



DOWNSTATE TIMES

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The Newsletter for SUNY Downstate
University Hospital of Brooklyn



UHB Employees of the Month

APRIL
2013



TRICIA FIELDS ★ Information Desk Officer ★ Patient Relations

It takes a cool-headed person with good people skills to staff the Information Desk at University Hospital. Whether giving directions, updating visitor passes, or escorting patients in wheelchairs throughout the building, the job requires diplomacy, good communications skills, and the ability to juggle multiple tasks. Tricia Fields does all this and more: She is known as someone who is incredibly compassionate and empathetic.

Ms. Fields is also a willing interpreter for Downstate's Spanish-speaking patients. Born in Limón, Costa Rica, where she attended The Professional Technical College (Colegio Tecnico Profesional), Ms. Fields holds a medical translator certificate and often goes above and beyond the call of duty to interpret for a patient. Even after the interpretation, she takes it upon herself to check on the patient to make certain she or he is feeling comfortable.

"Tricia believes the patient comes first," says Mary Ann Randazzo, Language Assistance Coordinator, who nominated her. "She represents Patient Relations and SUNY Downstate as an employee with outstanding customer service skills."

MAY
2013



TAMAIKA S. VANGENDREN ★ Nursing Assistant II ★ Nursing Station 42-Pediatrics

Born in Wismar Linden, Guyana, Tamaika Vangendren migrated to New York in 1998 and started her career as a nursing assistant at the Bronx Nursing Center. She joined the Downstate family in June 2007 as a part time staff member on Nursing Station 72. Recognizing her potential, Brenda Joseph, RN, hired Ms. Vangendren for a full-time position on the night shift; later, she transferred to the day shift.

Ms. Vangendren not only provides excellent patient care, she also precepts new aides. Hardworking and extremely dedicated to her job, she is respected by doctors and colleagues alike and has been nominated as "Unit Employee of the Month" three times.

She is also a favorite with her young patients, and their parents. "That's because Tamaika makes it a point to be responsive to their needs," says Vanessa Bristol Lewis, RN, who nominated Ms. Vangendren. "If something needs to be attended to, she makes sure that action is taken in a timely way."

The Employee of the Month Program is managed by Edison Bond, director, Patient and Guest Relations. If you would like to nominate someone, email or contact Mr. Bond at 2692. <http://downstate.edu/uhb/documents/Employee-Award-Nomination-Form.pdf>.

Downstate Times thanks **Nirva Belizaire-Nobrun** for assistance in developing the awards announcements.

Dr. Deborah L. Reede New Chair of Radiology

Deborah L. Reede, MD, has been appointed professor and chair of the Department of Radiology. Dr. Reede has been a member of SUNY Downstate's faculty since 1988.

Most recently, Dr. Reede has served as chair of the Department of Radiology at LICH and director of the radiology residency program. Dr. Reede's appointment is the culmination of a nationwide search: Her appointment was unanimously recommended by the search committee.

Dr. Reede received her MD degree from SUNY Upstate Medical University. Her post-graduate training in radiology took place at SUNY Upstate and New York University Medical Center, where she completed her residency and did a fellowship in head and neck radiology.

Dr. Reede came to LICH in 1987 as an attending radiologist and became vice chair in 1988 and chair in 2007.

A leading expert in head and neck radiology, Dr. Reede served as president of the American Society of Head and Neck Radiology in 1997-1998, and, in 2012, received the organization's highest honor, the Gold Medal Award.

Let's Hear It for Ear Wax

In an age when news is often parceled out in 15-second sound bites and forgotten just as quickly, Richard Rosenfeld, MD, MPH, professor and chair of otolaryngology, finds it amazing that an interview and video he did last year with a reporter for the *Wall Street Journal* on the topic of ear wax has developed a cult following.

Over 300,000 people have watched the video, making it the second most viewed clip on WSJ.com for 2012. It also has been viewed on AOL, Facebook, AARP,

Answers.com, NPR, and ENT doctors' web sites. Even now, it typically gets a couple of thousand hits a week. "You just never know when some topic will strike a chord out there," Dr. Rosenfeld says.

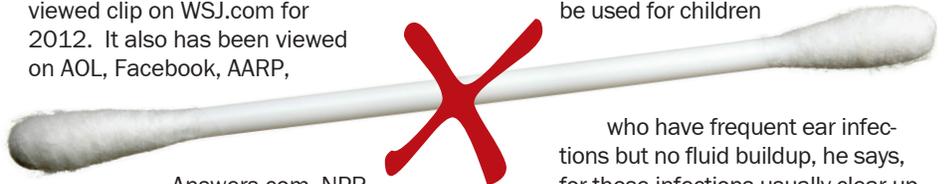
See Downstate online for the video link.



Dr. Richard Rosenfeld

Now another hot topic has emerged: The use of ear tubes for children who have frequent ear infections. As chair of the committee of the American Academy of Otolaryngology – Head and Neck Surgery that issued new guidelines for physicians on the use of tympanostomy tubes, Dr. Rosenfeld has been in great demand by USA Today, CNN, WCBS, and other news outlets to explain the do's and don'ts of using ear tubes.

"Children who have fluid in both ears for three months or longer and experience hearing loss are good candidates for the procedure," Dr. Rosenfeld explains. However, ear tubes should not be used for children



who have frequent ear infections but no fluid buildup, he says, for those infections usually clear up by themselves.

Dr. Rosenfeld believes that the tubes are especially important for young children who have hearing loss due to chronic middle-ear fluid buildup, since this can impair balance and delay their acquisition of language skills.

AROUND DOWNSTATE: UHB IN BLOOM

Patients using the wheelchair access ramp to UHB's entrance at 445 Lenox Road find its beautiful garden uplifting. Many thanks to **Patrice Boodoo**, staff assistant II, who nurtures and maintains it, for his green thumb!



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