

NYC HEALTH + HOSPITALS/KINGS COUNTY HEROES



Kings County Heroes in photo taken before COVID-19 crisis. From left, Delissa Jones, Head RN; Joyleen Reed, Patient Care Associate; Fabiola Tony, Assistant Nursing Director; Melissa Lee, MD; Isabel Watson, Patient Care Associate; Jennifer Kim, Assistant Director; Amanda Harris, MD; Deomattie Singh-Bahadur, Senior Associate Director.

NURSE REDEPLOYED TO SUPPORT PATIENT SURGE

FABIOLA TONY, RN

ASSISTANT NURSING DIRECTOR
NYC HEALTH + HOSPITALS/KINGS COUNTY

My Role: I'm typically responsible for the adult primary clinics providing outpatient care to patients in Brooklyn. Now everything has changed. With the surge in patients, we needed more nurses in different areas, so our ambulatory care nurses were redeployed to the ER and inpatient care to help manage the tremendous surge.

Motivating Staff: The majority of nurses on my team haven't worked on the hospital side for a long time. As their leader, I needed to be there in the trenches with them, teaching them and showing them support. What matters right now is for me to give them the necessary tools - everything from the appropriate PPE to making sure they get breaks and eat - so they can take care of patients.

NYC HEALTH + HOSPITALS/KINGS COUNTY HEROES (continued)

How The Crisis Changed Me: I spend every day exposed to COVID-19. That's changed my life with my family. I don't want to expose my kids, so I've isolated myself at home. But, my kids understand and they're trying to be more appreciative of me, even though they know we can't have contact. When I leave my uniform downstairs in the basement, my oldest daughter, Tanya, 24, washes it and makes sure I have a clean uniform to go back to work.

Why I'm On The Front Lines: I just lost my good friend who was a nurse at another hospital, and my dad was just treated for COVID-19 at another hospital. He is ok and was discharged. The nurses cared greatly for my dad, now I feel that I need to be there to help other patients survive the horrific virus.

Managing Stress And Anxiety: I pray, and then I'll listen to music. I have a 12-year-old daughter, Kelly, and she keeps me entertained. Even though we can't hug, we can still stay half-a-room away, and we just laugh and spend time together.

BRAVERY IN THE TRENCHES

DR. MELISSA LEE

DIRECTOR OF ADULT PRIMARY CARE

My Role: My team was tasked with opening up a COVID-19 assessment and testing center - that's before we began to target testing for those more severely ill. We saw about 30 patients on the first day, and now, we are seeing close to 200 per day.

Impact Of Covid-19: Many of us believe that to be a good leader, you need to be on the front line, understand the work, do the work yourself and be in the trenches so that you can figure out workflows and find out what works best for your colleagues.

You never want to lead your team into a dangerous situation, but that's what this is. We try to be as safe as possible, but even if we do everything right, we

don't know what's going to happen. That's one of the hardest parts for us. This is the place where people who really care come to work, and that is apparent among the brave group of individuals I am working with. It makes me realize that I chose the right place to work.

Finding Joy: We've been calling employees at home that have called out sick. When you call them and they tell you that they're getting better, that's the most amazing thing to hear.

TESTING AND PROTECTING OUR STAFF

DEOMATTIE SINGH-BAHADUR

SENIOR ASSOCIATE DIRECTOR FOR AMBULATORY CARE

My Role: My day-to-day job right now is to manage the COVID-19 testing program where we're providing testing for our employees.

Why This Work Is Important: Testing our employees is important because we want everyone to take the necessary precautions to take care of themselves, and we also need to protect our patients. If we know employees have the virus - whether they have symptoms or not - we can follow the best practice guidelines and send them home at least for seven days, and then we monitor them over that time frame.

I'm passionate about making sure my staff are being supported. The teamwork shines no matter what. It's so important right now to be a team and work together to get through this.

Managing Stress: There is one thing I do before walking into my house. I stay in my car, turn it off and just take five minutes to myself - closing my eyes and reflecting on all of the things that happened and how lucky I am to provide this type of care.