University Hospital of Brooklyn’s Employee of the Month Award recognizes superior performance, dedication, and the ability to work as a member of the team, among many other accomplishments that contribute to service excellence.

If you would like to nominate someone for this special recognition, please contact Edison Bond, director of Patient and Guest Relations, by email or phone, ext. 2692. Nomination forms are also available at http://www.downstate.edu/uhb/documents/Employee-Award-Nomination-Form.pdf

José Nieves was born and raised in East Harlem, the youngest of four children. José always gives 100 percent to every task at hand. In high school he was recognized for having achieved perfect attendance every year.

José began working at SUNY Downstate in 2006 and was quickly recognized for his strong work ethic. “I love what I do and I take pride in my work,” he says.

Oliver Jardine, his nominator, says “José’s commitment to our department and this institution never waives. Always punctual, willing, polite, and helpful, he richly deserves this honor. Ever pleasant, no task is too small or large. He smiles, then immediately jumps to accomplish any task.”

Suzan Young was born in Belize and migrated to Brooklyn at the age of 10. She received a bachelor’s degree from Johnson & Wales University in Rhode Island.

Suzan joined the SUNY Downstate family as a staff assistant and has been providing direct support to the nursing directors and senior associate administrators in the Department of Nursing. This involves coordinating daily office administrative functions and updating nursing policies and procedures manuals.

“My goals are to grow and learn within the healthcare field,” says Suzan. “Downstate is a place that I look forward to coming to every day. We have a fantastic leadership team that fully supports us, and I feel blessed to be working with such a great staff.”

George Ren was born in China and came to the United States in 1983. He received a master’s degree in electrical engineering from the University of Texas at El Paso.

In 1989, George began his career at Downstate as a senior biomedical engineer in the Scientific and Medical Instrumentation Center. He transferred to the Department of Anesthesiology as an anesthesia specialist in 1999, taking care of all the needs and technical aspects of the operating room and wherever location anesthesia is provided.

His nominator, Dennis Dimaculangan, MD, says, “George adheres to UHB values. He treats everyone—but most especially patients—with respect, compassion, dignity, and fairness.”
Heart Rhythm Disorders
by Betty Jung, RN
Patient Educator
Center for Community Health Promotion and Wellness

According to the American Heart Association, heart arrhythmia affects 4 million Americans. While arrhythmia is treatable in the majority of cases, an estimated 8 percent of deaths in the United States each year are due to sudden cardiac arrest caused by an abnormal heart rhythm.

To raise community awareness about the dangers of heart rhythm disorders, the Center for Community Health Promotion and Wellness sponsored a community health lecture on “Abnormal Heart Beats.” Ann Harris, NP-C, clinical coordinator of the Cardiac Electrophysiology Program, discussed what it means to have arrhythmia, how to recognize its symptoms, and current treatment options.

For more information or to make an appointment to be evaluated for arrhythmia, call 718-270-4147 (University Hospital of Brooklyn’s Central Brooklyn location) or 718-567-1755 (SUNY Downstate at Bay Ridge).

Ann Harris, NP-C, assisted by Troy Cort, RN, describes the workings of an implantable cardiac defibrillator.

Hospital-wide Customer Service Training Begins

University Hospital is committed to customer service and maintaining a culture of service excellence. Starting April 10, all hospital employees will participate in a Customer Service Training Program. This initiative is aimed at ensuring that every patient’s interaction with hospital staff is a friendly, helpful, and rewarding experience.

Edison Bond, director of Patient and Guest Relations will provide administrative oversight and be lead facilitator for this mandatory program.

Supervisors are asked to contact Eugene Walker, extension 2770, to schedule employees to attend one of the 2.5 hour sessions. A list of training dates, hours, and locations can be found in the current online edition of Downstate Times.

Attendees must RSVP ahead of time to confirm their registration.

Join Us and Celebrate Downstate’s 5th Annual Earth Day Event
“The Face of Climate Change”

When: Monday, April 22 @ 11:30am ★ Where: Atrium
Apples and Free Plant Giveaways

Around Downstate

EARTH DAY 2013

The Face of Climate Change
www.earthday.org

 downwards

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