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Hospital Trustees Celebrate Quality Initiatives

American Hospital Association president Rich Umbdenstock headlines educational program for hospital trustees from Long Island and the Hudson Valley . . . says their leadership needed now more than ever in era of reform

(Hauppauge/Newburgh, NY . . . December 10, 2010) Trustees from Long Island hospitals and those in the Hudson Valley gathered Monday evening, December 6, 2010, at the LaGuardia Marriott to hear from American Hospital Association president/CEO Rich Umbdenstock about the crucial role trustees continue to play in the unfolding health reform process. The group of key hospital leaders also paid tribute to hospital quality initiatives recognized by the Nassau-Suffolk Hospital Council (NSHC) and the Northern Metropolitan Hospital Association (NorMet) as the most outstanding for 2010. NSHC and NorMet, representing hospitals from similar regions, share the same advocacy agenda through their Suburban Hospital Alliance.

Umbdenstock remarked that quality continues to improve at all hospitals, but the industry as a whole needs to do even better. Reform is predicated on pay linked to performance and a better patient experience, he added. Integration of services across the continuum will enhance patient care and safety, Umbdenstock explained, and the delivery of care is increasingly moving in this direction, propelled by natural market forces and the pressures of reform. Patients, providers, and payers want better value and lower costs.

"Reform is a beginning," said Umbdenstock. "It's a series of steps in new directions."

Catholic Health Services of Long Island (CHSLI) took the Hospital Council's top quality prize, the "Excellence in Patient Safety" Award for its project, "Improving Obstetric Patient Safety Outcomes through Crew Resource Methodology." This year, 33 projects from Long Island hospitals were entered into the competition.

In accepting the award on behalf of the system's five hospitals and its 18,000 plus employees, Joseph Conte, executive vice president, corporate services, CHSLI said, "The Crew Resource Methodology has transformed the culture and outcomes at CHSLI. Adverse events were reduced between 26 and 42 percent and the culture of safety improved dramatically." The methodology, developed by NASA, focuses on improving safety by examining the role of human error.

Awardees of NorMet's 2010 Quality Award were: System or Multi-Level Entry – **Bon Secours Charity Health System** for "Reduction of Left Before Medical Screening Exams in Emergency Department throughout the System;" Large Hospital – **New York Medical College at Westchester Medical Center** for "Optimizing Patient Handoffs;" Small Hospital or Outpatient Organization – **Ellenville Regional Hospital** for "Reduce Average Length of Stay in Emergency Department to Less than 100 Minutes for all Patients;" and Division, Specialty, or Unit-based Entity – **Saint Joseph's Medical Center – St. Vincent's Hospital Westchester Division** for "Decrease Readmissions by Improving the Discharge Process in a Psychiatric Hospital."

(MORE . . . See photos page 2)

NSHC/NorMet Quality Awards

The program at the LaGuardia Marriott was sponsored by NSHC and NorMet and the Healthcare Trustees of New York State, a division of the Healthcare Association of New York State.

Hospital Council Quality Award Winner



From left: Joseph Conte, Executive Vice President, Corporate Services for Catholic Health Services of Long Island (CHSLI won the 2010 Excellence in Patient Safety Award from the Nassau-Suffolk Hospital Council (NSHC); Wendy Darwell, Chief Operating Officer of NSHC; Obstetric Unit nurses Arlene Costello (Good Samaritan Hospital Medical Center); Ann She-Lewis (St. Charles Hospital); and May Ann Gulutz (St. Catherine of Siena Medical Center).

(MORE . . . photo on page 3)

NorMet Quality Award Winners



From left: Steve Kelly, Ellenville Regional Hospital; Mike Spicer, Eva Dosil, Alan Eskanazi, St. Joseph's Medical Center/St. Vincent's Westchester Division; Angie Skretta, Chief Operating Officer of the Northern Metropolitan Hospital Association.

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