STAFF CONNECTIONS

MHHC’S STAFF NEWSLETTER  JANUARY 2017 EDITION

THE PACT RETREAT

MHHC’S 1ST PHARMACY

Is now open!

WORLD AIDS DAY

Commemoration

MHHC WELCOMES NEW HIRES

WIC BABY SHOWER

Celebration
ALL NEW
2017 CALENDAR

A BRAND NEW LOOK FOR THE BOOKS!

AVAILABLE NOW FOR YOUR FREE COPY
STOP BY THE FRONT DESK OR AT ANY UNIT
THE PACT
The Pact Retreat & Review
Jeans Day

MHHC HIGHLIGHTS
World Aids Day Commemoration
MHHC’s First Pharmacy

MHHC UPDATES
Strategic Plan Update
Tolentino Little League Partnership

TALKING HR
Degreed Learning Management System
MHHC New Hires
On Friday, November 11th, MHHC held an All-Staff Retreat. The first of its kind, the retreat marked a new chapter in the organization’s history. Senior Leadership introduced the organization’s new promise statement, the PACT. The P.A.C.T. stands for: Politeness, Accountability, Commitment, and Thoughtfulness. The staff spent the day at Albert Tuitt High School learning the foundational Principles of the PACT, which focuses on improving patient centered care. The P.A.C.T. values include: Greeting everyone with a smile, showing up to work on time, giving back to our community through volunteerism, making the patient the center of every decision… we are all empowered to make the patient experience more impactful. MHHC and its entire workforce promise to impact the PACT and truly embody the organizational motto, “The Caring Place”.
Politeness:
Having or showing behavior that is socially acceptable and considerate to all those who work at and/or visit any of our locations.

Accountability:
Taking ownership for any issues that arise as a direct result of your actions and taking the necessary steps in addressing them in a transparent manner.

Commitment:
Remain dedicated to furthering the mission of our organization and providing high quality services to the communities we serve.

Thoughtfulness:
Showing respect in regards to how you treat and interact with others. Doing the right thing before you are asked - taking initiative.
JEANS DAY

“Jeans Day”

Frida y Nov. 18th

“I Signed the P.A.C.T.”

MHHC Staff were asked to wear their P.A.C.T. T-shirts and jeans in solidarity to further the P.A.C.T. principals.
DEVOTED TO ENHANCING THE OVERALL PATIENT EXPERIENCE...

– THE P.A.C.T.
On Thursday, December 22nd, Morris Heights Health Center held a ribbon cutting ceremony for MHHC’s first pharmacy—operated by Lindenwood Rx Center. Thanks to the 340B Drug Discount Program, a U.S. federal government program created in 1992, that requires drug manufacturers to provide outpatient drugs to eligible health care organizations/covered entities at significantly reduced prices. MHHC is expanding its comprehensive services to keep our patients at the CENTER to better serve them, and the community at large. Congratulations, MHHC! The pharmacy will be open Monday-Saturday at Harrison Circle, floor B1.

Services include:

* At home Delivery
* Same Day Pick-up
* 340B Drug Discount Program Available

For more information please call:
(718) 924-2688
On December 1, 2016, Morris Heights joined the global community in recognizing World AIDS Day, the first global health day enacted in 1988 to unite people worldwide in the fight against HIV virus.

Thanks to the sponsorship of Bristol Meyers Squibb, each of Morris Heights’ (8) clinics, conducted programming to bring awareness on the importance of HIV testing, linkage and maintenance in care. At the culmination of each site’s programming, balloons were released to commemorate the millions of people who lost their lives.

At Morris Heights’ flagship location, Dr. Monica Sweeney, former Assistant Commissioner at the New York City Department of Health and Mental Hygiene’s, HIV AIDS Bureau, gave the keynote address. Speaking to a room of nearly 100 people, she laid out New York State’s “End the Epidemic” 3 point plan of:

1. Identifying persons with HIV who remain undiagnosed and link them to health care.
2. Linking and retaining persons diagnosed with HIV in health care to maximize virus suppression so they remain healthy and prevent further transmission.
3. Facilitating access to Pre-Exposure Prophylaxis (PREP) for high-risk persons to keep them HIV negative.

Globally, an estimated 34 million people have HIV, making it one of the most destructive pandemics in history.

Today, many scientific advances have been made in HIV treatment; research has shown the spread of HIV transmission is significantly reduced through prevention strategies available to those who are HIV positive and negative.

Take away messages on World AIDS Day at MHHC urged consumers, providers and community to:

* Learn the facts about HIV
* Get an HIV test if you don’t know your status.
* Eliminate stigma and discrimination
* Stay healthy if you are positive
STRAEGIC PLAN 2016

Building Blocks to Success: Morris Heights Health Center Strategic Priorities: Year 1

Overarching Goal: To Be a Center of Excellence

Organization Priorities

Priority #1
Efficient Business

Priority #2
Increase Number of Patients Served

Priority #3
Financial Stability

Priority #4
Workforce Development

2016 Outcomes

1. eCW – 100% implemented, continuous customization.
3. Team-based model of care implemented at MHHC; in process of PCMH 2014 Level 3 accreditation for 3 additional sites.

1. Six new partnerships with CBO’s were formed including a pediatric provider.
2. 417 new patients enrolled with MHHC from formed partnerships.
3. Bronx Medical & Wellness Center began the provision of non-direct patient care on November 1st, 2016.
4. Organization-wide budget template was developed by location, program & department.
5. Reports have been developed to monitor unlock encounters and distributed to clinical leaders on a weekly basis.
6. 3408 Pharmacy Program has generated income of over 250K.
7. Kiosks installed at MHHC sites; Connect to Care Monitors.
8. Identified a comprehensive learning management system (LMS), Degreed.com.
9. 2016 Wage and Salary Survey completed. MHHC minimum salary meets $15.00 minimum wage.
10. September 2016 retention rate is 88%.
MHHC has commenced an exciting new partnership with the Tolentino Bombers League. The organization mentors children of the community and teaches good sportsmanship, honesty, loyalty, courage and respect for authority through organized baseball activities for children ranging in ages 12-19. The Young Adult & Adolescent Health Unit YAAHU (teen) clinic was enlisted for this initiative, we thank you for your help YAAHU! We look forward to even more exciting news from this blossoming fortuitous partnership.

The WIC department recently hosted a Baby Shower at the Morris Heights Senior Housing Community Room for new and expectant mothers from the community. This event is hosted several times throughout the year, and featured several enlightening presentations regarding the expectations of motherhood and the benefits of breastfeeding, as well as education on topics such as, determining how much food the baby needs, the importance of proper nutrition throughout pregnancy and while breastfeeding, and what to expect while in the hospital for delivery.
For over 8 years, Yolanda Durant, Executive Assistant, has been working arduously in getting a list prepared for the “Stockings with Care” program. “Stockings with Care” is celebrating its 25th Anniversary in helping NYC families at homeless shelters or from their partner agencies, create the magic of Christmas for 1600 kids each year. The “Stockings with Care” program is run strictly by volunteers and benefits from online donations and proceeds from a celebrity bartending event they hold each year.

**MHHC DOLLAR CAMPAIGN**

*Donates $2,126 to it’s First Charity!*

The MHHC Dollar Campaign was initiated by the Employee Activities Committee in May 2016. The idea was brought to the committee by Dutchess Thorton. The Dollar Campaign allows employees to voluntarily contribute $1 from their paycheck to the Dollar Campaign Fund, which will be donated to a local charity. Two charities will be selected for a donation per year. The first chosen charity was the Organization of International Development, Inc. (OID) One of our providers, Susan Billinghurst, participates in medical missions through this organization. On December 20th, OID was invited to MHHC and we presented them with a check for $2,126.

**M.A. APPRECIATION DAY**

On October 28th 2016, in commemoration of the role that our hardworking Medical Assistants, School Health Assistants, and Medical Office Assistants play in patient care and enhancing the patient experience, we held an appreciation breakfast, hosted by senior leadership. Members of our executive leadership team were in attendance to honor the individuals that perform a vital role in the MHHC family. They are one of the reasons why we can humbly call ourselves “The Caring Place—where the patient is at the center of everything we do”.

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**STOCKINGS WITH CARE**
NEW E-LEARNING PLATFORM
WELCOME NEW HIRES
IN THE SPOTLIGHT
MHHC ANNOUNCEMENTS
At the PACT Retreat in November, the HR Department announced major initiatives that would be implemented to begin the process of “Impacting the PACT.” These initiatives serve to provide us with the tools to shape and respond to how we do everything we do – how we treat our patients, clients and each other.

One such initiative is the self-directed learning via our online e-Learning platform – Degreed! Degreed will allow us to provide all employees the opportunity for professional and personal development through targeted training assigned by their manager and self-directed learning as defined by the employee on a centralized platform. The goal of Degreed at MHHC is to create an open forum for all learning, promote collaboration between individuals and groups of employees and consolidate and record all learnings and educational achievements under one umbrella.

To kick off the launch of Degreed, the Nursing group was introduced to the platform on December 9, 2016. To date, several employees are active on the platform and have already completed the 10 Day Challenge to:

- set up their profile, create individual learnings and begin completing their targeted learnings.

The Degreed platform will be introduced to all departments by March 2017. Stay tuned for the rollout schedule calendar as MHHC Gets the Learning Started!
OCTOBER 2016 NEW HIRES

EMILY ARONS
Social Worker
School Health

ANA GONZALEZ
Director, Marketing
Planning Development

KIMBERLY RODRIGUEZ
Patient Care Representative
Burnside/Harrison Circle

ALEXIS SANCHEZ
Business Associate
Dental

HEMA THORAL
Business Associate
Womens Health

ALBERTHA TUITT
Administrative Nurse Manager
Patient Care Services/School Health

MARCIA HACKETT
Licensed Practical Nurse
233rd Vanguard

SEONA BHAGAT
Telephone Triage Nurse
Patient Care Services
CINDY ABOU ZID
Business Associate
Burnside - Pediatrics

PEDRO ALVARADO
School Health Assistant
School Health

YASHIRY AZIZE
Referral Clerk
Referrals

CHERLYN ESCALERA
Patient Care Representative
Burnside

SIMA LICHTSHEIN
Social Worker
School Health

JOSEPHINE NDEMA
Charge Nurse
Patient Care Services

DIANA REYNOSO
Telephone Triage Nurse
Patient Care Services

DAVID BLAUNER
Social Worker
School Health

ANDREA MCFARLANE
Registered Nurse (Per Diem)
Women’s Health
NOVEMBER 2016 NEW HIRES

RAQUEL MIRANDA
Family Nurse Practitioner
School Health

SAHLO MERINE
Financial Analyst
Finance

SHANI ESPINAL
Social Worker
School Health

DECEMBER 2016 NEW HIRES

SAMIRA SAKO
Community Liaison Worker
Planning, Development

RACHEL JEAN-MICHEL
Patient Navigator
Health Homes

JESSICA MURCHISON
Licensed Practical Nurse
School Health

DR. GITANJALI RAJENDRAM
Dentist
Dental - Burnside

DR. MARGARET BUELL
Dentist
Dental - Burnside

ELSA TAVAREZ
Family Support Worker
Healthy Families
Our colleague, Ernest Appau-Danso, was a senior accountant in MHHC’s Finance department since July 2015. Ernest will be dearly missed by his colleagues and the staff of MHHC.
IN THE SPOTLIGHT

PEDiATRIC ENDOCRINOLOGY

HHC is pleased to announce that our new pediatric endocrinology clinic is now scheduling appointments. Led by Dr. Sarah Orton, a Pediatric Endocrinologist who trained at Cornell – New York Presbyterian, this clinic will offer comprehensive evaluation and treatment of many childhood endocrine conditions including:

- Short Stature
- Tall Stature
- Thyroid disorders
- Delayed Puberty
- Early Puberty
- Gynecomastia
- Irregular Menses
- Polycystic Ovary Syndrome
- Diabetes Type 1
- Diabetes Type 2
- Obesity
- Vitamin D Deficiency

Dr. Orton currently holds memberships to several professional societies including the Endocrine Society, Pediatric Endocrine Society, and the American Academy of Pediatrics. She is a Board Certified Pediatrician.

To Make an Appointment:
(718) 716-4400

HOURS:
Monday, Tuesday, Thursday: 8:30am-5pm
Wednesday: 10:30am-7pm
Friday: 10am-1pm

PRACTICE LOCATION:
85 W. Burnside Ave
Floor 2, Unit 1, Bronx, NY 10453
Thank You for Reading!

STAY TUNED

For the Next Issue

- GILEAD SCIENCES’ FOCUS AWARD
- REBRANDING MHHC
- IN THE SPOTLIGHT; DENTAL
- EMPLOYEE MILESTONE RECOGNITION

Have a story you want to feature on the next issue?
Contact Ana Gonzalez at ext. 2543