

Patients are the heart of everything we do.™

The following are letters and e-mails praising the work of our staff.

From a Patient's Family: Our family can not thank you enough for the tireless effort of keeping Mom and her family comfortable. We only wish that you all knew her as we did.

Thank you Lisa for being with her as she took her last breath, it really meant a lot. Thank you Nancy who made her feel calm as she took Dad's hand to dance again forever. Your music was so soothing... Thank you to all of you, including the housekeeper that would smile and say "Hi" as you entered the room or passed by... Thank you to Kathy, Karen and Lisa for being truthful with

us during the final days. For keeping us informed of what she was going through and what to expect.

God bless you all while you continue to bless other families like you did ours.

From Staff Linda Myers: "Just wanted to mention what a great guy Anthony is who works in the kitchen. For lunch today I had delicious manicotti and fabulous spinach (my elderly dad's favorite). I went back after phoning my Dad to pick some up for his dinner, it was already gone and I was directed to the main kitchen. Anthony was eager to help and though the manicotti was gone, Anthony served me some sauteed spinach for my Dad, all with a wonderful smile and attentive service. He's a gem."



Anthony Hollins

From Staff Elizabeth Amis: "...the care here was fantastic and I felt very well taken care of throughout my stay. In addition to a very compassionate and attentive nursing team, one of the highlights was the fabulous food. It was so nice to be able to order food from a menu like room service, get food delivered in containers that kept the food warm for a long time (until after visitors left), and have food that was tasty to boot! I ate better here than I do at home."

From Staff Jean Haight: "I want to compliment two of your employees. Sandra Sumner day shift, and Lola Jones eves. The ladies room in the Clinical center West has such a vast improvement. The two of them keep it spotless. The two of them have delightful, friendly attitudes.

Thank you for picking these two employees to work in our area."



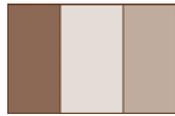
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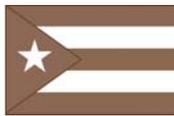
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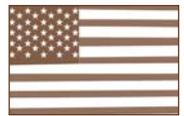
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Service Awards Winners

Recently the BIDMC Service Awards were announced and the following Hotel Services employees were recognized for their outstanding focus to service.

MARIE CHARLES, EVS

Marie is being recognized for her outstanding work on the units. Her areas of responsibility have been complimented by auditors, patients and staff. She is one of our top performers.



RAMON GARCIA, EVS

Ramon is one of our newer employees but has quickly become one of the strongest. Ramon is a major contributor to the floor maintenance program on the East Campus. He also served as an Ambassador for our recent employee survey and was instrumental in helping us attain a high level of participation.



ROBERT GOULD, FOOD SERVICE

Robert has been the bedrock of our At Your Request Food Dining Program. Robert cooked to order the first 3,000 meals on the West Campus start up of At Your Request. He has been an outstanding resource in growing a culinary culture in our department.



LETE TECLEHAIMANOT, PATIENT TRANSPORT

What distinguishes Lete is the special affection and compassion she has towards patients and family members. Lete is a great asset and steadfast performer on the East Campus' first shift.



CARES Behavior at BIDMC

Patients are the HEART of everything we do!!!!

The Hotel Services departments have implemented a new employee committee called CARES. Twice a month representatives from all Hotel Services departments meet to discuss and plan what steps can be taken to enhance Customer Service for our patients and customers.

A few of the items the committee is working on are:

- 1 Enhancing the patient menu with daily chef specials.
- 2 Weekly Huddles are being held in each department to instill and foster Customer Service.
- 3 Manages and committee members conduct weekly "Rounding Tours" on patient floors.
- 4 A new customer service training Program
- 5 Employee recognition activities.



Tomlin Coombs and Sid Talbot, just two members of the CARES Committee.

What does CARES stand for:

- C** Compassion: An awareness of the suffering of another, with a wish to relieve the suffering.
- A** Accountability: An obligation or willingness to accept responsibility.
- R** Respect: Willingness to show consideration or appreciation.
- E** Enthusiasm: Great excitement for or interest in a subject or cause.
- S** Service: Offering services to the public in response to need or demand.

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Hotel Services, Service with Compassion

Message from Senior Leadership:
Eric Buehrens, EVP/ICOO

When the fiscal year closes on September 30, BIDMC will finish its best financial year ever. We have come a long way in the last five years, and in recognition of that progress and the outstanding performance this year, Paul Levy and I were recently very pleased to be able to award \$500 bonuses to every fulltime member of the staff.

Teamwork and mutual respect is what has made this outstanding performance possible, and it's what makes this a very special place to work. Every part of the hospital is important, but hardly any part of the hospital team is more important than Hotel Services. Your actions and your services touch every patient every day. You are often the first and the last member of

BIDMC staff that patients encounter.

Since arriving at BIDMC in May, I have been so impressed with the teamwork and positive attitude among the staff of hotel services. So many of you give so much for the safety and comfort of our patients and their families. As I get the opportunity to get around the hospital and meet more of you, I hope that you will take the opportunity to say hello, introduce yourselves and share with me your thoughts on how we can make this wonderful hospital even better.

Many thanks for all of your great work, and I am looking forward to getting to know many of you.





Zuleica Correia



Marie Rene

Employee Spotlight on Rovena Ward Interview

Each issue we will feature an employee of a different department of Hotel Services. This issue we are featuring Rovena Ward, an Administrative Assistant from the Business Center.



How long have you worked for BIDMC? I've been with the hospital 19 years in May.

What jobs have you held during your 19 years of service? I started in Nutrition Services, as a book-keeper, my responsibilities included accounts payable, payroll and schedules. In the mid "90's" my title was changed to Administrative Assistant working for the Food Service Department. When the two hospitals merged I became the Administrative Assistant for Hotel Services.

What do you like the most about your job? I enjoy interacting with the employees of Hotel Services. I like to assist them in finding answers to questions regarding their paychecks, benefits and anything that can help them with their job.

How have you dealt with the changes in your job over the years? When the two campuses combined there was a reduction in staff and we had to combine some positions so I picked up additional responsibilities. Change is part of life and we need to work together to help each other.

What brought you to the Boston area? I moved here from West Virginia where I grew up. I moved here to be close to my children and grandchildren. I come from a very large family, three sisters and eight brothers, so family is very important to me.

Who at BIDMC has had a positive influence on you and why? I enjoyed working for and with Deb McGrath, who is now working in nursing. She influenced me by being detailed orientated and Deb was always supportive of my efforts to do my job.

If you had unlimited resources what would you do to improve BIDMC? Well I think the employees of Hotel Services work very hard and anything I could do to help them, I would do.

FAVORITES

Television: Desperate Housewives and PBS programs

Music: Jazz

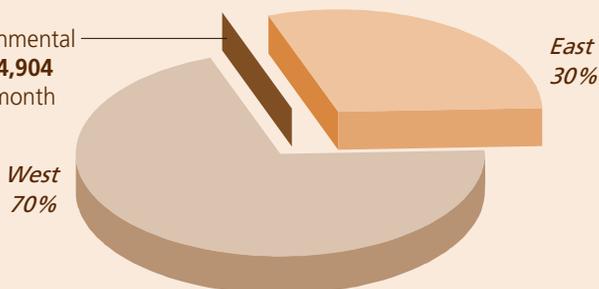
Relaxation: Gardening, Reading, Cookouts with family

Movies: Jane Austin movies and comedies

Meal: Steak, potato and salad

Did You Know?

Upon discharge Environmental Services cleans over **4,904** patient rooms each month



DATES TO REMEMBER

September Training

EVS- Seven Steps Cleaning
Transport- Make up sessions
FS- HAACP

October Training

EVS and Transport-
Waste/Sharps handling
FS- continuing HAACP

November Training

Make up sessions for
Training year 2007

Thank you for your feedback from the survey sheets. Below is a sample of comments as well as actions to be taken regarding training.

1) Comments: I love your training!
Action: Thank you for the great feedback. I enjoyed training and learning from everyone!

2) Comments: Too many people. Class room too small.
Action: Cassandra has communicated to all managers not to send all employees in one class.



Beth Israel Deaconess Medical Center

Published quarterly for the employees of Beth Israel Deaconess Medical Center, Hotel Services (Food Services, Environmental Services, Transport, Service Response Center and Business Center) to communicate direction, foster pride and recognize accomplishments.

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News from Around BIDMC

Open Enrollment 2008

Open enrollment for BIDMC benefits starts Oct. 29 and ends Nov. 9. Benefit Fairs will be held on the following days to help in your decisions for 2008:

- East Campus Ullian Dining Area
Oct. 23, 9 a.m. to 4 p.m.
- West Campus Farr Cafeteria
Oct. 24, 9 a.m. to 4 p.m.
- Renaissance Building Galileo Room, 6th Floor
Oct. 25, 10 a.m. to 2 p.m.

In preparation for open enrollment, please review your paycheck to ensure that we have your correct address. If your address is not correct, go to Employee Connection on the general portal to update your information or e-mail the Benefits office at benefits@bidmc.harvard.edu. Please contact the Benefits office at (63)2-9400 with any questions.

Joint Commission Visit is Positive

The Joint Commission came to BIDMC for a surprise inspection July 23-27. BIDMC President and CEO Paul Levy reported that BIDMC did well in the inspection with only eight areas identified for improvement, less than the national average. He thanked the hundreds of employees and physicians who interacted with the surveyors in an open and positive way during their visit, and the thousands of staff who were ready. Areas for improvement included medication reconciliation (making sure that the patient leaves the hospital with the correct medications), making sure medical history and physical exams are done more quickly for surgery patients, security of medications in our carts on floors and in the supply assembly areas, properly storing gas canisters and proper construction of fire doors.

West Campus Lobby and Pharmacy Complete

Two important upgrades on the west campus – both in public and behind-the-scenes – are complete. The west campus Clinical Center lobby has new flooring, furniture, lighting, information desk and a convenient central (non-revolving) door – all to make it more comfortable and user-friendly for patients, visitors and staff. Downstairs there is a new 8,500-sq.-ft. centralized basement location for the west campus pharmacy. The facility upgrade includes the installation of clean rooms with air filtration systems that meet new federal regulations. Other highlights include a refrigerated walk-in cooler and a space-saving computerized medicine dispensary system.

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CARES Committee Members

Food Services	EVS	SRC	Transport
Ana Colon	Tomlin Coombs	Sid Talbot	Theresa Kelly
Ada Azotam	Sham Shad		
Marica Thomas	Mercedes Valerio		
	Ana Gomes		

In support of the promise to make patients the HEART of everything we do, look forward to “Focus on Service Training” It is based on the five CARES behaviors that, when followed, will improve your ability to deliver top quality service to patients and other customers in a caring and professional way.

EVS Department *visited by* CEO, Paul Levy

Paul Levy visited and shadowed Environmental Service workers on Tuesday, June 11, 2007. Paul donned his Environmental Services uniform, rolled up his sleeves and assisted with a room discharge on Farr 2.



Paul Levy with Julio Garcia, Maria Dorosa, Hilda DeloSantos, and Miguel Duran.

Marie Charles and Yolene Desanges trained him on the Seven Step Cleaning process and discharge cleaning. “I never realized how much work goes into cleaning a patient room. I appreciate and respect all the hard work that goes into getting rooms ready for our patients.” Paul said after completing the cleaning. Paul was then trained on floor burnishing procedures by Francisco Dorosario. Paul proved to be an excellent student as he handled the floor burnisher like an old pro. Paul was heard to have said, “I hope I can do this without breaking the machine!”

Paul then went to the Emergency Room for a tour with Miguel Duran, Maria DaRosa, Julio Garcia and Hilda De Los Santos. There were photos taken and Paul thanked everyone for the tour, training and hard work the staff gets done everyday.

GUESS WHO

Identify all of the employees in this circle and submit to Yvonne Poche in HR. First person with all correct will win a gift certificate. The winner from last edition, was **Abeba Fenta**.

