



Continuum Health Partners, Inc.

## the Scoop

The mission of St. Luke's-Roosevelt Hospital Center (SLRHC) is threefold: ♦ Provide outstanding health care ♦ Provide the highest quality education to health care professionals ♦ Further research medical knowledge and develop excellence in health care delivery

### 2008 St. Luke's - Roosevelt Volunteers of the Year



Jane Margaretten-Ohring and Naomi Goldberg

St. Luke's Roosevelt Hospital is committed to providing excellence in the delivery of health care. Our volunteers are a pertinent part in the excellence we achieve. Each year we select individuals that show an extreme level of commitment and dedication to St. Luke's Roosevelt Hospital. This year we are proud to announce **Naomi Goldberg** and **Jane Margaretten-Ohring** as Volunteers of the Year.

In 2007 Naomi Goldberg retired from her nursing position at Roosevelt Hospital to take care of her grandchildren and aging parents. Naomi never lost her desire to help patients so the same year she retired, she applied and was accepted as an Emergency Department volunteer at Roosevelt Hospital.

As an Emergency Room volunteer, Naomi provides small gestures that mean so much to the staff and patients. Naomi

escorts patients to the bathroom, runs specimens to the lab, picks up laundry and I.V. poles, and is willing to help wherever there is a need. Most importantly, Naomi offers comfort and emotional support to the patients and their families usually volunteering more than 60 hours of her time per month.

In 1996 Jane Margaretten-Ohring retired from her position as a Medical Editor. Wanting to fill her time and to fulfill her desire to work with people, she began volunteering for the American Lung Association. This experience made her a perfect fit as a Surgical Liaison volunteer in the Ambulatory Surgery Department at St. Luke's Hospital.

Since 2000 Jane has volunteered in the Phase II area of the Ambulatory Surgery Department where patients recover after undergoing surgical procedures. During these

procedures, Jane ensures that family members are well informed of their loved one's progress.

After patients have undergone their procedures and are given approval to eat, Jane makes sure the patients are nourished with juice and crackers and even makes a delightful cranberry-apple juice for those patients that cannot decide which juice they prefer. Once patients are given approval for discharge, Jane assists them in preparing to go home by picking up medication at the pharmacy and accompanying them to the lobby. Jane's extraordinarily calm and pleasant personality is a true asset to the department.

Thank you, Naomi and Jane, for your dedicated service to the patients and staff of St. Luke's - Roosevelt Hospital.

*Written by Stephanie Tobar-Dasalla*

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### Magazines Wanted!

Do you read sports, entertainment, or food magazines and then throw them out? We have a new home for them! St. Luke's Roosevelt Patient Library can use your old magazines to share with patients and visitors throughout the hospital. We would be happy to take the magazines you've finished. Bring recent magazines (no more than 2 months old) to the

Patient Library or Volunteer Services Department at either St. Luke's or Roosevelt and we will put them to good use. The Volunteer Services office is open from 9:30 - 5pm (closed from 1-2pm), Monday through Friday. For Patient Library hours or for questions, please call 212-523-2188 for St. Luke's or 212-523-7155 for Roosevelt.



# Volunteers Honored



Tamara Engel

Over the past few months we have had several SLRHC Volunteers recognized for their work outside of the hospital. We salute these committed and dedicated people.

**Tamara Engel**, St Luke's Emergency Department and Language Services Volunteer, has been an active Congregant and volunteer at **Stephen Wise Free Synagogue** for several years. She participates in its Caring Community, greets Congregants at the door when they arrive for services, sings in the choir, volunteers at community senior centers, calls and visits the sick, and comforts

those who are bereaved. The Synagogue has just completed its hundredth anniversary and during this year, all of the members of the Congregation participated in writing a brand new Torah. The Torah or Old Testament in its original Hebrew scroll-form is the most sacred book in all of Judaism. Tamara was there every time members of the Congregation -- children from the early childhood center, four generations of some families, the Rabbi, and the Cantor -- joined their hand with the Sofer (the one who actually hand-writes the Torah with a quill pen) and wrote a single letter in the new Torah. Tamara helped over a thousand Congregants and their family members participate in this very special process. Tamara

Engel was given the high honor of walking down the aisle and carrying the Torah at the end of February when Stephen Wise received its new Torah at a festive celebration. Stephen Wise Free Synagogue says they are proud to claim a small piece of Tamara Engel's almost infinite capacity to do good works.

**Julia Nazario**, Roosevelt Rounding Volunteer, was recognized by **J.P. Morgan Chase** as a Top Performer within the Brooklyn Lockbox site. This designation is based on productivity, quality, attendance and employee engagement, all centered around customer satisfaction. As a Rounding Volunteer, Julia's focus is on patient satisfaction and through her work we witness her dedication to outstanding customer service on a weekly basis.

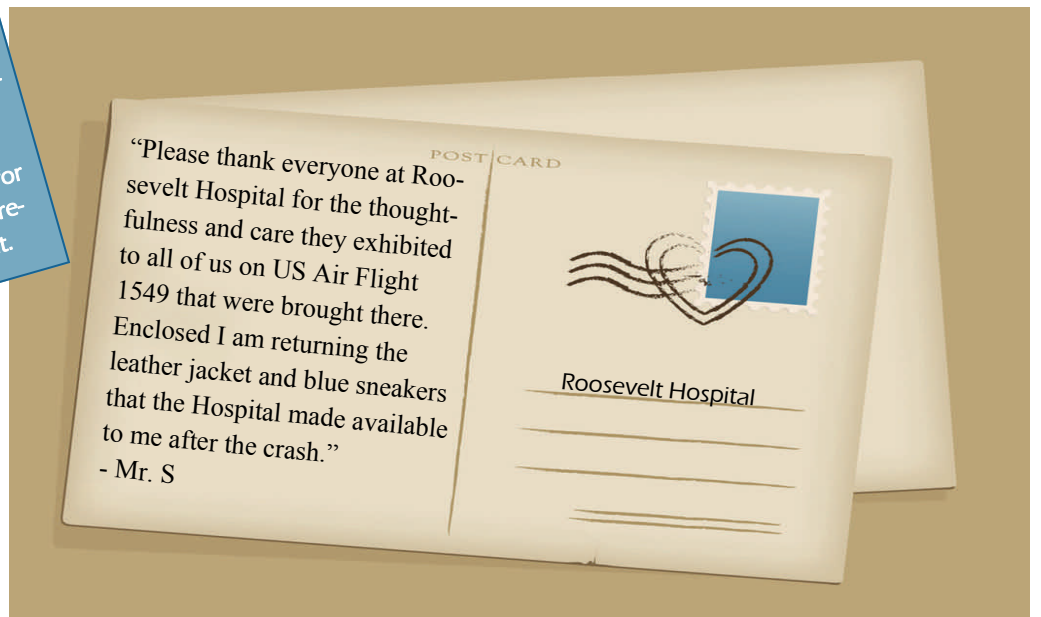
On March 10th **Sophia Vargas** and **Anna Torrez**, junior volunteers at Roosevelt, were recognized by the **Soroptimist International** for making a difference through their volunteer service. The girls wrote essays about their work at Roosevelt and were chosen for giving their time and energy to making their community a better place.

Congratulations to all our honored volunteers!



Sophia Vargas, Amy Bush, and Anna Torrez

Kudos to our volunteers who were working shifts the night of the US Air Flight 1549. Beicer Tapia and Anna Kowerska picked up donated clothing from The Gap and Naomi Goldberg and Abbe Frank were hands-on in the Emergency Department. Thank you all for your hard work and quick response during this event.



"Please thank everyone at Roosevelt Hospital for the thoughtfulness and care they exhibited to all of us on US Air Flight 1549 that were brought there. Enclosed I am returning the leather jacket and blue sneakers that the Hospital made available to me after the crash."  
- Mr. S



Roosevelt Hospital

## Volunteers Wanted: Beauty Day and Greeters

**Beauty Day Manager at Roosevelt Hospital** - Once a month the volunteer office arranges a beauty day for the patients on 3G, the rehabilitation unit, at Roosevelt Hospital. This involves calling the stylists to set a date, visiting the patients on 3G to sign them up, leaving the sign-up sheet for the floor, and being there the day of the event. This is a great opportunity to put your creative touch on a long standing program while having the opportunity to interact with patients.

Contact: **Amy Bush** at 212-523-7155

**Hospital Greeter** - This volunteer welcomes patients, families and visitors to the hospital. Tasks include greeting and directing visitors, helping patients with transportation issues and answering hospital related questions. This volunteer should be an extroverted, mature, positive service oriented individual who demonstrates good verbal and written communication skills. Training is provided.

Contact: **Amy Bush** at 212-523-7155 for Roosevelt or **Mary Jo Page** at 212-523-2188 for St. Luke's

Thanks to the following people and businesses for their generous donations

- Yiksak Rabin Memorial Center
- Musicians on Call
- McNeil Nutritionals
- Harper's Bazaar
- Havana Central
- Columbia School of Journalism
- Linklaters LLP
- Johnny Heller
- Mondel Chocolates
- Diane Pollard
- Kim Lawson
- Stephanie Tobar-Dasalla

## Do you know your Core Competencies?? (answer key pg.4)

1. The phrase used to alert staff that there is a fire in the hospital is:

- A. Code Pink
- B. Code Blue
- C. Code Red
- D. Code Green

2. A patient who has questions about paying for hospital services should be directed to:

- A. New York City Medicaid
- B. Department of Financial Counseling
- C. Administration
- D. All of the above

3. Where can you smoke at SLRHC?

- A. Stairwells
- B. Private offices
- C. In the lobby
- D. None of the above

*Kind words can be short and easy to speak, but their echoes are truly endless.*  
- Mother Theresa

## Spring Baskets from Linklaters LLP



Employees from **Linklaters LLP**, a law firm which specializes in advising the world's leading companies, financial institutions and governments, gathered to decorate and assemble spring goody bags for the children at St. Luke's Roosevelt Hospital. They delivered 200 bags to the Hospital full of teddy bears, coloring and activity books, crayons, sharpened pencils, goldfish and pretzel snacks, and colorful bookmarks. The spring goody bags were distributed to both St. Luke's and Roosevelt hospitals in the DDC Clinic, the Pediatric ICU, the Emergency Department, the Child Life Program, and several were given to the social workers to pass out to their clients. Big thanks to **Linklaters LLP** for creating the bags and to Brandy Holman, Cyndy Sotomayor, Sara Jacobs, Cheryl Bajana and Cathy Novello for their creativity and effort in organizing this activity.



Big thanks to the **Columbia School of Journalism** for their donations to **St. Luke's Hospital**. **Patrick Innis**, Director of Social Work, and **Mary Jo Page**, Volunteer Coordinator, were on hand to accept the generous donation of men's pants.



# St. Luke's Roosevelt

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If you would like to receive the  
St. Luke's – Roosevelt Volunteer  
Newsletter by e-mail, please con-  
tact Amy at [ambush@chpnet.org](mailto:ambush@chpnet.org)  
with the e-mail address where you  
would like to receive your mail.

## **A special thank you to the Bernard Book Buddies who volunteer at St. Luke's Hospital. Thanks for helping make the program so successful.**

Ora Bayewitz, Alexis Brinkerhoff, Alice Chao, Ashley Chin,  
Stacy Chu, Christine Du, Gloria Ford, Kara Fields, Priya Gandhi,  
Yena Jun, Leora Kelman, Jean Kim, Julia Song, Jackie Yazen,  
Michelle Yuan, Soombal Zahid

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## **St. Luke's Patient Library Welcomes Claire!**

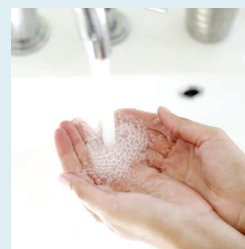
In March, **Claire Russell** signed on as our new volunteer in the patient library at St. Luke's Hospital. She brings with her a love and appreciation of books. The patient library houses children's books and, in addition, about 1800 hardcover books of fiction and non-fiction. Claire will use her many years of computer experience as a systems administrator to help organize the library. Would you like to borrow a book? Please stop by and say hello or drop off your used books in good condition (no textbooks please). The Patient Library is in Minturn 105.

Look for questions in every newsletter on SLRHC's Core Competencies. It is important for all volunteers to know this important information.

### **Core Competencies Answer Key**

1. C    2. B    3. D

The number one way  
to prevent the spread  
of infection is to  
wash your hands



## **National Volunteer Week April 19—25, 2009**

National Volunteer Week offers an opportunity to thank some of America's most valuable assets — our volunteers — and recognize the myriad of ways they improve our community.

From all of us at St. Luke's - Roosevelt Hospital, thank you for choosing to give your time and talents to assist patients, families and staff.