

APRIL 7, 2020

HEALTH CARE HEROES

Our Health Care Heroes include a doctor who experienced a glimmer of hope at an assessment center, a Community Care nurse who is doing longer home visits to help patients cope, and three other brave health care workers whose jobs and lives have been transformed.

A GLIMMER OF HOPE

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My role: I run a 10-room alternative assessment site on the hospital campus adjacent to the Emergency Department (ED). There are about 12 people in our team including patient care associates, nurses, clinicians, and registration clerical associates.

This is where we determine if patients should be discharged home for self-isolation, scheduled for an appointment with a primary care clinician or admitted to the ED for further follow-up. We see about 65 people daily who have COVID-19 symptoms and transfer an average of 10 severely ill people to our ED.

Our engineering teams worked miracles to get the space running in less than 10 days to open and assist in the COVID-19 crisis.

Why I'm Fighting COVID-19: Currently, there is a lot of fear and concern in our communities. Our compassionate team members allay people's anxieties, address their fears, provide current evidence-based recommendations, and advanced hospital services for those triaged to require a higher level of care.

I'm a leader who makes every effort to serve and meet the team's needs. I always pay careful attention to their thoughts and recommendations. In return, I have to say, "Wow," to the dedication of our staff, and our patients love them for it.



Impact of COVID-19: Our team works to reduce the tremendous burden on our ED during this crisis by limiting the number of people being admitted so our emergency medicine team there can focus on the very ill patients. Last week, we had a glimmer of hope: a 34-year-old COVID-19 patient that I intubated last month walked out of the hospital fully recovered.

Managing Stress: I have two stress relievers: walking or biking and cooking. I take the MetroNorth from my Westchester home to 125th St. in Harlem and then the No. 6 train to 96th St. From there, I walk to Metropolitan.

I love cooking, so my nightly routine with my wife, Ardyce, is making exciting meals from an array of nations. I lived in Italy for a while so my natural inclination is to cook up a delicious bowl of pasta.

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