



# Upstate Stars

NEWSLETTER

June 2016

# 15

## EASY WAYS TO ROCK AT EMPLOYEE RECOGNITION

Why is **employee recognition** so important? Employees are much more likely to stay if their efforts are appreciated, valued and acknowledged. Plus, showing appreciation to staff for their contributions can **boost morale** and productivity.



### Here are some employee recognition ideas to consider:

#### 1. Say thanks

Regularly acknowledge employees' great work verbally. Point out how their efforts will help the company, or assist patients and families.

#### 2. Put it in writing

Prepare a handwritten thank you note or copy administration on an e-mail about an employee's accomplishment.

#### 3. Publicize achievements

Feature standout employees in a newsletter or recognize them at a staff meeting.

#### 4. Keep a record

Save reminders of each employee's contributions so you have that information handy and can refer to it during performance reviews.

#### 5. Spread the word

Share a message sent by a customer or colleague applauding the work of a fellow staff member

#### 6. Let them show off

Arrange for team members to present the results of a project to administration.

## **7. Encourage professional development**

Allow staff to participate in work-related associations and conferences.

## **8. Support continuing education**

Embrace educational opportunities for staff to advance their knowledge and/or degree.

## **9. Award them**

Nominate staff for external or internal accolades.

## **10. Meet and eat**

Treat your direct reports to lunch to discuss career goals and department objectives.

## **11. Show your appreciation**

Hand out personalized certificates or plaques for accomplishments.

## **12. Treat them**

Bring in goodies like cupcakes or doughnuts for the team to enjoy.

## **13. Celebrate milestones**

Organize team get-togethers to recognize the completion of a project or special events, such as work anniversaries.

## **14. Introduce them to leadership**

Reward workers by inviting leadership to a staff meeting or luncheon.

## **15. Develop leaders**

Recognize an employee's skill by asking him or her to mentor others.

Source: Web article, [https://www.roberthalf.com/sites/default/files/Media\\_Root/images/ot-pdfs/officeteam\\_20\\_easy\\_ways\\_to\\_rock\\_at\\_employee\\_recognition.pdf](https://www.roberthalf.com/sites/default/files/Media_Root/images/ot-pdfs/officeteam_20_easy_ways_to_rock_at_employee_recognition.pdf)

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## **Congratulations Newly Credentialed Practitioners!!**

Douglas Belton, MD Radiology

Amit Bhardwaj, MD Medicine

Kyril Choumarov, MD Surgery

Erin Davies, DDS Dental Surgery

Jay Duxin, MD Radiology

Sandra Gibson, PA Neurology

Heesun Kim, MD Radiology

Morgan King, CRNA Anesthesiology

Sarah Leo, NP Urology

Fehid Mehic, NP Anesthesiology

Peter Moses, DDS Dental Surgery

Deborah Pflugh, NP Orthopedics

Ralph Pinchinat, DO Radiology

Alan Pratt, MD Radiology

Mihai Simionescu, MD Psychiatry

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***Congratulations to  
David Lucas, Physical Plant-Plumber Shop  
Geoffrey Goff, Physical Plant-Paint Shop***  
for successfully completed the two-year NYS &  
CSEA Applied Skilled Trades Program in Albany!

Pictured: Back-Geoffrey Goff, Front-David Lucas

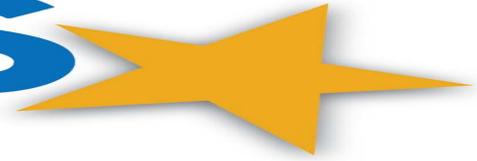
**Alex Racine, RN, 7U**, was recognized  
by the NYS Correction and Community  
Supervision Executive Staff for his ex-  
ception quality of professionalism and  
courage!



Congratulations to the 2015-2016 recipients of the Chancellor's Award for  
Excellence in Classified Service!

**Margaret Bourke, Dean's Office-College of Medicine**  
**Brenda Perez, College of Health Professions-Dean's Office**  
**April Tyler, Nursing-9E-Neuro Step-Down**

Recipients of the Chancellor's Awards for Excellence in Classified Service  
are nominated by their peers and will be honored for their excellence at Fall  
Convocation on September 14, 2016.



**Daniel Johnson**  
**Downtown Campus**

Title: Supervisor

Department: Sterile Processing

**1. Please describe what you do and/or what you are responsible for.**

*I supervise central sterile functions in decontamination and sterile work areas. I ensure staff compliance with sterilization techniques, policies and procedures through the instrumentation processing, preparation, packaging and sterilization areas. I also serve as a liaison between Central Sterile department and perioperative areas, coordinating activities and resolving problems as they arise.*

**2. What is your favorite aspect of your job at Upstate? Why?**

*My favorite aspect of my job is having great support from my colleagues and my staff, allowing us to implement and uphold the best practices for patients. It is extremely fulfilling knowing that you help make a big difference in patient care every day.*

**3. Before working at Upstate, what was your most unusual or interesting job you've ever had?**

*Before working at upstate I made my living as a professional musician. It was adventurous and allowed me to travel and explore. I also managed an independent video store chain, serviced Lexus vehicles and made Mike Tyson a beef and cheddar while working at Arby's.*

**4. What kind of hobbies and interest do you have outside of work?**

*Outside of work I spend my time studying Sterile Processing. I am always thinking about process revisions, in-services and quality assurance improvements. I also like coffee, art, books, poetry, independent movies and underground music. I like a fresh set of challenges every day and every day I like to explore different paths.*

**5. What is your hidden talent?**

*My hidden talent is dancing. Or so I think I can dance!*

**Would you like to see your co-worker featured as an Upstate Face? E-mail Megan Chase.**



## **Beth Sellers**

### **Community Campus**

Title: Administrative Assistant to Dr. Bonnie Grossman

Department: Medical Administrative Services

#### **1. Please describe what you do and/or what you are responsible for.**

*My name is Beth Sellers; I am the Administrative Assistant to Dr. Bonnie Grossman, Associate Chief Medical Officer on the Community Campus. I provide support to Dr. Grossman in many different ways. We are here at Upstate to assist in making the hospital run smoothly, so if it is assisting a physician with a situation or picking up garbage that is disposed of improperly, we do it!*

*I also organize the Family Medical CME Grand Rounds on campus. I have also been assigned to handle a few “events” on the Community Campus as the Events Coordinator on site; ex: The American Heart Walk and Run for their Life – Baldwin Event to support Upstate.*

#### **2. What is your favorite aspect of your job at Upstate? Why?**

*I enjoy assisting and making a difference in someone’s day, it doesn’t matter how small or inconvenient it may seem—we are here to serve and pay it forward to others.*

*I enjoy meeting new Upstate co-workers every day! I find that working on the Community Campus is a close knit group of extraordinary people. There is not a day that goes by that I don’t hear how friendly people are and that we take time to assist others in their needs, whether it is giving directions to someone lost in the hallways or providing a friendly smile to someone in need.*

#### **3. Before working at Upstate, what was your most unusual or interesting job you’ve ever had?**

*Before coming to Upstate, I was employed for 23 years at Merrill Lynch. I basically grew up with Merrill Lynch, they were my first “family”. We went thru many personal times together, marriages, divorces, deaths and growing of our families’ with children and just the everyday trials of life. I am settling in at Upstate and am finding similar “comforts” in this next phase of my life. Friendships and co-workers are important to me; they can make or break your working relationship.*

#### **4. What kind of hobbies and interest do you have outside of work?**

*I enjoy the outdoors; the Spring/Summer and Fall months in Upstate New York are times to cherish since the Winters seem so long. The older you become the more the “everyday things” you cherish and hold dear to you. You can find me out riding my bike, walking at Onondaga Lake Parkway, hiking mountains/trails or at the nearest camping grounds enjoying “down time”.*

*Upstate is a wonderful place to work. Thank you all for what you do every day to make working here special.*

## Patients, Families and Colleagues Praise our Extraordinary Caregivers

Applause from a patient to **Rajiv Mangla, MD, Radiology**. Thank you Dr. Mangla for the excellent care I was given yesterday...the lumbar puncture wasn't nearly as bad as I feared...you helped me stay calm and confident!! You certainly are a talented radiologist and I am grateful you were my doctor...your staff are outstanding as well. Thank you so much.

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A note of thanks from a patient to **Jean Shook, NP, Psychiatry-Adult Clinic**. Over a number of years, Jean has been my therapist. She has been my source of inspiration in dealing with my mental health issues. Always calm and cool, she still has a sense of humor and is attuned to the changing times.

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Maureen Basil, OT, PM&R, thanks her co-worker on the TCU, **Annie Vliet, CC-Environmental Services**. I work at the Community Campus on the TCU and wanted to recognize one of our housekeeping staff. Her name is Annie Vliet. She went above and beyond for one of our TCU pts who is a new above knee amputee. Annie overheard my conversation with the patient about needing additional ace wraps for her residual limb, as it needs to be wrapped daily to prevent edema and begin to shape for a future prosthetic. Annie offered to take them home and sew them for the pt, which she did and brought them back the next day. She is great at her job and should be commended for this act of kindness and going above and beyond.

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A patient sends their thanks to **CC-Radiology RNs and Radiology-MRI**. Due to my extensive family history of breast cancer I have to undergo a yearly MRIs. The MRIs are never a lot of fun but yesterday while at the Community campus it was the best one I have ever had and it was due to **Travis DeBois, RN, Joseph Omura, RT(MR), and Kevin Walts, RT(MR)**. All three of them were so nice and genuine in their care. We even shared a few laughs together.

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Kudos from a patient to the staff on **10G**. I just want to say that I am still a patient in the hospital but the entire staff on 10G has been outstanding. As a person who spent 20+years in the customer service field your staff exceeds everything asked of them as well as caring for patients medical needs. I just want to thank them all on a job well done.

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**Upstate employees who were recognized by our patients, families and co-workers in our May Press Ganey, Non-Press Ganey, Recognize Staff Excellence AND Thank a Care Giver comments!**

***Community Campus***

**Electrocardiology**

Sara Davies, RN  
Cynthia Price, RDCS

**Emergency Department**

Leah Neider, RN

**Food & Nutrition**

Tammie Mack

**General Surgery Clinic**

Susan Smacher, RN  
Marguerite Walser, NP

**Golisano After Hours**

Danielle Demarest, RN  
Jill Hayward, RN

**Midwifery Clinic**

Melissa Cosser, RN  
Maryann Millar, MD

**Nursing Floats**

Katherine Peters, RN

**Nursing Support Pool**

Shaun Lamphear, RN

**PACU**

Marianne Dyer, RN  
Kasie Reese, RN

**Patient Testing Center**

Debra Gamba, RN  
Michelle Ranieri, RN

**Radiology**

Vickie Cottrell, RN

**Radiology RNs**

Travis Debois, RN  
Cintha Nichols, RN  
Marilyn Oconnor, RN



**Respiratory Therapy**

Cynthia Heap, RRT  
Pamela Stone, RRT

**Social Work**

Anthony Oshea, LCSW  
Janet Petrou, LCSW

**Surgery Center**

Carolyn Barbato, RN  
Linda Blair, RN  
Marianne Dyer, RN  
Marie Herrling, RN  
Lauren Kotlarz, MOA  
Sarah Lomber, RN  
Ellen Reed, RN  
Christine Walsh, RN

**Ultrasound**

Jenna Shepard, RDMS

**Upstate Sleep Center**

Lataveis Bryant, RRT  
Franklin Campbell, RRT  
Michael Dunne, RPSGT  
Katherine Kowalski, RRT  
Brent Ranger, RRT  
Francisca Swift, RRT  
Kristen Walker, RRT

**Wellspring Breast Center**

Denise Eilts, RT(M)

**2E**

Vanessa Garcia, RN  
Lynn Laible, RN  
Bobbie Miles, RN  
Marjorie Reif, RN  
Desalyn Thibado, RN

**2N**

Ashley Adams, RN  
Laura Borowski, RN  
Heather Cotter, RN  
Lacey Gemmell, RN  
Kimberly Herrick, RN  
Kathleen Riefler, RN

**3N**

Ashley Brown, RN

**4E**

Sue Hess, HCT

**4N**

Kristen Clifton, RN  
Derrisha Ogletree, HCT  
Margot Selover, RN  
Sandra Slonosky, RN

**5W**

Kelly Bergman  
Brian Frank, RN

Lindsey Haun, RN  
Katrina Karbowniczak, RN  
Lucia King, NSC  
Daniel Knickerbocker, RN  
Rosanne Mcconnell, LPN  
Barbara Mcginley, RN  
Sean Moore, RN  
Kevin Phoenix, RN  
Mary Prendergast, RN  
Dawn Smith, RN  
Kayson Smith, RN  
Talia Spruill, RN  
Jennifer Sylstra  
Kathleen Webber, RN  
Amanda Williams, RN



**6-Med/Surg**

Ashley Christman, RN  
Taia Jones, RN  
Fatou Tandian, RN

***Downtown Campus***

**Academic Affairs**

Lynn Cleary, MD

**Advanced Practice Services**

Shari Kelley, NP  
Nancy Mitchell, NP  
Melanie Pitts, NP

**Anesthesiology**

Jan Wong, MD

**AP1**

Lorraine Croston-Murray, RN

**Cardiac Rehab Program**

Denise Pudney, RN

**Center for Children Surgery**

Kimberly Dewan, RN  
Joanne Graham, RN  
Kimberly Phelps, RN  
Cynthia Praszchunus, RN

**Centralized Patient Transport**

DJ Carter

**Clinical Neurophysiology**

Steven Bolander  
Maria Catanzaro  
Catherine Disalto  
Coreen Perkins  
Carrie Stuper, MOA

Maria Trajcevski

### Dental Clinic

Annette Baker  
Gretchen Galvin, DDS  
Jennifer Lonnen, DDS

### ED-Adult

Ronald Loveday, HCT  
Tammy Recor, RN  
Stephanie Rennie, LPN

### ED-Pediatric

Todd Schuler, RN

### Emergency Medicine

Rebecca Blue, MD  
Neal Kinariwala, MD  
William Linsky, NP  
Peter Sadowitz, MD  
William Santiago, MD  
Mark Suchowiecki, PA  
Ross Sullivan, MD

### Environmental Services

Hyneter Oselmo

### Family Medicine-CNYOHCC

Michael Lax, MD

### Food & Nutrition

Victoria Dunn

### Gamma Knife

Gail Cali, RN  
Barbara Mcevers, RN  
Annette Sanders

### Geriatrics Medicine

Sharon Brangman, MD  
Christine Heagle Bahn, NP

### Hematology/Oncology

Ellen Scott, RN

### Hospital Administration

John McCabe, MD

### Hyperbaric Unit

Esther Shippee, MOA

### Ioslin Diabetes Center

Barbara Fuerstein, MD  
Barbara Mols Kowalczewski, MD



### Medicine

Andrea Berg, MD  
Luna Bhatta, MD  
Jeanne Bishop, MD  
Robert Carhart, MD  
Arbind Chaudhary, MBBS  
Deborah Cloonan, PA  
Timothy Creamer, MD  
Ruban Dhaliwal, MD  
Carolee Dornau, NP  
William Elliott, MD  
Vincent Frechette, MD  
Matthew Glidden, MD  
David Heisig, MD  
Barbara Krenzer, MD  
Sriram Narsipur, MD  
Hom Neupane, MD  
Christopher Norman, NP  
Dorothy Pan, MD  
Avneet Singh, MD  
Karthikeyan Sitaraman, MBBS  
Tamas Szombathy, MD  
Ibrahim Thabet, NP  
Ruth Weinstock, MD  
Jianghong Yu, MD

### Medicine-Amb Medicine

Carol Fitzgerald

### Neurology

Robert Beach, MD  
Deborah Bradshaw, MD  
Anuradha Duleep, MD  
Pamela Kirch, NP  
Margaret Randazzo, RN

### Neurosurgery

Grahame Gould, MD  
Satish Krishnamurthy, MD  
Craig Montgomery, MD

### NSS/HCT/LPN/UST/NSC

Misty Figueroa, HA

### NSS/ICU/SWAR GR18 FLOA

Andrew Jones, RN

### OB/GYN

Kathleen Dermady, CNM2  
Diane Folk, RN  
Mary Hartman, CNM2  
Robert Silverman, MD  
Alexandra Spadola, MD

### Ophthalmology

Samuel Alpert, MD  
Anthony Andrews, MD  
Robert Swan, MD

### Ophthalmology Amb Care

Margaret Blanford

### Orthopedic Surgery

Emil Azer, MD  
Brian Kistler, MD  
Patricia Lyman,  
Joseph Morabito, PA  
Kevin Setter, MD  
Robert Sherman, MD  
Richard Tallarico, MD  
Scott Van Valkenburg, MD

### Otolaryngology & Comm Sciences

Mark Marzouk, MD  
Jesse Ryan, MD  
Amar Suryadevara, MD  
Susan Yanik, MD

### Patient Access Services

Heather Merluzzi  
Carmella Viserto

### Pediatric Administration

Bonnie Miner, RN

### Pediatrics

John Andrade, MD  
Mirza Bb Beg, MD  
Christopher Fortner, MD  
Mary Foster, NP  
Khalia Grant, MD  
Lauren Lipeski, MD  
Heather Mullin, NP  
Jaclyn Sisskind, MD  
Zafer Soultan, MD

### Peds Specialty Center

Lori Grabowski, RN  
Margaret Love

### Perinatal Center

Cheryl Erway, HCT  
Jennifer Kohler, NP  
Robin Lazarski, RN  
Jody Scimone, RN  
Johanna Williams  
Kathleen Williams, RDMS



**Perioperative Services**

Carmella Mertz, RN

**Physical Plant-HVAC**

Ronald Doughty  
James Rose

**Physical Plant-Labor Crew**

Fettah Hirry  
Erik Pride

**Physical Med & Rehabilitation**

Xiaoli Dong, MD  
Christina Zaccarini, MD

**PM&R-Rehab Therapies**

Emily Brien, OT  
Karen Kemmis, PT  
Shannon Ligon, OT  
Katharine Sander, OT

**Preadmission Testing**

Lisa Donalds, RN

**Psychiatry**

James Demer, MD  
Terri King, MD  
Christine Leddy, MD  
Yakov Rubinchik, MD

**Psychiatry-Adult**

Jean Shook, NP

**Psychiatry-Clinical Psychology**

Adi Aviram

**Radiation Oncology-Cancer Ctr**

Brian Goodrich, RT(T)

**Radiology**

Ravi Adhikary, MD  
Amina Akhtar, MBBS  
Deborah Longley, MD  
Rajiv Mangla, MD  
Rebecca Swan, MD

**Radiology-Diagnostic**

Nancy Fish, RT(R)

**Radiology-Diagnostic**

**Ultrasound**

Rebecca Dederich, RDMS



**Radiology-RNs**

Cathleen Ross, RN  
Jill Stone, RN

**Surgical Specialties**

Rachel English

**Surgery Breast Clinic**

Patricia Brady, NP  
Carolyn Duca, NP

**Surgery-General**

Scott Albert, MD  
Jiri Bem, MD  
Eric Emberton, MD  
Vivian Gahtan, MD  
Amit Goyal, MD  
Ajay Jain, MD  
Taewan Kim, MD  
Matthew McDonald, DO  
William Merwin, MD  
Tammy Root, NP  
Dawn Scott-Topolewski, PA  
Howard Simon, MD  
Prashant Upadhyaya, MD  
Jason Wallen, MD

**UHCC-Neurology**

Holly Lewis, RN  
Linda Slater, RN

**University Public Safety**

Theresa Capozza

**Upstate Outpatient Surgery Ctr**

Andrea Cristoforetti, RN  
Lorrie Kot, RN  
Suzanne Kozikoski, RN

**Urology**

Kimberly Barres, RN  
Sarah Eanniello, NP  
Natasha Ginzburg, MD  
Dawn Gullotto  
Zahi Makhuli, MD  
Matthew Mason, MD  
Jessica Paonessa, MD  
Jonathan Riddell, MD  
Oleg Shapiro, MD

**Women's Imaging**

Joan Weiser, RT(M)



**4B**

Barbara Baranella, RN  
Tessie Bell, RN  
Laurel Bennett  
Brian Butler, RN  
Siobhan Christou, RN  
Alexander Eller, RN  
Candace Johnston  
Brian Kelley, RN  
Michele Lamb, RN  
Linda Martini, RN  
Penny Miguel, RN  
Nicole Mitchell, NSC  
Joan Ploth, RN  
Dawn Sayre, RN  
Corinne Scott, RN

**5B**

Silver Rosato, RN

**6A**

Michelle Ward, RN

**6B**

Sara Albert, RN  
Zeke Auburn, RN  
Mildred Beaudoin, HCT  
Matthew Byrd, HA  
Marijo Dimora, RN  
Lacie Eldred, RN  
Travis Mason, HCT  
Stacey Panuccio, RN  
Shelby Stevens, RN  
Blake Sydney, RN  
Julia Vang, RN

**6H**

Kristen Withrow, RN

**6I**

Michelle Archer, RN  
Anne Lenox, RN

**6K**

Erin Zinteck, HCT

**7A**

Joshua Bennett, RN  
Joshua Campbell, RN  
Andrea Claps, RN  
Michael Czerniak, RN  
Carmen Diaz, HCT  
Stephenie Estes, LPN  
Tameka Gamble, RN  
Melissa Hicks, RN

Sara Kneaskern, RN  
Andrea Preaster, HCT  
Christine Sen, RN  
Jacqueline Taylor, LPN

**8E**

Lindsey Bippus, RN  
Viktoriya Bosak, RN  
Nicole Chin, RN



**8F**

Andrea Brennan, RN  
Jordan Brouk, RN  
Todd Bryant, RN  
Elizabeth Clapper, RN  
Aundrea Clark, RN  
Susan Dean, RN  
Nicole Drummond-Jackson, RN  
Katheryn Dunn, RN  
Matthew Grover, RN  
Elizabeth Haddock, RN  
Alison Hoyer, SCA  
Paul Knierman, HCT  
Michael Koch, RN  
Julianne Lafrenz, RN  
Bryan Newcomb, RN  
Elizabeth Ninivaggi, RN  
John Palmieri, RN  
Daniel Pierson, RN  
Katie Pollock, RN  
Joseph Van Sickle, HCT

**8G**

Trisha Allen, RN  
Liliana Cibotaru, RN  
Sheree Dobson, HCT  
Brenda Larson, RN  
James Reid, SN

**9F**

Luke Dischiavi, RN  
Michael Opperman, RN  
Mary Shaben, RN  
Jennifer Sweet, RN

**9G**

Misty Files, HCT  
Joshua Picard, RN

**10E**

Nadiya Goletsas, RN  
Alla Granatur, RN  
Michelle Merrill, RN  
Michelle Mueller, RN

**10G**

Igor Melnichuk, RN  
Sarah Willer, RN

**12E**

Jessica Owen, RN  
Jolene Putney, RN

**12F**

Kara Donato, RN

