

# Expressions of Appreciation

## Teamwork makes RUMC shine

From Cathy Schweibinz, Human Resources: “On Sunday evening April 25<sup>th</sup>, I was admitted to the Hospital thru the Emergency Room. As an employee of almost 25 years, I do know many of the staff, but I must say each and every person who assisted me in the Emergency Room, in Radiology, on the 4<sup>th</sup> floor, and from the Food Service Department treated me with such kindness and true compassion. Please let me mention those whose names I can remember and please forgive me for those who helped me and I didn’t get their name. From the ER Maria Sineri, ANM, Kristin Netland, RN, Val Perovic-Demirovic, RN, Cee Cee Williams, Unit Clerk, Dr. Silver, Medicine, I can’t remember the name of the young woman who inserted my IV but she was very gentle. I also don’t remember the name of the young woman who transported me to the Unit but she has a beautiful baby boy named “Memphis”. I was visited by Willie Waddell who stopped by the ER to make sure I was OK. And then she stopped during the early morning hours on the

Unit to make sure I was comfortable. To the Emergency Room Radiology Area, the Tech— I think his name was Mike who was so kind as to tie my gown in the back for me when I had to stand for my x-ray (a little thing but it made a big difference to me). On the Unit I was greeted by Irene Maresca, RN and Mrs. George, Nurse Assistant who could not have been nicer, bringing me extra blankets and just checking in on me throughout the night. Judy Donovan, Clinical Resource Manager stopped in to check, and at each shift change I was greeted by my next set of caregivers and received excellent care throughout my stay. Please let me also mention Dr. Bachi, Kelly Vassallo, RN, Kristina Penza, RN, Emilia Owysy-Sekyere, Nursing Assistant, LoriAnn Yoffferdo, RN, Elmadya Ibroci, Nursing Assistant, and all the other 4<sup>th</sup> floor angels (I know I’m probably missing many people). Food Service Department came in, Mike from Aramark and Chuck Rand to make sure everything was OK with my tray (even though I had an all fluid diet). I do not wish a Hospital stay on anyone, BUT, at this Hospital, there

is truly a feeling of “Family” and when someone is in need, we take care of them as if they are our family.

I am very proud to say that I work at Richmond University Medical Center and that my co-workers stand out as some of the most professional, caring and compassionate group people in Healthcare today. I sincerely thank you all from the bottom of my heart for the wonderful care and support you gave to my family and me.”

## Radiology committed to compassion

“Thank you for the wonderful treatment I received in the ED, and for the kindness and compassion shown to me by Jane during my CT scan. I was terrified and Jane held my hand and talked me through it. Please give Jane a big Thank You for me. Her kindness made for a very positive experience.”

## ED teamwork makes a difference

“I am so pleased with the care I received in the ED. The staff was so helpful, especially the clerks C.C. and Ingrid, the nurse Erin, and Dr. Maximos. Please

thank them for me.”

## Behavioral Health staff exemplify dedication and perseverance

From Linda Paradiso, AVP Behavioral Health: “We sincerely thank the following Behavioral Health Staff who achieved the very special award of PERFECT ATTENDANCE during 2009. These staff members demonstrate outstanding reliability and commitment to the patients they care for.”

### RUMC Psych Inpatient:

Oumar Gueye MHT  
Anthony Larson RN

### CPEP:

Donna D'Angelo LCSW  
Maria Esposito LCSW

### ADU:

AnnMarie Coffey, Unit Clerk

### CDU:

Cheryl Martines LCSW, CASAC

Patricia Piazza unit clerk

### EF3:

Richard DiCanio RN

Rita Kornfeld RN

Orin Whitehead MHT

**SLB 5 Nurse Manager exemplifies the RUMC Mission**

From Bob Aulicino, VP Ancillary Services: “At the Borough President’s 18th Annual EMS Recognition luncheon, I was approached by Captain Wayne Baskin of the FDNY. He sought me out to express his extreme satisfaction with the care that was rendered to his wife by the staff on SLB-5. He made sure that his comments included particular praise of Shoshanna Chambers, Nurse Manager and her compassionate and professional approach to his wife’s needs. I was very proud of Shoshanna and our institution. In general it is usually the negative that gets communicated. In this instance it was very refreshing and rewarding to hear these kind and thankful “expressions of appreciation”. Shoshanna is an asset to RUMC and I am very grateful for her contributions in making our hospital a better place to receive care.”

From Rita Magnuski, AVP Med/Surg/Critical Care Nursing: “I would like to recognize Shoshanna Chambers, Joan Young and Ann Marie Brown who together worked very hard on a complicated case to ensure a successful, positive experience.”

**Cath Lab Nurses making a difference**

“The two nurses who cared for me in the Cardiac Cath Lab—Aurora Sun and Sue Ruggiero—were exceptional. They answered all of my questions, calmed my fears and seemed caring and concerned that I was comfortable and relaxed. Although doctors are very important in any procedure, the nurse is the one we look to for that extra support. These two nurses made me feel there was nothing to fear and they would be by my side. I am sure that all nurses are capable but some like Aurora and Sue extend themselves that extra little bit.”

**Food Service Manager makes lasting impression**

I would just like to take a little time to thank Michael Sarich for the outstanding job he did when my mother was in RUMC two weeks ago. She had a mini-stroke & was assigned a room after spending 10 hours in the emergency room. She was very upset & had a sleepless night. The next day Mr. Sarich sat down next to her and assured her that any questions she had with the food he would take care of and gave her his card. This allowed her to feel assured that she would be at ease with any food questions during this hectic time. The lady staying in the bed next to her was also very happy with the way Mr. Sarich acted. I would just like to say that the Aramark Healthcare company should be honored to have such a great person as Michael Sarich working for them.”

**Seton 3-1 Nursing Assistants striving for excellence**

“Special thanks to Theresa Cicero, NA and Mike Itepu, NA. They are great workers, always in and out of my room attending to my needs.”

**Service Excellence Nominations, pin recipients**

Wound Care Center:

Carol Laurie  
MaryAnn Christofely

Patient Access:

Jeanette Rivera

Care Coordination:

Joanne Doss

Emergency Department:

Anne GeorgeKutty

Building Services:

Bruce Barraclough

SLB 6 Nursing:

Janine Pluy

**Maternity / Newborn Nursery offers consistent product— every patient, every time**

“Special thanks to Tammi for her support & encouragement- her kind words and cheerful personality always put me in a better mood during a very difficult time. I hope all the patients experience her kindness and how special she is.”

“To Gay- Thank you for being such a wonderful person! You have made a difference in my life- I will always remember your kindness.”

“To Cathy Mooney & Staff: My stay at your maternity floor was far superior to my first time at NY Presbyterian. Your staff was all professional and vested in my feeling comfortable. Thank you for your care. I will recommend your facility for years to come.”

“Kim, Pat, Kathy, Helene and all the caring nurses and cleaning staff that cared for me- your kindness, compassion and professionalism did not go unnoticed. I appreciate and will remember all that was done for me. Thank you!”

“Debbie, Ronnie & Pat and all the RN’s on Maternity and Newborn- I appreciate all the care and understanding that was given to me.”

“To the entire staff, Thank you for all your help & the kindness that was shown to me and my family- God Bless you all- always!”

“Thank you for all you have done for us- everyone was wonderful and made this hospital stay as pleasant as it could be. Thank you for the good care!”

“To the Maternity and Newborn Staff at Richmond University Medical Center: Thank you so much for your care & love. Your professionalism and kindness is greatly appreciated. You made me feel important and took time to truly care for my baby and I thank you.”

**Vascular Lab continues to shine**

“I want to thank the staff of the Vascular Lab for their courteous and timely treatment of my husband. Even though he has health issues, their kindness made for a very pleasant excursion.”

**Radiology Department committed to patient care**

From Richard House, Administrative Director, Radiology: “On Saturday, May 8th when the Ferry accident occurred, the Radiology Department was also being challenged with the unexpected illness of one of our CT Techs. This left the department with only one CT qualified tech, Mark Mulligan, RT, who with the assistance from his fellow employees, operated the ED CT unit for over 4 hours. At approximately 1PM, another CT tech, Damaris Colon, arrived to assist and relieve Mark. Damaris, who had a scheduled day off, responded to a call for help and rearranged her schedule to avail RUMC of her services. Of the 37 patients treated

from the incident, 30 had total body CT scans and all were handled timely without undue delay. Every available Radiology employee reported to the ED to lend assistance including the technical, clerical and transport staff, who were of particular value in moving patients to and from exams. In addition to the two CT techs, my appreciation is also extended to Rolando Magalong, RT, Kathy Giovinazzo, RT, Greg Seery, RT, Donna Elia, ARDMS and Zoni Jose, NMT. Clerical and Transport staff included Louis Raffone, James Moore, Stephen Basile, Robert Johnson, Jason Hirschy, John Cairney and Karen May. I am very proud of the response of the staff and the role that they played in the treatment of those who came to our ED.”

**Wound Care employees always willing to lend a hand**

From Carol Pisapia, AVP Ambulatory Services: “I would like to nominate Carol Laurie and Mary-Ann Christofely for service excellence awards. Time and again, these two individuals answer the call to action when we need volunteers. They represent the hospital professionally and energetically. I would like to commend them with a Service Excellence Award for their commitment to community outreach.”

### **Emergency Department takes care of neighbors**

“My husband was treated in your ED. We were first seen by Colleen, the triage nurse, who was knowledgeable, friendly and efficient—a wonderful feeling when you are worried about a loved one. He was helped while inside Main 1 by medical assistants Sofia and Tonesha, who were friendly, helpful and caring to both of us. I must also compliment Vinny and Joe in the x-ray department who took good care of my husband. As a former nurse in that very ED, I had to compliment you and Ms. Gordon on the way this department is run. Thank you to all of you for being there and taking such good care of us, your neighbors.”

### **Special thanks for SICU**

“Thank you SICU staff for your care and kindness shown to our family during our dads/ husbands days in ICU. We greatly appreciate all you’ve done. A special thanks to: Noel, Bill, Valerie, Juana, Julie, Maryann, Annmarie, Theodora, Sharisse and Anna”

### **MICU remembered for great care**

“To the entire staff of MICU, Thank you for the wonderful treatment my niece has been given. You will be in our thoughts.”

### **RUMC Family makes big impression**

“My entire family and I would like to extend thanks to the following people: Tatiana RN, who was able to find a vein on her first try and continually checked on my wife throughout the evening. Toni Marie, MA, who made my wife feel comfortable and at ease. Dr. Ping for the good medical care. Kristy- ED, Registration who was kind and caring. Luis -Security who was very helpful and made the start of our visit very easy. John Dunlap- Security, who made sure my wife’s TV was turned on once she went to the floor. We would especially like to thank Mr. Herman Farrow- Transporter, who went above and beyond the call of duty to make my wife as comfortable as possible. He was polite, professional and very genuine. He assisted us in getting her TV and telephone services turned on. We want to make sure all the supervisors of the individuals listed are notified of what a great job their employee did for our family member.”

### **Endoscopy staff noted for cheerfulness**

“I recently underwent a procedure and I still recall the cheerful professional care I received by all the staff I came in contact with from admittance to discharge. It seemed to me that everyone knew their job, which relaxed me. I noted names of nurses Peggy, Kathy and Terri in particular—these ladies made everything easy for me. An anxious event became a comfortable one—thank you all for being there.”

### **Rave reviews for Endoscopy Staff**

“Once again I must write to you and tell you of your great and fantastic staff at the Endoscopy section of your hospital. I had an endoscopy procedure done by Dr. Sunil Patel and your staff was great explaining the procedure and put me in a good mood. After the procedure he explained what was done and told me what to expect. Please keep up the good work. May God bless your staff with health and wealth.”

### **SLB 4 gets top rating**

“I have to say the care my mother received on SLB 4 was wonderful. The nurses and the doctor handled my mother with such care. I would especially like to thank RN Adena, nursing assistant Rachel and RN Yoffredo for really being special. RN Yoffredo went 150% over what I usually see nurses do, I would really like to say that. Thank you for your commitment to the care of the patient’s on this unit.”

### Special thoughts for SICU

"I cannot thank the SICU staff enough for all you did for me. When I came in to the time I was transferred, everyone was fantastic. Annmarie and Veronica thank you for staying by my side that night I began hemorrhaging. I'm sorry if I forgot anyone. Derek I showed you how weak I was (only kidding) Theodore, Bridget, Deb, Val, Karen thank you for all your support. If I left someone out I'm sorry. I was not totally myself during this time. Most of all thank you for your caring and dedication."

### Endoscopy shines again

"I want to commend the people that took care of me while I was getting a colonoscopy at the Bayley Seton Campus. The staff consisted of Nance Sayegh-Rooney, RN, Liz Kuhn, RN; Cheryl Vaughan, RN; Dr. Lee, the anesthesiologist; and Dr. Chan, my doctor, who performed the colonoscopy. I cannot say enough wonderful things about this group of people. Each one acted with the utmost professionalism and courtesy that I have never experienced in any medical setting. Nurse Sayegh-Rooney was with me from the time I stepped into the waiting room until I left to go home. She was quite informative and explained everything I would need to know about the procedure. She is excellent at her job not only because of her knowledge but she has a personality that is perfect for her profession as a nurse. She is a warm, caring person who made me feel at ease about the entire experience, as of course I was nervous. I have never

met anyone quite like her. I felt like I had a family member with me during the entire time she was with me. As I sat in the room waiting for Dr. Chan I could hear her in the hallway with the other patients. She treated them with the same courtesy and compassion as she treated me. She is genuine and she is an asset to the nursing profession. As for Dr. Lee I also spent most of my time with her as I was in the room with her while we waited for Dr. Chan. I have had several surgeries and this is the first time I was not nervous about the anesthesia. She had a mannerism about her that was very calming and soothing. We had a very nice conversation and I forgot where I was at one point, which is how comfortable she made me. She was amazing and is a remarkable anesthesiologist. And, of course, Dr. Chan is an excellent doctor. Again, I just wanted to let you know how incredible the staff was that took care of me."

### Dr. Samaan's life-saving article

"In September /October 2009 I read an article written by Dr. Samaan in the Staten Island Advance regarding calcium score test. It sounded like a good idea and something that my husband and I should have done. I checked with our cardiologist and he agreed. When we took the test we got good and bad news. My score was very low, unfortunately my husband's was extremely high. Our doctor immediately scheduled an angiogram. The results were that he had 3 arteries clogged over 90% each. The triple bypass surgery was immediately carried out. The surgery was a success and my husband is well on the road to recovery. Thanks to the article in the advance my husband's life was possible saved. He had no prior symptoms and the doctor said he probably would have had a major heart attack at the young age of 58. I want to take this opportunity to thank you for writing the article on the calcium score test and bring it to our attention. We have since recommended this test to many of our friends and family. Hopefully it can save other lives."