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The new Emergency Department will double in size and provide greater privacy for patients. Here, an artist's rendering depicts a state-of-the-art nursing station planned for the new facility.

Beth Israel to Build 21st-Century Emergency Department

Across the nation, overcrowded emergency rooms and long waits to be seen are all too common for patients needing urgent care. The number of emergency department (ED) visits has increased 20 percent over the past five years—and even more so in New York City. To meet the community's growing needs, Beth Israel Medical Center will build a brand-new, state-of-the-art David B. Kriser Department of Emergency Medicine.

"More and more patients are seeking emergency care at Beth Israel," says **GREGG HUSK, MD**, Chairman of the Department for over a decade. "In 2005, we renovated the ED entrance and reception area, added a CT scanner to the ED, and installed a point-to-point pneumatic [air-pressured] tube system to transport specimens directly to the lab. The following year, 4,000 additional patients came through our doors. This five percent increase in one year to more than 70,000 patient visits annually made it clear—we need to build a new Emergency Department."

The new ED has been designed to be patient-centered and to support an efficient team approach to providing emergency care. It will be twice the size of the current ED, and the treatment rooms will be much larger and provide greater patient privacy.

"The floor plan is modular in design with four team areas, including one for pediatric patients," says Associate Chairman **KATHLEEN EHRENBERG, RPA-C**. Each area will be set up and equipped to function on its own, and the care team will work closely together in caring for the patients in their area. "We believe this team approach will provide more personal and efficient care to our patients and their families," she says.

Other features of the new ED will include a resuscitation room located near the ambulance entrance; a separate waiting area for psychiatric patients; adult and pediatric asthma treatment areas; and specialty rooms for gynecological, orthopedic, and ear, nose, throat and eye problems.

A central radiology suite will offer quick access to CT scanning (see sidebar on page 2), as well as sonography and digital X-ray technology. Blood and other specimens will zip to the 12th-floor laboratory within seconds via pneumatic tubes from three points, strategically placed in the ED to provide maximum efficiency.

According to Ms. Ehrenberg, the new ED was designed for a post-9/11 world. "In addition to routine capacity, hospitals today must provide 'surge capacity' and plan for the

● LETTER FROM THE PRESIDENT



David J. Shulkin, MD

Dear Neighbors:

Since the publication of our most recent issue of *Healthy Neighbors* last fall, much has been happening at Beth Israel Medical Center—all with a focus on enhancing the patient experience and making Beth Israel your hospital of choice. We are continuing our renovations of almost all our inpatient units; welcomed several new neighborhood physicians to our medical and surgical staffs; recently hired new Chairmen for the Departments of Surgery and Rehabilitation Medicine; and expanded services at our Phillips Ambulatory Care Center on Union Square. So, as you can see, Beth Israel is really on the move!

I am particularly excited that in this issue of *Healthy Neighbors*, we highlight the building of our new David B. Kriser Department of Emergency Medicine at the Petrie Division. This project is truly creating a brand-new ER, doubling the size of our current facility. This will allow us to see more than 100,000 patients a year. And it will be a model of emergency health care for the city of New York.

Other important stories in this issue highlight Beth Israel's new Gerald J. Friedman Diabetes Institute, and our computerized patient information system, which allows us to provide a safer environment for our patients by significantly reducing medical errors and speeding implementation of clinical treatment. Enhancing quality of care and improving your experience with us remain our primary goals. We also have interesting stories on our new sleep disorders program and our outreach initiative to the Latino community.

I hope you enjoy this issue and, as always, please feel free to send me an e-mail at DSHULKIN@BETHISRAELNY.ORG or write to me:

David J. Shulkin, MD
Beth Israel Medical Center
First Avenue at 16th Street
New York, NY 10003

New Emergency Department (CONTINUED FROM PAGE 1)

sudden influx of patients that may come with a large-scale disaster," she says. "In such cases, our ED would be able to handle a 50 percent increase, without using corridor space."

Nothing has been left out. The way airflow is controlled in the ED will permit portions of the facility to be quarantined if a contagious, airborne agent enters. Decontamination showers, which will be built across the street, can cleanse people exposed to chemical or radioactive materials, without contaminating the Emergency Department.

The ED will remain open and continue treating patients throughout the project, which will begin this summer and is expected to take approximately one year. Dr. Husk notes, "When everything is finished, we will have a 21st-century Emergency Department capable of handling 100,000 patients annually." ■



CT Scanner Enhances Emergency Care

When a patient seeks emergency care for a stroke or head trauma, every minute counts. That's why a 16-slice CT scanner will be at the heart of the new Emergency Department's radiology suite. This large, donut-shaped apparatus is a special X-ray machine that uses an advanced imaging method called multi-detector computed tomography (CT). CT scans are painless, fast, and can help the ED staff identify problems swiftly and accurately.

CT scanning works by sending numerous X-ray beams through the body at once. These are then processed by a computer to produce cross-sectional images that can be displayed in any two-dimensional view, or even in 3D. Physicians can see inside a patient's body without making an incision.

"A 16-slice scanner can produce stunning, real-life images," says **MARC KATZ**, Corporate Director, Department of Radiology. "All our radiologists report significant advantages in imaging and speed."

New Institute to Help Patients Take Charge of Diabetes



Diabetes educator Jenny De Jesus, RN, and sign-language interpreter Bart Worthington, CI, conduct a workshop for deaf individuals, one of many educational programs the new Friedman Diabetes Institute will offer.

If left uncontrolled, diabetes can result in heart attack, stroke, kidney disease, amputation and other life-threatening conditions. Due to insurance reimbursement issues, most hospitals only provide treatment for acute, diabetic-related illnesses, but diabetic patients in New York will soon gain an important ally in avoiding serious complications altogether: the new Gerald J. Friedman Diabetes Institute at Beth Israel Medical Center, which opens this spring.

Funded by a generous \$2.6 million grant from the Gerald J. & Dorothy R. Friedman New York Foundation for Medical Research, the Institute will teach patients how to manage their condition and prevent further disease. In addition to care and education, the foundation's gift also will support diabetes research and advocacy.

Diabetes is a lifelong illness that occurs when your body cannot produce or use the hormone insulin properly, causing abnormally high levels of blood sugar. Untreated, it can damage blood vessels and eventually lead to serious problems such as blindness and nerve damage. Nearly 15 million Americans have been diagnosed, while the illness goes undetected—and untreated—in another six million.

Medication is only part of the answer. Diet, exercise and other lifestyle changes are critical. “Knowing what to do is the first step,” says **GERALD BERNSTEIN, MD**, Director of the Institute's Diabetes Management Program, “but telling patients is not enough. Encouragement and ongoing support are needed. That is what the Institute will provide.”

Healthy Giving

Patients with diabetes are not the only ones to benefit from the generosity of the Gerald J. & Dorothy R. Friedman New York Foundation for Medical Research. Here are a few highlights of recent gifts:

- \$2.5 million to establish an endowed chair in the Department of Pain Medicine and Palliative Care, which cares for patients who live with severe pain or are terminally ill.
- \$1.5 million to renovate and name an inpatient floor, the first of five floors the Foundation has committed to help renovate.
- \$50,000 annually to the Betty and Morton Yarmon Division of Neurobehavior and Alzheimer's Disease in honor of Division Chief **TODD FEINBERG, MD**, for research and patient services.

Participants will learn everything from monitoring blood sugar to using an insulin pump. In addition to classrooms, meeting spaces and counseling areas, the Institute features a kitchen for cooking demonstrations and a gym for developing individualized exercise programs.

Located in newly renovated space, the Institute aims to serve a wide community. It will offer specialized classes for pregnant women, children, deaf patients and ethnic populations, such as Asian and Latino communities. Web-based education and support groups also are being developed.

“Nurse educators, nutritionists, an exercise physiologist and social worker will provide the care, which may be covered in part by insurance,” says **LEONID PORETSKY, MD**, Chief of the Division of Endocrinology and Director of the Institute. “Beth Israel endocrinologists are available for consultations if necessary, but most patients will continue with their own physicians. We hope some patients will also participate in our research.”

Studies are planned to measure the effectiveness of different educational programs, including Internet-based instruction. “Participation is voluntary,” Dr. Poretsky emphasizes. “New discoveries occur and recommendations change. The idea is to stay with our program. Diabetes education is a continuous journey.” ■

>> FOR MORE INFORMATION, PLEASE CALL (212) 420-3450.



Hector Castro, MD, is Medical Director of Beth Israel's Latino Health Institute, created to help eliminate barriers to quality health care for New York's Hispanic community.

Latino Health Institute Combats Crisis in New York

One out of every four New Yorkers is Latino, yet these residents—the city's largest minority group—are confronting what **HECTOR CASTRO, MD**, calls the "Hispanic health deficit." "New York's Latinos are facing health issues and challenges at rates that are considered epidemic when compared to the rest of the population," says Dr. Castro, who serves as Medical Director of Beth Israel's new Latino Health Institute. "The reasons for this Hispanic health deficit are complex, but cultural and communication barriers play a significant role. The Latino Health Institute

was created to help New Yorkers overcome those obstacles." The Institute was founded in 2006 as a partnership between Beth Israel Medical Center and the Itzamna Medical Center, which was created by Dr. Castro as one of the city's first private-physician outpatient facilities to reach out to the Latino community. New York's Hispanics face

The Institute will help eliminate cultural and communication barriers.

higher risks for diabetes, high blood pressure and HIV/AIDS. And the number of Latino children suffering from asthma has been described as an epidemic by some. "Dr. Castro has been fighting a guerilla war against the health crisis in our Hispanic community," says **DAVID J. SHULKIN, MD**, Beth Israel's President and CEO. "The work he and his team at Itzamna have been doing provided a blueprint for the Latino Health Institute. Together with the resources of Beth Israel, we've launched a full-scale assault to overcome the cultural, language and other barriers to quality health care in the Latino community."

The Latino Health Institute is continuing Itzamna's tradition of community outreach, conducting educational seminars aimed at prevention and early diagnosis. It also is recruiting Hispanic and bilingual doctors, nurses and staff to Beth Israel. This will help eliminate cultural and communication barriers at all levels of care.

"We are operating on two fronts—within the Hispanic community itself and within the health care community as a whole," explains **SHARON VOYTUSH, RN, MS**, who serves as the Institute's Executive Director. "We want to teach Latinos the importance of a healthy body, mind and spirit, but we also need to teach health care providers how to improve cross-cultural understanding and communication so they can become more culturally sensitive health advocates."

"This is the first step toward eliminating ethnic and racial health disparities facing New York's Latino community," Dr. Castro says. "The health of our city depends on it." ■

>>FOR FURTHER INFORMATION, PLEASE CALL THE LATINO HEALTH INSTITUTE AT (212) 420-9225.

PHOTOGRAPHY: RENE PEREZ

HELPFUL CONTACTS

BETH ISRAEL MEDICAL CENTER
 ☎ (212) 420-2000
www.bethisraelny.org

DEVELOPMENT DEPARTMENT
 ☎ (212) 636-8400

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 ☎ 1 (877) 886-9334
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KARPAS HEALTH INFORMATION CENTER
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DEPARTMENT OF VOLUNTEER SERVICES
 ☎ (212) 420-2733
www.bethisraelny.org
 (click on "Beth Israel," then "Volunteer Opportunities")



Staff nurse Edith Rodriguez, RN, brings a mobile computer to the bedside so she can enter a patient's vital signs into PRISM, a new computerized information system that helps enhance patient safety.

The COWS Are Here!

NEW COMPUTERIZED INFORMATION SYSTEM ENHANCES PATIENT CARE

Don't be surprised to see a herd of COWs next time you visit Beth Israel. No, veterinary medicine is not a new specialty at the Medical Center—these are animals of a different sort: Computers on Wheels, or COWs.

They arrived at Beth Israel recently when the hospital launched its new, computerized patient information system called PRISM (Patient Real-Time Information Systems Management). Now, when nurses collect patient information such as vital signs, allergies and medical history, they use a COW at the patient's bedside to enter the data immedi-

ately into PRISM, instead of handwriting it in a paper chart at the nurse's station.

While PRISM also captures lab and radiology results and other information, it is more than just an electronic health record. PRISM integrates the patient data with a function that allows physicians to enter patient care orders electronically—directly into PRISM—instead of handwriting or verbally giving instructions. The computer network then communicates the orders to the nurses, pharmacists, labora-

Like a paper chart, the electronic patient information is strictly confidential, and PRISM has built-in security mechanisms to protect patients' privacy.

tory technicians or other medical staff responsible for carrying them out.

Systems like PRISM are an effective way to prevent medical errors and improve patient safety. PRISM not only eliminates illegible handwriting—a common cause of medical errors—but also employs automatic safety checks. When physicians order a medication, for example, PRISM instantly alerts them if an allergic reaction is likely to occur, or if there is a possibility of an adverse drug interaction or overdose.

As they place their orders, PRISM also reminds providers of best practice guidelines for the patient's particular diagnosis or disease. "These prompts help doctors keep up with the newest medications and most recent guidelines, ensuring that they continue to provide the highest quality of care," says **CARMELA LANDES, MD**, PRISM Physician Leader.

Another benefit for patients, according to **MARY WALSH, RN**, Vice President, Patient Care Services and Chief Nursing Officer, is that PRISM facilitates continuity of care. "Everyone who cares for you, from the nurses to the nutritionists, can get all the information they need about you from one source, whenever it's needed. The days of waiting for a patient's paper chart are over."

Like a paper chart, however, the electronic patient information is strictly confidential, and PRISM has built-in security mechanisms to protect patients' privacy. PRISM users, from doctors and nurses to technicians and billing clerks, are restricted to accessing only that information they need to care for their assigned patients or perform their jobs. As an added measure, PRISM tracks all transactions, keeping a record of who enters data into, or merely looks at, a patient's file.

As for the COWs, says Ms. Walsh, "They are a powerful symbol of Beth Israel's commitment to providing patients with the best and safest care possible." ■



The Sleep HealthCenter at Beth Israel provides a full range of services, including overnight sleep studies (above), to help patients get back on the road to better sleep—and better health.

New Sleep Center Offers Care from A to Zzzz

If you are one of nearly 70 million Americans who suffer from sleep problems, help is just around the corner. In affiliation with Sleep HealthCenters®, a network of specialty sleep medicine centers, Beth Israel recently opened a new sleep medicine clinic providing comprehensive services for the diagnosis and treatment of sleep disorders.

“The complaints we hear most often are of excessive daytime sleepiness, inability to sleep at night and snoring,” says **MANGALA NARASIMHAN, DO**, Director of Sleep Medicine at Beth Israel. “Not only do sleep problems affect quality of life, they can be dangerous as well.” Sleep deprivation has been linked to decreased cognitive and memory functions, depression, obesity, high blood pressure, heart disease and stroke, not to mention car accidents.

Beth Israel’s full-service sleep clinic provides medical consultations, sleep studies, a wide range of treatment

options, education and follow-up care for the full array of sleep disorders, including:

- **INSOMNIA**—Trouble falling or staying asleep or waking up too early;
- **SLEEP APNEA**—Temporary interruptions in breathing during sleep;
- **RESTLESS LEGS SYNDROME**—Discomfort or twitching in the legs;
- **NARCOLEPSY**—Excessive daytime sleepiness including sudden sleep attacks.

“Sometimes we can provide treatment the very first time a patient comes in, or we may need to schedule a sleep study to help us determine the underlying problem,” says Dr. Narasimhan.

The clinic’s sleep lab consists of two—eventually to be expanded to six—bedrooms, offering state-of-the-art technology in a comfortable setting. Before going to bed, the patient is outfitted with several sensors and electrodes that will measure a variety of functions during sleep, including brain, heart and muscle activity, eye movement, breathing, snoring and body position. In addition, an infrared camera captures body movements that can provide important clues.

Treatments run the gamut from behavioral therapy to prescription medications to special sleeping equipment. If surgery is appropriate, the clinic can refer patients to one of Beth Israel’s ear, nose and throat specialists.

“We’re very excited to bring these services to the community,” says Dr. Narasimhan, who is board certified in sleep medicine and specializes in pulmonary and critical care medicine. “We can help a lot of people with sleep problems feel much better, and often right away.” ■

WHEN TO SEEK HELP FOR SLEEP PROBLEMS

Most adults require seven to eight hours of sleep each night. According to Mangala Narasimhan, DO, Director of Sleep Medicine at Beth Israel, “You should seek help when sleep problems start affecting your life—if you have difficulty functioning at work or driving, for example, or trouble with relationships, particularly with your bed partner.”

You may have a sleep disorder if you experience one or more of the following symptoms:

- Difficulty falling asleep
- Awakening often, with difficulty returning to sleep
- Snoring loudly or awakening gasping for breath
- Excessive daytime sleepiness or falling asleep at inappropriate times
- Twitching legs at night interfering with sleep
- Walking or talking in your sleep
- Being frequently awakened by nightmares

>>TO SCHEDULE A CONSULTATION AT BETH ISRAEL’S SLEEP CLINIC, PLEASE CALL DR. NARASIMHAN’S OFFICE AT (212) 420-2365 (PRESS 4) OR SLEEP HEALTHCENTERS® TOLL-FREE AT 1-877-753-3742, OR ASK YOUR DOCTOR FOR A REFERRAL.

Pediatric Intensive Care Unit “One in a Million”

Beth Israel Medical Center’s Pediatric Intensive Care Unit (PICU) has been singled out from among thousands of critical care units around the country, both pediatric and adult, to receive the 2007 Family-Centered Care Award, given annually by the Society of Critical Care Medicine, the largest multiprofessional organization dedicated to excellence and consistency in critical care practice.

EDWARD CONWAY, MD, Chairman of the Milton and Bernice Stern Department of Pediatrics and Chief of the PICU, explains the vision his team has worked toward over the past several years: “We wanted to create a family-centered model of care that would incorporate medical, spiritual and psychological aspects of healing to provide a comforting atmosphere for the whole family unit.”

Their brand of family-centered care includes allowing parents to stay with their child 24 hours a day, and installing dry-erase boards in patient rooms to improve patient/staff communication. Intensive art, play, music and pet therapy are available for patients and their families, and coffee, bagels and fruit are served to parents every morning. Parents can remain close by and meet others in similar situations.

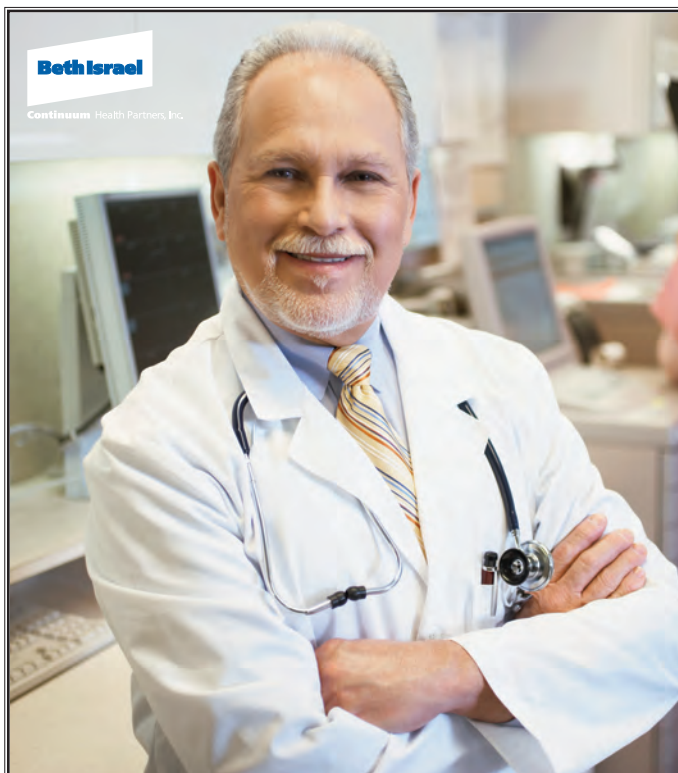
Each patient room has a complimentary television, phone, wireless laptop computer, DVD player and radio, and the family lounge is equipped with two refrigerators, a computer, fax machine, phone, flat screen TV and reading materials for all ages.



The Pediatric Intensive Care Unit team, headed by Edward Conway, MD (far right), includes physicians, nurses, pediatric residents, patient care associates, recreation therapists, social workers and other unit personnel.

Patients and families appreciate the care. For the past three years, customer satisfaction surveys conducted by Press Ganey Associates, one of the leading independent health care measurement firms, have ranked Beth Israel’s PICU among the top five percent nationwide for excellence in physician and nursing care.

HYACINTH HAMILTON-GAYLE, RN, MSN, Director of Patient Care Services, Maternal Child Health, adds, “We treat patients and their families as we would our own, and keep them informed about their care every step of the way.” ■



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DR. GERALD J. AND DOROTHY R.

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The keynote speaker, Beth Israel dermatologist **SHERRY SHIEH, MD**, will discuss the importance of caring for maturing skin, including how to prevent and detect skin cancer and how to select the best skin care products. She will review some of the current cosmetic procedures that can help you maintain beautiful, supple skin and will share tips on how to properly hydrate the body. This workshop will conclude with a makeup artist who will teach participants to achieve a look that says, "I'm happy with the skin I'm in."

>> **TO REGISTER OR FOR MORE INFORMATION, PLEASE CALL THE KARPAS HEALTH INFORMATION CENTER AT (212) 420-4247**

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