhrim, MD, Director of the Stroke Program
Emily Schaab, NP, Coordinator of the Stroke Program
Thursday, May 24
3 pm
George T. Douris Tower
27-40 Hoyt Avenue South
Astoria, 11102

Breast Health Screening and Education
Comprehensive clinical breast exams and mammograms to women 40 years of age and older. No charge to eligible patients. Cosponsored by Mount Sinai Queens and The Louis and Rachel Rudin Foundation, Inc., with support from the Greater NYC Affiliate of Susan G. Komen for the Cure.
By appointment only: call 718-808-7579.
George Tsioulias, MD, PhD, Director of Surgical Oncology
Wednesday, May 30
5-8 pm
Mount Sinai Queens Family Health Associates
31-60 21st Street
Astoria, 11106

Community Health Fair on June 2
Mount Sinai Queens is once again hosting this annual event along with the United Community Civic Association. Fairgoers can be screened for cholesterol, glucose, blood pressure and asthma, and can, at special booths, “Ask the Pharmacist” and “Ask the Nurse.” Choose a massage and some fun for the whole family, including face painting, prizes and balloons, and learn the latest about preventive care!
The fair will take place at Immaculate Conception Church, located at 21-47 29th Street, Astoria, from 10 am to 3 pm. The entrance is on 31st Street and 21st Avenue. If you are interested in volunteering, please contact Ana Rodriguez, Director of Community Relations and Volunteer Services, at 718-808-7512.

Medical News from Mount Sinai

Maternal Type 2 Diabetes and Low Income Significantly Increase Risk for ADHD in Children: In the first study of its kind, researchers at Queens College and Mount Sinai School of Medicine have found that low socioeconomic status and maternal gestational diabetes together may cause a 14-fold increased risk of attention deficit hyperactivity disorder in six year olds. The data was published in the January issue of the JAMA’s Archives of Pediatrics and Adolescent Medicine.

Chemical in Personal Care Products May Contribute to Childhood Obesity: Researchers from the Children’s Environmental Health Center at The Mount Sinai Medical Center have found an association between exposure to the chemical group known as phthalates and obesity in young children, including increased body mass index and waist circumference. Phthalates are man-made, endocrine-disrupting chemicals that can mimic the body’s natural hormones. The paper is available online in Environmental Research.

Preventive and Screening Health Care Services Found to be Overused in the United States: Researchers from Mount Sinai School of Medicine have found that the overuse of health care procedures, diagnostic tests and medications has been widespread in the U.S. for at least 30 years. Such unnecessary health care services contribute to high medical costs and could be harmful to patients. The most common services were antibiotics for upper respiratory infections, coronary angiography, carotid endarterectomy and coronary revascularization. The study was published in the January 23rd JAMA’s Archives of Internal Medicine.

Please Nominate a Deserving Colleague!
Every month, Human Resources recognizes one Employee of the Month—a single outstanding individual who has made a difference. Nominations are accepted from patients, visitors, colleagues and supervisors. Patients and their families receive nomination forms in admissions packets and employees can get forms from Human Resources or their department head.
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.
Please look around you and nominate the coworkers you value!

Inside Queens
Department of Marketing and Communications

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

Submission deadline for:
July—May 31
August—June 29
September—July 31