



Saint Vincent's Vital Signs

St. Vincent's Manhattan and
Central Business Office

IN THIS ISSUE

A MESSAGE FROM HENRY AMOROSO

April 24, 2009

Coming up next week...

Monday

Tuesday

New Weight Watchers Group Forming
Disaster Preparedness Lecture

Wednesday

Auxiliary Luncheon

Friday

Lactation Education Seminar

Saturday

EIF Revlon Run/Walk

Also in this issue...

STAR Survey Results

Fundamentals of Frontline Leadership

On-Site Vendors Policy

Volunteers needed for

Community Mind/Body/Spirit Day

EIF-Revlon Run/Walk

Great Strides for Cystic Fibrosis

NAMI Walkathon

...and much more

ATTACHED

SPECIAL

NEWSLETTERS

April Issue of

St. Vincent's Laboratory Bulletin

in observation of national Clinical
Laboratory Professional Week, learn
more about the work of our labs and
the professionals who staff them.

April Issue of

St. Vincent's Formulary Spotlight

in this month's Formulary Spotlight
get to know Clinical Pharmacy
Supervisor Elizabeth A. Stone,
Pharm.D., and learn more about
medication safety and changes to the
Saint Vincent's formulary

This is **National Healthcare Volunteer Week**, and the entire Saint Vincent's community is joined in grateful celebration of the contributions that our volunteers make every day. Volunteers at St. Vincent's Manhattan range from the youngest high school student to senior and experienced "retired" men and women, they perform tasks that range from the spiritual to the compassionate to the clerical, they change the lives of patients, family members and staff members alike - and they contributed more than 60,000 hours of these services in the last year.

Look for the article and photographs in this issue of Vital Signs for more details, but reflect with me for a moment on some of their most striking accomplishments. Bella Gluck, for example, received the United Hospital Fund Achievement Award for 2008 for her 17 years of volunteer service to senior citizens in our social work department. Sadly, Bella receives this award posthumously, for she left us a little over a month ago. How deeply she will be missed. Other recognitions from the UHF include Connie Prestia's stunning 10,000 hour award for her work in the H.R. department, five-thousand hour awards for Leslie Brown and Susanna Miller for their invaluable work in St. Vincent's Rape Crisis Program, and 1,000-hour awards for still eight more of these inspirational people. The listing of volunteers' accomplishments that Sister Pat Cusack prepared for Wednesday's volunteer awards ceremony is four large pages long, and to me represents a humbling and heart-warming alternative to the news we read every day about greed and selfishness in the world around us.

We've been asking you to offer personal thanks to any volunteer whose path you cross this week - you know them by their distinctive blue jackets - but let me amend that now and ask you to greet and thank every volunteer you meet every day all year 'round. We can never thank them enough for what they do for us and for our patients. And special congratulations to Sister Pat for her tireless management of this enormous volunteer effort, and her dedication to helping each volunteer fulfill the Saint Vincent's Mission.

This has also been **National Laboratory Professionals Week**, and I urge you to read the attached St. Vincent's Hospital Manhattan Laboratory Bulletin from Sister Catherine Sherry, Dr. Fred Smith, Denise Panepinto and their colleagues in the department of pathology. Among other things, you will learn that our St. Vincent's laboratory professionals completed the astounding total of 3,243,307 tests in 2008. Though their work is often done behind the scenes, out of the awareness of our patients, you and I know the importance of that work. Please join me in letting them know how much they are valued and appreciated.

P.S. - Please also note and review the initial results report on the STAR Staff Survey (summary below and detail attached).

STAR

Report: Results of the STAR Staff Survey

More than 1,300 employees from every program and site throughout Saint Vincent's participated in the recent STAR Staff Survey. The primary reason for conducting this survey was to provide "baseline" measurement information – a starting point from which to measure progress toward a number of our STAR objectives with future surveys. Future results for each STAR objective will be compared to these baseline scores to give us precise numbers with which to judge the effectiveness of our initiatives and continuing efforts.

STAR

A survey question's "score" represents the percentage of people who responded positively to that question, usually by checking "good," "very good," or "excellent." For example, if 100 people responded to a survey question, and 75 of them checked "good," "very good," or "excellent," the score for that question would be 75%.

To determine a valid baseline score for a STAR objective, multiple survey questions about that objective were used. Thus, the scores for several individual questions were averaged to yield the baseline score for each STAR objective. For example, as many as seven questions were included on the survey to measure our current status as, "a value-based, customer-centric culture driven by respect, integrity, compassion and excellence."

To see how we scored ourselves on 10 key STAR objectives, look at the attached PowerPoint presentation. Each page contains a STAR objective, the questions we asked to measure that objective, the baseline positive score for the "enterprise" (the entire Saint Vincent's system), and – last but not least – the steps and initiatives currently under way that are designed to lead to progress on this STAR objective – and an improved score on future surveys.

More information about STAR Staff Survey scores for individual divisions and departments will be distributed soon. In the meantime, if you have any questions about the survey results, don't hesitate to contact Bob DeLauro at (212) 604-7892 or bdelauro@svcmcnyc.org.

NEWS

St. Vincent's Honored by Lifespire Joint Program Employs Developmentally Disabled Adults



Sister Miriam Kevin Phillips, Senior Vice President for Mission, with Sisters Grace Henke and Audrey Boylan, accepted an award in recognition of St. Vincent's commitment to helping individuals reach life's aspirations by supporting the employment of persons with developmental disabilities. Lifespire has had a long relationship with St. Vincent's, which serves as a Lifespire Supported Work Enclave at which Lifespire clients with disabilities work in food service. Under a recent agreement, Lifespire clients will also assume responsibility for packaging the toiletries given to inpatients upon admission, adding a new dimension to the hospital's relationship to this valuable service agency.