

# The Rounds

We're Made for *growth!*

Volume 2, 2019



Professional Development  
**Pg. 10**



Telehealth Services  
**Pg. 20**

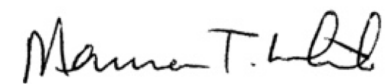
Dear nursing colleagues,

In countless large and small ways, Northwell Health's nurses are making a difference in improving and transforming patient care. As an organization, we are committed to continuously striving toward new and innovative ways to bring compassionate and life-changing care to more people each day.

That is why this latest edition of The Rounds focuses on growth and development of our staff, our facilities, our technologies and our connections to the communities we serve. As evidenced by six of our hospitals receiving top-50 ranking in various medical specialties by U.S. News & World Report 2019-20, we're raising the standard of care and would not be able to do that without our incredible team members.

However, in our quest to shape the future of healthcare, one thing always remains constant: our nurses' heartfelt dedication to delivering the finest, patient-centered care possible with compassion, knowledge and respect.

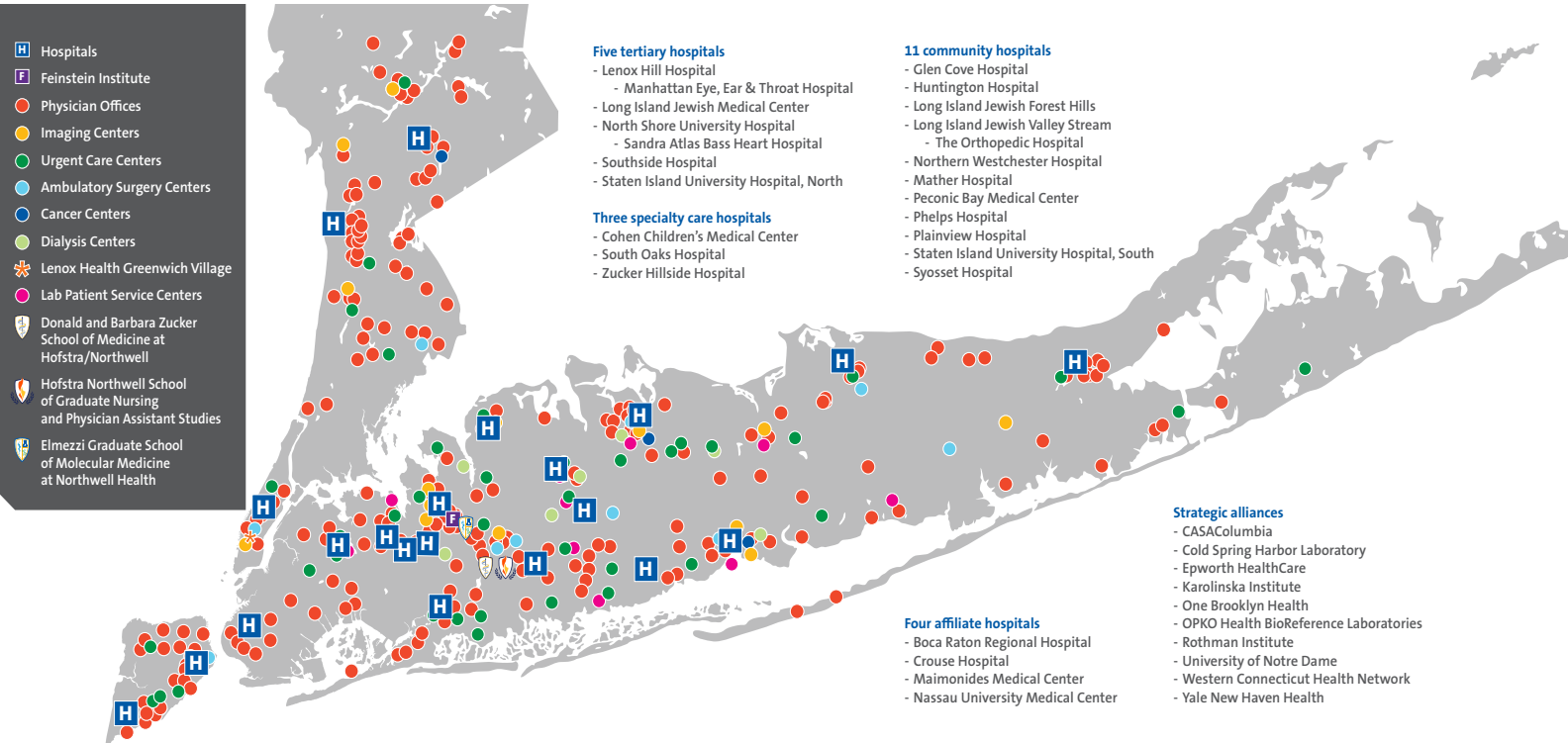
If you share our belief that ongoing growth and learning go hand-in-hand with a rewarding nursing career, we invite you to consider joining our award-winning healthcare system.



Maureen White, RN  
Executive Vice President and Chief Nurse Executive



# Our Facilities



- More than 750 Ambulatory Practices
- Broadlawn Manor Rehab
- Cohen Children's Medical Center
- Glen Cove Hospital
- Huntington Hospital
- Lenox Health Greenwich Village
- Lenox Hill Hospital
- Long Island Jewish Forest Hills
- Long Island Jewish Medical Center
- Long Island Jewish Valley Stream
- Manhattan Eye, Ear and Throat Hospital
- Mather Hospital
- Monter Cancer Center
- North Shore University Hospital
- Northern Westchester Hospital
- Northwell Health At Home
- Northwell Health Cancer Institute
- OCIO - Clinical Informatics
- ORZAC Center for Rehabilitation
- Peconic Bay Medical Center
- Phelps Hospital
- Plainview Hospital
- South Oaks Hospital
- Southside Hospital
- Staten Island University Hospital
- Stern Family Center for Rehab
- Syosset Hospital
- Zucker Hillside Hospital
- And more



Nursing Careers  
 Create your own *future* as a nurse with Northwell Health  
 Are you Made for *this*?

Explore careers

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Vol. 2, 2019

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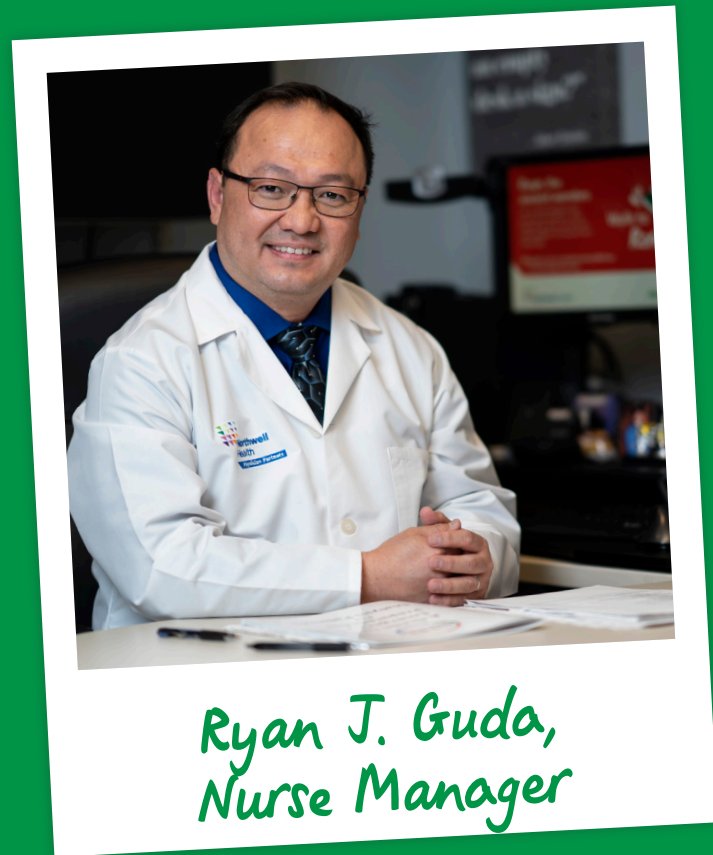
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# 2019 President's Awards

Our President's Awards program celebrates employees who strive to set new standards of excellence, not only through outstanding patient care and treatment, but also through developing innovative business outcomes that will help ensure ongoing growth throughout our healthcare organization. Below are the award-winning nurses who received recognition this year.

Learn more about our winners and nominees

## Winners:



*Ryan J. Guda,  
Nurse Manager*

**Ryan J. Guda, Nurse Manager, Dialysis Services, Ambulatory, Long Island Jewish Satellite Dialysis Facility**

Leader of the Year – For being an agent of change by improving the work environment and the quality of services delivered to patients living with end-stage renal failure.



*Jeffrey Rosa,  
RN, Surgical Intensive Care Unit*

**Jeffrey Rosa, RN, Surgical Intensive Care Unit, Long Island Jewish Medical Center**

Nurse of the Year - For his dedication to inspiring and teaching new nurses to share his passion and expertise.



*Alexa Damone,  
RN, Medical Surgical Unit*

**Alexa Damone, RN, Medical Surgical Unit, Glen Cove Hospital**

Nurse of the Year – For her deep commitment to patients and their families, passion for learning and patient advocacy.



*ECMO-TO-GO,  
Long Island Jewish Medical Center*

**ECMO-TO-GO Long Island Jewish Medical Center**

Teamwork Award- For the mobile team's ongoing ability to harness differences in expertise to meet the dire needs of a complicated patient population.

## Nominees:

**Kelly Ann Moed MSN, RN-BC, CSPHP Development Instructor, Staten Island University Hospital**  
For being a driving force in training and educating hospital team members

**Deliver the Vote, Lenox Hill Hospital**  
For the team's work in helping hospitalized patients cast their votes in the 2018 election.

**Nina Ng, RN Assistant Director, Nursing, Syosset Hospital**  
For her leadership in helping the underserved and underprivileged locally, regionally and globally.

**Mary Brennan, RN Associate Director, Nursing Education, North Shore University Hospital**  
For her thought leadership in wound and ostomy care.

**Marcia Hall, RN Director, Patient Services, Northwell Health At Home**  
For her demonstrated ability to connect with patients and their families, and providing support for those caring for patients in the field.

**Robert Kerner Jr., JD, EdD, RN, EMT-P, CHSE Assistant Vice President, Patient Safety Institute, Assistant Professor, Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies**  
For his commitment to educational and clinical innovation, and for helping apply learnings from the Patient Safety Institute to our hospital units.



# Are you ready to *advance* your nursing career?

We are committed to helping nurses attain their full potential through continued growth and professional development through nurse residencies, mentorship programs, in-service learning opportunities, tuition reimbursement assistance, our Institute for Nursing, and many other programs designed to foster professional advancement.

As the New York metropolitan area's largest private employer and healthcare provider, we have an unmatched variety of ongoing openings to explore – and we're always looking for more compassionate, qualified and ambitious nurses.

We hope it inspires you to learn about the programs and other professional development opportunities we offer.





## Announcing our new Advanced Clinical Provider Mentorship Program

In early 2020, Northwell Health is launching its first Advanced Clinical Provider (ACP) Mentorship Program cohort. This one-year structured elective program is for new hire Nurse Practitioners and Physician Assistants.

The first cohort will consist of 20 mentors and mentees from both in-patient and ambulatory practice environments. The ACPs in the program will develop clinical and non-clinical skills essential to a successful career in healthcare management.

The program aims to enhance the skills development process during the onboarding period for nurse practitioners by emphasizing organization and self awareness. It also aims to bring value to the organization through continuous employee engagement, retention and recruitment of top ACP talent.

As part of our goal to identify and address non-clinical and clinical knowledge gaps for new hire ACPs, reciprocal partnerships will be created with a focus on developing a support system for ACP employees, especially outside their specialty and site. It will also include a focus on transition to practice so ACPs know how and when to advocate for themselves, increasing their autonomy in our health system.

 [Learn more about our ACP careers](#)

## Northwell *launches* a system-wide Nurse Residency Program for new graduates

Northwell Health has launched a system-wide Nurse Residency program.

All registered nurses with six months or less experience will be enrolled in this unique program designed to support a smooth transition into professional practice. This year-long program, which begins with an in-depth orientation, helps new graduate nurses attain and maintain the knowledge, skills and attitudes needed to provide safe care to patients and families, and successfully navigate through the first year as a registered nurse.

The program, which is run by Northwell's Nurse Educators, includes both in-person and online professional development sessions, skills assessment and practice, development of a clinical project, and in depth learning of evidence based practice.

Nurse Residents will have an opportunity to socialize and interact with peers and with leaders, while learning about topics such as patient and family experience, critical and analytic thinking, quality care, ethics of care and much more.



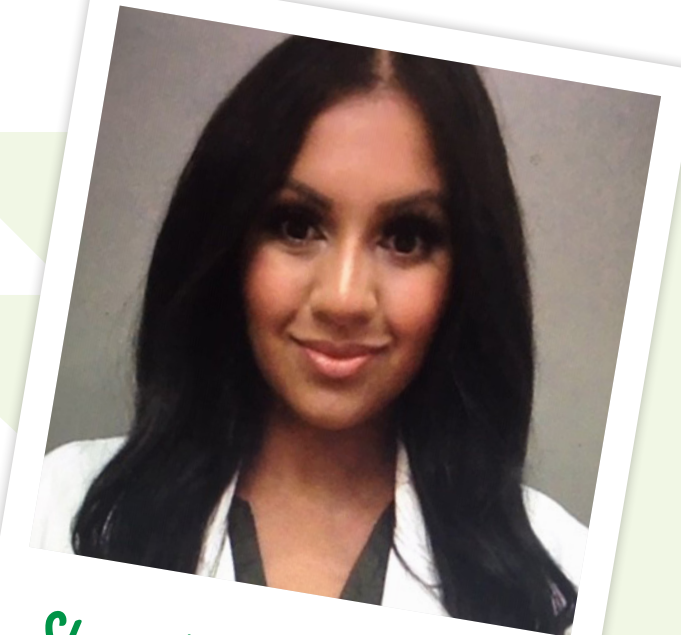


## Building the future leadership team at LIJ Valley Stream

Managing the succession of current leaders and building the next generation of leaders are a priority at Northwell.

In 2017, nurse leaders at Long Island Jewish Valley Stream developed an internal high-potential program to support their team members. Nurses in this program are recognized for their clinical expertise, commitment to patient care and innate leadership qualities that promote change and motivation in others.

The program offers courses that include active listening, communication, finance, and emotional intelligence. Motivational videos on leadership and managerial courage are also shared. In addition, invited guest speakers present on various topics for professional development, such as portfolio writing, social media networking, interviewing and resume writing. Motivational videos on leadership and managerial courage are also shared. In addition, invited guest speakers present on various topics for professional development, such as portfolio writing, social media networking, interviewing and resume writing.



Sharda Haridat, RN

## Made for *preparing* tomorrow's nurse leaders

After becoming an RN in 2013, Sharda spent time searching for a healthcare system that would satisfy her future goals. Her sister, also an RN, recommended Northwell Health and Sharda immediately saw that our healthcare system had the professionalism and resources to help her accomplish her career ambitions.

In July 2013, Sharda started as a critical care fellow at North Shore University Hospital in The William Randolph Hearst Critical Care Nursing Fellowship. She then worked in the neosurgical ICU for five years as a staff RN, where she gained in-depth knowledge and skills in treatment of critical patients recovering from surgeries and emergent trauma, assessing, detecting and preventing complications associated with health situations or treatment plans.

With the support of Northwell Health's tuition reimbursement program, Sharda obtained her MSN in Nursing Administration with Informatics in May 2017 from Molloy College.

After obtaining her MSN, Sharda now works as a nurse educator at Glen Cove Hospital designing, implementing, evaluating, and revising educational programs.

“Working with nurses and student nurses at Northwell has helped me see that the next step in my nursing career is to become a nursing professor. My goal is to achieve a PhD or an EdD, and become a nursing professor in a college or university.”



## Making the *transition* toward full accreditation

The new graduate Nurse Residency Program at Northern Westchester Hospital became accredited as a Practice Transition Program by the American Nurses Credentialing Center's (ANCC) Commission on Accreditation in Practice Transition Programs. They are one of 111 hospitals to hold this accreditation nationally and the second Northwell Hospital (along with Mather Hospital) to have this accreditation.



### The residents presented their EBPR Project Plans about the following topics:

- In the hospitalized adult patient, does discontinuing a peripheral IV only when clinically indicated result in a greater incidence of adverse effects (phlebitis, infiltration, infection, occlusion) as compared to discontinuing a PIV Every 96 Hours?
- In adult post-surgical patients with PCA pumps does a structured educational program improve pain control?

## Sparking the passion to *advance* the nursing profession

The Peconic Bay Medical Center (PBMC) Nursing Professional Development Department recently initiated its first nursing certification cohort for Medical Surgical Registered Nurse (MSRN) and Critical Care Registered Nurse (CCRN). The cohort supports nurses with the process of receiving certification by providing weekly study sessions and topic review, and provides mentorship throughout the process.



The MSRN cohort consisted of 32 registered nurses and the CCRN cohort consisted of 21 registered nurses. Over 20 nurses have successfully completed their certification to date, with many with test dates scheduled in the near future.



Nursing Careers

The *best* nursing careers in New York are here.

Are you Made for *this*?

Explore our careers

## Seeing mentoring's *benefits* from both sides

Elizabeth and Kelly, nurses at Staten Island University Hospital, give us their perspectives on how mentoring is a great learning experience for everyone involved.

### **Kelly Lanciotti – Mentee**

As a student nurse at Villanova University, I was a member of the Villanova Chapter of the Student Nurses' Association of Pennsylvania and represented our chapter at the National Student Nurses' Association Conference in Dallas, Texas. I was also our class representative for the Undergraduate Nursing Senate and, as part of my Health Promotion clinical experience, I had the privilege to serve the Blackfeet Indian Community in Browning, Montana.

My mom was an ER nurse/nursing supervisor. I chose to follow her path because at a very young age I saw that every single day is different. Since joining North Shore University Hospital in 2017, I am constantly learning about new disease processes and treatments. Even though patients are always different, I can make an impact and provide life-changing education.

My mentorship will help me leverage my strengths and learn new ways to bring ideas into my unit to improve patient care and safety. My future goals include triage training and becoming a preceptor for new nurse fellows in my department. I truly value the investment Northwell Health has made in this program to develop future nursing leaders.



*Kelly Lanciotti, Mentee*

### **Elizabeth McCormack – Mentor**

While an undergraduate student nurse at the University of Connecticut, I was involved in numerous activities that broadened my skills as a nurse and as a leader. This included being a cheerleader for the Division I Football and Basketball teams, and serving as a student volunteer on a medical brigade to Honduras. I also studied nursing research in Dublin, Ireland, and end-of-life care in Gent, Belgium.

I started my nursing career at North Shore University Hospital in the Emergency Department fellowship in 2015. I knew North Shore would provide endless opportunities to grow. I was the Co-Chair for the Emergency Department's Collaborative Care Council, Magnet Champion and Magnet Ambassador for our 2018 designation, and became a certified emergency nurse and clinical ladder nurse. In my current role as Clinical Transformational Program Manager, I am able to use the skills learned in the emergency department to fulfill the expectations of the position.

As a mentor I can focus on Kelly's goals, nurture her development and enhance her professional growth. Our focus area has been on Kelly's participation in the Emergency Department, while also increasing her involvement throughout the hospital. We might have different views on who has the better basketball program, but we do agree that Northwell Health has offered us an incredible opportunity to nourish our professional development.



*Elizabeth McCormack, Mentor*

# Seeing is believing.

Northwell Health's nurses bring exceptional skill, love and devotion to everything they do. These videos give you a glimpse into our different specialties, as well as insights about what makes working at Northwell so uniquely fulfilling.

Discover why a nursing career could be Made for you in the videos below.



## Nursing Careers at Northwell Health

We know our strongest asset has always been our people. That's why we give our nurses the support they need to grow their careers here.

› [Watch Video](#)



## Oncology

For Iris Fleming, nurse manager at Monter Cancer Center, making a difference in the lives of patients and their loved ones can start with the smallest of gestures.

› [Watch Video](#)



## Emergency Room

David Gelin, assistant director of nursing at Lenox Hill Hospital, shares his passion for providing exceptional patient care in the Lenox Hill Hospital Emergency Room.

› [Watch Video](#)



## Operating Room

Learn how Northwell has supported Ana Perez, RN, operating room, throughout her career, and why she looks forward to working here every day.

› [Watch Video](#)



## Home Care

Melissa Russo, a Northwell Health At Home nurse, gives her thoughts on the unique benefits of working independently with her At Home patients.

› [Watch Video](#)



## Women's Health

Joelle Palmer is proud to be a women's health nurse. Discover how Northwell empowered her to assume a leadership role as a practice manager.

› [Watch Video](#)



# Our Telehealth services footprint is *expanding!*

Northwell Health hospitals were the first in the New York metro area to offer 24-hour remote monitoring of stroke, psychiatry, emergency department and other critical-care patients.

We are constantly exploring ways to leverage innovation, always with a goal to increase access to health care and improving outcomes. Telehealth technology helps us improve the range of treatment and service options available to our patients – improving their lives and creating exciting new opportunities for nurses at our hospitals, clinics and our Northwell At Home network.

See where Telehealth technology is working for patients right now—and our plans for the future.



## Reaching our patients through technology

Telehealth is gaining a foothold at Northwell as we continue to explore opportunities for nurses to use their clinical expertise in new and exciting ways. In the first half of 2019, TeleICU nurses at Northwell performed over 2,900 nursing interventions. Of those interventions, 176 were classified as life-threatening conditions and over 1,600 interventions were classified as urgent.

The TeleICU is a comprehensive technology and clinical program that enables a remotely located critical care team to provide support to the bedside ICU team and give around-the-clock care for the critically ill patients. Nurses in TeleICU provide a support system for bedside staff, identify trends and prevent problems, respond to emergencies and promote evidence-based best practices. Collaboration and sharing of knowledge are particular focuses for our nurses, and mentoring is very much a part of the TeleICU nurse's role.

The TeleICU program at Northwell started five years ago with 40 beds being monitored at two sites. Today, we monitor over 180 beds and have leveraged the technology to expand programs to emergency departments and floors. In April 2019, an Intake RN role was established to facilitate care for patients outside of the ICU setting such as those in the emergency department and in skilled nursing facilities. The Intake RN also has an integral role in navigating and expediting care for stroke patients through our Telestroke program.

Currently, the TeleICU monitors Intensive care units in 10 Northwell hospitals with plans for an additional three hospitals by 2020. In June 2019, the TeleICU began monitoring intensive care patients at Wyckoff Medical Center, our first outreach program. The early results have been truly rewarding and include helping with process improvements and real-time notifications that have enabled us to contribute to lives saved in their ICUs.

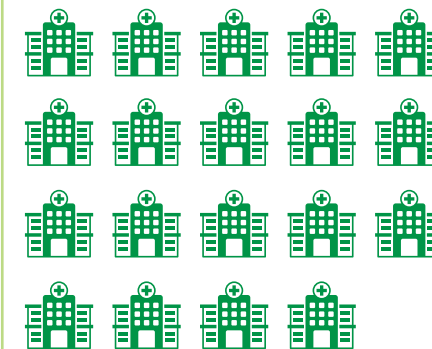
See the next page to review all of our telehealth growth. ›

## We're *building* upon our strengths

We are continuing to enhance and grow our Telehealth offering, with the addition of three new programs to hospitals in 2019. We expect to add programs to 10 other hospitals in 2020.

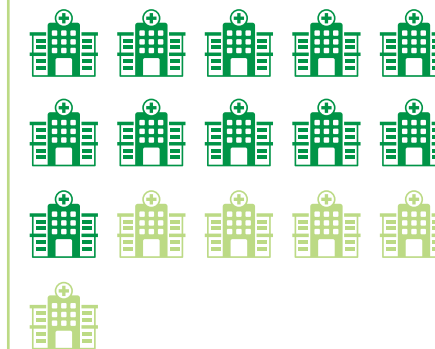
### TelePsychiatry:

Currently available at 19 hospitals



### TeleStroke:

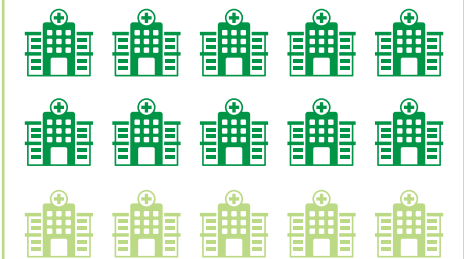
Currently available at 11 hospitals



Five more facilities anticipated by the end of 2020

### TeleICU:

Currently available at 10 hospitals



Five more facilities anticipated by the end of 2020

### TeleCritical Care:

Currently available at six hospitals



### TeleSNF:

Currently available at two hospitals



One more facility anticipated by the end of 2020

### TeleHospitalist:

Currently available at five hospitals



One more facility anticipated by the end of 2020

### TeleTrauma:

Currently available at one hospital



One more facility anticipated by the end of 2020

# Innovation creates great opportunities

Written by Kamaria Sisco, eICU RN

I was hired, fresh out of school, to participate in the second fellowship for North Shore University Hospital's (NSUH) Medical ICU (MICU). I was a staff registered nurse in the MICU from 2005-2010, where I was fortunate to learn critical care from truly dedicated, experienced, and passionate registered nurses who gave me the confidence and autonomy to truly thrive.

In 2010 I decided to challenge myself and expand my critical care knowledge by joining NSUH Cardiothoracic ICU (CTICU) as a staff registered nurse. From 2010 thru 2015, the CTICU reinforced my medical intensive care knowledge while gaining experience taking care of post-op cardiac and thoracic patients. The patients were complex and the environment dynamic and ever-changing. I feel fortunate to have been part of the CTICU's family for over five years.

In 2015, my career path changed once again when I joined the eICU, in its fledgling stage, as a staff RN. I was certain Telehealth would revolutionize the future of health care delivery, and I wanted to be among the pioneers. It has been four years since I became part of the dedicated and passionate eICU family, and I can only say my dedication, loyalty, passion, and respect for Telehealth is reaffirmed through its ability to change patient outcomes in a variety of ways.

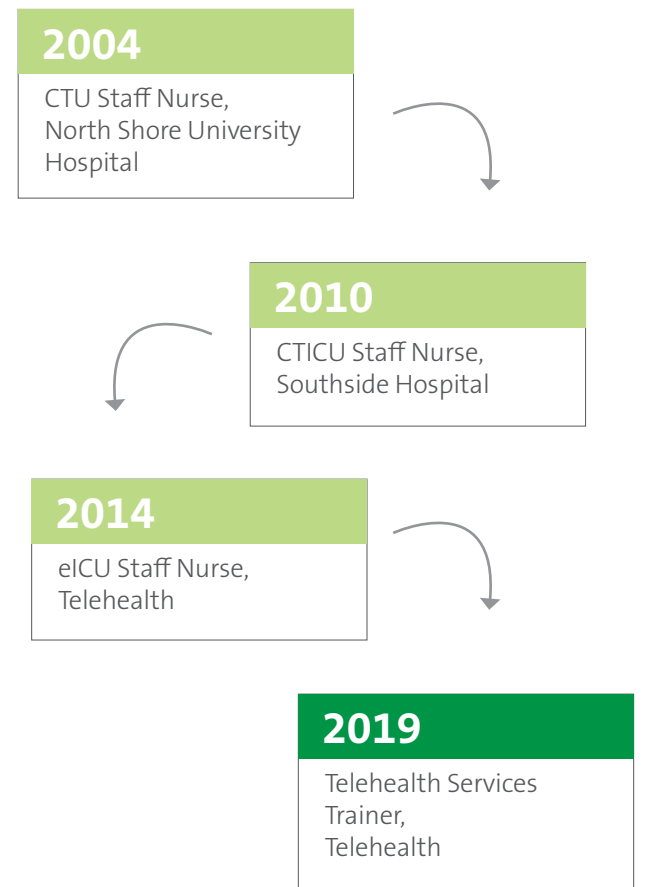
My current role allows me to monitor patients, in various intensive care units throughout the health care system, and remotely camera-in and assess the patient when there is an acute hemodynamic change. The eICU is a second pair of eyes for the bedside team; we collaborate to give patients the best and safest critical care experience while they are acutely ill. The role as an eICU RN also includes participating in Telestroke, where the goal is to reduce the time from door to TPA administration for patients with acute ischemic strokes.

The eICU registered nurse also helps skilled nursing facilities, such as the Stern Family Center for Rehabilitation and the Orzac Rehabilitation Center, by connecting them to an intensivist who can assess their patients and, thereby, decreasing unnecessary and costly ER visits and hospitalizations. The role of the eICU is ever-changing as new programs in Telehealth are being rolled out to meet the growing needs of an aging-population.



Kamaria Sisco, eICU RN

I love working in the eICU because it is exciting to be part of TeleHealth's growth and expansion while delivering cutting-edge technology to improve patient care and health care delivery! I hope sharing my Northwell career path will motivate top candidates to research and familiarize themselves with the eICU and Telehealth, and to see what a brilliant opportunity it is to work as an eICU registered nurse.



Ryna Bautista  
MSN, RN

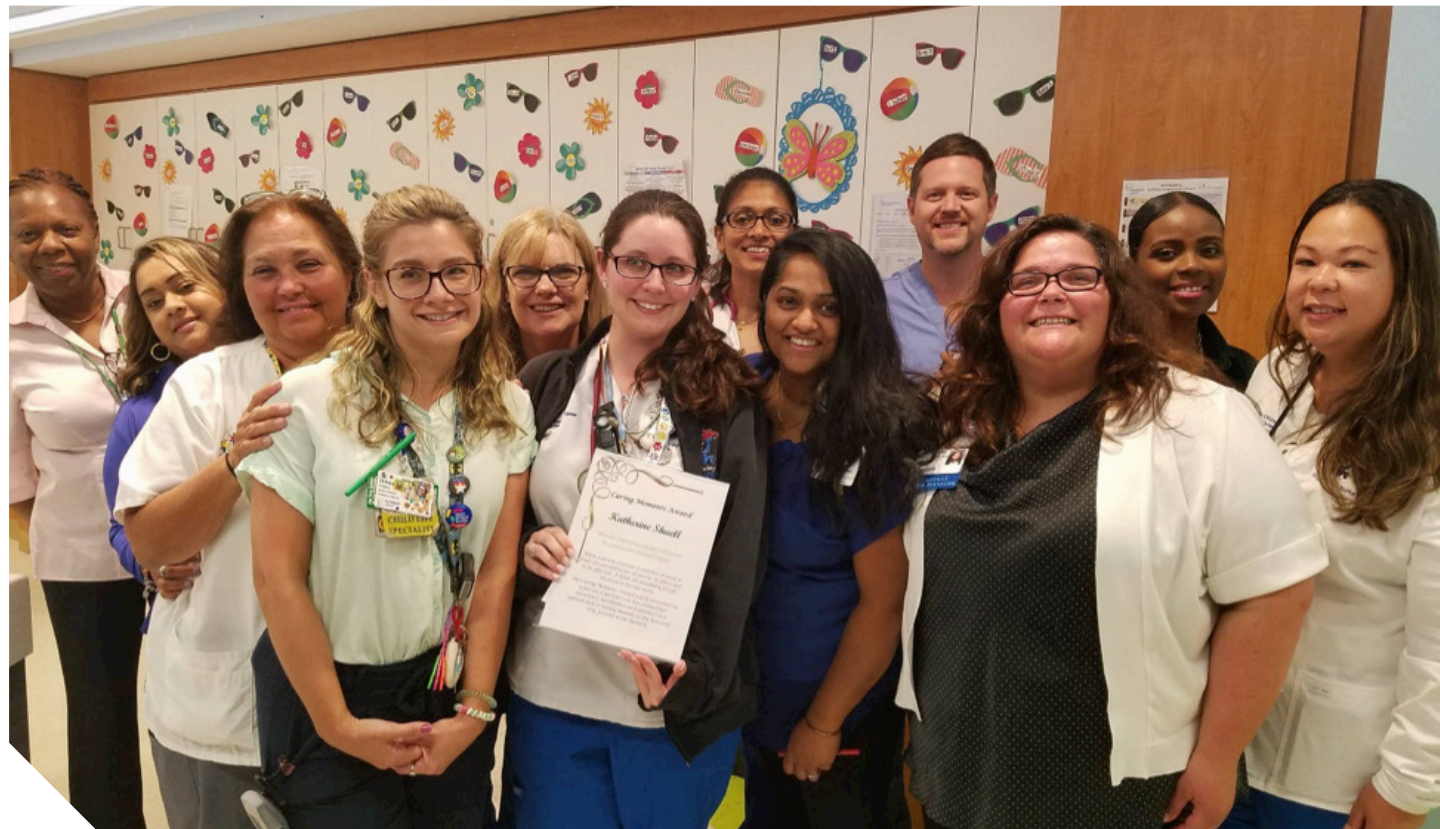
## A big communications *breakthrough* with one of our smallest patients

In July 2019, Cohen Children's Medical Center introduced The Caring Moments Award to recognize staff members who display the Northwell culture of care in their interactions with patients. Our latest award winner, Katherine Shuell, RN, went above and beyond to provide a much appreciated connection that made a big difference in a child's ability to communicate.

Katherine, a clinical nurse in the surgical unit, cared for a patient who was having a difficult time communicating with team members. She noticed this patient was curious about the Vocera communication device she wore around her neck and he would often try to grab the Vocera and speak into it.

Katherine had an idea to purchase a walkie talkie for the child to use throughout his hospital stay. The child was delighted; he proceeded to use the device to communicate with his clinical team. From that point on, he was talkative and engaged with the staff as he never had before.

Katherine is a shining example of how nurses at Northwell always go above and beyond to provide the best possible patient care.



## *Educating* parents on what to do with leftover medications

The opioid crisis is growing in the pediatric population. While physicians have begun to prescribe fewer opioids to younger patients, their parents are often confused about what to do with left over medication.

Julie Barbanel-Yuni a registered nurse at the Ambulatory Surgery Unit at Cohen Children's Medical Center recognized this and began to survey parents. Her survey confirmed that a large number of parents did not know what to do with left over medication. Many mentioned bringing unused medication to a safe drop off. However, they didn't know where these drop offs were located. Others admitted they would flush or simply throw medications out.

Although our in-house pharmacy, Vivo Health, distributes Deterra®, a product that deactivates drugs and a safe way to dispose of medications, not one parent reported Deterra as an option. Julie began educating parents about this option and shortly afterward, Vivo saw a more than fourfold increase in the number of Deterra kits distributed.

Julie plans to continue educating parents on this option and will continue to work with Vivo Health to improve and assure the safe disposal of opioids in the pediatric population.

## Integrating technology to *empower* our patients

Many healthcare systems are deploying technological solutions across a variety of settings and patient populations in order to keep patients safe once discharged from their hospital stay and reduce unplanned hospital readmissions.

To address this need, Northwell Health has invested in Conversa, an automatic texting application that empowers high-risk patients to manage their post-discharge care. In addition to visiting patients in the hospital, providing 24-hour discharge phone calls, home visits, and connecting patients to their community providers, our Health Solutions navigators are now offering patients an opportunity to enroll in Conversa. Conversa is now an integral part of the transitional care model, enhancing the patient experience and extending the reach of our transitional care team outside of the hospital.

After a patient is discharged, a web-based chat is sent several times per week to the patient's cellphone or email. With Conversa, every patient answer is strategically tied to an algorithm that stratifies responses by their level of extremity – green, yellow or red. Our central team provides follow up calls for patients who have triggered yellow or red flags, and each call is triaged to the appropriate level of care.

Since the launch in April 2018, Health Solutions has enrolled a total of 2,661 patients on Conversa which is a 158% increase in total enrollments in 2019 YTD, averaging 275 new enrollments every month.

We are proud of our entire transitional care management staff including our nurses who have used Conversa to make incredible strides in innovative care for the patients who need it the most!

*“I find these chats very helpful and encouraging. I feel much more confident about my recovery as a result of these interactive guides. Being able to reach our care nurses by a touch of a button is excellent. Well done Northwell.” – Star Patient*

*“I was visiting a patient at his home when I found him answering questions on Conversa. At one point, my patient stated that he had just flagged red on one of the questions. Within seconds, he received a phone call from one of our team members who was monitoring the responses.” – Sheila Davies, NP*

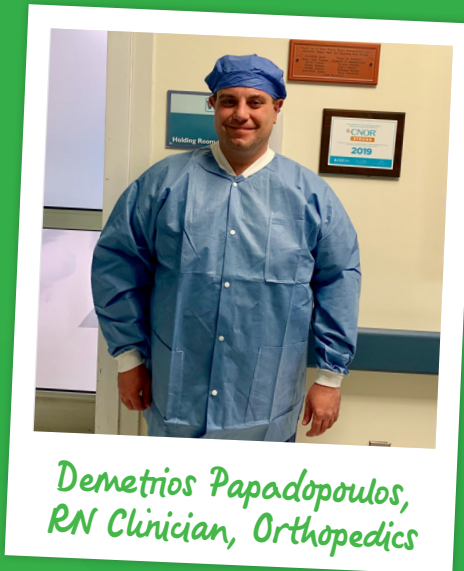
*“There was a patient who had open heart surgery and was enrolled in Conversa. He at times needed help with his care. At one point I called him for a Conversa follow up and he opened up to me about the struggles he had with his recovery. His wife had been going through cancer treatment, and he too had to start receiving treatment. On top of all that, his son had passed away a few years back, which was contributing to his depression. After all of this, I offered him counseling, and he told me, ‘you don’t know how much better you’ve helped me feel just by talking to me.’ I think Conversa not only allows you to catch patients when they are experiencing symptoms, but it also builds a pathway of trust and connection that a single phone call wouldn’t do.” – Susan Larkin, Central Team Nurse*

## Demetrios' *Truly Ambitious* journey

Demetrios (Demetri) Papadopoulos started his career at Huntington Hospital as a certified surgical technician. While working full time, he successfully achieved his goal of becoming a registered nurse, then immediately began working toward a Bachelor of Science in Nursing (BSN).

In September 2016, Demetri was hired as a registered nurse for the Huntington Hospital Operating Room, where his background as a surgical technician proved invaluable. He already understood the technical aspects of surgery, moved cases quickly, efficiently and safely and was the go-to person for the orthopedic surgeons.

When the Orthopedic Service at Huntington Hospital expanded and needed additional nurses, Demetri accepted a position and in March 2018, began his role as a registered nurse clinician in orthopedics.

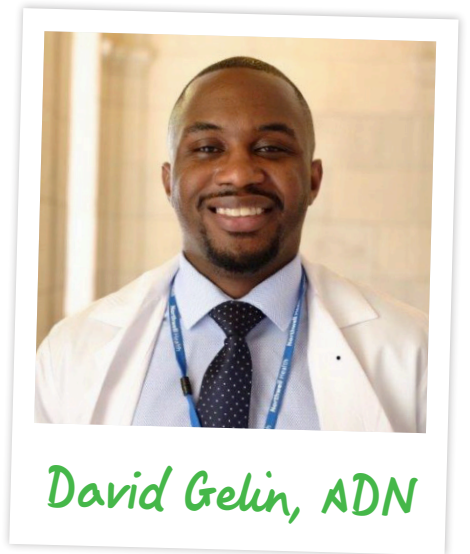


*Demetrios Papadopoulos,  
RN Clinician, Orthopedics*

Demetri's journey from novice nurse to orthopedic service clinician in less than three years is amazing. He is like a sponge absorbing all information and using this knowledge to enable him to excel. He is truly Made for this!

## David's *compassion* knows no boundaries

David Gelin, assistant director of nursing at Lenox Hill Hospital, has worked at Northwell since 2010. After his brother passed away due to an overdose, he started the charity "ILEX Gives." ILEX is both his brother's name and now an acronym standing for "Inspiring Lives with Empathic Xperiences."



*David Gelin, ADN*

ILEX Gives' mission is to improve life expectancy and overall health in underdeveloped countries. One of the major tenants of ILEX Gives is "it is every human's right to have access to healthcare." There are five pillars that it aims to serve: Healthcare, Education, Nutrition, Financial Independence, and Community Development. Since its formation, it has focused primarily on healthcare and health education.

The first country ILEX Gives visited was Haiti, due in part to David's background as well as relationships he had built during prior visits. They partnered with local organizations to set up clinics to assess, diagnose, and treat community members. The support ILEX Gives is highly recognized and valued by community leaders in Haiti and events held by ILEX Gives are well attended.

From the beginning, Lenox Hill Hospital has supported ILEX Gives in various ways. For example, vice president of ILEX Gives, Jean Cetoute, collaborated with pharmacy leaders to secure donated medications for their mission in June 2017. Lenox Hill Hospital donated approximately \$5,700 worth of medications for that trip, including antibiotics and asthma medications. David has consistently been granted flexibility with his scheduling when planning missions with ILEX Gives. For the first mission to Haiti, David was able to take 12 days off to focus on supporting the needs of the community.

David is inspired by the leadership at Lenox Hill Hospital. "The inspirational leadership at Lenox Hill Hospital gave me the confidence to found and lead ILEX Gives."



## *Celebrating* growth & achievement

The **Employee Recognition Committee** of the Auxiliary of Lenox Hill Hospital selected over 30 employees to receive an Employee Merit Scholarship. The scholarship helps further support team members who are pursuing continued education.

## Bringing *understanding* and *empathy* to assault victims

Nurse practitioner Amy Smith from LIJ Forest Hills Hospital (LIJFH), was honored by the New York City Alliance Against Sexual Assault during the 10th annual Celebration of Excellence.

Amy has been a sexual assault nurse examiner (SANE) for 11 years and is currently working to enhance SANE services at LIJFH. Amy is also the program coordinator of SANE training at the Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies, where 20 Northwell nurses are enrolled in the program's inaugural class. She was also instrumental in launching a SANE program to treat sexual assault victims at Lenox Health Greenwich Village.

An exam by a SANE nurse can take up to six hours, which includes gaining patient trust, asking questions, doing a physical exam to check for injury and forensic evidence, and providing medications. Without a SANE nurse, those who suffer a sexual assault are often re-victimized, by having to recount what happened to emergency department administrative personnel, and then again to a nurse, physician or other clinician.

Between January and June 2017, there were 1,240 sexual assault victims seen in emergency departments in localities served by Northwell.



## 2019 LIJMC Awards, Recognition & Growth

### Cardiac Cath Lab



growth in coronary interventions

### Electrophysiology Lab



growth in cardiac ablation procedures



growth in pacemaker implants

### Endocardiography



growth in volume



reduction in turnaround time

### Nuclear Stress Testing



growth in volume

## Baby-friendly in every way

Long Island Jewish Medical Center (LIJ) has been recognized as a Baby-Friendly hospital, a quality and recognition program created by the World Health Organization to recognize maternity facilities that provide an optimal environment for appropriate infant feeding and mother/baby bonding.

“We’re very proud of our team for obtaining the prestigious Baby-Friendly designation at the Katz Women’s Hospital at Long Island Jewish Medical Center,” said Michael Goldberg, executive director of LIJ Medical Center. “This designation represents our commitment to providing the highest level of education and family bonding for our new and expanding families.”



## When it comes to *empowering* new mothers—and the people on her team—Courtney always delivers

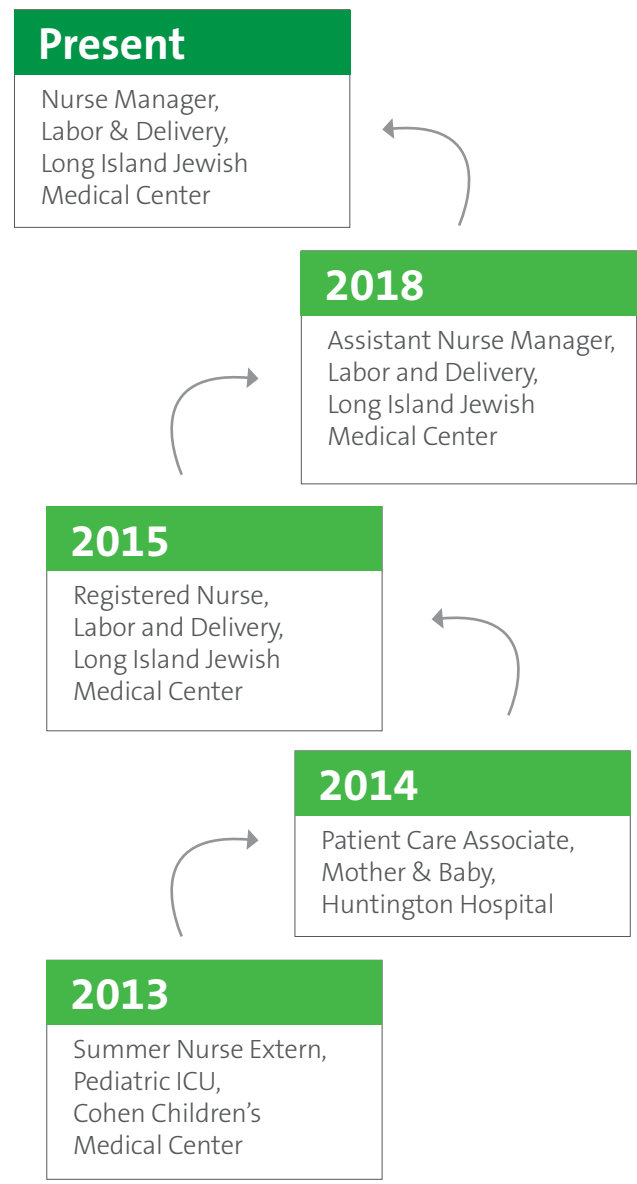
Courtney Shevlin, MHA, BSN, RN, C-E FM, is the nurse manager of labor and delivery at Long Island Jewish Medical Center where she oversees approximately 180 team members, including nurses, PCAs, surgical technologists and unit receptionists. This dynamic, Level 4 perinatal center participated in over 9,000 deliveries in the last year alone.

Working in Labor & Delivery gives Courtney the opportunity to impact and empower women who are at their most vulnerable and help to create magical moments they will remember forever. She also enjoys providing leadership to the multidisciplinary team members who deliver exceptional care to patients every day. “It’s like no other group I have ever worked with,” says Courtney. “They are the true meaning of work family.”

To Courtney, a willingness to learn and true compassion are important qualities for to anyone pursuing a career in healthcare. “The best advice I would give is to have the courage to try new things, be pathologically curious, positive and always kind.”



*Courtney Shevlin,  
MHA, BSN, RN, C-EFM*



## Leading her team *toward* excellence

As a nurse manager in the telemetry unit at Long Island Jewish Medical Center, Tara Dzedzi, BSN, RN, CMSRN is a leader who engages her team while delivering operational excellence and patient-centered care. It’s very rare to find Tara in her office. She is always out on the unit, rolling up her sleeves and leading by example. Her true passion has always remained at the patient’s bedside and she holds her team to high performance standards to ensure patients receive the best care possible.

Tara’s unit has maintained the highest Tier 1 status for employee engagement since it opened in 2016 which has led to exceptional patient outcomes. “As a leader you can keep staff engaged as long as you care, are honest, transparent and they know that you believe in them.” She offers consistent, constructive feedback and provides her staff with experiences to inspire their growth and development to meet their future aspirations.

**Tara’s unit has 100% clinical ladder status, 85% of her staff holds specialty certification, and her management team is 100% certified.**

As a former patient care associate, Tara relies on her past experiences to see situations through the eyes of her team and ensures they have a good work life balance. She has also coordinated two separate fundraisers for a team member’s family in need.

Tara remembers a time when she was caring for a patient who also had a terminally ill son in the children’s hospital. After coordinating the care of the mother so she could be at her son’s bedside, Tara sat with her, watching her portable cardiac monitor so she could say goodbye. Tara provided that mother with time she will never be able to get back while empowering her frontline staff to keep caring for the other patients on the unit.

Tara does an amazing job making sure that her team is cared for as they care for others. Creating a culture of togetherness is not easy but when your leader is transparent, honest, humble and kind, like Tara, it is more of a matter of combining the right ingredients that already exist.



*Tara Dzedzi,  
BSN, RN, CMSRN*

## Made for *creating* positive change

Lauren Ostuni Fiumara, MSN, RN, CMSRN is an RN on 6 North at Long Island Jewish Medical Center, which cares for patients with medical along with psychiatric issues, including delirium and dementia. The only unit of its kind at Northwell, 6 North was originally a medical heart failure unit.

Lauren's feedback on the re-design of the 6 North unit was integral. She served as the voice of the patient while collaborating with administration, engineering, and the interdisciplinary team to ensure the environment met the needs of the patient, not the other way around.

The unit now features a common area for patients where they can watch TV or movies and participate in activities that ease their depression and anxiety. This also reduces the need for sitters, restraints, or extra medication which helps the medical team more easily facilitate transition of care to nursing homes, group homes, and other facilities. Lauren's care and thoughtfulness does not end there. She knows every patient on the unit, including little things about them and their families, how many kids they have, and even their favorite foods. A patient's son once complimented Lauren saying, "Lauren is the best at what she does. She has provided my father with outstanding service. She is genuine and the other staff are following in her footsteps."

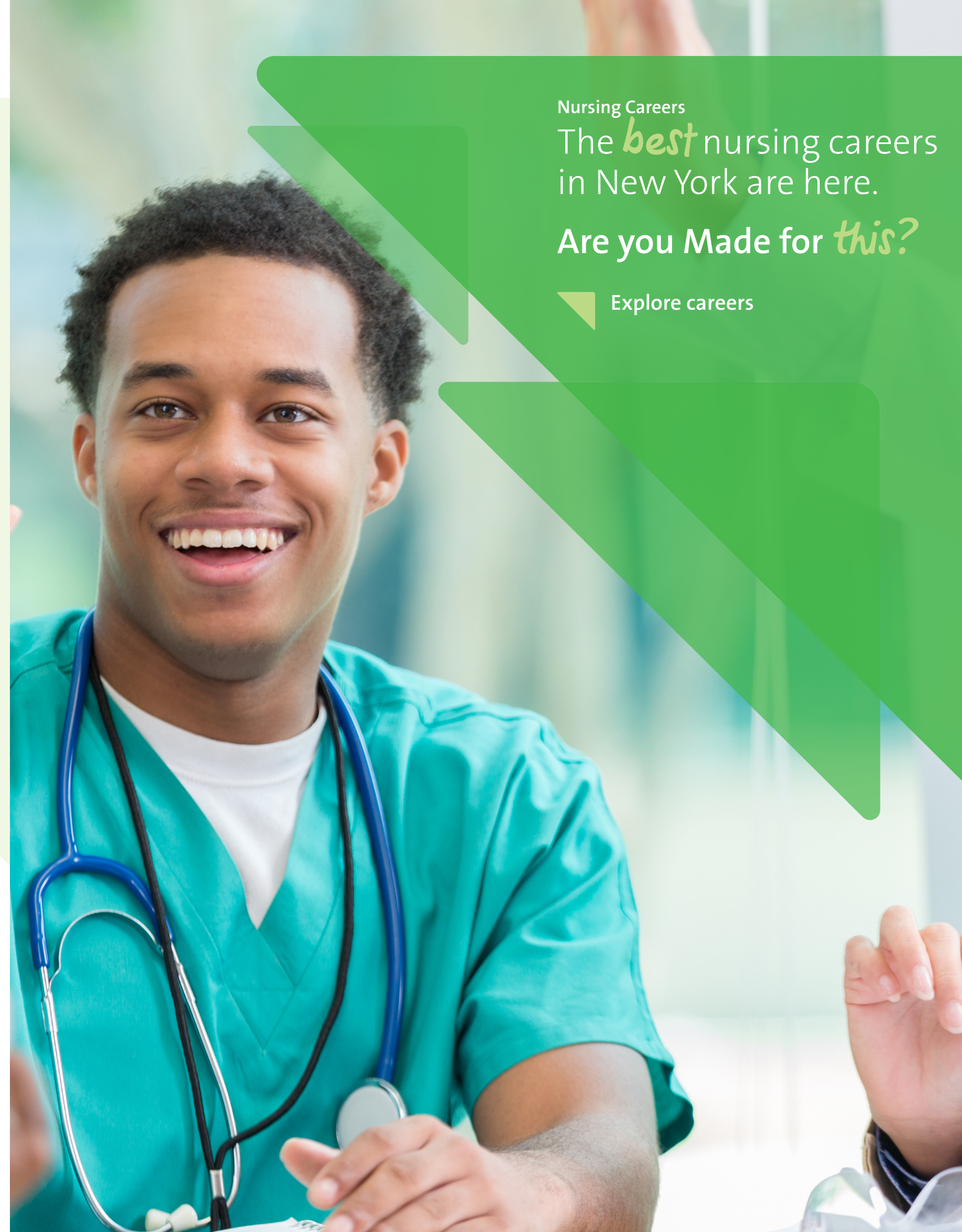


*Lauren Ostuni Fiumara,  
MSN, RN, CMSRN*

Lauren takes time to help patients celebrate their birthdays with special meals and treats to help keep their spirits up. When there are patients staying over the holiday season Lauren helps to coordinate gifts or special meals. Many young male patients are discharged to group homes with only the clothes on their back. Lauren has helped to coordinate providing clothes to patients going to new group homes to empower their dignity.

Lauren's care delivery model fosters care for the whole person rather than a narrow focus on diagnosis-specific care. She has championed new processes on the unit which have achieved high-level results, reducing falls by 33%, reducing hospital acquired pressure ulcers to just a single case, and eliminating all hospital acquired infections on her unit by altering the way rounding is conducted.

Flexibility is key in nursing and Lauren is the epitome of that. From leading her unit in a change of service line to rolling with the day-to-day changes of her patients Lauren has mastered this trait. Lauren is able to go with the flow and make it all work each day. She is truly Made for this!



Nursing Careers

The *best* nursing careers in New York are here.

Are you Made for *this*?

Explore careers

## More than *four decades* of growth & accomplishment

Written by Valerie Zeller, RNC, BSN, MA

Forty three years ago, I decided to pursue a bachelor's degree in Nursing. I worked for many years as a staff nurse at New York Hospital and later enrolled in the Master's program for Nursing Administration at NYU.

In 1983, the opportunity that I had hoped for presented itself. I had just had my first child and had moved from the city to Mt. Kisco. The nurse recruiter told me about an opening at Northern Westchester Hospital, and asked if I would I be interested in coming in for an interview. The rest is history.

Now, it's 2019 and I have no regrets. I remained the patient care manager of a medical surgical unit until 2014, yearning for a career change, but I was not ready to leave my Northern Westchester Hospital family.

Since then, I have worked in a variety of per diem positions from nursing supervisor to pre-admission intake nurse. I am also a representative on the President's Council and continue to mentor, teach and support new and experienced staff. I love working here because the environment I've always been able to evolve with the changing climates I spoke of earlier. This hospital is a home; being part of Northwell has just made the family bigger!

It is my hope that all nurses get the opportunity to age in their career the way I have. No regrets. Just fond memories and lots of friends and plans for the future.

 [Explore careers at Northern Westchester Hospital](#)



*Valerie Zeller,  
RNC, BSN, MA*



## Johanna's *unique* journey to the top of her profession

Johanna D'Aprile, RN-IV, BSN-BC, started at Northern Westchester Hospital (NWH) when she was just 19 years old as a chart coordinator and she quickly discovered that nursing was her calling. She enrolled in nursing school full time in the evenings and worked in the Outpatient Lab and PACU during the day. With the help of a Lions Club Scholarship given by NWH, she completed her Associates Degree in Nursing and immediately applied – and was accepted for – NWH's New Graduate Fellowship.

Johanna's first assignment as an RN brought her to the Surgical Inpatient Unit, where she has been for the last six years. She continued her education obtaining a Bachelor's Degree in Nursing while working full time. During this time she has personally experienced each level of the nursing clinical ladder at NWH and is currently an RN-IV.

Johanna considers NWH's Shared Governance Councils one of the key factors in her ongoing growth and progression. "They have changed my career!"

As president of the nursing staff, Johanna believes that professionalism, fairness, and collegial support are important for achieving excellence, even in challenging situations. "I am able to share the voices of our direct care nurses to deliver what is best for our patients and mission."

"When I started at NWH 13 years ago, I never imagined the amazing opportunities for leadership I would receive. As I continue my career, I have to thank NWH for the support and opportunities."



*Johanna D'Aprile,  
RN-IV, BSN-BC*

## Recognized for *intensive* care



The Neurosurgical Intensive Care Unit (NSCU) at North Shore University Hospital has achieved a Gold-level Beacon Award for Excellence from the American Association of Critical-Care Nurses

(AACN). The unit is the only neurosurgical ICU in New York State and one of only three nationally that has been honored with Gold status.

This national award recognizes critical care units that achieve high-quality outcomes while providing exceptional care to their patients and families in a supportive and empowering practice environment. Critical care units that receive the Beacon Award are measured against national criteria in the following areas: leadership

structures and systems; appropriate staffing and staff engagement; effective communication, knowledge management, learning and development and best practices; evidence-based practice and processes; and outcome measurement.

North Shore University Hospital's Neurosurgical ICU first achieved a Silver-level Beacon Award in 2016, and under the leadership of Kishun Moolsankar, BSN, RN, CCRN, Nurse Manager, worked to advance care to even greater levels of excellence, while keeping the patient at the center of everything they do.

## Walking the walk to honor organ donors

On Thursday July 17, 2019, North Shore University Hospital (NSUH) held its first Honor Walk to show their respect for a patient who was donating her organs. Staff from various disciplines and departments throughout the facility - along with empathetic visitors - came together to line the hallways from the Neurosurgical ICU to the Operating Room.

It was a breathtaking moment as they stood shoulder-to-shoulder in silent tribute while the care team walked the patient's family to the bedside of their loved one along a candle lit path. All felt the incredible outpouring of compassion as the NSUH community came together to support the family and friends of a loved one who was going to donate the gift of life. Within a week, we had the opportunity to provide another patient and family with an Honor Walk, as we set up yet another memorable candle lit pathway.

NSUH plans to continue supporting families in this way and honoring donors for their precious gift. The overwhelming response and support for this event throughout the hospital was extraordinary. Both families expressed their deep gratitude for the Honor Walk. It is something they will never forget.



## Faces of Oncology Care: Northwell Health Cancer Institute Research Nurses

As one of the largest cancer programs in the New York Metropolitan area, the Northwell Health Cancer Institute treats more New Yorkers for cancer than any other health care provider. With the trust of so many, our oncology team members work passionately to help patients thrive.

Our unique partnerships, such as with the Cold Spring Harbor Laboratory, provides Northwell's research nurses with the opportunity to work on innovative clinical trials that provide patients with the most promising treatments. And beyond just providing care, their compassion is changing the lives of our patients and their families.



### Julia Trojanowski, RN, OCN

Julia started her Northwell nursing career at Monter Cancer Center where she worked as an oncology research nurse on the solid tumor team. In 2017, she transitioned into a new role as a phase 1 research nurse where she cares for patients that are being treated for the first time in their trials.

Julia started as a rehabilitation nurse caring for a large number of oncology patients, and thought her skills could transition into another area of nursing. "I felt that there was something larger out there to fulfill my curiosity and desire in healthcare. Oncology is continuously changing with respect to knowledge, learning, research, treatments and opportunities," says Julia. "I felt that this field could feed my curiosity and at the same time satisfy my desire to help my patients."

As an oncology research nurse, Julia is always looking for new and improved treatments with a commitment to helping enhance her patient's quality of life. In her position, Julia is able to work with innovative treatment modalities and drug combinations that have not been tried yet. "It's very exciting and rewarding knowing that I am part of creating history."

And her passion extends beyond research – just a few short months after starting at Northwell, she was awarded with the Patient Recognition Star. "This recognition demonstrated that even the smallest things we do for our patients means a lot to them," says Julia.

[Click here to read more stories from our research oncology nurses](#)

## Eight reasons to *join* our oncology care team



The Northwell Health Cancer Institute offers fulfilling nursing career opportunities.

### 1. More New Yorkers choose us for cancer care than anyone else

From the Imbert Cancer Center in Bay Shore to the Monter Cancer Center in New Hyde Park, we're providing highly complex care in one connected system.

### 2. Meaningful patient relationships

Helping care for a patient in their most vulnerable times makes a lasting impact on the patient, their family and the provider. Knowing how important these relationships become, the Cancer Institute also hosts an annual Survivors Day.

### 3. Oncology Nursing Society's 2019 Employer Recognition Award

Monter Cancer Center was awarded Oncology Nursing Society's 2019 Employer Recognition Award for its outstanding initiatives in promoting professional development and educational opportunities for its nurses, including starting an oncology nursing fellowship program.

### 4. Leading oncology specialists

Our 200 oncology physicians are national and international cancer leaders in 25 specialties and drive the latest advances in cancer care and cancer research.

### 5. Affiliation with Cold Spring Harbor Laboratory

Our partnership with the Cold Spring Harbor Laboratory means we can provide patients with the most cutting-edge therapies for cancer.

### 6. New treatments developed through clinical trials

The Cancer Institute has enrolled over 10,000 cancer clinical trial participants.

### 7. Truly complex and rare conditions

With over 16,000 cancer patients seen annually, the Northwell Health Cancer Institute has experts able to treat virtually every type of cancer, including those that require highly complex care that many specialty cancer centers cannot offer.

### 8. Innovative technology

The Cancer Institute is the first and only center on Long Island to offer the Gamma Knife Icon, a radiosurgery technology that allows radiation oncologists and neurosurgeons to target tumors and other conditions in the brain with ultra-high precision and frameless technology.

[Learn more about oncology careers](#)

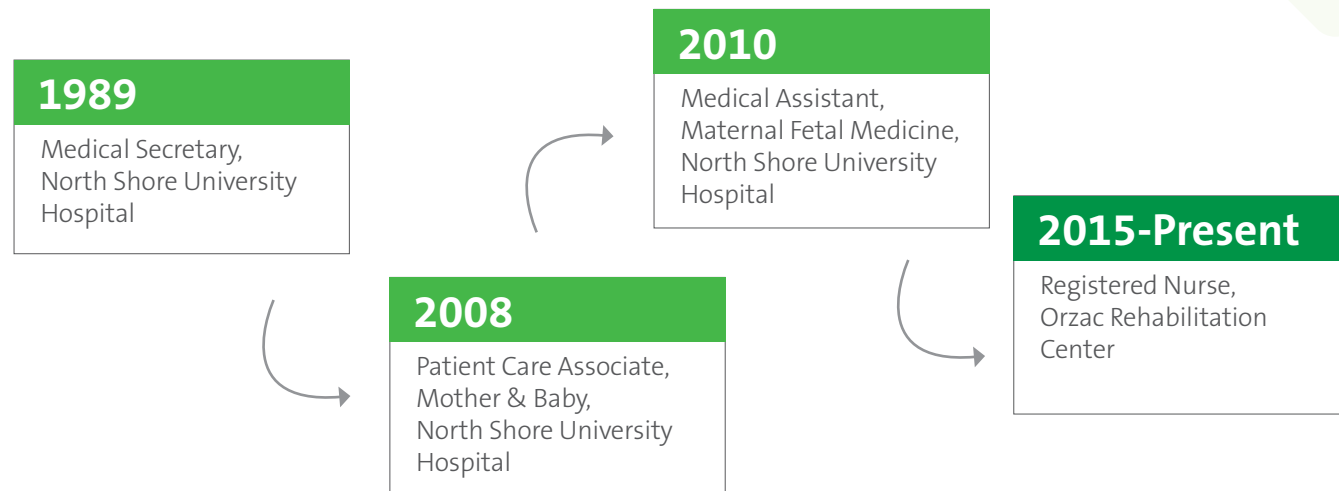


## 30 years, *many roles,* one hospital system

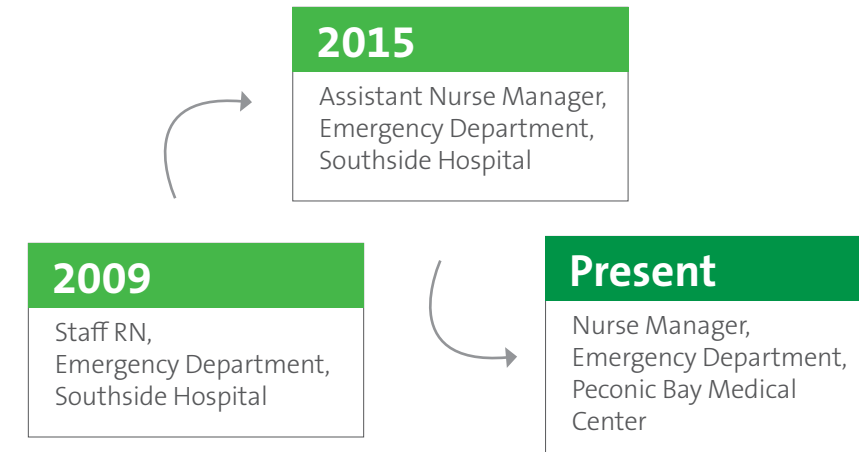
Alice Caressimo RN, BSN, has worked at Northwell Health for over 30 years. Starting as a medical secretary at North Shore University Hospital, she has since worked in many different Northwell locations, gaining knowledge and insights that allow her to quickly adapt to different roles, departments, people and challenges.



*Alice Caressimo  
RN, BSN*



## Douglas is *making* career moves



*Douglas M. Lamm  
MS, BSN, RN*

## Expanding *services* for the east end of Long Island

Launched with a \$5 million gift from the John and Elaine Kanas Family Foundation, the Kanas Regional Heart Center at Peconic Bay Medical Center provides the East End's most comprehensive range of cardiology services, including state-of-the-art diagnostic, interventional, and rehabilitation services. Since the cardiac center opened in October 2017, more than 1,500 patients have been served.

The Heart Center will undergo additional expansion when it moves into specially designed quarters in our new \$65 million Critical Care Tower in mid-2020. The expansion will include the opening of an additional interventional cardiac catheterization/electrophysiology suite, as well as expanded rehabilitation facilities.

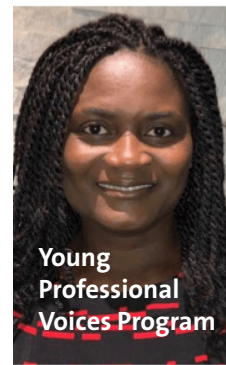


# Reflections on National Nurses Week

At Northwell Health, Nurses Week is a time to reflect on the many ways our nurses make a difference in the lives of patients, families and coworkers throughout the year. Celebrations across the organization recognized their dedication, skill and compassion. The week was capped off by a Nurse Week luncheon and award ceremony, when nomination letters were read, and the following awards were announced:



Phelps Pride



Young Professional Voices Program



Northwell Health Regional Nominee — Nurse of the Year



Zuckerbuerg Award



Friend of Nursing



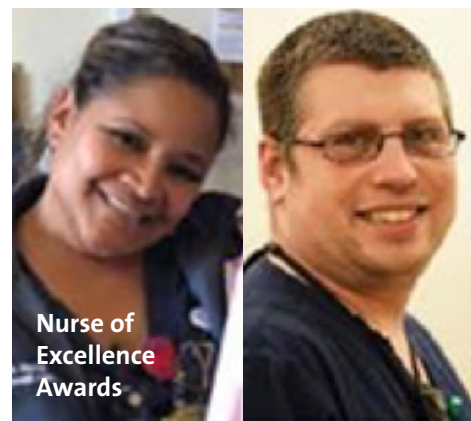
Rising Star Award



Excellence in Nursing Leadership



Nurse of Distinction Award



Nurse of Excellence Awards



## Improving patient outcomes and nurturing growth



Debra Clifford  
RN, BSN, MHA

Director of Patient Care Services at Plainview Hospital, Debra Clifford, RN, BSN, MHA, has been with Northwell Health for eight years. Her first role was as the assistant nurse manager in the Emergency Department at Plainview Hospital until she transitioned to the position of nurse manager in 2014. This move allowed Debra to build relationships with labor partners, implement an electronic medical record, attend emergency service line meetings, and collaborate on multiple performance improvement plans to improve nursing care in the Emergency Department.

In 2016, Debra was promoted to her present role as director of patient care services at Plainview Hospital where she oversees all inpatient units, including a Behavioral Health unit and the Emergency Department.

Under Debra's leadership, Syosset Hospital has sustained zero hospital-acquired conditions for 2018 and employee engagement has been a Tier 1 in the departments she oversees. One of Debra's proudest achievements at Syosset Hospital was overseeing a renovation in the Emergency Department and a process improvement focusing on the patient handoff process and transition from the Emergency Department to the inpatient units.

Debra is an active member of ANA, ANCC, and the ENA, and received recognition as Leader of the Year for Syosset Hospital in 2017. In 2018, Debra's strength of motivating and inspiring others shines through in her ability to train and mentor others.



## Award winners on the *Move*

Plainview Hospital's ICU nurses and rehabilitation partners presented at the American Healthcare Association national conference in June 2019 and received a first place award for the best implementation strategy for their innovative strategy to mobilizing patients in the ICU.

Both Plainview ICU nurses and the rehabilitation team used TeamSTEPPS methodologies and Kotter's eight-step change model to revolutionize the early mobility process for ICU patients.

The team-created vision that enabled all stakeholders to express what the change will look like. The team-created vision was championed through briefs and huddles to help educate stakeholders on the benefits of the new strategy. The weekly huddles also helped anchored the change by building the confidence of the nurses and therapists.

The physical therapy department developed an early mobility booklet to educate patients and families on incorporating early mobilization. A tracking tool was also developed to identify patients' eligibility for mobilization, type of progressive mobilization, and whether these activities were performed by physical therapy or nursing staff.

Over a 10-month period the team mobilized 92% of their eligible patients.

## Bringing the store to the patient

On South Oaks' acute adult psychiatric unit, there is a young patient on an extended stay unit who is easily distracted and disruptive in group situations. One day the staff noted she appeared more restless than usual. "I miss going to the mall to go shopping and the food court to have cheese-filled crust pizza," she told a staff member.

The team pulled together and decided to make a shopping trip on her behalf. At their own expense, they bought clothing

at the patient's favorite stores: Forever 21, Claire's and American Eagle. In the patient library the staff created a "mini-mall" with tables set up to mimic clothing racks and store signage that included Pizza Hut. They also bought a pie with cheese-filled crust.

The staff included donations from our clothing kiosk and the patient was able to "shop" at her leisure. She shopped for two hours and then enjoyed her pizza with a special dessert. Needless to say

the patient was ecstatic and expressed joy over being able to indulge in her favorite activity.

Since the patient's shopping trip, she has become more focused and is able to attend groups for short periods. It's amazing that the staff recognized that each patient is individualized and learned how to "think outside the box" to satisfy a patient's needs.

The staff recognizes that each patient is an individual and sometimes thinking outside the box can satisfy a patient's needs.



The South Oaks team and their "mall" signs

## Employee *Spotlight*

### **Priscilla Pirola-Moravick MS, RN**

Priscilla recognized at a young age that she wanted to pursue a career in nursing. While in high school she took a job in Southside Hospital's nursing office as a staffing planner. Working weekends and holidays, she learned all about staffing requirements and needs in the hospital setting.

In 2009, Priscilla was accepted into the School of Nursing at the State University of New York at Farmingdale. While attending, Priscilla decided to stay in the hospital and work part time as a cath lab secretary where she significantly contributed to the efficiency in the cath holding room.

Upon obtaining her Bachelor's of Science in Nursing in 2013, she accepted a position on the Surgical Step Down and Orthopedic unit at Southside Hospital. She transitioned effortlessly into her new clinical role, demonstrating her abilities as a team player, patient advocate, and problem solver. In April 2016, a new role was created in the cath lab and Priscilla was hired as a booking and transfer registered nurse.

In April 2019, Priscilla assumed her current position in the Medical/Surgical Unit, as an assistant nurse manager. Her meticulous and compassionate approach to patient care makes her a true role model and mentor for the staff.

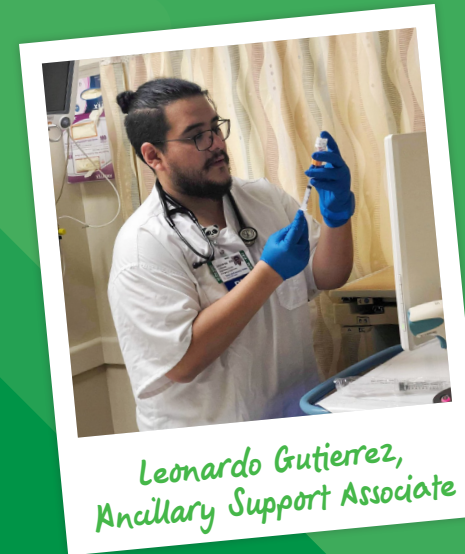
Priscilla graduated in May 2019 with a Master's of Science degree in Nursing Leadership. Priscilla Pirola-Moravick RN acknowledges that Northwell has been instrumental in supporting and encouraging her career advancement and growth.



*Priscilla Pirola-Moravick  
MS, RN*



## Empowered to *advance* professionally



*Leonardo Gutierrez,  
Ancillary Support Associate*



*Jessica Powers,  
Clerical Associate*

Leonardo was first hired in 2015 as an ancillary support associate in the Emergency Department, where he worked for three years while simultaneously going to nursing school. He earned his RN license in July of 2018 and was hired as an ED Hold nurse shortly after.

As an ED Hold RN, Leonardo takes care of the patients who have been admitted in the ED, often coordinating with the admitting resident to help ensure medications and any additional services or consults are requested.

He loves working in a Level 1 Trauma Center because it allows him to continually advance his skills. This is particularly important because he plans to become an ED RN in the future. According to Leonardo, "The level of teamwork has been exceptional all the way from clerks to fellow nurses - both ED Hold and ED all the way up to upper management. They have created a supportive environment unlike any other."

Leonardo says his favorite thing about nursing is "nursing itself. I love being able to help both the patients and their families during a difficult time."

In 2008, Jessica was hired as a clerical associate at Staten Island University Hospital's (SIUH) South campus. In 2011, she became a clerk typist working in the Nursing Administration office but her aspirations were to become an RN.

Jessica's mother works as a Nurse Practitioner at Staten Island University Hospital. Inspired by this, Jessica went back to school and graduated as a Registered Nurse. She then joined SIUH in the Rehabilitation Department. Then, in September of 2016, she transferred to one of our Medical Surgical units where she found her "home." Just a year later, Jessica became an assistant nurse manager where she continues to shine.

A fun fact about Jessica: she self-published and authored an NCLEX-RN review book.

# Making a *measurable* difference in improving care

What happened when a team of truly compassionate nurses established an environment of healing coupled with a commitment to constantly improve?

A unit of Truly Together nurses who improved the patient experience with their empathy and dedication.

1 South at Zucker Hillside Hospital is the inpatient unit of the Behavioral Health College Partnership program that cares for young adults in the midst of a behavioral health crisis. Illnesses that are treated span the entire spectrum of mental health, including anxiety, depression and psychosis.

Press Ganey remains the standard with which hospital performance is measured. In Q1 and Q2 2019, over 200 former patients have responded to the survey regarding their care on 1 South.

Of the 6 survey questions specifically concerned with nursing, increases ranging from 0.7 to 7.4 points from baseline were observed. These questions were related to friendliness of nurses, helpfulness of nurses, and nurses providing information about medication. We are professionals in our field and are encouraged to let our personalities shine through. Being Truly Ourselves provide benefits to the patients as well as contribute to positive team dynamics.

In fact, we are Truly Together and collaborate with other disciplines and team members resulting in improvements from baseline top box scores in 45 out of 47 elements of the Press Ganey Survey.

With half of the year done the team remains Truly Ambitious as we are inching closer and closer to reaching our stretch goals.



# Assistant Nurse Manager Carnell is Made for *this*

Throughout his employment at Zucker Hillside Hospital (ZHH), Carnell has excelled in his career. He began as a mental health worker, and then became a patient engagement specialist while he was attending nursing school. After graduating, he was hired as a staff nurse on 1N, and then most recently was promoted to the Assistant Nurse Manager position.

In his new role, Carnell will continue to enhance supervision, mentorship and transparency for our ZHH nurses and exemplify the core qualities of exceptional leadership. Carnell holds a BSN in Nursing from Molloy College and has earned his ANCC certification in Psychiatric Mental Health Nursing. He received the Center of Excellence Award in 2019 and the Mentorship Award in 2018. He is currently involved in a ZHH Nursing Research study as the principal investigator, and has applied for the Nursing Mentor Program (Leadership Track).



*Carnell Spruill,  
Assistant Nurse Manager*

**2019**

Assistant Nurse Manager,  
Acute Adult Inpatient  
Behavioral Health,  
Zucker Hillside Hospital

**2016**

Staff RN,  
Acute Behavioral Health,  
Zucker Hillside Hospital

**2014**

Patient Engagement  
Specialist,  
Zucker Hillside Hospital

**2011**

Mental Health Worker,  
Zucker Hillside Hospital

## A *leader* and a scholar



*Dr. Kristy Loewenstein*

Dr. Kristy Loewenstein, senior administrative director of Patient Care Services at Zucker Hillside Hospital, was accepted into the highly competitive Robert Wood Johnson Nursing Scholar program and in July 2019 defended her dissertation.

Her area of research focuses on the mental health and well-being of parents in the neonatal intensive care unit. She has published her doctoral work in the *Journal of the American Psychiatric Nurses Association* and the *Journal of Perinatal and Neonatal Nursing*, with plans to submit the final study (conducted at Cohen Children's Medical Center and North Shore University Hospital) "The Experiences of Parent Dyads in the Neonatal Intensive Care Unit" to *Advances in Neonatal Care*.

### Let's take a look at her professional path:

Dr. Loewenstein began at Zucker Hillside Hospital (ZHH) in 1999 as a brand new graduate staff nurse, with an associate degree from Catholic Medical Center. Nine years later, she completed her bachelor's degree in Nursing from Stony Brook University, and transitioned to the Nursing Education Department as a staff educator.

Dr. Loewenstein then completed a master's degree in Psychiatric Nursing from Stony Brook University in 2010, and was promoted to nurse educator at Zucker Hillside Hospital. Both the BSN and MSN degrees were with support of the Northwell Health tuition reimbursement program. In 2011, she became certified in nursing professional development, and was promoted to director of nursing education, after completing the Northwell High Potential Leadership Program.

In 2012, she obtained American Nurses Credentialing Center (ANCC) certification as a psychiatric mental health nurse practitioner. She was promoted again in 2016 to senior administrative director of patient care services, and was also awarded the Robert Wood Johnson Foundation Future of Nursing Scholars grant from Northwell Health to support her in becoming a PhD prepared nurse. Dr. Loewenstein attended Medical University of South Carolina, and successfully defended her dissertation in 2019.

Congratulations Dr. Kristy Loewenstein; we are looking forward to your influence on nursing and healthcare today and in the future.



Home Care Nursing Careers

Bringing *quality* care from hospital to home.

Are you Made for *this*?

Explore careers

# Careers Blog *highlights*

## Why being a home care nurse is so rewarding

Conducting more than 550,000 visits each year across Long Island, Queens, Manhattan, and Staten Island, our home care nurses at Northwell Health At Home are committed to bringing outstanding, innovative and award-winning care Northwell is known for right to the patient's home.

## 18 ways LIJ Forest Hills Hospital is Made for this

Located in Queens, LIJ Forest Hills Hospital offers a unique place to work within Northwell Health. This fast-paced hospital is deeply connected with its community.

## 10 ways we celebrated Nurses Week at Northwell Health

With 16,000+ nurses across Long Island, New York City, Staten Island and Westchester, there were thousands of reasons to celebrate Nurses Week at Northwell Health. Nurses Week is a time for nurses to reflect on the countless lives they've touched throughout the year and honor the differences they're making for patients, families and coworkers.

## Delivering state-of-the-art care in North Shore University Hospital's new Transplant/Surgical ICU

Northwell Health has recently opened a state-of-the-art Surgical/Trauma and Transplant Intensive Care Unit at North Shore University Hospital (NSUH). The new 13,000 square foot unit cost nearly \$24 million and is an important step as NSUH prepares to launch Long Island's first liver transplant program.

## Delivering critical care from the front lines to the Cardiothoracic ICU

For Jared Singer, a career in the military fueled his passion to help people in critical situations.

Jared, now a Cardiothoracic ICU registered nurse at Lenox Hill Hospital, served active duty in the United States Air Force for five years following high school. During his time in the military, he was exposed to various forms of emergency medicine training.

## CNO Corner – A conversation with Margaret Murphy

Throughout her time at Northwell Health, Margaret Murphy, DNP, RN, NE-BC, has been an influential leader at Long Island Jewish Medical Center (LIJMC).

## From neonatal staff nurse to periOperative leader: Gloria's nursing journey at Northwell Health

When Gloria Collura, MSN, RNC, NEA-BC, started her career at Northwell Health 31 years ago as a staff nurse, she didn't know where her journey would take her.

## Against the odds: A nurse's journey to working at LIJ Medical Center after beating cancer

When Nicole Rivera, RN, was diagnosed with cancer at six years old, she was given only a 10% chance of living. Despite these odds, Nicole's battle with cancer ended in triumph.

*Discover* more great stories about nursing careers at Northwell Health

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