



FALL 2024

NYC
HEALTH+
HOSPITALS | NURSING

NURSING EXCELLENCE AWARDS

With Our Patients. For Our Patients



Welcome

to the

2024 Nursing

Excellence

Awards

Ceremony!

CONTENTS

4 | PROGRAM

5 | WELCOME REMARKS

8 | GREETINGS

9 | KEYNOTE SPEAKER

10 | PLANNING COMMITTEE

11 | OFFICE OF PATIENT CENTERED CARE

12 | EXCELLENCE IN CLINICAL NURSING AWARD WINNERS

14 | SYSTEM-WIDE NURSING EXCELLENCE AWARD WINNERS

15 | STRUCTURAL EMPOWERMENT AWARD WINNER

15 | DAISY FOUNDATION AWARD WINNERS

16 | WINNER PROFILES

53 | ALL AWARD NOMINEES

58 | JOSEPHINE BOLUS AWARD AND PREVIOUS WINNERS

61 | NEW JOSEPHINE BOLUS SHINING LIGHT AWARDS

62 | INTERNATIONAL PLEDGE FOR NURSES

2024 NURSING EXCELLENCE AWARDS PROGRAM

WELCOME REMARKS

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive
Co-Chair, Equity and Access Council
NYC Health + Hospitals

GREETINGS

Mitchell Katz, MD
President and Chief Executive Officer
NYC Health + Hospitals

INTRODUCTION OF THE KEYNOTE SPEAKER

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive,
Co-Chair, Equity and Access Council
NYC Health + Hospitals

KEYNOTE SPEAKER

Sharon Pappas, PhD, RN, NEA-BC, FAAN
Chief Nurse Executive,
Emory Healthcare and the Woodruff Health Science
Centers

PRESENTATION OF THE EXCELLENCE IN CLINICAL NURSING AWARDS

Albert Belaro, DNP, MA, RN
Senior Director, Professional Practice and Education
NYC Health + Hospitals

PRESENTATION OF THE SYSTEM WIDE EXCELLENCE IN NURSING LEADERSHIP AWARD

Tiffany Johnson-James, MBA, MHA, MSN, RN, C-EFM
Associate Director of Nursing
NYC Health + Hospitals

PRESENTATION OF THE SYSTEM WIDE EXCELLENCE IN EDUCATION AND MENTORSHIP AWARD

Seon Lewis-Holman, DNP, MSN, RN, NEA-BC, NPD-BC, ACNS-BC
Senior Director, Nursing Education
NYC Health + Hospitals

PRESENTATION OF THE SYSTEM WIDE EXCELLENCE IN HOME, COMMUNITY, OR AMBULATORY AWARD

Kendra Stewart, MSW, BSN, RN, CCM
Director of Nursing, Case Management
NYC Health + Hospitals

PRESENTATION OF THE SYSTEM WIDE EXCELLENCE IN TECHNOLOGY AND INNOVATION AWARD

Devika Persaud-Singh, MSN, RN
Assistant Director, Nursing Informatics
NYC Health + Hospitals

PRESENTATION OF THE SYSTEM WIDE EXCELLENCE IN VOLUNTEERISM AND SERVICE AWARD

David Conner, MA, RN
Senior Director, Nursing Quality
NYC Health + Hospitals

PRESENTATION OF THE STRUCTURAL EMPOWERMENT AWARD

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive,
Co-Chair, Equity and Access Council
NYC Health + Hospitals

PRESENTATION OF THE DAISY FOUNDATION AWARDS FOR NURSES ADVANCING HEALTH EQUITY

Roxanne Reid, DNP, MSN-Ed, RN
Director, Nursing Administration
NYC Health + Hospitals

INTRODUCTION OF THE JOSEPHINE BOLUS NURSING CHAMPION AWARD

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive
Co-Chair, Equity and Access Council
NYC Health + Hospitals

PRESENTATION OF THE JOSEPHINE BOLUS NURSING CHAMPION AWARD

Michael H. Bolus, MSN, MS-Ed., BSN, BS, NP
Son of Mrs. Josephine Bolus

ACCEPTANCE OF THE JOSEPHINE BOLUS NURSING CHAMPION AWARD

Sharon Pappas, PhD, RN, NEA-BC, FAAN
Chief Nurse Executive,
Emory Healthcare and the Woodruff Health Science
Centers

PRESENTATION OF THE JOSEPHINE BOLUS SHINING LIGHT AWARD

Michael H. Bolus, MSN, MS-Ed., BSN, BS, NP
Son of Mrs. Josephine Bolus

CLOSING REMARKS

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive
Co-Chair, Equity and Access Council
NYC Health + Hospitals

WELCOME TO THE 2024 NURSING EXCELLENCE AWARDS



Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN

Senior Vice President and
Chief Nursing Executive
Co-Chair, Equity and
Access Council
NYC Health + Hospitals

Welcome and thank you for joining me for New York City Health + Hospital's 2024 Nursing Excellence Awards, the system's highest honors recognizing our nurses for providing exceptional patient care.

The Nursing Excellence Awards are presented each year to celebrate the dedication, caring and compassion of the 9,600 nurses that serve more than 1.4 million New Yorkers annually through our network of more than 70 patient care locations across the city's five boroughs, including 11 essential hospitals, five post-acute care centers, Correctional Health Services at all New York City jails, Gotham Health community care centers and Community Care, providing comprehensive care management and social support services in patients' homes and communities.

The annual Nursing Excellence Awards embody our organization's guiding principles of always keeping patients first while pursuing excellence in the clinical, educational, leadership and service aspects of the nursing profession. The nurses recognized each year demonstrate a commitment to providing the best possible care experience for every patient, every time.

This year's Nursing Excellence Awards recognize the "best and brightest" among our many energetic and enthusiastic nurses. This annual event provides us all with an opportunity to acknowledge the hard work of our frontline nurses, many of whom go above and beyond in the course of their day-to-day nursing practice.

Each year leadership is challenged to review the nominations and select the honorees from among the many deserving and qualified candidates. However, this year the evaluation procedure was even more difficult because we received an amazing 624 nominations, representing the highest number of nurses ever recognized by their leadership and peers.

The fact that we received a record-breaking number of nominations this year is emblematic of the years-long, sustained and substantive pursuit of nursing excellence among each and every one of our facilities across the system. Our nurses and leadership are actively engaged in ongoing efforts to enhance quality, safety and the patient experience while at the same time, creating healthy work environments where nurses feel empowered and valued.

The past year has been marked by some momentous milestones representing our commitment to creating a transformative culture of excellence here at NYC Health + Hospitals. Our efforts are being recognized internationally by many prestigious organizations, including the American Association of Critical-Care Nurses (AACN), which has presented an incredible 19 units across our system with the renowned Beacon Award for Excellence, a major acknowledgement of our excellent unit caregivers who successfully improve patient outcomes and align practices with AACN's six Healthy Work Environment Standards.

Additionally, in just over a year, three of our hospitals have received the prestigious Pathway to Excellence designation from the American Nurses Credentialing Center. NYC Health + Hospitals/Kings County, NYC Health + Hospitals/South Brooklyn Health and NYC Health + Hospitals/Queens all have joined a premier group of just 206 healthcare organizations worldwide that have received this globally-recognized credential of nursing distinction from the ANCC.

WELCOME TO THE 2024 NURSING EXCELLENCE AWARDS

Our NYC Care Delivery Model – also known as CD² – provides a structured way for our nursing staff to excel and thereby improve not just patient care but patient experience and staff experience. CD² is centered on quality, patient experience and safety for all parties involved in the continuum of care, ranging from external stakeholders, including the patients themselves, their families and community leaders; and encompassing internal collaborators ranging from front-line staff all the way to C-suite executives. These three components are embedded in all nursing practice at the bedside to improve patient outcomes and to ensure health equity across our communities.

Our CD² framework also embeds the principles of diversity and cultural competence into daily patient care, encouraging nurses to identify and implement creative approaches to addressing the social determinants of health. Our system’s mission, vision and values form the foundation of our public health nursing practice and epitomize the essence of compassionate, patient-centered care.

These achievements – and many more to come – prove that It truly is a thrilling time to be working as a nurse at NYC Health + Hospitals, and this year’s Nursing Excellence Awards celebrate those nurses who represent the pinnacle of our performance.

We have selected 35 individual honorees, representing each of our facilities and clinical services, including acute care, post-acute care, Correctional Health, Gotham Health and Community Care, all of whom demonstrated excellence in one specific area: 25 nurses are receiving Excellence in Clinical Nursing Awards. We also are presenting five nurses with system-level awards: Excellence in Education and Mentorship; Excellence in Home, Community, or Ambulatory Care; Excellence in Nursing Leadership; Excellence in Technology and Innovation; and Excellence in Volunteerism and Service.

An important component of our commitment to social and racial equity is our ongoing partnership with the DAISY Foundation: five of the nurses we honor this year are receiving the DAISY Award for Nurses Advancing Health Equity. NYC Health + Hospitals was the first healthcare system to present the DAISY Award for Nurses Advancing Health Equity in 2021, and we continue to work with the Foundation to honor nurses whose work advances health equity, mitigating health disparities that are caused by social determinants of health.

We also are pleased to continue to celebrate the success of specific facilities, continuing with the fifth year of our “Structural Empowerment Award, which recognizes a single facility within the greater NYC Health + Hospitals system that has demonstrated a commitment to achieving higher performance levels, including promoting, encouraging and supporting infrastructure creation leading to sustained and substantiated increases in certification rates. This year’s Structural Empowerment Award acknowledges a repeating recipient, NYC Health + Hospitals/Queens, which also received the Structural Empowerment Award in 2020.

We are extremely proud and pleased to announce that our system’s paramount honor, the “Josephine Bolus Nursing Champion Award,” will be presented to our distinguished keynote speaker, Dr. Sharon Pappas, PhD, RN, NEA-BC, FAAN, Chief Nurse Executive for Emory Healthcare, Dr. Pappas is a member of the senior leadership teams for Emory Healthcare and the Woodruff Health Science Center, where she is responsible for nursing practice across Emory's hospitals and ambulatory care. She also serves as a faculty member for the Nell Hodgson Woodruff School of Nursing. A respected nurse leader and educator, Dr. Pappas is

WELCOME TO THE 2024 NURSING EXCELLENCE AWARDS

a Fellow in the American Academy of Nursing where she is past chair of the Expert Panel on Building Health System Excellence.

It is a genuine honor to salute Dr. Pappas and the recipients of the 2024 Nursing Excellence Awards, which recognize our nurses for their efforts to continuously improve our processes, enhance safety, and provide ever-increasing levels of quality health care to our patients, families and communities.

Please join me in extending sincere thanks and congratulations to all of our award recipients for their singular achievements!

With Warmest Regards,

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President
Chief Nursing Executive

GREETINGS FROM PRESIDENT AND CEO



Mitchell Katz, MD
President and Chief
Executive Officer
NYC Health + Hospitals

Congratulations to the 35 extraordinary nurses and to the facility receiving recognition at today's annual celebration of Nursing Excellence. Every day our nurses go above and beyond to deliver high quality care to patients, and to make our public health care system a place where every New Yorker, without exceptions, can seek care.

The 35 nurses we are celebrating today were all nominated by their peers for outstanding work at their facilities. It is their diligent, attentive and expert clinical care at the bedside, coupled with the myriad other duties required today for the complex care of patients, that has earned them this recognition.

Our nursing team has grown over the last two years ago. Under the leadership of Dr. Natalia Cineas and her team, we have hired hundreds of new nurses who believe in the mission and values of NYC Health + Hospitals. We have invested in professional development and supported

advanced nursing degrees so that our nurses are empowered to make decisions are equal partners of patient care teams.

This expertise contributes to the national recognition and awards we continue to earn, because every day we are actively advancing the quality of nursing care at all of our facilities and elevating the role of nursing in a public health system. Our 35 Nursing Excellence honorees embody this evolution in nursing care.

We are also recognizing NYC Health + Hospitals/Queens with the Structural Empowerment award for its steadfast commitment to nursing excellence. NYC Health + Hospitals/Queens fosters a strong network of support programs, including shared governance, quality improvement, peer review, evidence-based practice, teamwork, nursing research, mentorship, clinical ladder participation, and community engagement. By championing professional nursing practice and actively encouraging staff participation in conferences, events, and regular recognition, the facility nurtures a culture of ongoing improvement and a strong commitment to quality at every level. Furthermore, NYC Health + Hospitals/Queens consistently demonstrates exceptional performance through ongoing infrastructure development and steady growth in certification rates.

Nurses are the heart of all of our facilities, but they can't manage patient care alone. It takes a team effort to provide the high-quality care that our patients deserve. NYC Health + Hospitals/Queens ensures that this happens every day and we are grateful for their outstanding work.

I'm so proud to recognize these 35 nurses and all our nurses, who make NYC Health + Hospitals a lifeline and the key to accessible health care for our patients and our communities.

Congratulations to all of you.

SHARON PAPPAS, RN, PhD, NEA-BC, FAAN
KEYNOTE SPEAKER &
2024 JOSEPHINE BOLUS NURSING CHAMPION



**Sharon Pappas, PhD, RN,
NEA-BC, FAAN**

Chief Nurse Executive,
Emory Healthcare and the
Woodruff Health Science
Centers

Nationally-recognized nurse leader Dr. Sharon Pappas is the 2024 recipient of the esteemed *Josephine Bolus Nursing Champion Award*, the highest honor presented by New York City Health + Hospitals as part of our annual Nursing Excellence Awards.

Currently serving as Chief Nurse Executive for Emory Healthcare, Dr. Pappas is a member of the senior leadership teams for Emory Healthcare and the Woodruff Health Science Center, where she is responsible for nursing practice across Emory's hospitals and ambulatory care. She also serves as a faculty member for the Nell Hodgson Woodruff School of Nursing.

With five Emory Healthcare organizations designated as Magnet® by the American Nurses Credentialing Center (ANCC), she works to establish this same nursing excellence as a distinctive competency throughout Emory Healthcare.

She is a member of Sigma Theta Tau International, the American Nurses Association, and the American Organization for Nursing Leadership where she served as a Board member and currently represents AONL on the Commission on Magnet® for the ANCC. Dr. Pappas was honored as the recipient of the 2023 AONL Lifetime Achievement Award.

Dr. Pappas is a Fellow in the American Academy of Nursing where she is past chair of the Expert Panel on Building Health System Excellence. She served on the National Academy of Science, Engineering, & Medicine Committee on Systems Approaches to Improve Patient Care by Supporting Clinician Well-being.

A distinguished thought-leader and educator, Dr. Pappas has authored numerous articles for peer-reviewed journals and done many conference presentations throughout her career focusing on the role nurses and the nursing environment play in patient safety and healthcare costs.

Dr. Pappas completed her PhD at the University of Colorado, Denver College of Nursing with research focus on clinical and financial outcomes that are sensitive to nursing practice. She holds a Master of Science in Nursing Administration from Georgia College, School of Nursing and a Bachelor of Science in nursing, from the School of Nursing, Medical College of Georgia.

Dr. Pappas is married to Greg Pappas and has two daughters, Kristen and Ruth.

PLANNING COMMITTEE

EXECUTIVE SPONSORS:

Natalia Cineas, DNP, MSM-N, MBA, RN, NEA-BC, FAAN, FADLN
Senior Vice President and Chief Nursing Executive

Annie George, PhD, RN, NEA-BC, NPD-BC, CCRN-K
Senior Director of Nursing Excellence/Research

PLANNING COMMITTEE:

Mahathi Nagarur, MHA
Senior Project Manager

Kanish Patel, MPA
Director, Operations

Zenja Santos
Assistant Director

Crystal Andrews, MBA
Executive Secretary

Donna Boyle Schwartz, MSJ, BSJ
Assistant Director, Marketing

CHIEF NURSING OFFICERS:

Nancy Arias, BSN, RN
NYC Health + Hospitals/Correctional Health

Lillian Diaz, DHA, RN, NEA-BC
NYC Health + Hospitals/Lincoln

Suzanne Pennacchio, MSN, RN
NYC Health + Hospitals/Jacobi

Neena Philip, DHA, RN, FACHE, CENP, CCRN-K
NYC Health + Hospitals/North Central Bronx

Christopher Wilson, MSN, RN, CNML, CENP, NEA-BC
NYC Health + Hospitals/Metropolitan

Abbi-Gail Baboolal, DNP, FNP, MSN
NYC Health + Hospitals/Queens

OFFICE OF PATIENT CENTERED CARE (OPCC)

Abdulrahman Balubaid, MBA
Project Assistant

Albert Belaro, DNP, MA, RN
Senior Director, Professional
Practice/Education

Arlande Blanchard, MSN, MPA, FNP-BC
Assistant Director, Nursing Quality & Safe
Patient Handling

**Kimberly Campbell-Taylor, MSN-Ed, RN,
CHSE**
Director, Nursing Simulation

Crystal Carter
Executive Secretary

Marie Yves Casimir, BSN, MBA, MSN-L
Assistant Director Nursing

Tiffany Chunasamy, BS
Senior Project Manager

David Conner, MA, RN
Senior Director, Nursing Quality

Michael Flanagan
Associate Director, Nursing

Dianne Gonzales, MSBML
Assistant Director

Terri-Ann Grant, MSN, MBA, RN, CNL
Director, Nursing

Lauren Grieco, MHA
Senior Project Manager

Indira Hartman
Coordinating Manager

Gail Haynes, RN, NE-BC
Senior Director, Nursing

**Tiffany Johnson-James, MBA, MHA,
MSN, RN, C-EFM**
Associate Director, OB Safety

Kimberly Keller, BA
Director, Operations

Martha Laureano
Assistant Director, Nursing

**Seon Lewis-Holman, DNP, MSN, RN, NEA-
BC, NPD-BC, ACNS-BC**
Senior Director, Nursing Education

Rose Lopcean
Director, Fiscal Affairs

Robert Moreno, BSN, RN
Associate Director, Nursing Finance

Grace Nathans, BSN, RN
Associate Director, Nursing

**Opeyemi Ogunwomoju, BSN, RN, CCRN,
CPPS**
Associate Director, Nursing
Excellence/Research

Art Oswald, BS, MS
Assistant Director, Nursing

Devika Persaud-Singh, MSN, RN
Assistant Director, Nursing Informatics

Emily Pinter, MSN-Ed, RN, CPHON
Associate Director, Nursing Education

Roxanne Reid, DNP, MSN-Ed, RN
Director, Nursing Education

Geeta Shah, MSW, PMP
Senior Executive Secretary

Carla Sison, MBA
Director, Operations

Kendra Stewart, MSW, BSN, RN, CCM
Director of Nursing, Case Management

Ryan Tebo, MSN, RN, CNS, OCN
Director, Nursing Practice and Innovation

Leenoe Varghese, MBA, PSM
Assistant Director

Aleksandra Zlateva, MS
Director, Fiscal Affairs

2024 NURSING EXCELLENCE AWARD WINNERS

EXCELLENCE IN CLINICAL NURSING AWARDS

Gacelyne Etienne (Camulaire), BSN, RN

NYC Health + Hospitals/Bellevue
Staff Nurse, Labor and Delivery

Donald Taghap, BSN, RN

NYC Health + Hospitals/PAC, Carter
Staff Nurse, Wound Care

Shaarnette Young, BSN, RN

NYC Health + Hospitals/PAC, Coler
Staff Nurse, Post Acute Care

Amy Lo, BSN, RN

NYC Health + Hospitals/Community Care
Staff Nurse, Home Health

Kerrin Monique Nelson, MSN, RN, APRN, PMHMP-BC

NYC Health + Hospitals/Correctional Health Service
Staff Nurse, Behavioral Health

Naftaly Henriquez Polanco, BSN, RN, AMB-BC

NYC Health + Hospitals/Elmhurst
Staff Nurse, Ambulatory Care

Zitlali Gutierrez, RN

NYC Health + Hospitals/Gotham Health, Belvis
Staff Nurse, Obstetrics and Gynecology

Nadege Anglade, BSN, RN

NYC Health + Hospitals/Gotham Health, Corona
Staff Nurse, Ambulatory Surgery

Anaya Previlor, BSN, RN

NYC Health + Hospitals/Gotham Health, Cumberland
Nurse Supervisor

Angella Whyte, RN, MSN/Ed

NYC Health + Hospitals/Gotham Health, East New York
Nurse Educator

2024 NURSING EXCELLENCE AWARD WINNERS

EXCELLENCE IN CLINICAL NURSING AWARDS

Flor Vega Mendoza, BSN, RN

NYC Health + Hospitals/Gotham Health, Gouverneur
Staff Nurse, Obstetrics and Gynecology

Eunyoung Oh, BSN, RN

NYC Health + Hospitals/Gotham Health, Morrisania
Head Nurse, Pediatrics

Neha Sharma, MSN, RN

NYC Health + Hospitals/PAC, Gouverneur
Staff Nurse, Sub-Acute

Yudith Mahon, RN, C-EFM

NYC Health + Hospitals/Harlem
Staff Nurse, Labor and Delivery

Jennifer A. Lucas, BSN, RN

NYC Health + Hospitals/Jacobi
Staff Nurse, Critical Care

Melissa M. Museau, RN, MEDSURG-BC, CCRN

NYC Health + Hospitals/Kings County
Staff Nurse, Medical Intensive Care Unit

John Castaneda, BSN, RN

NYC Health + Hospitals/Lincoln
Staff Nurse, Operating Room

Rhoda David, BSN, RN

NYC Health + Hospitals/PAC, McKinney
Charge Nurse, Post Acute Care

Madeline Rivera, RN, MS

NYC Health + Hospitals/MetroPlus Health
Senior Director, Integrated Care Management

Linnda Archille, MSN, RN, RN-C

NYC Health + Hospitals/Metropolitan
Staff Nurse, Ambulatory

2024 NURSING EXCELLENCE AWARD WINNERS

EXCELLENCE IN CLINICAL NURSING AWARDS

Jennifer Brown, MS, BSN, RN, PMH-BC
NYC Health + Hospitals/North Central Bronx
Staff Nurse, Behavioral Health

Dianne Persaud, BSN, RN
NYC Health + Hospitals/Queens
Nurse Supervisor, Medical/Surgical

Angelica C. Santos, BSN, RN
NYC Health + Hospitals/PAC, Seaview
Head Nurse, Geriatric Long Term Care

Anastasiya Rothstein-Leonova, BSN, RN
NYC Health + Hospitals/South Brooklyn Health
Staff Nurse, Medical/Surgical

Gloria Cottoy, BSN, RN
NYC Health + Hospitals/Woodhull
Staff Nurse, Adult Outpatient Behavioral Health

SYSTEM WIDE NURSING AWARDS

Teresa Pedretti-Ramos, RN, BSN, MSL, CNOR
NYC Health + Hospitals/Elmhurst
Director, Nursing
Excellence in Nursing Leadership

Caroline Helen Araullo, MSN-NE, RN, NEA-BC, NPD-BC
NYC Health + Hospitals/PAC, Carter
Nurse Educator
Excellence in Education and Mentorship

Jaslyn Reyes, BSN, RN, AMB-BC
NYC Health + Hospitals/Metropolitan
Head Nurse, Pediatric Ambulatory
Excellence in Home, Community, or Ambulatory

2024 NURSING EXCELLENCE AWARD WINNERS

SYSTEM WIDE NURSING AWARDS

Rachel Jacob, MS, RN, CCRN, NEA-BC, NI-BC

NYC Health + Hospitals/Queens

Director, Patient Care Systems

Excellence in Technology and Innovation

McKenna Duffy, MSN, RN, CPEN

NYC Health + Hospitals/Bellevue

Staff Nurse, Pediatric Emergency Services

Excellence in Volunteerism and Service

STRUCTURAL EMPOWERMENT AWARD

NYC Health + Hospitals/Queens

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY

Mayra Sucupira de Oliveria, BSN, RN

NYC Health+ Hospitals/Bellevue

Staff Nurse, Pediatric Emergency Department

Ivette Candelaria, BSN, RN

NYC Health + Hospitals/Community Care

Accountable Care Manager, Community Care

Enola A. James, BSN, RN

NYC Health + Hospitals/Correctional Health

Staff Nurse, KEEP Program

Lily Ashun, BSN, RN

NYC Health+ Hospitals/Gotham Health, Belvis

Staff Nurse, Ambulatory, Obstetrics and Gynecology

Jacqueline Leach, BSN, RN

NYC Health+ Hospitals/PAC, McKinney

Staff Nurse, Post Acute Care-Long Term Care

EXCELLENCE IN CLINICAL NURSING AWARD



Gacelyne Etienne
(Camulaire), BSN, RN
NYC H+H/Bellevue
Staff Nurse, Labor and
Delivery

“Some of the best moments in my career have been mentoring new nurses.”

Working at NYC Health + Hospitals/Bellevue for the entirety of her 35-year career has given Gacelyne Etienne a unique perspective on the nursing profession, one that she is proud to share.

“I have been very fortunate to have worked 35 years at Bellevue Hospital alongside some of the finest nurses in the profession,” she declares. “Nursing has evolved so much in the past 35 years. I have acquired a wealth of knowledge in patient care, technology, protocols.”

Etienne says she enjoys sharing that knowledge with new nurses. “I always feel proud and happy to be able to pass on what I have learned and experienced throughout the years,” she notes. “Some of my finest moments are when my preceptees would thank me for sharing my knowledge with them and for encouraging them to stick with nursing, and when I see them becoming ADNs, NPs, it shows me that my time was meaningful.”

A proud Haitian immigrant, Etienne was inspired to become a nurse by her father. “He used to always tell me choose a profession that allows you to give back to others, you will find great joy in it,” she recalls. “In my country healthcare is essential, and I grew up knowing the importance and necessity of having good nursing care. When my dad told me to find joy in giving back, nursing stood out to me. I haven’t regretted that decision.”

Etienne takes a “holistic” approach to patient care. “I consider physical, emotional and social factors that impact their health and well-being,” she explains. “I treat my patients the way I would like to be treated, with respect, compassion with sensitivity to their cultural difference, beliefs and practices. I am always honest with them. I keep them informed of the plans, I get them and their relatives involved in the care. At the end of my shift, I want my patient to feel that they mattered to me. I want them to feel that they were my priority.”

Etienne prizes the ICARE value of “Compassion” in her nursing practice, stating that she feels “deep awareness of and sympathy for the suffering of others, coupled with a desire to alleviate that suffering. It involves both emotional understanding and a willingness to take action to help, reflecting kindness, empathy and a genuine concern for the well-being of others.

“I am a great nurse because I am compassionate; I am able to cope with the stresses of my job and maintain a positive attitude,” she continues. “I am able to collaborate with other healthcare professionals to provide comprehensive care. I can easily adapt to varying situations and changing environment to provide proper care for my patients. I am able to communicate effectively with my patients, their families and other healthcare professionals.”

Treating patients with kindness and empathy is vital, Etienne says, noting one example of a French-speaking African mother who came to Bellevue from a shelter with her six-year-old son. “She had to be admitted because she went into labor,” Etienne recalls. “The six-year boy couldn’t stay on the unit. Separating her from that boy was very painful for me. I did everything in my power to explain to both of them what was happening, I wrote the mother’s cell phone number for the boy to keep in his pocket so he would be able to communicate with his mom at all times. I wrote the phone number of where the boy was going to be in the chart and also gave it to the mom so she could reach out to him as well. I made sure the incoming shift understood the situation. I made sure the boy was fed before leaving the unit and tried to alleviate any fear he might have. I also had to reassure the mom of the well-being of the son while she was in labor.”

Looking forward, Etienne feels there are many positive developments taking place within NYC Health + Hospitals. “I am pleased to see changes like the Nurse Residency Program targeting retention of nurses; the newly implemented CD2 management system; and the Nurse Builders program motivating our nurses to be certified in their field of interest,” she comments.

“As populations age and healthcare needs grow, the demand for nurses will rise, particularly in geriatric and chronic disease management,” she adds. “Advances in telehealth and electronic health records will change how nurses deliver care and manage patient information. There will be a greater emphasis on mental health care with nurses playing a key role in supporting patients’ psychological well-being. As diversity grows, nurses will need to be adept in culturally competent care addressing the unique needs of various populations.”

EXCELLENCE IN CLINICAL NURSING AWARD



“True fulfillment comes from the ability to alleviate pain and suffering, making a meaningful difference on the lives of others.”

Donald Taghap first became acquainted with the value of nursing through his family and friends, and has now become a strong advocate for the profession and the daily pursuit of nursing excellence.

Taghap has spent his entire 17-year career with NYC Health + Hospitals, where he wholeheartedly embraces the ICARE values. “ICARE embodies the fundamental principles of compassionate care,” he asserts. “By recognizing, understanding, and empathizing with my patients, I can create an environment that fosters positive outcomes. This compassionate approach not only enhances the healing process for patients but also provides reassurance to their families, knowing that their loved ones are in caring hands. By actively listening and responding to their needs, I aim to build trust and confidence, ensuring that both patients and their families feel supported throughout their healthcare journey.”

Donald Taghap, BSN, RN
NYC H+H/PAC, Carter
Staff Nurse, Wound Care

“Integrating the new ICARE with Kindness initiative into my nursing practice as a wound care nurse involves prioritizing compassionate communication and emotional support,” he continues. “For example, during wound assessment and wound dressing changes, I not only focus on the procedural aspect of care but also take the time to engage with my patients and their families. I ask about their feelings regarding the healing

process and listen to any concerns they may have. Pain-free dressing change is the goal. This approach allows me to provide comfort and help to alleviate anxiety; this can significantly enhance their overall experiences.”

Nominators agree that Taghap promotes teamwork, collaboration and embodies the system’s ICARE values. “Mr. Taghap exemplifies the ICARE with Kindness values and demonstrates nursing excellence in promoting quality patient care,” comments one nominator. “He is honest and transparent with patients, families and colleagues. He provides clear and complete information about treatment plans, ensuring that patients and their families are fully informed and can make educated decisions about their care. He consistently shows empathy towards his patients, taking time to listen to their families’ concerns and fears. He makes them feel valued and understood.”

Another nominator pointed out that, as a male nurse in a predominantly female profession, Taghap faces unique challenges, but notes that he also delivers diverse perspectives and skills. “He is dedicated, compassionate, and has strong commitment to providing excellent patient care,” the nominator reports. “Mr. Taghap is a dedicated nurse who consistently demonstrates a readiness to volunteer when new skills, procedures, and products are introduced. His attention to detail, compassion, and empathy not only enhance his efficiency but also foster collaboration among team members. By taking on the challenging role of the admitting wound care nurse, he ensures that all wound sites and their etiologies are accurately identified, which is vital for developing effective treatment. His commitment to patient-centered care exemplifies the qualities of an effective professional.”

Facilitating interpersonal collaboration and change is another one of Taghap’s strengths. “He encourages the team members to understand and support one another, enhancing collaboration and creating a more cohesive work environment,” comments one nominator. “He instills a sense of responsibility among team members by setting clear expectations and holding everyone accountable for their contributions, promoting a culture where everyone actively participates. He emphasizes the importance of valuing diverse opinions and backgrounds, creating an inclusive environment where everyone feels respected and heard, which enhances collaboration.”

Taghap says he strives to foster trust and understanding among patients, families and colleagues. “In my current role as a member of the wound care team, I prioritize providing clear and comprehensive information about treatment plans while closely monitoring the progress of patients’ wounds. My goal is to ensure that patients and their families are fully informed enabling them to make educated decisions about their care. I strive to create a comfortable environment, where patients feel supported and empowered throughout their healing journey.”

“With an open mind and a compassionate heart, I show empathy towards my patients by taking time to listen to their concerns and fears as well as those of their families,” he adds. “his approach helps me create an environment where they feel valued and understood, fostering trust and comfort during their care journey.”

Taghap predicts technological tools will become increasingly important in the future of nursing. “The merging of technology and the human touch in healthcare delivery is essential for enhancing patient care,” he forecasts. “By integrating advanced technologies with compassionate, individualized attention, I aim to provide high-quality professional care that addresses both the physical and emotional needs of patients. This approach not only empowers efficiency and accuracy in treatment but also fosters meaningful connections between healthcare providers and patients, ensuring that each patient feels heard, valued and cared for throughout their healing journey.”

EXCELLENCE IN CLINICAL NURSING AWARD



Shaarnette Young, BSN, RN
NYC H+H/PAC, Coler
Staff Nurse

“Keeping ICARE values in mind, I make sure my residents and families are satisfied with the care of their loved ones.”

Shaarnette Young prizes person-centered care and effective communications skills, and brings these qualities to the forefront working in the memory care unit at NYC Health + Hospitals/Coler.

“I am empathetic, compassionate, motivated, communicative, flexible, supportive, goal-oriented and assertive,” Young says of her nursing practice, noting that she is dedicated to her work with dementia patients in the memory care unit.

Young says she was inspired to become a nurse by a desire to help others and make a positive impact on their lives. “The most rewarding thing about being a nurse is the numerous career paths that are available within the profession,” she comments, adding, “I have been blessed to work in the memory care unit. Working with this vulnerable population has given me many memorable and amazing heartfelt moments.”

“I would love to see more nurses seeking to work in the memory care unit with dementia residents,” Young adds, noting, “There is a big gap” and a need for nurses to work with this fragile population.

Young has spent her entire 17-year nursing career with NYC Health + Hospitals, and involves all of the system’s ICARE values in her approach to nursing, although she points to “Integrity” and “Compassion” as the two values that resonate most strongly in her day-to-day activities.

Nominators praise Young as someone who always goes “above and beyond” to help patients and their families. “Ms. Young comes into work each and every day with a strong sense of purpose,” declares one nominator. “She is a very dedicated nurse and a strong and meaningful ambassador to her patients.”

One nominator points to Young’s work helping sometimes-combative dementia patients with daily activities, including bathing and eating. “Ms. Young is always going the extra mile; she is completely hands on, not just administering medication but also patient care with no questions asked,” the nominator explains. “She is an amazing nurse. I would be very comfortable to have her as my nurse if I needed that kind of care. I am very proud and privileged to work with this amazing person; it is truly an honor to nominate her.”

Another nominator comments, “Ms. Young promotes teamwork with ease due to her strong work ethic and great personality – one cannot help but want to be on and a part of her team. She is never too exhausted or busy to give a helping hand to her head nurse, fellow nurses, certified nursing assistants, dietary or housekeeping staff. Ms. Shaarnette Young wears many hats; I nominate her from the bottom of my heart.”

Looking ahead, Young says she sees a bright future for the nursing profession, especially in terms of enhancing quality. “The health care field is advancing daily,” she asserts. “I always give support to changes to maintain quality and improve the quality of care for our patients.”

EXCELLENCE IN CLINICAL NURSING AWARD



Amy Lo, BSN, RN
NYC H+H/Community Care
Staff Nurse, Home Health

“Being present, listening, and keeping patients safe at home are the key principles of nursing excellence to me.”

Amy Lo loves being a nurse, and is not shy about letting people know it.

“I have always loved taking care of people since a very young age,” she declares. “I love listening to people, and I have the ability to communicate in the style that the patients understand. I genuinely care for people and am concerned for their well-being.”

Lo has been a nurse for 24 years, spending the past two of them with NYC Health + Hospitals, where she says her strengths have allowed her to make a difference in people’s lives.

“One of my skills is a strong attention to details,” she relates, adding, “My work is centered on the six ‘Cs’ of nursing: Care, Compassion, Commitment, Courage, Communication and Competence.”

Lo says she prides herself on being able to communicate effectively with her home health patients, noting that her approach to patient care prioritizes “the education and teaching skills I provide them; I hope this is what they take away from my care.”

Nominators say that Lo has been a huge asset to the Community Care team. “Amy is new to home care and has been working with us just over a year,” states one nominator. “During this year she has shown tremendous growth in her understanding of home care, regulations, and has shown deep care for her patients. She asks questions and incorporates what she learns into her practice to enhance the patient experience, as well as enhancing her own appreciation.”

Another nominator comments, “Amy presents as a modest and humble individual; however, she puts that aside when advocating for her patients and their needs, while at the same time speaking and behaving with respect. She does this with colleagues, the health care team and other supporting staff as well.”

One nominator alludes to Lo’s collaborative spirit as an important quality. “Amy coordinates and collaborates effectively with the interdisciplinary team in a timely and concise manner,” the nominator states. “She is diligent in ensuring that the team is aware of patient changes or patient needs and that follow-up care takes place.”

Lo says she believes strongly in the system’s ICARE values and incorporates them into her daily nursing practice; she says that she feels “Compassion” is most closely aligned with her own personal philosophy and approach to patient care. “I am empathetic toward my patients,” she explains, adding that to her, compassion is “making a difference in someone’s day and being mindful of others.”

The new ICARE with Kindness initiative has been a logical progression, Lo says, noting that she interprets “Kindness” as doing something through “words, touching or attention for someone to make them feel better with no expectation of anything in return.”

Looking forward, Lo says she intends to continue to grow and develop in her career and continually focus on nursing excellence. She points out, “My goal is to become a better and more competent nurse.”

EXCELLENCE IN CLINICAL NURSING AWARD



**Kerrin Monique Nelson, MSN,
RN, APRN, PMHMP-BC**
NYC H+H/Correctional Health
Service
*Staff Nurse, Behavioral
Health*

“Mental health practitioners may not solve every illness, but the opportunity to help diagnose, treat, and support patients is tremendously fulfilling.”

Being adaptable, having confidence, and openness are all crucial skills that serve Kerrin Nelson well in her eight-year career as a psychiatric mental health nurse practitioner.

“My approach in life is to persist until I am satisfied or have achieved my goal,” she explains. “I may not always have the right answer, but I have found that with confidence and openness, I can continue to learn and grow both individually and as part of a team. This approach has allowed me to try new methods and work collaboratively with a team to enhance patient care and improve outcomes.”

In her three years with NYC Health + Hospitals/Correctional Health, Nelson has found that advocating for patients is an important part of her work. “My approach to patient care is to prioritize listening, being open-minded, and validating patient experiences,” she asserts. “Many patients want to feel heard and not just rushed through their acute problem.

I take pride in being a nurse who advocates for patients to ensure better outcomes. It's equally important to advocate for the well-being of the staff and for one's own well-being. Having the tools and skills to provide even a moment of mental peace and renewed confidence is powerful and something to be immensely proud of. Over time, a patient and their care team can work together to put together a care plan that allows the patient to live a healthier day than the day before, much like putting

pieces together in a puzzle.

“I have discovered that when I align with the patient's interests, they are more likely to understand and follow their treatment plan,” she continues. “For instance, during my time at Rikers on a severe mental health unit, the patients were frustrated because their needs were not being met. This was due to the staff coming in at different times, sometimes missing some patients. After a discussion, the staff decided to hold a weekly huddle. We designated a specific day and time to come together as a group, discuss a weekly topic, and address any concerns the unit had. This approach was quite successful, even though it was unconventional in the specific jail setting where we were. The patients found it very valuable and made an effort to always be on time and follow the agreed-upon rules to ensure the meeting would take place.”

Nelson's initial undergraduate degree was in human development, and she entered the medical field because she was “fascinated with learning about the human body, disease, and culture.”

A nurse practitioner in a campus health clinic inspired her to pursue nursing. “She emphasized the importance of treating the person, not just the disease; understanding people and then using the craft you learn to help them,” Nelson relates. “My first human development degree helped shape all I know about culture, diversity, politics, justice, advocacy, etc. Nursing helped merge that knowledge with the clinical skills I wanted to apply.

“During my nursing psychology rotation, I was excited about each clinical day but frustrated by my lack of knowledge about individual disorders, disease manifestations, and treatment options,” she continues. “Pursuing my psychiatric mental health nurse practitioner degree was the next step that I took to challenge my perceptions, and gain a more hands-on experience with a patient population that I care deeply about.”

That hands-on experience has provided Nelson with some of the most rewarding moments of her nursing career. “During nursing school, a patient confided in me about having suicidal thoughts,” she recalls. “After using the therapeutic techniques I had recently learned and talking with her, the patient started crying and said to me, ‘You know, in all my years, no one has ever told me they would be devastated if I were to leave.’ Later, she started telling me about her hopes and dreams. At that moment, I was certain that I wanted to pursue a career in mental health care.”

Working with incarcerated patients, Nelson says the ICARE value of “Compassion” is the one that most strongly resonates in her daily practice. “I have learned that there is never an easy answer for how someone has come to their situation or how they may have ended up on a cot on Riker's Island,” she points out. “I always consider the potential impact of each encounter I have.”

Nelson is currently working towards her Doctor of Nursing Practice degree, and says she is focusing on using evidence-based research to improve patient care in clinical settings. “I believe that the nursing profession will continue to move towards utilizing artificial intelligence to improve the quality of care,” she comments. “Healthcare is constantly evolving, so it's crucial to give new concepts a chance to either succeed or fail. As nurses, our voices can be powerful in shaping new developments within healthcare. This allows us to offer valuable feedback on whether a new idea is practical. If a new approach doesn't work well in practice, we aim to find ways to enhance outcomes and ensure that our healthcare systems continue to provide high-quality care for patients.”

EXCELLENCE IN CLINICAL NURSING AWARD



Naftaly Henriquez Polanco,
BSN, RN, AMB-BC
 NYC H+H/Elmhurst
Staff Nurse, Ambulatory

“Challenges are just solutions waiting to be figured out, and we will figure them out together.”

Looking at Naftaly Henriquez Polanco and her life, you might say that she has come full circle: from having her pediatrician at NYC Health + Hospitals to becoming a nurse and working for NYC Health + Hospitals.

Polanco has been a nurse with the system for six years out of her 10-year nursing career, and she says she was inspired to pursue nursing by that same pediatrician, who was a nurse practitioner. “I always admired her,” she relates, adding, “Since childhood, I had the traits of a being a nurse; taking care of others is second nature to me as the oldest sibling.

“Nursing gave me the tools to make an impact on the lives of my patients,” she adds. “I have a very hands-on approach to their care. We are a team in this journey to better health outcomes. As a primary care nurse, I’m an educator. I always make it clear that their barriers are things that I am familiar with, that we can work around them and tailor care plans to the patient’s own needs.”

Polanco says she emphasizes a positive attitude in all of her interactions with patients. “I always strive to bring a dose of happiness to my team and patients,” she remarks. “Laughter and a positive attitude can get you very far.”

Nominators point to Polanco’s strengths in communication, particularly with diabetic patients, who may not always understand the importance of medication management and scheduling regular appointments. “For patients with uncontrolled diabetes, she counsels patients at length about starting medications and calls the pharmacy to expediate same day fills,” one nominator notes, citing Polanco’s “excellent communication skills with patients, peers and physicians.”

Another nominator noted that Polanco “communicates effectively with physicians regarding patients’ needs and areas of improvement in patient care. She has also worked on collaborative care for hypertension and diabetes, and has excellent knowledge of diabetes medications, which she utilizes in communicating with providers and patients.”

Polanco says she strives to embody the ICARE values in every patient interaction, noting that “Compassion is the closest to my heart. I have always in mind that I have been in that chair where my patient sits; that I have made choices in the past that negatively impacted my health. I am mindful of the fact that the compassion of my providers helped me to take control of my health and now I am the one helping my patients.”

The system’s “ICARE with Kindness” initiative has been a welcome expansion of the ICARE standards, according to Polanco. “Adding kindness reminded me to go above and beyond ensuring our patients feel welcomed,” she continues. “A smile is something that, although it might seem like a small gesture, makes a great difference. I strive to ensure that I devote the time to listen to their concerns and connect them to the necessary resources in our communities.”

Polanco credits her faith, her parents and her teammates with helping her achieve her nursing goals. “This year has been amazing,” she enthuses, noting that she received a DAISY Award in April; became certified in ambulatory care in July and now is receiving a Nursing Excellence Award. “Devoting so much time to my patients and finally seeing recognized in such a public forum really restored my determination to continue helping my community,” she says.

Going forward, Polanco says she believes outpatient care is where the future of nursing lies, pointing to the decreasing lengths of stay and the movement to ambulatory care. “Hence, the importance of being certified in ambulatory care,” she points out. “The utilization of more technology is also something that excites me, witnessing so much change.”

EXCELLENCE IN CLINICAL NURSING AWARD



Zitlali Gutierrez, RN
 NYC H+H/Gotham Health,
 Belvis
*Staff Nurse, Obstetrics and
 Gynecology*

“I hope my patients and their families feel a sense of security with my care.”

Sometimes a negative situation actually can have a positive impact, as is the case with Zitlali Gutierrez, who was inspired to pursue a nursing career when she witnessed her mother suffering from a chronic condition as a child.

“My mother is my inspiration; she was diagnosed with a chronic disease early in my life and I was exposed to all types of healthcare staff,” Gutierrez recalls. “Nurses were there for my mother during difficult times and I too want to be there for my patients.”

Gutierrez has been a nurse for nine years, eight of those with NYC Health + Hospitals, where she currently serves as an obstetrics/gynecology staff nurse for Gotham Health, Belvis. “As an OB/GYN nurse, some of my best moments come with the postpartum appointments,” she says of her patients. “Seeing them return to clinic after a successful delivery and, if I’m lucky, with the baby, are my favorite moments, especially if they had a complicated pregnancy. It means all the work we did as a team was effective.”

Patient-centered care is the heart of nursing practice, according to Gutierrez, who notes that, “Every patient has different needs, different values. Assessing the patient’s needs and collaborating with the healthcare team to get these needs met is our focus; I hope that I can at least provide

our patients with confidential secure and access to meet their needs.

“I feel my empathy, patience and compassion make me a great nurse; I couldn’t be the nurse I am today without my Belvis family,” she adds. “A lot of my role is educating patients. Many of our patients have little to no health literacy. Without empathy, compassion and patience; a patient could walk out with little to no understanding. Every patient is different, and I can provide the patient-centered care our patients deserve.”

Nominators point to Gutierrez’s upbeat attitude and her commitment to teamwork as key to her nursing practice. One nominator pointed to Gutierrez’s “enthusiasm and pleasant attitude” and notes that she “reminds the team that we all play essential roles and are needed to take care of our patients; respecting each other, communicating well in order to meet our challenges, resulting in high levels of patient satisfaction.”

Another nominator points out, “Ms. Gutierrez is a dedicated, dependable team player who is organized and has excellent computer skills, all of which she uses while working in the WHS Department, raising our standard of care. She always willing to share her knowledge with her team and co-workers.”

One nominator added that Gutierrez contributes to patient satisfaction and positive outcomes. “Ms. Gutierrez always keeps her patients first and treats her patients with respect and empathy. After I-Rounding one of the patients she had just discharged told me she just loved Ms. Gutierrez because she listened to her. With this patient she achieved a high level of satisfaction and exceeded expectations. The patient was very happy and satisfied, which improves healing.

Gutierrez says she prizes all of the ICARE values, especially Integrity, which she feels best embodies her approach to nursing. “Integrity is a quality that describes a person’s honesty and commitment to their values and principles,” she explains. “I feel this represents me the most because I aim to keep my patient informed and able to make informed choices.

“I feel like we have always included kindness with ICARE,” Gutierrez continues. “As an OB/GYN clinic, I have had many teenagers walk into the clinic seeking confidential care. A memorable incident I had recently was with a young teen walking into the clinic seeking contraception. I introduced myself and my role and reassured them we would be able to arrange for confidential services. I consulted with the provider and we were able to get her on contraceptives that day.”

Looking ahead to the future, Gutierrez predicts increasing emphasis on preventative medicine and more integration with technology. “As nurses, we’ll become trained on using newer equipment with increasing specialization in telehealth,” she remarks. “Continuing education in these situations are crucial to keep ourselves in the loop as well as attending in-house in-services.”

EXCELLENCE IN CLINICAL NURSING AWARD



Nadege Anglade, BSN,RN
NYC H+H/Gotham Health,
Corona
Staff Nurse, Ambulatory
Surgery

“The best moment in my nursing career is when I can contribute to the well-being of a patient; it is a feeling of accomplishment for a job well done.”

Striving for excellence and compassionate care are the hallmarks of Nadege Anglade’s nursing practice.

“I have been a nurse for a long time and my drive in the profession is the compassionate care that I provide to the population that I serve,” she points out, noting that 23 of her 41-year nursing career have been spent with NYC Health + Hospitals. “I am very thorough, organized, accountable, committed, experienced, culturally sensitive and a good advocate for the patient. I also have a good critical thinking and decision-making skill that reinforces my leadership ability. As a person I am respectful of others, honest, calm, and a good coach. I am the charge nurse at work, and I am always available to help, make decisions, answer questions and solve issues.”

Anglade was inspired to become a nurse by her mother, who was a public health nurse in Haiti. “My approach in providing care is seeing the patient as unique, with his/her own background, preferences and experiences,” she explains. “Patients and families should feel comfortable interacting with me. They should know that I am available to answer their questions and helping them with their concerns.

“I continue to provide compassionate care to the patients and facilitate their entry into the healthcare system,” she continues. “Patients with chronic diseases should feel welcome to enter the system and willing to come back for the maintenance of their health.”

Nominators say Anglade is a woman of “extras,” when it comes to patient care. “Ms. Anglade always makes sure to go the extra mile for her patients,” one nominator states. “As an example, she will take extra time out of her day to make sure the patient understands how to schedule all their appointments – such as imaging or subspecialty appointments – and if needed will call for the patient to help them schedule. This is essential in ensuring the patient get the care they need. She will also spend sometimes up to one hour to ensure a new diabetic or hypertensive patient fully understands their condition, medications, lifestyle changes etc. that are essential in controlling their condition. On more than one occasion, when a patient came in for just a vaccine, Ms. Anglade inquired about other issues the patient may be having and discovered serious symptoms or conditions that the patient was keeping to themselves. She does not stop at her assigned task; she goes beyond to make sure the patient receives the best care possible.”

One nominator points to Anglade’s collaborative approach to care. “All nursing staff, with Ms. Anglade as lead, collaborate together at the clinic to work together to make the clinic better each day and provide the best care possible for our patients.”

Another nominator comments, “Ms. Anglade stands out as one of the most excellent nurses I have worked with in my career. She is truly dedicated to her profession. She is committed to always going the extra mile for the patient. She always ensures to take extra time to educate patients on their conditions, ensure all of their concerns were answered and notify the physician if there are any unresolved issues. She is a nurse that a physician can trust and rely on to always look out for the patient, do what is best in the interest of the patient and to let the physician know about it”

Anglade says the ICARE values are central to her nursing practice, pointing to “Excellence in reaching the highest standard of performance and quality is the value that I am aiming for.”

“Patients deserve the best care possible,” she adds. “Care should be patient-centered and adjusted to the patient’s needs. In my daily nursing activities, I provide high quality, patient-centered care, advocate for the patient and promote patient participation for a better outcome.”

In the future, Anglade predicts that nursing will continue to evolve, as technology changes the healthcare landscape. “Nursing is now more about education, evidence-based practice and promoting patients’ autonomy,” she notes. “As changes take place, remote care can become the future of nursing. Through the use of technology, nurses will have more accurate data on patient’s condition to better assess and intervene. To meet the changes in healthcare, nurses will need to continue educating themselves and adjust to the evolution in technology.”

EXCELLENCE IN CLINICAL NURSING AWARD



Anaya Previlor, BSN, RN
NYC H+H/Gotham Health,
Cumberland
Nurse Supervisor

“My approach to patient care is focused on communication and inclusion.”

An adverse family event can be the catalyst for a career, as was the case for Anaya Previlor, who embarked upon her four-year nursing career at NYC Health + Hospitals after her father suffered a coronary incident.

“My father experienced an ‘NSTEMI,’ which played a significant role in shaping my journey into nursing,” she explains. “After adopting lifestyle and dietary changes recommended by his healthcare team, he was able to enjoy a better quality of life. The lack of education to address healthcare needs in minority communities motivated me to pursue a role where I can make meaningful changes and provide education on preventative measures in healthcare.”

“I believe that my unwavering compassion and understanding for others permits me to create a true connection with patients which ultimately builds rapport,” she continues. This in turn allows me to advocate effectively for the patients’ needs and enhances my ability to provide quality care. It is vital that patients are able to participate in their care and are able to voice their needs and concerns. I hope that patients feel heard and know they are supported.”

Nominators praise Previlor’s natural leadership skills and compassionate care. “Anaya Previlor is an invaluable staff nurse at Cumberland,” one

nominator enthuses. “She has demonstrated exceptional leadership qualities as she swiftly advanced from a staff nurse to a floor leader within the past two years. She actively seeks and embraces guidance and coaching from supervisors and leadership. Anaya’s expertise spans various disciplines within Cumberland’s ambulatory services, excelling in obstetrics/gynecology, pediatrics, and adult medicine.”

One nominator cites Previlor’s professionalism and dedication, pointing out that she recognizes and leverages individual skills and strengths among staff that contribute to the clinic’s operational success and needs. “In ambulatory care, the collaboration between providers and nursing staff is the cornerstone of exceptional patient care and team solidarity. Anaya Previlor not only champions this collaboration but also fosters an environment where staff can work across specialties within Cumberland.”

Another nominator points out, “Ms. Previlor embodies compassion. When a newborn baby and a new mother come into our clinic, she greets them first. Together with her staff, she guides new mothers and babies from the delivery room to the clinic with integrity and respect. She educates the parents and staff on safely handling their newborns and also provides support for any mental health challenges parents may face. One of her greatest assets in the pediatric clinic is her ability to provide staff updates with educational resources in her specialty.”

Previlor says she enjoys working with new mothers and their babies. “Some of my best moments in nursing include witnessing our obstetrics patients return with their newborns in our pediatric clinic,” she remarks. “Seeing their joy and the bond they share with their babies is incredibly rewarding and reminds me of the impact we have in those special moments.”

In her daily practice, Previlor strives to implement all of the ICARE values, adding that “Compassion” resonates most strongly with her. “Compassion appeals to me because it creates strong connections and builds trust between patients,” she comments. “To do this I create a comfortable environment, listen to patients, take time to explain procedures/plan of care and provide comfort during difficult diagnoses.”

Previlor welcomes the addition of the “ICARE with Kindness” initiative, noting that it dovetails perfectly with the existing ICARE standards. “I incorporate these values by ensuring that I actively demonstrate them in every interaction I have with a patients and staff members,” she says. “One example includes greeting patients throughout the facility and exercising kindness by providing support to other staff members when the workload becomes heavy.”

Looking forward, Previlor sees a growing role for technology. “Nursing will continue to expand with telemedicine and mental health awareness,” she predicts, adding, “Telemedicine played an important role during COVID, allowing patients access to healthcare virtually. I will continue to educate myself in these areas through higher education, work trainings, new research.”

EXCELLENCE IN CLINICAL NURSING AWARD



Angella Whyte, RN, MSN/Ed
NYC H+H/Gotham Health,
East New York
Nurse Educator

“I encourage a positive and supportive atmosphere, taking the time to listen, and try to incorporate kindness in my actions to contribute to a more compassionate healthcare experience for patients and nurses.”

After more than three decades in the nursing profession, Angella Whyte has had her share of positive and impactful experiences, all of which come down to one simple fact: she is devoted to helping others.

“Being a nurse is very important,” she declares. “I feel that I have been entrusted with the knowledge and a caring heart to help someone feel well and to be recognized for it makes it worthwhile. It feels natural for me to reach out and support those in need. I realized that nursing allows me to express this caring side and make a meaningful impact. Becoming a nurse is important to me because of my passion for nursing science and the joy that comes from seeing someone improve after receiving care.”

Whyte has been with NYC Health + Hospitals for nearly five years and says she employs the ICARE values in her daily practice, especially “Integrity,” which she says closely aligns with her personal philosophy and approach to nursing.

“It emphasizes honesty, ethical practice, and maintaining high professional standards,” she affirms. “It is also essential in nursing, as it builds trust between patients, families, and the healthcare team, ensuring that care is

delivered safely and ethically. Integrity means doing the right thing at all times even when no one is looking. In my nursing activities, I bring integrity to life by being transparent in my communications, advocating for my patient’s best interests, and adhering to ethical guidelines in all my actions.”

“A great nurse embodies empathy, communication skills, attention to detail, adaptability, critical thinking, compassion, and resilience, allowing them to build trust with patients, collaborate effectively with the healthcare team, respond flexibly to challenges, make informed decisions quickly, and provide supportive care in a demanding environment,” she continues. “It influences my day-to-day activities by putting it all into practice.”

Whyte describes her approach to patient care as holistic. “I want the patient to understand why they are sick, to teach them how to take care of themselves, to provide care, and to maintain a healthy lifestyle,” she explains. “I have been practicing nursing for a long time and always strive to do so with integrity and excellence. To be recognized for this is a humbling experience for which I am grateful.”

Nominators applaud Whyte for her dedication to education and for her leadership in mentoring younger nurses. “Educator Whyte is prompt, professional, and always willing to accommodate staff and facilities, all while grooming their skill sets,” notes one nominator, adding that nurses gain confidence and proficiency through Whyte’s training. “Her manner of coaching makes her teaching a pleasure; Ms. Whyte deserves to be recognized and celebrated.”

Another nominator comments, “Angella Whyte contributes her time and knowledge in leading Gotham Health’s staff in compliance with educational hands-on instructions, mentoring the entire staff, senior leaders, directors and managers. Her compassion, patience and willingness to engage with the staff speaks volumes amongst her peers, staff and leaders.”

One nominator praises Whyte’s work ethic, skill set and her dedication to the development of Gotham Health staff. “Needless to say, Ms. Whyte, it is one tremendous job that you are accomplishing!”

Whyte says she tries to provide encouragement and support to both patients and other nurses. “An example would be to assist a patient to navigate the health care environment by providing directions, or by getting them help with translation,” she details. “Another example is to listen to the newer nurses with their concerns and provide reassurance that would help them to feel calm.”

Looking to the future, Whyte points out that the nursing profession is becoming more advanced, and because of this, she is studying to obtain a doctoral degree in nursing practice. “I am committed to lifelong learning and aim to contribute effectively to nursing,” she states. “I can adapt my nursing career by becoming educated about the latest technology that is being used in the healthcare field.

“Using digital technology, nurses can increase their knowledge and enhance patient care,” she continues. “Nurses can obtain advanced degrees, become more specialized, and put evidence-based practice at the forefront.

“Nursing will always be a caring profession,” she adds. “An increased focus on patient-centered care and interdisciplinary collaboration will shape nursing practices, emphasizing holistic approaches to treatment.

EXCELLENCE IN CLINICAL NURSING AWARD

PHOTO NOT AVAILABLE

“Excellence is the product of a well-coordinated team effort between patients and healthcare staff.”

Flor Vega Mendoza believes that she can make a difference in people’s lives through nursing, and has dedicated herself to rising to the top of the profession.

“I have learned to appreciate nursing because it has taught me to be resilient, resourceful and optimistic,” she explains. “Nursing is important to me – I like to think that someone’s life has improved because I am able to do a job well.”

Mendoza has been a nurse for four years, half of that time working in ambulatory obstetrics/gynecology. “Working in an ambulatory setting OB/GYN, the best moments are when patients bring their newborns to us, so the staff can see how much they appreciate the care given during their pregnancies,” she notes.

Flor Vega Mendoza, BSN, RN
 NYC H+H/Gotham Health,
 Gouverneur
 Staff Nurse, Obstetrics and
 Gynecology

“I take a patient-centered care approach to all,” she adds. “I try to include all resources available to the patients and relatives in order to overcome any obstacles. I expect for all patients to take home the feeling that someone cares about them and their health issues.”

Nominators praise Mendoza’s compassion and communications skills, calling her “an indispensable member of our team, consistently going above and beyond to enhance patient care and support.

“One of Flor’s standout qualities is her exceptional ability to communicate and connect with patients,” states one nominator. “Whether through MyChart messages or in-person interactions, she consistently provides compassionate and informative answers to patient inquiries, helping them navigate the complexities of the healthcare system with ease. As a physician on the team, Flor’s support has been invaluable to me personally. Knowing that Flor is dedicated to ensuring excellent and patient-centered OB/GYN care allows me to focus on medical decision-making, confident that our patients are receiving the highest standard of care.”

Another nominator remarks, “Flor exemplifies the ICARE values in every aspect of her role at our OB/GYN practice. When a pregnant teenager first visited our clinic, Flor immediately recognized the need for personalized and comprehensive care. Demonstrating compassion, Flor took the time to listen attentively to the teen’s concerns and fears, ensuring she felt heard and understood. Flor’s commitment to excellence was evident as she meticulously coordinated appointments, tests, and consultations for the teen, Flor consistently advocated for the teen’s best interests and ensuring that her care plan aligned with our practice’s protocols and guidelines. Respect for the teen’s autonomy and dignity was central to Flor’s approach creating a safe and inclusive environment where the teen felt valued and supported. Flor not only changed the trajectory of this patient’s pregnancy but also positively impacted her overall well-being and confidence as a young mother.”

One nominator cites Mendoza’s dedication and expertise, saying she has significantly improved the OB/GYN practice. “Her proactive approach to coordinating care for complex gynecological patients has been instrumental in ensuring seamless transitions and comprehensive care plans. A true advocate for patient well-being, Flor has championed initiatives to provide essential breastfeeding support to our patients. Her commitment to this cause has also empowered mothers with the knowledge and confidence they need.”

A friendly and open nature are instrumental in Mendoza’s approach to patient care. “I believe friendliness makes me a great nurse,” she explains. “It provides an environment of friendship with coworkers and provide a sense of safety, confidentiality to patients. I think that being friendly helps my patients to be honest and open about their health issues.”

Mendoza embraces all of the system’s ICARE values, with “Excellence” the value she believes most aligns with her approach to nursing. “Excellence is brought about daily with a job well done,” she asserts. “Every time a patient comes to the clinic, they look for the best care possible, and nurses fill that need. On daily basis, I provide clinical updated information to patients for them to make decisions about their care, as well as making sure all tasks are executed regarding medication refills, new prescriptions, future appointments, diagnostic testing appointments, etc. I am accountable for all my actions related to patient care, and the services provided to patients during my work shift.

“I treat every customer with respect; I help as much as possible always keeping integrity and compassion together,” she continues. “I like to ask every patient if there is anything I can do to help.”

Mendoza sees the nursing profession becoming more multi-disciplinary in the future. “It requires a team effort and departmental effort to coordinate patient care in an ambulatory setting,” she comments. “Nurses must be able to adapt, to be flexible and be able to provide care on a holistic way to patients and their relatives.”

EXCELLENCE IN CLINICAL NURSING AWARD



Eunyoung Oh, BSN, RN
NYC H+H/Gotham Health,
Morrisania
Head Nurse, Pediatrics

“This profession allows me to make a profound impact on people’s lives by promoting holistic wellness - addressing not just physical health, but also psychological, emotional, and spiritual well-being.”

Eunyoung Oh fervently believes accountability and compassion are the cornerstones of nursing philosophy, and actively promotes these and other ICARE values in her daily nursing practice.

“Accountability is crucial because our patients put their trust in us during their most vulnerable moments,” she explains. “I demonstrate this through rigorous adherence to the five rights of medication administration, precise treatment protocols, and vaccine administration. I’m meticulous about providing accurate information to patients and families, understanding that reliable healthcare depends on careful attention to detail.

“Compassion complements this precision by ensuring our patients feel supported and cared for throughout their healthcare journey,” Oh continues. “Together, these values create a foundation of trust that allows us to deliver exceptional patient care.” Oh has been a nurse for 31 years, 17 of them with NYC Health + Hospitals. She says she was drawn to nursing because it uniquely combines the roles of health educator, patient advocate and caregiver.

“The opportunity to guide and support patients through their healthcare journey while helping them achieve optimal health outcomes continues to inspire me every day,” she asserts. “My approach to patient care is comprehensive and collaborative, focusing on empowering patients through education and advocacy. As a care coordinator, I work diligently to create strong partnerships between our healthcare team, patients, and their caregivers. I strive to provide the support and information necessary for informed decision-making, always with the goal of achieving optimal health outcomes. I want our patients and families to leave feeling confident that they have a dedicated healthcare partner who not only understands their needs but is also committed to their overall well-being and success in their health journey.”

Collaboration and a team approach are crucial to patient care, according to Oh. “While I’m deeply honored to receive the Nursing Excellence Award, I firmly believe that excellence in nursing is a collaborative achievement,” she avers. “The strength of our pediatric nursing team and the unwavering support of our nurse leaders have been instrumental in my growth and success. This award is a testament to our collective commitment to exceptional patient care. The synergy within our team, where support flows both ways between leadership and staff, creates an environment where excellence can flourish. I’m privileged to share this recognition with the remarkable nursing staff within the pediatric department who help to make our department extraordinary.”

As a head nurse, Oh says she believes creating a positive and supportive work environment is fundamental to exceptional patient care. “My leadership philosophy centers on nurturing our nursing staff’s well-being and professional growth, knowing that engaged and fulfilled healthcare providers deliver superior care,” she points out. “In our pediatric department, I’ve observed that when our team feels valued and supported, this naturally translates into more compassionate and effective patient care. My ability to foster this positive atmosphere has been instrumental in building a resilient, dedicated team that consistently provides outstanding pediatric care.”

Oh adds that she actively promotes a culture of kindness and support within our team. “This manifests in several ways: I encourage my colleagues to go above and beyond in creating positive experiences for our patients, ensure timely communication with patients awaiting care, and personally stay late to support my team during challenging periods,” she states. “Understanding the importance of emotional support, I make time to listen to my staff, offering peer support and encouragement during both professional and personal challenges. This approach creates a nurturing environment where kindness flows naturally from staff to patients.”

Nominators praise Oh for her exemplary patient care and fostering a team atmosphere. “ICARE values are demonstrated for every patient,” one nominator comments.

Another nominator remarks, “Ms. Oh is a very dedicated nurse who goes above and beyond for her patients.”

Oh says some of the most rewarding moments of her career come from inspiring the next generation of healthcare professionals. “When children or teenagers express their desire to become nurses after interacting with me, it reinforces the impact we have as role models in healthcare,” she notes. “Additionally, receiving genuine appreciation from patients who feel truly cared for reminds me why I chose this profession. These moments of connection and influence make every day worthwhile.”

Looking ahead, Oh predicts the nursing profession will become increasingly autonomous, while maintaining strong collaborative relationships across healthcare disciplines. “The evolving healthcare landscape will require nurses to work both independently and as key members of interdisciplinary teams, always keeping patient outcomes at the forefront,” she declares. “I believe successful patient care will increasingly depend on our ability to coordinate seamlessly with various healthcare providers and professionals, leveraging our unique position to advocate for and promote our patients’ best interests. This evolution aligns perfectly with my commitment to collaborative leadership and continuous professional development.”

EXCELLENCE IN CLINICAL NURSING AWARD



Neha Sharma, MSN, RN
 NYC H+H/PAC,
 Gouverneur
 Staff Nurse, Sub-Acute

“I demonstrate compassion in my daily activities by actively listening to my patients, validating their feelings, and providing emotional support alongside physical care.”

Empathy and compassion are the twin cornerstones of nursing practice for Neha Sharma, who was inspired by her grandparents to become a nurse.

Sharma lived with – and cared for – her grandparents, and her personal experiences with them stimulated a sense of dedication and strong work ethic that she has brought to her six-year nursing career. “Watching their health challenges and being actively involved in their care made me realize the profound impact that caregivers and healthcare providers can have on someone’s life,” she points out. “These experiences have deeply influenced my approach to nursing, as they taught me the importance of patience, attentiveness and truly understanding the unique needs of each individual. Caring for my grandparents instilled in me a sense of responsibility and compassion that I bring to my patients every day. “My approach to patient care is centered around compassion, empathy, and active listening,” she continues. “I strive to create a safe and welcoming environment where patients feel comfortable expressing their concerns and needs. Ultimately, I hope that patients and their families take away a sense of trust and confidence in their care. want them to feel valued and respected, knowing that I genuinely care about their well-being.

My goal is for them to leave with not only improved health but also a positive experience that reflects the dedication and commitment I have to my role as a nurse.”

Among the five ICARE values, “Compassion” aligns most closely with Sharma’s personal philosophy and approach to nursing. “It is essential for building trust and rapport with patients during vulnerable times,” she explains. “I make an effort to create a warm environment where patients feel comfortable expressing their concerns. By embodying compassion, I aim to enhance their healthcare experience and contribute to their overall healing and well-being.”

Sharma adds that she is integrating the “ICARE with Kindness” initiative into her nursing practice by focusing on fostering positive interactions and enhancing the overall patient experience. “One way I do this is by making a conscious effort to greet each patient with warmth and a smile, setting a positive tone for our interactions,” she relates. “I take the time to engage in small conversations, which helps to build rapport and makes patients feel valued. By prioritizing kindness in my daily interactions, I aim to create a compassionate atmosphere that benefits both patients and staff.”

According to Sharma, nurses daily demonstrate the importance of compassion. “Nursing, to me, represents an opportunity to not only heal physical ailments but also to provide emotional and psychological support to individuals during their most vulnerable moments,” she says. “The chance to make a real difference in people’s lives by offering comfort, guidance, and medical care felt like a meaningful and fulfilling path.”

Sharma says she has experienced moments where she and her co-workers have turned difficult situations into successes through collaboration and determination, citing an example with an 88-year-old patient, who appeared critically ill. “Many of us were unsure if he would pull through,” she recalls. “My co-worker and I acted quickly, administering a stat antibiotic dose. To our relief, he not only survived but has been living a healthy life ever since. Whenever I see him, I remember that day with pride, knowing that my efforts contributed to his recovery.”

Teamwork and support among colleagues have been another highlight of her career, Sharma says, noting, “Knowing that I am part of a dedicated team striving for the best patient outcomes is both inspiring and fulfilling. Nursing has not only shaped my career but also deepened my understanding of the importance of compassion, teamwork, and resilience. Also, being recognized for my efforts and dedication through this Excellence in Clinical Nursing Award is a humbling and proud moment in my career. It’s a reflection of all the hard work, compassion, and commitment I’ve poured into my nursing practice, and it motivates me to continue striving for excellence in everything I do.”

Sharma is continuing to pursue excellence and personal growth in her nursing career, currently studying to become a Family Nurse Practitioner. “As I pursue my FNP education, I see the nursing profession evolving with a strong emphasis on technology, patient-centered care, and interdisciplinary collaboration,” she remarks. “The rise of telehealth will allow FNP’s to support patients in innovative ways, and a focus on preventive care will enable us to educate communities about healthy lifestyles.

“I expect FNP’s to play expanded roles in healthcare teams, contributing to care planning and decision-making,” she adds. “To adapt to these changes, I am committed to ongoing education in emerging healthcare technologies and best practices, while fostering collaboration with colleagues. My goal is to evolve alongside the profession and meet the needs of my patients and the healthcare system effectively. I look forward to the opportunities ahead to further contribute to patient care and to serve as a role model for others in the profession.”

EXCELLENCE IN CLINICAL NURSING AWARD



Yudith Mahon, RN, C-EFM
 NYC H+H/Harlem
 Staff Nurse, Labor and
 Delivery

“Throughout my nursing career, some of the best moments have been when patients thank me for making a difference in their day, or when I’m able to reassure a nervous or anxious patient.”

Seeking joy and fulfillment led Yudith Mahon to switch her career path from project administration to nursing, and by all accounts, she has found her passion.

“A little over 10 years ago, I found myself feeling unfulfilled in my role in sponsored project administration,” she recalls. “I took time to reflect on what truly brought me joy and realized how much I’d loved my experience as an emergency medical technician. Nursing felt like the natural next step, a career that would allow me to help others in a deeper, more sustained way. Since becoming a nurse, I’m more certain than ever that it’s my vocation. Nursing not only fulfills my desire to make a difference but also aligns with my values and strengths.

“While I take pride in having the clinical skills needed to perform my duties, it’s those moments of connection with patients that bring me the most satisfaction,” she adds of her seven-year nursing career. “Knowing that I can offer comfort and make someone’s experience a little easier reminds me of the impact that compassion and empathy have in nursing.”

Mahon implements all of the ICARE values in her daily nursing practice, but she cites “Compassion” as being most in alignment with her personal philosophy. “I believe that at the heart of nursing is the ability to truly empathize with patients and recognize their needs, fears, and hopes,” she explains. “Compassion means meeting patients where they are emotionally and physically, offering comfort and understanding even during difficult moments.

“For me, compassion isn’t just about being kind; it’s about fostering a safe, supportive environment where patients feel heard and valued,” she continues. “This focus on compassion guides my actions every day, reminding me to always see the person behind the illness.”

Mahon has embraced the new “ICARE with Kindness” initiative, greeting everyone with a pleasant smile and setting a positive tone for every interaction. “I believe that even small acts of kindness can significantly influence a person’s day. Additionally, I consistently strive to go above and beyond to assist patients and their family members and staff. For instance, when a family member is feeling overwhelmed, I take the time to offer support, answer questions, or provide resources to help them navigate the situation. I also extend that same level of support to my colleagues, whether by lending a hand during busy shifts or providing encouragement when they need it. By fostering a culture of kindness, I hope to contribute to a more compassionate environment for everyone involved in the care process.”

Nominators praise Mahon as a great nurse, citing her compassion, expertise, advocacy for patients and pursuit of excellence. “As a dedicated patient advocate, Yudith consistently goes above and beyond to ensure the best possible outcomes for her patients,” one nominator states. “She is known for her compassionate approach and unwavering commitment to promoting patient well-being.”

Another nominator points out, “She was been integral in positive changes across all levels of collaboration. Yudith’s dedication to nursing excellence is further underscored by her leadership qualities and her willingness to mentor and support her colleagues.”

Mahon says she loves being a nurse and being an integral part of the care team, building strong relationships to serve patients’ needs. “My approach to patient care is centered on empathy, connection, and respect,” she relates. “I believe it’s essential to treat each patient as an individual, taking time to understand their unique concerns and offering reassurance when they feel anxious. I strive to provide holistic care, considering not only their physical health but also their emotional well-being. Clear, compassionate communication is a cornerstone of my practice, as I want my patients to feel informed and empowered. While I’m committed to maintaining a high level of clinical skill, what I value most is creating a trusting, supportive environment where patients feel genuinely cared for.”

In the future, Mahon predicts that technology will play an increasingly important role, especially in the areas of telemedicine, artificial intelligence and data-driven decision-making. “My adaptability helps me navigate the fast-paced environment of healthcare, enabling me to respond effectively to changing situations,” she comments. “While I’m committed to staying current with these advancements and using them to enhance patient care, I believe it’s equally important to ensure technology doesn’t overshadow the human touch that patients value. I also expect nursing to continue moving toward more holistic, patient-centered care, which aligns well with my approach of addressing not only patients’ physical needs but also their emotional well-being.

“Preventive care will likely play a bigger role as well, and I look forward to helping patients make healthier choices through education and support,” she continues. “As nursing roles become more specialized, I’m open to furthering my education or pursuing certifications that will allow me to expand my skills and make an even greater impact. As nursing evolves, I am committed to continuously learning and being flexible, which I’m excited to embrace as part of my career.”

Mahon says she strives for excellence every day. “This commitment to excellence is intertwined with my approach to kindness in patient care,” she explains. “I prioritize creating a welcoming and supportive atmosphere for my patients and their families, ensuring they feel valued and respected.

EXCELLENCE IN CLINICAL NURSING AWARD



Jennifer A. Lucas, BSN
 NYC H+H/Jacobi
Staff Nurse, Critical Care

“My approach to patient care is centered on compassion, active listening, and holistic support.”

Providing compassionate care is central to being a great nurse, according to Jennifer Lucas, who has spent her entire 33-year career with NYC Health + Hospitals/Jacobi.

“Compassion is central to my nursing philosophy,” Lucas declares, noting she wholeheartedly embraces this ICARE value. “It means understanding and connecting with patients’ experiences. I show compassion daily by listening to them, acknowledging their concerns, and providing emotional support. Whether comforting someone or advocating for their needs, I make sure every patient feels valued and cared for.

“I embody empathy, strong communication skills, and a deep sense of responsibility,” she continues. “Empathy allows me to connect with patients, fostering trust and understanding. My communication skills enable me to convey important information clearly and advocate for their needs. My dedication drives me to provide high-quality care and continuously improve my skills. These traits shape my daily interactions, ensuring I make a positive impact on the lives of those I serve.”

Lucas was inspired to pursue a career in nursing by her father, who is a lawyer and urged her to make a positive impact on the lives of others. “In becoming a nurse, I have the opportunity to connect with individuals and provide them with essential support and care,” she notes. “I strive to create a comforting environment where patients feel valued. I hope that patients and their families leave with a sense of trust and reassurance, knowing they receive both quality medical care and emotional support.”

Nominators praise Lucas for her “aptitude, curiosity, motivation, clinical skills, and creativity,” all of which make her an exceptional nurse. “Ms. Lucas possesses a natural humanistic quality that enables her to connect with patients and develop meaningful rapport with them,” one nominator states. “She genuinely cares for her patients and is dedicated to providing the best care possible. Time and again, I have witnessed her providing exemplary care to both patients and their family members. She is a role model for the entire team, consistently delivering exceptional care year after year.”

Another nominator notes, “Ms. Lucas possesses a profound understanding of clinical medicine and is deeply passionate about her work. She is always at the bedside, proving to be an invaluable asset when dealing with patients in rapidly progressive circulatory shock and organ failure. Her calm demeanor and effective collaboration with the team ensure the successful execution of life-saving measures. Ms. Lucas’s exemplary problem-solving abilities and comforting presence in the face of medical and surgical emergencies inspire the entire team. Her exceptional work ethic is contagious, elevating the performance of everyone around her.”

Calling Lucas “deeply passionate, dedicated, meticulous, organized, and efficient,” another nominator comments, “She displays a strong commitment to self-directed learning and the education of her team. I have seen her train several nurses during my time at Jacobi. She treats learners with respect while providing them with knowledge and skills from her years of experience as an ICU nurse. Ms. Lucas possesses the knowledge, skills, attitude, and behavior that form the foundation of success in the field of critical care nursing.”

Lucas says she champions the system’s ICARE values and especially the new “ICARE with Kindness” initiative, which she brings to life by being supportive of both patients and co-workers. “I greet patients warmly and listen to their concerns, making sure they feel valued,” she notes. “The most rewarding moments in my nursing career occur when previously unstable patients return to visit me and personally express their gratitude for the care I provided. I also thank my colleagues, which helps create a positive team atmosphere and improves patient care.”

Looking to the future, Lucas says she believes in continuing education and professional development. “I want to highlight how committed I am to lifelong learning and growing in my profession so I can give the best care possible,” she asserts. “I also make self-care a priority because it keeps me healthy and effective in helping my patients. These values are at the core of my nursing practice.

“I see nursing changing with more emphasis on technology, holistic care, and teamwork,” Lucas adds. “We’ll likely see more telehealth and a focus on preventive care. To keep up, I plan to keep learning about new tech and work on my communication skills, so I can provide great care that meets patients’ evolving needs.”

EXCELLENCE IN CLINICAL NURSING AWARD



**Melissa M. Museau, RN,
MEDSURG-BC, CCRN**
NYC H+H/Kings County
Staff Nurse, Medical
Intensive Care Unit

“As a professional nurse, I am committed to providing the safest, highest quality care to all my patients for best patient outcomes.”

Improving the patient experience is of paramount importance to Melissa Museau, who considers becoming a registered nurse one of the biggest accomplishments of her life.

“I take pride in my work, and I approach my job with a positive attitude,” she declares, noting that she has a strong commitment to lifelong learning. “I am, by nature, a hard-working, team-oriented individual who values leadership, teamwork, honesty, advocacy and work ethic. I believe what sets me aside as a great nurse is having a strong desire to be greater than I already am.”

Museau has been a nurse for eight years, five of them with NYC Health + Hospitals. She was inspired to enter nursing by her mother, who worked for the system for nearly 30 years before retiring. “My mother is my greatest inspiration; she always had a love for nursing and considered it to be an art,” Museau comments. “Becoming a nurse was important to me as it had aligned with the type of individual I am and what my mother molded me to be: generous, reliable, honest and relatable.

“My approach to patient care has always been achieved through being personable and relatable,” she continues. “That has always helped me. I want my patients to know that I am just like them; that I sympathize with

they are going through. I make sure they understand what to expect, what their next steps are, and what options they have. Maya Angelou once said ‘People will forget what you said, people will forget what you did, but people never forget how you made them feel.’ I truly strive for them to have a memorable experience.”

Nominators praise Meseau for her kindness, caring and compassion to patients, families and co-workers, and for serving as a preceptor for other nurses, sharing her knowledge and acting as a resource – and in some cases, even walking colleagues to their cars at night to allay their fears of being alone. “Melissa is a kindhearted team player who goes above and beyond her call of duties for the patients, families, colleagues and physicians,” one nominator says.

Another nominator points out, “Melissa encourages nurses and also spends time providing resources for her colleagues to attain their critical care certification. She is physically helpful to all her colleagues, nursing leaders and physician by volunteering herself to help where help is needed including chart auditing of nursing documentation to ensure that the unit remains in line with our guided policies. She takes charge of the unit as needed and maintain cohesiveness among nurses and physicians to ensure nurse-physician collaboration.”

Meseau takes pride in working as a critical care nurse, and is constantly encouraging other nurses to pursue critical care certification. “The best moments in my nursing career thus far have been working as a critical care nurse in one of the first level one trauma hospitals in NYC Health + Hospitals/ Kings County,” she declares. “I have learned and continue to learn so much on a day-to-day basis. It has been a pivotal experience in the way I deliver care to my patients. For the fact that I have the capability to drastically change my patient’s outcome for the best through my acquired critical thinking skills has overall changed how I go through my own life when faced with adversity.

“I believe that the level of education, certification, and skill is expanding the scope of practice for the nurse; which in turn means more autonomy, decision-making and responsibility,” she adds.

Meseau says she views all of the system’s ICARE values as important to the nursing profession, noting that “Accountability” most closely aligns with her personal philosophy. “I hold myself accountable when it comes to carrying out patient-centered care and advocating for my patients,” she explains. “It’s my job and duty to keep my patients safe.

“Integrating ‘ICARE with Kindness’ into my nursing practice has become second nature to me,” she adds. “For example, in all my encounters, I pay close attention to my tone, body language, taking the time to listen to the patient’s concerns without interruption can make a whole difference. It always great to demonstrate empathy. I also make it a priority to build a rapport with both the patient and family so that they as well can feel safe and comfortable while providing care.”

EXCELLENCE IN CLINICAL NURSING AWARD



John Castaneda, BSN, RN
NYC H+H/Lincoln

Staff Nurse, Operating Room

“I hope the patients and their families know that we are giving the best care possible.”

John Castaneda prides himself on being a caring and compassionate person, and therefore, a nursing career comes naturally to him.

“My mother is a nurse practitioner,” he relates. “Because of her influence, I pursued a career in nursing, as my main goal in life is to help others.”

Castaneda has been a nurse for four years, three of them with NYC Health + Hospitals, where he uses the ICARE values to guide his nursing practice. “Respect is a value that I align with,” he explains, adding, “I respect the patient’s wishes while they are in the hospital. Similarly, I treat all my colleagues with respect to foster an environment that is conducive to optimal patient care

“I employ compassion in my nursing practice by recognizing if a patient is nervous or scared and providing comfort measures,” he continues. “I also utilize integrity in my nursing practice by being transparent with the patient when discussing what is happening in the OR and what the procedure entails.”

Nominators point to Castaneda’s “consistency and reliability” as important assets in the operating room. “John is an exceptional staff member who always performs at the highest level,” notes one nominator. “He is a model of professionalism and executes his tasks with consistency and precision. He is honest, reliable, hard-working, and a true pleasure to work with. He instills confidence in me as a surgeon and I feel that he elevates the performance of the entire team he is working with.

“It is obvious to everyone he works with that John truly cares to do a great job each and every day,” the nominator continues. “He understands that, when it comes to surgery, every particular detail matters and will go above and beyond his duty to get every detail correct. It is clear that he is always striving for the optimal outcome for the patient, the team, and our hospital as a whole. On top of his outstanding job performance, John always maintains an engaging, pleasant demeanor that is a joy to be around. In short, John is consistently excellent at his job.”

Another nominator cites Castaneda’s “quiet confidence” and effective communications as important skills. “John is an outstanding communicator and goes above and beyond his duty to anticipate roadblocks and troubleshoot any issues that arise. In a dynamic environment like the operating room, John thrives with an exceptional ability to adapt to new situations. He elevates his team by communicating clearly and selflessly to make sure that everyone is simply doing the right thing.”

Another nominator declares, “In the operating room, I cannot think of any greater virtue than the reliability which John exemplifies.”

Castaneda notes that he strives to put patients at ease. “I approach patient care with the understanding that patients are likely scared coming in to the operating room,” he explains. “As a nurse, I try my best to alleviate any fears and worries about the surgery.

“My attention to detail and willingness to learn allows me to provide the best care possible to my patients while also ensuring that I have all the instruments and supplies necessary for the procedure in the operating room,” he continues, adding, “One of the best moments in my nursing career was from when I was tasked to circulate for a difficult case with multiple different services for a patient who was extremely sick. The case was long and difficult, but the patient eventually made it.”

In the future, Castaneda says he intends to pursue a master’s degree in nursing informatics, pointing out, “It is important to understand how much technology evolves and integrates itself in the medical field while also respecting the intrapersonal aspects of nursing practice.”

EXCELLENCE IN CLINICAL NURSING AWARD



Rhoda David, BSN
 NYC H+H/PAC, McKinney
 Charge Nurse, Post-Acute
 Care

“I’m passionate about fostering collaboration within healthcare teams to enhance patient outcomes and create a supportive work environment.”

Rhoda David was inspired to become a nurse while working with the international relief, development and advocacy organization World Vision in Haiti, where she learned firsthand how vulnerable communities often lacked access to essential healthcare.

“Working with World Vision in Haiti deepened my understanding of the critical role nurses play in providing not just medical care but also comfort and support to those in need,” she explains. “Becoming a nurse felt important because it allowed me to address these gaps in care, especially for those in my home country, and make a real difference in the lives of the most vulnerable.

“I provide patient treatment in a kind, focused, and individualized manner,” she continues. “I make an effort to treat every patient as an individual, making sure they are appreciated, heard, and given the care they need. To foster comfort and trust, I place a high value on candid communication with patients and their families, including them in the care process. After working together, I want them to feel appreciated, supported, and confident that their loved one got the best care possible.”

David has spent 17 years as a nurse, three with NYC Health + Hospitals, and says that her nursing practice is based on compassion, strong communication and adaptability. “I prioritize listening to my patients and their families, ensuring they feel heard and supported,” she points out. “My ability to build trust enhances the care experience, particularly in my work with geriatric patients at McKinney Rehabilitation Center. My adaptability, honed during my time with World Vision in Haiti, allows me to respond effectively to changing patient needs. These traits enable me to provide personalized care, foster positive relationships, and deliver the best possible outcomes for my patients.”

Her nursing experience also has had a positive impact on her personal and family life, David relates. “One of the best moments in my nursing career was when I saved my little cousin’s life. One evening, she was lying on the couch, and something instinctively pushed me to check on her. When I reached her, I realized she wasn’t breathing and was unconscious, her airways blocked by mucus from a cold. Thanks to my nursing knowledge, I was able to perform CPR and clear her airway, ultimately reviving her. This experience reinforced for me how vital nursing skills are, not only in clinical settings but also in everyday life, and it remains one of the most fulfilling moments of my career.”

The system’s ICARE values are foundational to nursing, David says, noting that “Compassion” aligns most closely with her personal philosophy. “Compassion is the tool that allows nurses to ease suffering, combining emotions, thoughts, behaviors, and a crucial motivational aspect,” she comments. “It involves being open to others’ pain while also recognizing our own. In my daily nursing activities, I bring this value to life by being empathetic, offering emotional support, and truly listening to my patients. This not only helps alleviate their physical suffering but also provides comfort and understanding, making a meaningful difference in their care experience.”

David integrates the “ICARE with Kindness” initiative into her nursing practice by “prioritizing empathy and respect in every patient interaction,” she says. “For example, when I saved my little cousin’s life, it was not just my medical skills but also the compassion I showed that made the difference. Kindness plays a crucial role in building trust, especially with vulnerable populations. This initiative reinforces my belief that kindness and attentive care are essential in easing both physical and emotional suffering, making a meaningful impact in the lives of my patients and their families.”

Looking to the future, David sees the nursing profession evolving with advanced technologies, especially artificial intelligence, which she believes will make healthcare more accessible and efficient for communities, helping address the social determinants of health. “While AI will play a growing role in enhancing patient care, it will never replace the human touch that is essential in nursing,” she explains. “Instead, it will support nurses by streamlining tasks and improving decision-making. I plan to adapt by staying up-to-date with these technologies and continuously enhancing my skills to integrate them into my practice while maintaining the compassionate care that remains at the core of nursing.

“I want to emphasize my commitment to lifelong learning and professional development in nursing, because staying updated on best practices and new technologies is vital for delivering high-quality care,” David adds. “Advocating for vulnerable populations and addressing social determinants of health is also crucial, shaped by my experiences that drive me to be a voice for those without one.”

EXCELLENCE IN CLINICAL NURSING AWARD



Madeline Rivera, RN, MS
 NYC H+H/MetroPlus Health
*Senior Director, Integrated
 Care Management*

“Throughout my nursing career I've always treated patients and their families the way I would like to be treated with dignity, kindness and respect.”

“A proud Brooklyn native who was born in NYC Health + Hospitals/Coney Island (now South Brooklyn Health), Madeline Rivera feels that she was destined to become a nurse.

“I truly believe that I was born a nurse,” she declares. “There wasn't a moment in my life that I wanted to do anything else. I was greatly influenced by my grandmother, which is why I have a special place in my heart for the elderly.”

Rivera has been a nurse for 40 years, six of them with NYC Health + Hospitals, where she currently leads the Integrated Care Management Department for MetroPlusHealth. She notes that she is responsible for “ensuring the integration of care coordination services for our members and addressing the social determinants of health so that individuals are connected to resources in the community. I enjoy working with vulnerable New Yorkers, ensuring the integration of their medical, behavioral and social needs,” she adds, noting that she also “cherishes time with family and friends, engaging in career planning discussions with colleagues mentoring the next generation of leaders, and enjoys traveling the world.”

Rivera’s long nursing journey has given her a depth of experience in many facets of health care. “I've had a long and wonderful career and have been fortunate to work with amazing colleagues,” she points out. “When I think of my career, I think of all the opportunities that I've been given: I've worked in the hospital setting, community, managed care and have designed care management programs and have taken great joy and pride in seeing how patient care has been positively impacted. Some of the best moments have been seeing the most complex patients getting better and calling to let me know how they are feeling.”

Nominators cite Rivera’s dedication, high standards and innovative approach to care management. “Madeline holds herself and her team to very high standards,” notes one nominator.

“She has consistently recruited and retained effective leaders who are happy to remain in her department because of the environment she creates and the structure she develops and implements. The dedication and sense of mission are palpable. In short, the environment is one in which nurses have ample support to excel and ample latitude to be creative and strive for innovation, embodying the best of ICARE. MetroPlusHealth is lucky to have someone of her caliber leading our care management activities, serving as a thought leader and trusted source of evidence-based practice in our company, especially among our nursing workforce.

Another nominator points out, “Madeline seeks to create an extremely collaborative and collegial environment. She ensures that staff and managers feel heard and supported. Through the creation of a structured career ladders program with objective criteria related to both productivity and high-quality work, she enables talented nurses to rise in the ranks, eliminating bias and favoritism and enhancing the diversity of the workforce, furthering a sense of equity and inclusion in the process. She also leads the implementation of a new hire buddy program that was later rolled out more broadly across all of MetroPlusHealth after it was demonstrated to have improved initial staff retention rates. She is also very astute at identifying unique staff strengths and building teams, primarily comprised of other nurse leaders, with diverse skill sets and talents in which everyone has an opportunity to shine and competition is minimized.”

Rivera was instrumental in developing unique partnerships to address food insecurity, according to nominators. “She has enabled more than 1,200 members to achieve improved clinical outcomes and satisfaction,” one nominator explains, adding, “She drives innovative work to address critical social needs for members. Most noteworthy are three involving technology: a texting platform for maternal health; a robotic companion for homebound members; and an online social resources guide. She leads a rich collaboration with NYC Health + Hospitals around care management and population health, launching unique partnerships with the Transitional Care Management program and Maternal Health Team to improve clinical outcomes. Finally, she guides a robust collaboration with Lifestyle Medicine to boost referrals. In each example, Madeline is a trusted, strategic partner, serving as a creative problem-solver and data-driven implementer who blends passion and pragmatism to guide every project towards objective success.”

Rivera herself says she embraces all of the ICARE values, collaborating with her teams to ensure that the values are part of all interactions with members, families, caregivers and providers. “Compassion and Respect are most aligned with my approach to nursing,” she notes. “I hope that patients, members, families and caregivers will take away that they received compassionate care by someone who understands what they are going through. I hope that we helped to alleviate their concerns and ensured that they received the care needed to help improve their health outcomes.”

Looking to the future, Rivera says she enjoys mentoring the next generation of nurses and leaders. “I am so excited about the future of nursing!” she enthuses. “I look back at my career and think fondly of where the nurses that I've mentored are today. I always follow their careers and look forward to their calls.

“I would say that nursing is a growing profession and with the aging population growing we will need many new nurses,” she adds. “I also see the role of nurse practitioners growing as well as the use of technology such as telehealth, use of AI and remote monitoring. Nurses will continue to have the opportunity to work in various settings. I am looking forward to seeing how nursing programs continue to educate and prepare future nurses.”

EXCELLENCE IN CLINICAL NURSING AWARD



**Linnda Archille, MSN, RN,
RN-C**

NYC H+H/Metropolitan
Staff Nurse, Ambulatory

“I love the role of being a provider and caregiver for the vulnerable and the ill, especially the elderly population.”

Linnda Archille credits experienced nurses, co-workers and family with helping her grow from being a certified nursing assistant to becoming a registered nurse.

Archille first joined NYC Health + Hospitals 31 years ago, and has been a nurse for the past 17 years. “I am only as good as those senior nurses who taught me as a young impressionable CNA,” she declares. “I want to thank my family for supporting my dreams and aspirations, and thank the Lord for all that he does in my life. I also want to thank my co-workers who support and motivate me to be the best that I can be.

“My motivating philosophy is to treat others the same way you would like your family to be treated, or how you would like to be treated if you were ill – with kindness,” she continues. “Nurses taking out the time during our busy work day just to listen to patients and families makes a big difference to our patients’ overall well-being. On a daily basis, I bring the traits of accountability and kindness, knowing that I have been entrusted to care for an individual when they are ill.”

This approach means that Archille prizes the system’s ICARE value of “Accountability” very highly. “Knowing that you as a nurse are responsible for an individual’s life is significant and should not be taken

for granted,” she points out. “Accountability also encompasses trust, because patients and family members trust you to provide the best of care to their loved one, and this is what I try to do every time I encounter a patient. I hope the patients that I have encountered will know that I did my best to provide care with respect and integrity and did not just see them as a patient but as an individual.”

Indeed, Archille says one of the most memorable moments of her career was having a patient’s daughter call to personally thank her for caring for her mother. “This action reinforced my desire to be the best nurse I can be, knowing that you had an impact not just on the patient but the family as well.”

Nominators cite Archille’s outstanding dedication, commitment to patient safety, and exemplary leadership skills. “Linnda has consistently demonstrated a high level of professionalism and compassion in her work, making her an invaluable asset to our healthcare team,” one nominator states, pointing to her “unwavering dedication to patient safety and well-being; effective advocacy for patients, providing timely updates and support; proactive leadership in unit situations, prioritizing staff and patient safety; and honest and constructive feedback to leadership, driving unit improvements.

“She demonstrates leadership skills, taking initiative and responsibility in all aspects of her work and provides exceptional mentorship and preceptorship of new RNs in the unit, generously sharing her knowledge and expertise to ensure a smooth transition and successful onboarding,” the nominator continues. “Linnda’s dedication to training and mentoring new RNs is truly admirable. She goes above and beyond to ensure they feel supported and confident.”

Another nominator remarks, “Linnda’s dedication to teamwork is evident in everything she does. She encourages open communication and active listening among team members; recognizes and appreciates the contributions of her colleagues; offers support and guidance to ensure collective success; fosters a positive and inclusive work environment; collaborates with interdisciplinary teams to achieve common goals; and leads by example, demonstrating the value of teamwork in achieving excellence in patient care. Linnda’s ability to bring the team together, promote a sense of belonging, and celebrate each other’s strengths has significantly enhanced our unit’s morale, productivity, and patient satisfaction. Her selflessness, empathy, and commitment to teamwork have created a ripple effect, inspiring others to follow her lead.”

Another nominator says Archille truly embodies all of the ICARE values, calling her “Innovative, Compassionate, Accountable, Respectful and Excellent. Linnda consistently seeks innovative solutions to improve patient care and unit operations. Her creative approach to problem-solving and eagerness to adopt new ideas have led to significant improvements in patient outcomes and staff satisfaction. Linnda is renowned for her compassionate and empathetic care, always putting patients’ needs first. She takes the time to listen, understand, and address their concerns, providing comfort and reassurance in times of need. She is a true leader, taking ownership and responsibility for her actions and their impact on patients and the unit. She is dependable, reliable, and always follows through on her commitments. Linnda treats everyone with respect, kindness, and dignity, regardless of their role or background. She fosters a culture of inclusivity, collaboration, and open communication, making everyone feel valued and appreciated. She strives for excellence.”

Going forward, Archille says she believes the nursing profession will continue to evolve. “I see nursing informatics becoming more influential, as we see that social media has a significant presence in our society, a means I see to reach out to all diverse populations,” she predicts. “I see educators becoming more in demand as the need for nurses continues to increase, and more nurse leaders who take on legislative roles, becoming advocates for patients, families and nurses as they bring their personal experiences into practice.”

EXCELLENCE IN CLINICAL NURSING AWARD



**Jennifer Brown, MS, BSN,
RN, PMH-BC**
NYC H+H/North Central
Bronx
*Staff Nurse, Behavioral
Health*

“It is important for all healthcare workers to remember that effective teamwork helps to ensure the best outcomes for our patients.”

The nursing profession may be Jennifer Brown’s second career, but the past five years as a nurse – four of them with NYC Health + Hospitals – have been extremely rewarding for her.

“Some of the best moments I have experienced in nursing are when the entire team comes together to support patients – psychiatrists, nurses, ancillary staff, etc., because much of healthcare is about the coordination of care across various specialties,” she notes. “I come from a family of nurses; my mother is a retired nurse and worked in multiple settings. While nursing is a second career for me, I have always had it in the back of my mind as a profession that I would eventually pursue. I’ve always admired the concept of supporting those at their most vulnerable moments.”

Brown notes that empathy and compassion are vital when caring for psychiatric patients. “I really try to have empathy for all my patients; most of them do not want to be admitted to a psychiatric inpatient setting,” she explains, noting that she assures patients that the entire treatment team is there to serve them and help them get well.

The “ICARE with Kindness” initiative comes naturally to Brown. “Kindness and nursing really go hand-in-hand,” she declares. “Patients usually remember the nurses, and healthcare staff in general, that were kind to

them. Post-discharge surveys and patient satisfaction scores reflect the general patient experience.”

Respect is another ICARE value that resonates with her, Brown says. “Respect is very important to me. All people want to feel respected. Patients are no different. No matter their state of mind, I always make the effort to treat all patients and my colleagues with respect.”

Nominators praise Brown for her commitment to patient-centered care and continuous improvement, and point out that she represented North Central Bronx at a prestigious conference, reporting on the Behavioral Health Services performance improvement project.

“Jennifer is deeply involved in our performance improvement projects, demonstrating her commitment to continuous improvement in patient care and nursing practices,” comments one nominator. “Jennifer also participated in the Clinical Ladder Program, showcasing her professional development and her drive to elevate nursing standards. As a preceptor, she is passionate about mentoring and training new nurses, sharing her knowledge and expertise generously. She embodies the ICARE values by demonstrating respect and compassion to her patients and colleagues alike.

“Her dedication and exemplary performance have not gone unnoticed,” the nominator adds. “Jennifer was honored with the nursing excellence clinical award for BHS during May 2024 Nursing Week, nominated by her peers. This is a testament to her outstanding contributions to our patients and the nursing profession. Jennifer believes in keeping patients first and pursuing excellence in evidence-based practice so patients may have good quality of life in our milieu.”

Brown also serves as chairperson for Professional Shared Governance at North Central Bronx, in Behavioral Health Services. “Jennifer has consistently demonstrated an exceptional commitment to clinical nursing excellence and patient-centered care,” notes one nominator. “Jennifer is certified in psychiatry and excels in all domains of clinical nursing. She is highly regarded by patients for her compassionate care and her ability to educate patients about medication benefits and side effects, healthy lifestyles, health promotion and well-being. Her dedication to patient education has not only improved patient outcomes but empowered patients to take an active role in their health.”

Another nominator praises Brown’s outstanding interpersonal skills, dedication, expertise, enthusiasm and compassionate care, noting, “She is very articulate and consistently advocates for her patients as needed. Her ability to communicate effectively with team members fosters a collaborative and supportive work environment. She is respected and admired by her colleagues for her ability to navigate complex situation with grace and professionalism. I have received numerous compliments from psychiatrists, social workers and patients regarding Jennifer extensive knowledge, competence and the patience she demonstrates with her patients. Her ability to calmly and thoroughly address patient concerns and provide comprehensive care has left a lasting positive impression and both patients and staff. Jennifer is truly patient centered who goes above and beyond her job description she is always willing to assist.”

Brown herself is grateful to be part of the nursing profession, and to be recognized for her contributions. “It feels great to be recognized for my hard work and dedication, especially in a challenging environment,” she remarks, adding, “I see the nursing profession continuing to evolve. Nurses are the liaisons in the healthcare setting; we work with virtually everyone. Nurses have taken on more responsibilities and our voices are more important than ever given the increasing scope of our practice.”

EXCELLENCE IN CLINICAL NURSING AWARD



Dianne Persaud, BSN, RN
 NYC H+H/Queens
 Nurse Supervisor,
 Medical/Surgical

“My approach to patient care is always providing positivity and knowledge-based care to improve outcomes.”

Dianne Persaud knew from a young age that she wanted to be a nurse, and has devoted herself to providing care, comfort and compassion to her patients for her entire 24-year nursing career at NYC Health + Hospitals.

“I love providing support and care for my patients and their families in their most vulnerable times,” she states. “I treat everyone as though they are my family and with cultural sensitivity. I bring with me each day knowledge, communication skills, smiles and a sense of humor, which allows me to provide the best care for patients. Some may need education on their post-op care; some may need a smile and laugh to uplift them as they are not at 100 percent; others may need an ear to just listen and show compassion or to just be human and help them feel whole by just combing their hair. It is important to anticipate their needs and to adjust my care individually.”

Persaud says she was inspired to become a nurse because her grandfather received poor care while hospitalized in Guyana. “My grandmother would tell me stories of the care he received while hospitalized and it would bring tears to my eyes because of the lack of care, attention and compassion towards them in his last days,” she relates. He suffered and died at the hospital. I vowed to be a nurse that they would both be proud of and treat every patient as though they are my family.”

When her grandmother was in her final days, Persaud was able to care for her by using her nursing experience. “One of my best moments in my career was the ability to provide care for grandmother in her ailing and final days at home,” she recalls, noting that she used “the knowledge and experience I learned through my entire career to provide her with comfort and compassion.”

It comes as no surprise that the ICARE value of “Compassion” is one that Persaud embodies in her daily nursing practice, and she has embraced the new ICARE with Kindness initiative. “I think of the care that Mother Theresa provided for people she had no relation to, and the compassion she showed them all and that is what they will never forget,” she explains, adding that she wants her patients and their families to know that she is with them in their time of need, providing comfort and promoting healing.

Nominators credit Persaud with helping Queens earn the Pathway to Excellence designation from the American Nurses Credentialing Center (ANCC), citing her collaboration, teamwork, communication and change management with frontline staff. “Ms. Persaud was one of our champion nurses for our journey to Pathway to Excellence,” notes one nominator. “She was instrumental in us getting the designation. She helped by educating and motivating her peers; helping develop the questions and answers for workshops for the staff nurses on the six standards of ANCC: Professional Development, Well-Being, Safety, Quality, Leadership and Shared Decision-Making.”

Another nominator pointed to Persaud’s work as a preceptor and mentor to new nurses, saying she is a leader in every aspect of clinical practice in the medical/surgical unit. “Dianne has been instrumental in precepting RNs on the unit as a senior nurse,” the nominator states. “The unit’s quality metrics and performance are outstanding. Dianne’s BMCA record ranges over 98% consistently. Diane is very passionate about her and her colleagues maintaining the high nurse communication scores on their unit, which has been consistently one of the highest in the medical/surgical division.”

Persaud also takes safety seriously, and nominators point out that she recently put out a microwave-caused fire in the hospital. “Not only did Ms. Persaud pull the fire extinguisher to put out the fire, she followed all the steps she learned in our fire drills,” the nominator relates. “She activated the fire alarm; shut down the oxygen system; and then she and the nurses on the unit evacuated all the patients to the next unit. [By the time] the fire safety officer and the fire response truck came to the hospital, the nurses had completed the evacuation and all patients and staff were safe. We were amazed by this perfect example of ICARE!”

Persaud says she continues to see a bright future for the nursing profession. “This is the ‘golden age’ of nursing with advanced practitioners and advancing technology, research and medication regimens,” she declares. “I see myself evolving and returning to school to continue my education, thereby providing higher level of care for patients and their family members and being a resource for my colleagues.”

EXCELLENCE IN CLINICAL NURSING AWARD



Angelica C. Santos, BSN, RN
 NYC H+H/PAC, Seaview
 Head Nurse, Geriatric Long
 Term Care

“Always show compassion to others.”

Angelica Santos was inspired to become a nurse by her parents, who instilled in her the importance of giving back and caring for others.

“They raised me to be a person who is able to think of where my services are needed and then act upon my abilities,” she recalls. “I feel that becoming a nurse was important because making a difference to a singular person’s life could impact their future.”

Santos has been a nurse for 29 years, nine of them with NYC Health + Hospitals, where she says she values the direct connection she makes with her patients and their families. “Although it sounds like a cliché, the best moments in my nursing career are having the opportunity to see my patients through to their journey to health and living a life that we all deserve,” she comments.

“My approach to patient care is to demonstrate a level of professionalism and unwavering respect for my patient’s well-being,” Santos continues. “I hope that the families I come across will see and find hope in the work that not only I do, but that every healthcare professional does.”

Nominators praise Santos for her dedication to upholding ICARE standards. “Angel exemplifies all of the ICARE values by setting an example for her staff,” points out one nominator. “She exemplifies integrity by assuring all staff and residents remain safe on her unit. Her residents come first and she can often be seen doing resident care or feeding if staffing challenges present on her unit. As a Head Nurse, Angel is accountable for her unit and staff for all tours to assure safe resident care is provided. Collaboration and teamwork have helped to build an atmosphere of mutual respect. Her dedication to excellence has inspired her to seek additional learning experiences which she will share with her staff.”

Another nominator notes, “Angel is a very professional and dedicated Head Nurse. She has demonstrated excellent clinical and leadership skills while managing her unit.”

One nominator cites Santos for fostering teamwork. “As a Head Nurse, Angel has encouraged all staff to work collaboratively with each other and all departments,” the nominator states. “This collaboration and cohesiveness have helped to develop a strong team to provide patient care. Angel leads her staff through example and encourages all team members to contribute and be part of the residents’ plan of care. Angel is an inspiration and portrays nursing excellence in long-term care.”

Santos prides herself on her compassionate care. “I show empathy to my patients so that they feel comfortable,” she explains, noting that “Compassion” is the ICARE value that she feels best represents her approach to patient care. “I feel that I align most with ‘Compassion,’” she remarks. “This is because when a nurse is able to display compassion, they display respect. In doing so, they are able to treat the patient as a whole person and not for their disease or ailment. Having said that, it will speak to my integrity and ability to practice excellence.

“I choose to always show compassion to my patients,” she continues. “An example of that is listening to my patients’ preferences and looking into how I am able to deliver that to the highest level of care.”

Santos says she believes evolving technologies will help nurses provide even better care in the future. “I see the nursing profession advancing to embrace technology and having a broader understanding of the new developments in science and technology,” she predicts. “I hope to see more nurses be involved in the development of these technologies so that we have an influence on what needs to be seen in our hospitals. In doing so, we will be able to advance our careers alongside the advancement of technology.”

EXCELLENCE IN CLINICAL NURSING AWARD



Anastasiya Rothstein-Leonova BSN,RN

NYC H+H/South Brooklyn Health

Staff Nurse, Medical/Surgical

“Solving a hard case with my fellow nurses and doctors is very fulfilling and exciting!”

Anastasiya Rothstein-Leonova has always loved helping people, which is why she embarked upon her three-year nursing career, including the past two years with NYC Health + Hospitals.

She says she prides herself on her “attention to detail, compassion, good sense of humor and communication skills,” and points out, “I communicate in a warm and welcoming manner. I make eye contact, smile, I listen actively, and use positive body language. I always ask patients and families what questions or concerns they have and try to grant their requests as soon as I can.

“My approach to patient care is about respecting your individual preferences and diversity.” Rothstein-Leonova adds. “It involves recognizing patient’s needs and respects their right to make health decisions and choices.”

Nominators praise Rothstein-Leonova for her dedication, commitment and leadership. “Anastasiya Rothstein-Leonova is an exceptional registered nurse who embodies the highest standards of clinical nursing excellence,” states one nominator.

She has consistently demonstrated a deep commitment to delivering outstanding patient care, advancing clinical practice, and inspiring her peers. Anastasiya’s clinical expertise is evident in her ability to assess

complex patient needs, develop individualized care plans, and implement evidence-based interventions.”

One nominator points out that Rothstein-Leonova spearheaded a unit performance improvement project for preventing hospital-acquired pressure injury (HAPI) and presented it on behalf of South Brooklyn Health. “Her presentation won the hearts of the audience, as her passion, enthusiasm, and genuine commitment to improving patient care shone through every slide, every word, and every gesture,” the nominator recalls. “Anastasiya possesses a unique ability to balance the art and science of nursing, combining technical skills with empathy, compassion, and kindness. Patients and families praise her for her warm demeanor, clear communication, and unwavering dedication.”

Another nominator points out, “Anastasiya’s leadership and collaborative spirit are key factors in promoting effective teamwork and interprofessional collaboration at NYC Health + Hospitals/South Brooklyn Health via leadership, focus on through-put and improving patient outcomes, use of communication tools, encouraging bedside huddles and mentorship. Through her exemplary contributions, embodiment of ICARE values, and promotion of teamwork, Anastasiya Rothstein stands out as a model of excellence in clinical nursing.”.

Another nominator also points to Rothstein-Leonova as an embodiment of the system’s ICARE values. “Anastasiya exemplifies the ICARE values through her daily interactions and professional conduct. I: She is honest, ethical, and transparent in all her dealings with patients, families, and colleagues. Her adherence to moral and professional standards has earned her the trust and respect of her peers. C: She takes the time to listen to her patients, understand their concerns, and provide emotional support. Her compassionate approach has been a source of comfort to many patients and their families during challenging times. A: Anastasiya is reliable and always follows through on her commitments. When errors occur, she addresses them promptly and uses them as learning opportunities to prevent future occurrences. R: Anastasiya fosters an inclusive environment where patients and colleagues feel valued and heard. Her respectful demeanor contributes to a positive and collaborative workplace culture. E: She continually seeks to improve her skills and knowledge, pursuing advanced certifications.”

For herself, Rothstein-Leonova says the ICARE value of “Respect” resonates most deeply. “Treating people with dignity and respect is important in all aspects of life, but is essential when working in a caring or nursing role,” she comments. “To treat someone with respect and dignity for me involves treating them as a valued individual and helps to establish an effective relationship between nurses and patients.”

Looking to the future, Rothstein-Leonova says she wants to expand her nursing horizons. “I would love to become a nursing educator,” she enthuses. “I absolutely love to teach and I think I can inspire new nurses with their new careers.”

EXCELLENCE IN CLINICAL NURSING AWARD



Gloria Cottoy, BSN, RN
 NYC H+H/Woodhull
 Staff Nurse, Adult
 Outpatient Behavioral
 Health

“I want to be a part of the change to promote continued education and research in nursing which will secure a brighter future.”

A passion to serve others and an abiding respect for patients, their families and colleagues form the foundation for Gloria Cottoy’s 12-year nursing career, with more than eight of those years spent with NYC Health + Hospitals.

Cottoy prides herself on offering a high standard of care with emphasis on safety. “Respect for self and others helps to guide my standard of care,” she points out. “Care provided to patients and their families is rendered with respect, privacy and safety. It is hoped that after the encounter, what would be seen is the effort placed in providing the highest standard of care which ultimately would help to develop a better patient/nurse relationship.”

Inspired to become a nurse by her adopted mother, Cottoy says she has a strong desire to promote mental health awareness, using her nursing career as a platform to influence and educate a larger population. She also hopes to expand her own awareness and education by earning certification in psychiatric nursing and a master’s degree in nursing education and leadership. “Advanced learning forms a strong foundation in promoting and improving health care,” she declares.

Nominators praise Cottoy for her caring approach to patient care and collaboration with other staff. “Ms. Cottoy is a beacon of light in a high-volume psychiatric clinic that is extremely overwhelming, demanding, and challenging,” says one nominator. “Ms. Cottoy always remains positive and extremely caring and respectful towards patients and staff as the main clinic nurse. She mostly sees patients for injectable medications, and these can be some of the toughest cases to handle. Despite this she completes her work with great compassion and understanding for patients living with chronic, serious psychiatric illnesses.”

Another nominator notes, “Ms. Cottoy was so kind and caring towards me and all employees, recognizing our value and contributions at every chance she got – pointing out our strengths and successes both privately and publicly. She is so friendly to everyone she meets, both patients and coworkers. She is willing to talk about and address any issue or concern that comes up with an open mind and kindness. She goes above and beyond to facilitate interprofessional collaboration and change.”

One nominator points out, “Ms. Cottoy is the embodiment of ICARE. She treats every patient with great attention and respect. She deeply cares for patients, and they can feel it in a way that is not often seen in a demanding healthcare system. She makes sure they are all cared for appropriately without becoming frustrated and despite having a schedule that is too full, even skipping or taking late lunch at times in order to be there for patients. She celebrates and calls attention to patient’s successes both with staff and patients themselves. She even suggested having a small celebration for a patient and his family who struggled to graduate with his associates degree due to his battle with bipolar disorder. This celebration and recognition was so special for this patient.”

Cottoy herself says she strives to uphold all ICARE values. “I believe that each core value is interdependent on each other,” she explains. “This approach provides the total patient satisfactory experience. Making the patient feel appreciated helps with more patient participation in the plan of care. A trusting patient/nurse relationship is developed which improves health care.”

The most rewarding elements of her nursing career involve her colleagues, Cottoy says, noting that she enjoys working with new nurses to educate them and encourage them. “I emphasize the professional, clinical and humanitarian aspects of nursing,” she explains. “And I admire each nurse as he or she develops their skillsets and complete their job functions with excellence.

“Often times, our success is achieved by standing on the shoulders of others who provide the necessary support when needed,” Cottoy adds. “I want to take this opportunity to thank relatives, friends and fellow colleagues who continue the great work of encouragement.”

EXCELLENCE IN NURSING LEADERSHIP AWARD



**Teresa Pedretti-Ramos, RN,
BSN, MSL, CNOR**
NYC H+H/Elmhurst
Director, Nursing

“I truly love what I do, and I think it is so important to lead by example.”

Teresa Pedretti-Ramos has always been passionate about helping others, and this led her to a 32-year nursing career, including five years with NYC Health + Hospitals.

“The happiness from helping others is such a powerful and infectious feeling,” she relates. “The ability to offer hope and peace to people during, at times, the worst time of their life is priceless. I believe nursing is a calling, a real vocation, as well as a true profession. Nursing offered me a rewarding job, combined with stable work opportunities, which only motivated me to continue to grow in my professional development and career.”

Pedretti-Ramos extends this enthusiasm to co-workers and new nurses. “Nursing has been and will continue to be my passion,” she explains. “I have enjoyed mentoring and helping new nurses find their passion in nursing. I put educational goals as a priority for not only my staff but for myself.”

“I strive for excellence as a leader, and I lead by example,” she continues. “Being a role model that new nurses can not only look up to but also be approachable is important.”

Being accessible and relatable to new staff helps to promote trust and encourage professional development; Mentoring talent, when it is seen, and giving positive feedback when deserved. Implementing projects that have reached national conference levels and improve patient outcomes demonstrates excellence.”

Pedretti-Ramos points to “Excellence” as the ICARE value that most closely aligns with her personal philosophy and approach to nursing. “I strive for excellence in all aspects of my nursing career, and I have the same expectations for my staff,” she declares. “Excellence in the way care is provided to our patients. Excellence in educational goals for myself and my staff. Encouraging staff to get certified, join their professional organizations or going back to school to get an advanced degree. All these things impact patient care and a journey to excellence. Striving for excellence is a goal we should all try to accomplish to bring value to what we do every day as nurses.”

Earning a law degree was key to her quest for excellence, she notes. “Using my law degree in compliance has helped in my leadership role and in my road to excellence. My degree in compliance, as a healthcare professional, was knowledge in regulatory that is essential to success as a leader. I gained knowledge of risk management and compliance through formal education that is not taught in nursing school but incredibly valuable.”

Pedretti-Ramos also points to “ICARE with Kindness” as an important enhancement to patient care. “I am a firm believer that I treat patients and their families with the caring and respect I would expect for my own friends and family at all times,” she says. “Patients and families should leave feeling satisfied with our interaction and empowered with the knowledge needed to care for themselves or their loved ones when leaving the hospital.”

Nominators say that Pedretti-Ramos is a leader who has improved staff morale and energized shared decision-making. “She boosted our morale by allowing us to be active participants in decision-making in our units,” one nominator notes. “She revived the Professional Shared Governance Council and gave nurses a voice in the operating room. Patient safety and nursing excellence is her priority, so she encouraged the council to choose an achievable goal which happened to be the pressure injury prevention (PIP) in the OR. She gave her full support and believed in her nurses’ potential. This led to a successful PIP program which won the PIP Poster, ‘The Road to Pressure Injury’ a third-place winner in the 2024 Association of periOperative Registered Nurses (AORN) Conference.”

Another nominator comments, “Teresa Pedretti improved OR nurse participation and presence in different organizational meetings, such as Peer Review Committee, Magnet Committee, Professional Shared Governance Council, Community Outreach events, AORN Expo and Conference, and encouraged a more meaningful and nurse-driven OR Huddle.”

Pedretti-Ramos says she is honored and humbled by receiving the Excellence In Nursing Leadership Award. “I would rank this award as one of the best moments of my nursing career,” she remarks. “To be validated as a leader is a priceless gift. Often times people don’t realize what it takes to be a leader and the magic that happens behind the scenes. I have been fortunate in my career to have had the honor of leading some of the best nurses in New York and I am honored and humbled to say that. I have also been privileged to work alongside great leadership who have mold me into the leader I am today, and I am also so very appreciative of my mentors.”

Looking forward, Pedretti-Ramos sees a bright future for new nurses entering the profession. “I do believe that in order to continue to be successful in providing excellent care, mentoring and education for new nurses will be the key; listening to the needs of new nurses and filling in those gaps so they can also be successful in their career paths,” she points out, urging other to, “Be the change agent that is needed, nothing stays the same. Welcome the future with open arms and learn what you can from it.”

EXCELLENCE IN EDUCATION AND MENTORSHIP AWARD



Caroline Helen Araullo, MSN-NE, RN, NEA-BC, NPd-BC
 NYC H+H/PAC, Carter
 Nurse Educator

“Some of the best moments in my nursing career are being able to deliver exceptional care to a diverse patient population and touch people’s lives.”

Caroline Helen Araullo believes strongly in the power of education and mentorship, and has been on the receiving and giving end of both throughout her 20-year nursing career with NYC Health + Hospitals.

“The decision to pursue my career in nursing was influenced by family and friends, who have instilled in me the values of compassion and service,” she explains, adding, “We should be open to evolve and learn as new things come up every day; we need to adapt to these changes that will help us guide and serve others who are new to this profession.”

Araullo says her most important personality traits are empathy, dedication and a commitment to serve others. “I try to perform to the best level, embody team spirit to foster a supportive working environment, and serve as an inspiration and role model for others,” she comments. “Continuing education with a specialization in nursing education and certifications in leadership and professional development are essential for enhancing my abilities to lead effectively, empower others, and enhance my credibility as a nurse educator.

By supporting continuing education and mentorship, I promote the continuous growth of the nursing profession and ultimately the provision of high-quality health care.”

Understanding patient needs, implementing evidence-based practices and remaining motivated in providing high-quality care are all important to her daily nursing practice, according to Araullo. “Also, achieving a work-life balance in this profession provided me with an opportunity to integrate professional aspirations with personal fulfillment,” she adds. “Becoming a nurse is important because we do not only provide physical care to patients and residents but also emotional support during their vulnerable times, making a meaningful impact in their lives as well as their families.”

Nominators praise Araullo for her commitment to nursing education and professional development, and for her strong communication skills and collaborative approach. “Not only does she convey her ideas effectively, but she also listens attentively and sincerely to, and works well with, others,” a nominator states. “She shows adaptability; she can be very flexible with changes at work; and she demonstrates a growth mindset and open-mindedness as she takes on daily challenges.

“She collaborates with the team to find ways to work on a problem,” the nominator continues, noting that Araullo is hardworking and goal-oriented. “She exhibits exemplary leadership skills. She shows high emotional intelligence as she understands the people around her and relates to their emotions, and handles difficult situations calmly; she always displays a positive attitude.”

Araullo has been a strong supporter of the system’s Nurse Residency Program, another nominator points out. “She sees to it that nurses are given continuous learning, encouraging and promoting certification to other nurses within the facility by facilitating the use of the Success Pays program.”

Another nominator notes, “She keeps herself abreast of the trends in nursing education by doing research, teaching classes, and contributing as co-editor to the newsletter to inform all staff of what’s new in nursing and nursing education.”

Araullo says she takes a person-centered approach, “where care is focused on the patients’ preferences, and they get to participate in their own care, fostering autonomy. I hope that the patients and families that I care for will feel important, satisfied with the care I have provided, and continue to live healthy lives and take care of themselves.”

This approach dovetails well with the system’s ICARE values, Araullo states, noting, “I feel that ‘Respect’ most closely aligns with my personal values because it is basic to all levels of care. Respectful communication is key to understanding and collaboration among the interdisciplinary team members to develop effective plan of care for all patients. I apply respectful communication not only to patients and families but also to colleagues and other staff creating a harmonious relationship and promoting a positive working environment and well-being.

“I integrate ‘ICARE with Kindness’ by striving to share more, educating others, and advocating for the nursing profession,” Araullo adds. “Embodying transformational leadership, committing to continuing education and supporting the nursing staff to pursue nursing excellence will ultimately enhance patient and staff satisfaction and engagement.”

Araullo points to Carter’s Nurse Aide Training Program as an example. “Through this educational program, which is open to the community, we train new nurses’ aides and improve nursing staffing,” she explains. “At the same time, it provides a livelihood for local community residents.”

Looking ahead, Araullo predicts continuing innovation in healthcare. “Changes occur very rapidly, along with evolving patient populations,” she notes. “We need to adapt through continuing education to equip ourselves with evidence-based practices and remain capable of caring for the diverse healthcare population of today.”

EXCELLENCE IN HOME, COMMUNITY, OR AMBULATORY AWARD



Jaslyn Reyes, BSN, RN, AMB-BC
 NYC H+H/Metropolitan
 Head Nurse, Pediatric
 Ambulatory

“I hope that patients and their families leave their experience with me feeling the compassion and love that I strive to infuse into everything I do.”

Jaslyn Reyes knows first-hand the importance of following your dreams, having spent more than 13 years as a dress designer.

“I felt unfulfilled in that career and realized eight years in that my true passion lay in nursing,” she reveals. “Witnessing the profound impact nurses have on patients and their families inspired me to pursue a path where I could make a positive difference in people’s lives. This transition has been incredibly rewarding, allowing me to fulfill my desire to help others.

“The key personality traits I bring to nursing are kindness and empathy,” she adds. “Each time I step into the hospital, my goal is to ensure that my patients have a positive experience. I believe that fostering a warm and supportive environment can make a significant difference in their care.”

Reyes has been with NYC Health + Hospitals/Metropolitan during her three-year nursing career, where she enjoys working with pediatric patients. “The joy children bring to each day is unmatched,” she enthuses. “One memorable moment occurred during a recent admission: After taking vital signs, calming her anxieties, and giving her a snack (with her parent’s permission), I personally transferred her to the inpatient unit. To my delight, she called me a ‘super nurse.’ Moments like these remind me of the impact we can have on our young patients.”

The ICARE values – particularly “Compassion” – have been instrumental in guiding Reyes’ nursing practice. “Compassion is the cornerstone of my personal philosophy and approach to nursing,” she asserts. “Transitioning to this profession as a second career, I discovered my deep commitment to every individual I care for. I embody this dedication in my daily practice through a warm smile and genuine empathy in every interaction. Additionally, I am a passionate advocate for my patients and their families, ensuring their voices are heard and their needs are met.

“As head nurse, I ensure the ‘ICARE with Kindness’ initiative is embedded in our daily practice by emphasizing compassion in patient interactions,” she adds. “Focusing on how to communicate with empathy, especially during stressful situations like vaccinations or hospital admissions, helps to build trust and reinforce that kindness is part of the care we provide.”

Nominators praise Reyes’ leadership, dedication, compassionate care, and advocacy. “Jaslyn consistently demonstrates exceptional skills with both staff and patients,” states on nominator. “She is the patient’s number one advocate! She maintains open lines of communication, actively listening to concerns and providing thoughtful feedback. Her approachable demeanor and empathetic nature make her a trusted figure among the team and a comforting presence for patients and their families. By fostering a culture of respect and understanding she creates positive and collaborative environment, encouraging staff to engage more effectively with patients. Her ability to connect on a personal level ensures that everyone feels valued and supported, enhancing overall satisfaction and care quality.”

Another nominator points to Reyes’ work on performance improvement, including an asthma project for pediatric patients that includes implementing a series of initiatives aimed at better communication and education about asthma medication. “She is dedicated to enhancing the relationship between our staff and pediatric patients to improve asthma management and reduce exacerbations and emergency room visits,” the nominator says. “These efforts include training sessions for staff to build rapport with patients and their families, developing easy-to-understand educational materials, and creating a supportive environment where patients feel comfortable discussing their treatment plans. By fostering a collaborative and compassionate approach, she aims to ensure that young patients are more likely to adhere to their medication regimens, ultimately leading to better health outcomes.”

Reyes says she sees technology and preventative care becoming more important in the future of nursing. “Telehealth and electronic health records are now, and will continue to be, essential tools for improving patient access to care and monitoring,” she asserts. “There will be an emphasis on preventative care, such as vaccination programs and chronic disease management for conditions such as asthma, which are critical in pediatrics. To keep the pace, I plan to prioritize ongoing education for myself, encourage continued education within my team, and advocating for evidence-based practices that improve patient outcomes.

“In my role, I focus on maintaining nursing excellence by promoting evidence-based practices and supporting continuous learning within my team,” she adds. “I ensure that we stay up-to-date on pediatric care standards and mentor newer nurses to help them grow in both their clinical skills and confidence. This has led to improved outcomes in areas like preventative care and has strengthened the team’s overall performance.”

Reyes believes that a positive work environment is key to delivering high-quality patient care. “By fostering teamwork, respect, and support among the staff, I help ensure that nurses are motivated and empowered to do their best work,” she comments. “This approach not only improves staff morale but also enhances the care we provide to our pediatric patients and their families.

“My philosophy for patient care is simple: I treat every individual as I would want my own family members to be treated,” she adds. “This commitment is what brings me joy in my role as a nurse.”

EXCELLENCE IN TECHNOLOGY AND INNOVATION AWARD



**Rachel Jacob, MS, RN, CCRN,
NEA-BC, NI-BC**
NYC H+H/Queens
Director, Patient Care
Systems

“The future of the nursing profession is set for significant evolution, driven by advancements in technology, an increasing emphasis on patient-centered care, health equity, and the growing complexity of healthcare needs.”

The future of the nursing profession is bright indeed, according to Rachel Jacob, who calls herself “a dedicated change agent with a proven ability to adapt seamlessly to new technologies and evolving protocols.”

Spending 18 of her 34-year nursing career with NYC Health + Hospitals, Jacob has had the opportunity to see the system adopt myriad technological advances and patient care enhancements. “Every service moment is an opportunity for me to improve the life of frontline staff by leveraging technology,” she points out. “I view innovative ideas and approaches as valuable opportunities for improvement. My attention to detail allows me to leverage technology effectively, ensuring accuracy and safety in patient care. I empathize with frontline nurses, applying principles of adult learning to strike a balance between technological proficiency and compassionate care.

“I believe that technology should enhance, rather than detract from, the human connection in healthcare,” Jacob continues. “My strong desire to learn drives me to explore new tools and methods that improve patient outcomes and elevate staff satisfaction. Collaborating with interdisciplinary teams, I share insights and support colleagues in seamlessly integrating technology into their practices.

I thrive in the fast-paced healthcare environment, maintaining a positive outlook while being tech-savvy, ensuring that I stay at the forefront of advancements

that benefit both patients and staff.”

Jacob was inspired to pursue nursing due to the compassion and care her father received during several hospitalizations, noting that his nurses’ “dedication and empathy deeply inspired me,” she recalls. “Their impact on our family intensified my desire to provide the same level of care and support to others in need. Every patient is a family member to someone and deserves to be treated with kindness and respect.

“Some of the most rewarding moments in my career have come from my bedside experience,” Jacob adds. “The joy on a patient’s face when their pain is relieved, the relief and excitement of a family member witnessing their loved one’s recovery, the satisfaction of a patient preparing for discharge, and the heartfelt hugs of gratitude from patients and families are truly invaluable. I also take great pride in witnessing the smiles of nursing students and fellow nurses as they master essential skills, whether it’s performing dosage calculations, interpreting EKGs and ABGs, or calculating hemodynamics at the bedside. I cherish the moments when a resident beams with pride after seeing the positive effects of their treatment on a patient’s condition especially during night shift.

“Since stepping into leadership, I have made it my mission to transform every service moment into an opportunity for teaching or learning,” she continues. “I still remember the day I taught an ancillary staff member how to effectively use Ctrl+Alt+Delete; their tears of joy and gratitude, along with a heartfelt hug, reminded me of the profound impact even the simplest lessons can have. As a leader, I have also had the privilege of recognizing several staff members for their exemplary service at the bedside, celebrating their dedication and commitment to patient care.”

This philosophy infuses Jacob’s unique blend of technology and patient-centered care, which she uses in both leadership and informatics roles. “I completed my bachelor’s degree in nursing in India, where one of the fundamental lessons instilled in us was to care for each patient as if they were a beloved family member. This deep-rooted principle guides my practice: even though patients may not be my family, they are someone’s loved ones who have entrusted their care to me. I strive to empathize with them during their most vulnerable moments, helping them feel empowered throughout their healthcare journey. My ultimate goal is for them to leave the hospital with a lasting sense of hope and trust in the care they received.”

Jacob believes that technology can enhance patient care. “With the rise of telehealth, artificial intelligence, and electronic health records, technology will play an even more pivotal role in nursing,” she asserts. “To navigate this landscape effectively, continuous education and training will be essential, ensuring that nurses can harness these tools to enhance patient outcomes and streamline care processes. As healthcare becomes increasingly integrated, collaboration with diverse interdisciplinary teams will be crucial. Nurses will need to strengthen their communication and leadership skills to foster a holistic approach to patient care, ensuring that all aspects of a patient’s well-being are addressed.”

Technological advances are vital to achieving nursing excellence, Jacob avows. “I prioritize the efficient use of electronic health records to streamline patient information management,” she explains. “By ensuring accurate documentation and timely updates, I help facilitate better communication among interdisciplinary teams, which ultimately leads to improved patient outcomes.

“I utilize data analytics to monitor patient trends and outcomes, which allows for proactive interventions,” she continues. “This data-driven approach supports evidence-based practice and helps identify areas for improvement in patient care as well as workflows and processes. I advocate for and assist in the implementation of patient engagement tools, such as mobile health apps and online portals. These resources empower patients to take an active role in their care, enhancing their understanding and involvement in health management. Nursing excellence ultimately contributes to improved patient outcomes, enhanced healthcare experiences, and the advancement of the nursing profession as a whole. Through these efforts, I strive to uphold the principles of nursing excellence by ensuring that technology serves as a catalyst for improved patient care, collaboration, and overall health.

“Embracing technology is not merely a survival strategy,” Jacob adds. “It is a powerful tool to enhance the quality of care and improve patient outcomes, ultimately transforming the healthcare experience for all.”

EXCELLENCE IN VOLUNTEERISM AND SERVICE AWARD



**McKenna Duffy, MSN, RN,
CPEN**
NYC H+H/Bellevue
Staff Nurse, Pediatric
Emergency Services

“My desire to help others and be of service to my community directly aligns with my nursing philosophy.”

In just two years as a nurse, McKenna Duffy already is making an impact through her work with NYC Health + Hospitals/Bellevue, as well as her involvement with the broader community.

“The immediacy of growing health crises compounded by a nursing shortage reinforces my decision to commit myself to nursing,” she explains. “Being directly in contact with underserved and diverse communities working in an emergency room at a large public hospital has given me insight into the challenges our patients are facing that affect their medical care.

“What can seem like intractable problems, such as maternal mortality, violence against women, and poverty, cannot be changed without individual commitment and involvement,” she continues. “I believe nursing education, dedicated to social justice and underserved communities, provides a foundation for tackling the hard work to change lives in our nursing communities and beyond.” Duffy feels community involvement is vital, and is pursuing her passion by serving as co-founder of Bellevue’s Community Outreach program under the Emergency Department Professional Shared Governance Council. The Community Outreach program provides education and awareness to the community about public safety, injury prevention and reduction of harm, and has recently been focusing on “Stop the Bleed” education, a worldwide initiative accredited by the American College of Surgeons, teaching people how to stop bleeding in the severely-injured person.

“I have been able to connect with our community beyond hospital walls and make changes that will ultimately affect the lives of the patient population we serve,” she relates. “Additionally, I believe the study of how the health of our planet is intricately connected with individual health, and learning how climate change affects our patients will be key to address emergent and chronic health concerns of our patients.”

Volunteerism and service come naturally to Duffy: While pursuing her master’s degree in nursing, she served at a teaching hospital in The Gambia. “I learned from incredible nurses, providing excellent care with extremely limited resources,” she recalls. “Their commitment to the families in their community was inspiring; even with lack of the most basic resources, they never stopped showing up, never stopped doing the best they could for their patients. I believe connecting with other nurses on a local and global level will be key to the future of nursing.”

Initially working in the entertainment industry for eight years, Duffy was inspired to become a nurse by hearing stories about other family members. “My great-aunt Anna was a nurse in World War II,” she relates. “Growing up, I loved hearing stories about her bold character, personal strength and commitment to others on the deepest level; I wanted to emulate these qualities. When the COVID-19 pandemic began, I knew nursing was what I needed to do. I knew that I could use my unconventional work experience to make a true difference in the lives of patients and the nursing industry as a whole.

“My lifelong curiosity to learn and explore runs deep,” she continues. “My respect for co-workers has been a critical ingredient. I approach every challenge with patience, persistence, empathy, and a positive attitude in order to provide the best care to each and every patient. I’m detail-oriented and highly organized; committed to creative problem solving, compassionate communication and evidence-based research to reach the best outcomes for my patients. While I work well independently, I especially enjoy the camaraderie of teamwork, which bring me joy and support even on the most grueling days.”

Nominators praise Duffy’s collaborative efforts, community spirit, and work in Professional Shared Governance. “She demonstrates a passion about being involved in the community and providing education on safety,” notes one nominator. “She has planned and led many [community education] sessions and encouraged many others to participate to improve the lives and well-being of others.”

Another nominator comments, “McKenna Duffy’s experience has greatly impacted and enhanced the work of NYC Health + Hospitals. She has utilized her experiences of organizing and managing events and collaborating with various entities to build on her leadership skills as she takes on the role of charge nurse in the Pediatric Emergency Department. She also has been proactive in her involvement in patient and peer education after recognizing the positive impact that the events have had in the community.”

Duffy prizes active and empathetic listening in patient care, using the ICARE values as a basis for her approach. “My personal philosophy and approach to nursing are most aligned with ‘Compassion,’” she asserts. “Compassion allows me to see beyond the disease or injury, to better understand the full picture of what a patient is going through. I use compassion as the foundation of every interaction with patients, families and co-workers.

“Nursing does not exist in a vacuum,” Duffy adds. “I believe that the future of nursing will require us to have a better understanding of the outside world and how it affects our patients’ health and overall lives. It also requires that we invest in the mental and physical health of nurses themselves. As healthcare professionals, we deserve to have the best access to healthcare resources so we can be prepared to take care of anyone who comes our way.”

STRUCTURAL EMPOWERMENT AWARD

NYC HEALTH + HOSPITALS/QUEENS



“We practice active listening and respect with a synergistic collegial relationship.”

The nursing department at NYC Health and Hospitals/Queens is consistently demonstrating a commitment to nursing excellence, and this dedication has led to the organization being honored for the second time with the system’s prestigious Structural Empowerment Award.

Queens has received international and national recognition, and currently holds the respected Pathway to Excellence designation from the American Nurses Credentialing Center (ANCC) as of June 2023, joining a premier group of just 206 healthcare organizations worldwide that have received this globally recognized credential that highlights Queens’ commitment to creating a healthy work environment where nurses feel empowered and valued.

“The Queens’ culture of nursing is one of ethical care and compassion with high communication and regard for each other,” explains Abbi-Gail Baboolal, DNP, FNP, MSN, Queens Chief Nursing Officer. “Our work culture is focused on balancing wellness in employee and peer engagement, which includes management.”

Queens has received numerous other accolades, including the Gold-level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN) in February 2023, recognizing Queens’ ICU nurses’ efforts to promote exceptional patient care and healthy work environments. Queens also received the Emergency Nurses Association Lantern Award in July 2024; the Association of periOperative Registered Nurses (AORN) Center of Excellence in Surgical Safety for Prevention of RSI and Surgical Smoke in September 2024; and contributed to the 2023 Hospital Safety Grade Score B from The Leapfrog Group.

The facility also received Silver Certification in Person-centered Care from Planetree International; and Queens Ambulatory department received the “Triple Gold” from the American Heart Association for Cholesterol, Target Type 2 Diabetes and Target BP Gold plus.

“Our metrics have outperformed most NYC Health + Hospital metrics and have been above those benchmarked nationally as per NDNQI data,” Baboolal points out. “Our 13 Professional Shared Governance Councils have been very instrumental in exceeding most of our metrics such as fall rates, certification rates, community needs assessments, and infection rates.

“Professional Shared Governance has really kept our staff engaged, motivated and part of decision-making in the facility,” she continues, “Especially in the Policy and Procedure Council, they are able to give feedback to the staff and address concerns by the frontline staff. The Council allows participative involvement and buy-in with decisions and new guidelines from our staff. The staff and management are pleased with the councils and we believe our patients benefit from this model of decision making.”

Baboolal credits the nursing department with being a driving force in the success of Queens Hospital. “The nursing department has a high volume of nurses who are certified and demonstrate expertise in their specialties,” she states. “More than 80% of our nurses hold bachelor’s degrees, which also attests to their knowledge of nursing. This knowledge, in combination with clinical practice expertise, provides better care for our patients.”

STRUCTURAL EMPOWERMENT AWARD

Queens also excels in collaboration and teamwork. “Our educators are all aligned with the specialties in which they serve; our vacancy rate is 0.6% with only 16 agency workers and we have one of the lowest call-out rates in the system,” Baboolal asserts. “Our nursing department works well with the interdisciplinary team and leads in most performance improvement projects to optimize care of our patients. Our nurses also are trained to identify gaps that need addressing to improve care on an ongoing basis; our nurses also are involved in research and evidenced-based projects. We encourage high enrollment in the Nursing Clinical Ladder Program annually, as well as enrollment in the Nurse Residency Program to facilitate development and growth for our new hires.”

Queens Hospital’s storied history began when New York City purchased the Haack farm in 1903 to build the Queensboro Hospital for Communicable Diseases, which opened in 1916. In 1928, the Queens County Medical Society petitioned the city to build the first municipal general hospital to serve Queens residents, and the city responded by constructing Queens General Hospital, which opened on the same site, adjacent to Queensboro Hospital, in 1935. Beds in the hospital were reserved for residents who lacked the ability to pay but within a year the hospital was overcrowded. In 1952, Queens General Hospital, Queensboro Hospital, and Triboro Hospital for Tuberculosis (which had opened on the same campus in 1941) were consolidated into Queens Hospital Center. Beginning in 1956, the Queens Hospital Center School of Nursing opened its doors and operated for 21 years.

Today, Queens is a 253-bed hospital and emergency department offering a range of inpatient services including a medical-surgical department, intensive care unit, mother/baby unit, labor and delivery unit, neonatal intensive care unit, and behavioral health. Queens’ ambulatory services include podiatry, obstetrics/gynecology, medical clinic, ear-nose-throat (ENT) unit, neurology, cardiology, pulmonary, vascular, pain clinic, chest TB, ophthalmology, gastro-intestinal, rheumatology, orthopedics and dermatology, among others.

Baboolal points to diversity, a multi-cultural atmosphere, and a commitment to the highest quality care as elements that set Queens apart from other hospitals. “Our patients and staff speak more than 130 languages,” she notes. “We focus on high quality and safety towards patient care with adequate staffing and oversight by our nurse leaders. Our patients and families must perceive their care as being the best when they come to NYC Health +Hospitals/Queens.”

Queens is continuing to build upon its successes, and is currently seeking the coveted Magnet designation from the ANCC. Other goals include achieving the Prism Award for the Medical/Surgical department from the Academy of Medical-Surgical Nurses (AMSNA) and the Medical-Surgical Nursing Certification Board (MSNCB); as well as the AACN Beacon Award for the NICU unit. Queens also is awaiting re-designation as a Baby-Friendly hospital from Baby-Friendly USA.

Baboolal declares Queens nursing department has one simple objective: “Queens Hospital must be the best community facility in the United States.”

NYC Health + Hospitals/Queens Nursing Team:

Anna Abraham, DNP-RN, CIC, NPJ-BC
 Kavitha Ajith-Kumar, MSN-RN, CEN, CRN
 Patricia Anyachebelu, PhD-RNC-OB
 Marva Ashton, RN
 Karine Austin, DNP -RN, NEA-BC, CENP
 Abbi-Gail Baboolal, DNP-RN, FNP, MSN
 Venjie Balansag, BSN-RN, CNOR
 Maureen Bonny-Salvant, MSN-RN, AMB-BC
 Ney Carrasco
 Nancy Cataldi, MSW, LCSW-R
 Maria Leah Cervantes, DNP-RN, APRNP-BC, CCRN-BC
 Tracey Franklin, MSN-RN, NEA-BC, AMB-BC (RETIRED)
 Milagros Gavin, BSN-RN
 Jincy Joseph, DNP, RN, NEA-BC, CCRN
 Susan Kaithavana, MSN-RN, CEN
 Diane Levy, MSW-LCSW-R
 Yasmin Llerena, DNP, MSN, RNC-OB, C-EFM, CPAN

Zenaida Magnaye-Banzon, MSN-RN, PNP, CCRN
 Suja Mohan, MSN-RN, CEN, CCRN
 Oswald Murray, MHA, RRT
 Anthony Patterson, BSN-RN
 Dianne Persaud, BSN-RN
 Marcia Phillips, MSN-RN, CEN
 Mary Philip, MS-RN CNOR
 Santhi Philip, MSN-RN
 Trichelle Phillips-Gardner, MPH, BSN, RN, AMB-BC
 Michelle Punnette, MSN-RN
 June Sam, MSN-RN-Amb-BC
 Jagnanan Singh, MSN, RN, CCRN
 Mini Shoney, BSN-RN
 Susan Thomas, MSN-RN
 Melissa Wells, MSN-RN
 Sonja Williams, DNP-RN
 Santa Winkler, MSN-RN

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY



Mayra Sucupira de Oliveira,
BSN, RN
NYC H+H/Bellevue
Staff Nurse, Pediatric
Emergency Department

“Coming from another country, living and embracing a vastly different culture, I can recognize the needs and emotions that patients experience during times of vulnerability and crisis.”

Mayra Sucupira de Oliveira believes she was destined to care for others since her childhood, when she began pursuing her dreams, becoming a nurse in 2008 and practicing in her native Brazil for 10 years before immigrating to the U.S. Initially not an English speaker, she devoted herself to learning the language and transferring her licensure to New York.

Sucupira de Oliveira has spent the past two years out of her 16-year nursing career with NYC Health + Hospitals, where she specializes in working with pediatric patients. “After nearly a decade of practicing my profession in Brazil, the opportunity to become a nursing professional in the United States marked a pivotal moment in my career,” she asserts. “One of the most inspiring experiences that drew me to pediatrics was caring for a child with a rare skin disease. This encounter not only deepened my commitment but also solidified my passion for working in pediatrics, ultimately shaping me into the pediatric nurse I’m today.

“Collaborating with a multidisciplinary team of pediatricians, neurologists, pulmonologists, and physical therapists, I utilize evidence-based practices to assess and stabilize pediatric patients facing trauma, infectious diseases, respiratory issues, neurological disorders, cardiac emergencies, as well as sepsis and other critical illnesses,” she explains, adding “I’ve had a long journey to get here, and there’s still a long way to go.

Sometimes, I can hardly believe that I am a pediatric ER nurse in New York City. It is an honor to be part of the oldest hospital in America and one of the largest hospitals in the United States.”

Sucupira de Oliveira is committed to improving health equity and working with diverse population, consistently striving to go “above and beyond” in treating patients with fairness, empathy, equity and respect. “My dedication fosters openness, builds trust, and enhances the quality of my patient care,” she notes. “By approaching each patient, the patient’s families, and situations with these core values, I’m able to develop stronger relationships with patients and their families, ultimately leading to improved outcomes and a more positive healthcare experience for everyone involved.

“Working with infants, children, adolescents, and their families can be incredibly challenging, particularly in the field of pediatric emergency and trauma care,” she continues. “This experience includes managing everything from common illnesses and injuries to the most complex cases. It is essential to approach these situations with an open heart, trust, and a deep sense of empathy. Building trust with both young patients and their families is crucial, especially when they are in vulnerable positions. Families need to feel confident in your abilities as a caregiver, knowing they are in compassionate hands during some of their most difficult times.”

Nominators say Sucupira de Oliveira is a strong advocate for patients, pointing out that her multi-lingual skills are an important asset. “Mayra frequently advocates for patients and their families who are from various backgrounds, socioeconomic classes, etc.,” notes one nominator, adding, “Mayra is the definition of a nurse who truly understands and embodies health equity.”

Another nominator comments, “Mayra actively seeks out social services for patients, ensures they are able to pick up prescriptions at the pharmacy, shows patients how to get to the clinics and ensures patients and their families receive the care they need.”

One nominator praises Sucupira de Oliveira for making a “lifelong impact to our community due to her compassion and care. She always advocates for our patients’ needs and provides good education so that our patients really understand why they are receiving certain treatments and medications.”

A passionate advocate for the immigrant population, Sucupira de Oliveira points out the NYC Health + Hospitals is often the only option for many patients. “We receive children facing life-threatening conditions, trauma, critical situations, and rare diseases, and we often become their primary support system,” she says. “I focus on their needs, providing support and education about health, as well as addressing their challenges relating to economic stability and living conditions that can impact their health. I often encounter patients who have limited access to basic necessities, like clothing, food, and funds for medication. This is the harsh reality for many children who find themselves in such situations.”

Sucupira de Oliveira says she views “Compassion” as the most important ICARE value. “Compassion is what truly defines nursing for me,” she declares. “I approach my young patients, along with their parents and families, with empathy and kindness, I build trusting relationships that help them feel more comfortable during their care. This not only enhances their overall experience but also improves health outcomes. By prioritizing compassionate care, resilience, effective communication, emotional intelligence, confidence, cultural awareness, and critical thinking, I strengthen connections with patients and foster positive relationships among healthcare professionals, ultimately enriching the entire care experience for everyone involved.”

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY



Ivette Candelaria BSN, RN
 NYC H+H/Community Care
 Accountable Care Manager

“Mitigating health disparities is important to me as a nurse because it directly impacts the quality of care that patients receive.”

Ivette Candelaria prides herself on being a passionate advocate for patient access to care, particularly disadvantaged and vulnerable individuals.

“While working at Community Care and NYC Health + Hospitals, we take care of the patients that would otherwise have no healthcare,” she points out. “We see patients that due to their health, socioeconomic or immigration status do not have insurance. We advocate to identify and address barriers to healthcare access by respecting their dignity and human rights. Making sure that all patients have access to great healthcare is essential as it allows individuals to prevent diseases, manage chronic conditions and improve overall health and well-being.

“Making sure that everyone has equal access to necessary healthcare in order to achieve optimal health outcomes regardless of their socioeconomic status, race, immigration status or location leads to improved health outcomes for the community,” she adds. “This ensures that everyone has a chance to achieve optimal health which impacts patient well-being along with overall quality of healthcare delivery.”

Candelaira has been a nurse for 30 years, 27 of them with NYC Health + Hospitals. She was inspired to pursue a career in nursing by her aunt, who was a licensed practical nurse in Puerto Rico. “Seeing how she spoke about the babies and mothers that she took care of – and how rewarding it was being able to make the difference in the patients’ lives – I decided this was something that I wanted to be a part of,” she says. “I believe what makes me a great nurse is the ability to be empathetic and compassionate. My most important personality traits are integrity and advocacy along with my strong desire to meet the needs of the patient but also respect their beliefs and culture.”

Patient-centered care, collaboration and teamwork are important to Candelaira, who is a member of the Community Care Retention, Recruitment and Recognition Professional Shared Governance council. “I believe in a culture of open communication where team members are able to express their ideas and concerns,” she says. “Collaboration between members of the healthcare team is important to ensure seamless transitions and continuity of care. Our approach to patient care is one of compassion, empathy and mutual respect. We assess the patients for the services needed and do our best to meet those needs. We want the patients and families to know that they are listened to and respected, that we care about what they think and believe and will work together to achieve optimal healthcare results.”

Candelaira predicts greater use of technology in nursing going forward. “I believe the future of nursing includes greater use of technology, focusing on social determinants of health, as well as nursing well-being to ensure that the nurses are equipped to deliver patient-centered care in diverse settings and communities,” she states. “Our facility will adapt by continuing to offer classes on newest technologies available, by actively addressing factors that improve overall patient health and by prioritizing strategies to prevent burnout and promote mental health among nurses.

“I think as patients become more comfortable with technology; they will prefer it,” she adds. “I believe nursing will play a huge role in the health needs of these patients with preventative care and chronic disease management.”

She points to telehealth nursing as an example. “We were managing diabetic and heart failure patients to prevent them from rehospitalization,” she explains. “The fact that we were able to spend so much time talking to the patients to explain their disease process, medications and interventions that could improve their health with no judgment – as there was no face-to-face interaction – was extraordinary. Meeting the patients where they were the most comfortable – in their homes – was essential and allowed for more opportunities to actively listen and discuss issues that they did not feel comfortable sharing in the office visit.”

Candelaira says the ICARE value of “Compassion” most closely aligns with her personal philosophy. “I feel like if we treat patients with the compassion and respect that they deserve, they participate more actively in their own healthcare and by doing so, they tend to be more compliant with their medical treatment plan, which leads to positive patient outcomes,” she remarks.

“The new ‘ICARE with Kindness’ initiative reminds us that being kind can go a long way. Saying things like, ‘Good morning, how may I help you today?’ makes the patient feel like you are ready to listen and ready to help, which demonstrates a positive culture within our health system.

“I have always known that being a nurse was not just my career choice but a calling,” Candelaira adds. “Nursing has allowed me to work in diverse settings and communities to help address social determinants of health and health inequities. Being able to serve my community and say that I was able to be a small part of making a big difference in the health and lives of my fellow New Yorkers is a blessing that I cherish daily.”

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY



Enola A. James, BSN, RN
 NYC H+H/Correctional Health
 Staff Nurse, KEEP Program

“I believe that a nurse should be equipped with the core competencies of nursing in order to ensure positive healthcare delivery and outcomes in person-centered, patient-centered care.”

Enola James relates to disadvantaged and vulnerable patients on a personal level, a characteristic that serves her well as a nurse in NYC Health + Hospitals/Correctional Health.

“I am familiar with the stigma attached to stereotyping individuals based on the station of life they may be from,” she shares. “As a nurse, I try to see each patient as a human being, period. Once a patient is presented to me, I try to ensure that irrespective of that patient’s status of life, their well-being and healthcare needs are of paramount importance.

“My approach to addressing the social determinants of health is to carefully assess each patient based on their healthcare needs, and in a kind and respectful way ascertain their social status in order to understand what might be the contributing factors to those health issues,” she continues. “Here, the aspect of asking the relevant questions of the ICARE initiative plays a pivotal role.” James firmly believes that the ICARE values are of vitally important to fulfill the competencies required by a nurse, noting that she feels she “must be the embodiment of the ICARE values, for each of those values must be exhibited for nursing to be effective.

“My personal philosophy to nursing is to ensure holistic nursing care,” she adds. “That said, I strive to execute each of the ICARE values on every call of my nursing duty. I try to implement the Jean Watson’s 10 Caritas Processes of Nursing, for I believe that a holistic, caring approach in nursing and patient care augurs well for overall healthcare delivery and outcomes. I would love for patients and their families to take away from my dealing with them that they are important, they are loved, and that their interest and care is all that matters.”

The new ICARE with Kindness initiative strongly resonates with her personality, according to James. “Ever since deciding to enter the nursing profession, my motto is to be civil and develop collegial relationships with my team members, and to be kind and compassionate to all who I encounter during the course of my daily nursing duties,” she points out. “As a nurse, the integration of purposeful meditation to be kind is one of my daily goals. I also strive to ensure I see patients’ perspectives and listen to them without any judgments. I try to make them as comfortable as possible, making the necessary eye contact, and allowing my body language to speak love and acceptance.

“I love to ask questions that help the patients to communicate freely both about themselves and their family members,” she continues. “An example of this integration would be approaching patients with a smile, actively listen to them tell their stories, while making the appropriate eye contact and responding so as to let them know that I am paying keen attention to what they are saying, even engaging them by asking questions that make them relax as they tell their stories.”

James was inspired to become a nurse by her grandmother and her mother. As a child, she worked in community health outreach projects with her mother, developing a love for medical work and caring for others. This experience led to her 18-year nursing career, eight of those years with NYC Health + Hospitals.

“Working with patients who are mentally challenged, talking with them and trying to understand the way they view life and assisting them working out their challenges is very rewarding for me,” she comments. “I also love to work in the drug detox unit, helping those who are habitual drug users, empathizing with them, and providing them hope beyond their medical situations. It gives me a sense of joy to know that I can help people work towards overcoming their addictions and find their way back in the society.”

James notes that the DAISY Foundation Award For Nurses Advancing Health Equity is a recognition of how important it is for nurses to address all facets of a patient’s life. “Mitigating health disparities is important because the process provides the nurse with the correct approach and attitude to appropriately identify what those disparities are, and help the nurse ensure optimum healthcare outcomes for the vulnerable,” she asserts. “Nurses are usually the first point of contact for patients, thus the nurse trained in dealing with cultural competence, ethical responsibility, or even advocacy and policy changes, will be able to provide care with compassion, mitigate the systemic policy changes that may be a hinderance to positive patient care.”

Even though she often works with patients who are suffering from adverse social and legal circumstances, James says she maintains a positive and caring attitude in her day-to-day duties. “I consider myself a fun outgoing, compassionate and empathetic person, who is also very self-aware, civil, and outspoken,” she says. “The personality traits that I bring to nursing are excellent communication skills, paying attention to details, the ability to think critically, an attitude to be flexible and adjust to situations quickly, strong problem-solving skills, and a commitment to advocate for patients and their families.”

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY



Lily Ashun, BSN, RN
 NYC H+H/Gotham Health,
 Belvis
*Staff Nurse, Ambulatory,
 Obstetrics and Gynecology*

“Nurses are excellent problem solvers, compassionate care givers, and committed to patient advocacy.”

Compassion is the central core of nursing practice, according to Lily Ashun, who was inspired to enter the profession by her mother.

“Compassion is what drives me daily; compassion for my patients has a great influence on my daily activities,” she points out. “I always wanted to help people and inspire people, and as nurses, we are caring, empathic and, detail oriented. I simply love what I do on a daily basis.”

Ashun has spent her entire 29-year nursing career with NYC Health + Hospitals, and has seen firsthand the impact that health disparities can have on patients, their families and the community. “I think improving access to care is paramount,” she declares, adding, “We need to reduce uninsured rates, increase literacy in affected communities and improve resource coordination to help populations most harmed by health disparities.

“As nurses, we just want to provide care for our patients,” she continues. “The ultimate goal is to eliminate unequal treatment, experiences and outcomes in healthcare that do not yield positive results. This is achieved when everyone can attain their full potential for health and well-being.”

It comes as no surprise that “Compassion” is the ICARE value that Ashun feels most strongly resonates.

“Compassion is most important,” she explains. “Nursing is guided by science; in addition to that I allow compassion for my patients to guide my every move and decision.”

Ashun relates an experience with an elderly patient as an example: “I once saw an elderly patient with a look of confusion on her face, looking around worriedly,” she recalls. “I approached her with a smile, introduced myself and asked how I may help her. She was on the wrong floor, so I took her to the right location. The look of relieve and gratitude was palpable.”

Another time, Ashun noted that a walk-in patient came in and immediately started crying. “I was patient, and allowed her to cry, then when she was able to control herself, she told me she had just lost her husband, had just came back from her country and she had no one here, but needed to talk to someone,” Ashun recalls. “I told her that we could definitely help, and that alone made her smile, knowing she was not alone; there was a place she could come to for help; that lifted the burden off her shoulders.”

Nominators agree that compassion and empathy are Ashun’s strongest qualities. “Lily has a nurturing way about her that patients notice and love,” one nominator states. “No matter in what situation they may be in, she will sit and cry with them if that’s what they need and direct them to the proper services they need.”

Another nominator pointed to a domestic violence incidence as an example of Ashun’s kindness and understanding. “A domestic violence patient tried to hide her bruises and mentioned she fell down the stairs, but Lily knew those weren’t injuries of falling down the stairs, so she asked her if she felt safe at home,” the nominator notes. “That’s when the patient started to spill everything she was enduring at home, and Lily told her there is help and directed her to the right services and information.”

Ashun herself says she take pride when her patients feel safe. “Some of my best moments are when they feel safe enough to share their fears and ask questions,” she enthuses. “I feel good whenever they recognize me and talk to me outside the unit, or introduce me to their family saying, ‘She’s my nurse, she takes care of me.’”

Looking ahead to the future, Ashun predicts an increased emphasis on technology in the service of patient-centered care. “I think the nursing profession will continue to grow rapidly in the future,” she comments. “Technological advancement like AI utilization will increase to analyze patient data, identify trends; the use of robotics and automation will increase to serve the needs of patient-centered care.

“I think patient-centered care is the best approach,” Ashun adds. “It is the approach that focuses on the patient’s needs and preferences; it involves the patient in their care, and decision-making.”

DAISY AWARD FOR NURSES ADVANCING HEALTH EQUITY



Jacqueline Leach, BSN, RN
 NYC H+H/PAC, McKinney
 Staff Nurse, Post Acute Care

“Nurses are often at the forefront of patient care, making us key advocates for those who may not have a voice.”

Jacqueline Leach decided she wanted to make a difference in the world, and this led her to her 12-year career in nursing.

Leach was inspired to become a nurse by her younger sister, who professed her love for working as a registered nurse. “Nursing is my second career,” she explains, “I used to tease my sister until and one day she explained, ‘I feel content at the end of the day; I am tired because I made someone’s life better or saved a life today.’ That statement made an impact on my decision to become a registered nurse.”

During her eight years at NYC Health + Hospitals, Leach says she has experienced her best moments in nursing working with the patients at McKinney. “I enjoy working with and caring for such a diverse group of people,” she enthuses. “I love working with the elderly population. This is where I feel at home to use a combination of personality traits and skills that include empathy, compassion, teamwork, communication skills, emotional intelligence and cultural humility. Showing up for work is never just a day’s work. It is a day to make a difference in someone’s life. The residents can be great historians and just need someone to make them smile and listen for a few minutes to help them forget they are sick.

“My approach to patient care is centered around empathy, respect, and collaboration,” she continues. “I strive to create a welcoming environment where residents feel comfortable expressing their concerns and preferences and have their needs met.”

Working with a diverse patient population has made Leach a passionate patient advocate. “Health disparities today can have a lasting impact on future generations,” she declares. “Addressing health disparities allows us to champion the needs of marginalized populations and ensure they receive the necessary support and resources. By promoting health equity, we contribute to healthier communities, breaking cycles of disadvantage that affect the well-being of families and individuals. Mitigating health disparities is vital for promoting justice, improving patient outcomes, and fulfilling the ethical obligations of the nursing profession. It enhances our ability to provide compassionate, equitable care that truly serves all members of our community.

“My work as a nurse has been instrumental in advancing health equity by focusing on the unique needs of diverse populations and actively addressing the social determinants of health in several ways by providing culturally competent care and patient advocacy,” she continues. “I work within interdisciplinary teams to address health equity comprehensively by collaborating with professionals from various fields such as social work, nutrition and mental health. I ensure that we are addressing the full range of factors affecting the residents’ health.”

Leach says embraces “Compassion” as being the most relevant of the five ICARE values. “Compassion resonates most closely with my personal philosophy and approach to nursing,” she comments. “Compassion is fundamental to nursing as it involves understanding and empathizing with patients’ experiences, emotions and struggles. In my daily activities, I take time not only to address the clinical aspects of care but also the emotional and social factors that impact my residents’ health.

“I integrate the ‘ICARE with Kindness’ initiative into my nursing practice by consciously applying kindness in every interaction with residents, families and colleagues,” she continues. “I offer emotional support when needed for residents who may be anxious about upcoming procedures. By integrating kindness into my practice, I not only enhance the residents’ experience but also contribute to a positive work environment, which ultimately benefits everyone involved in the care process.”

Looking ahead, Leach is pursuing her master’s degree in nursing. “The nursing profession is poised for significant evolution in the coming years, influenced by advancements in technology, changes in healthcare delivery, and the growing emphasis on holistic and patient centered care,” she points out. “By embracing lifelong learning and remaining adaptable, I aim to contribute positively to these developments and ensure that my nursing practice evolves to meet the changing needs of residents and health care systems. I am pursuing an MSN so I can grow and provide better patient-centered care.”

2024 NURSING EXCELLENCE AWARDS NOMINEES

NYC HEALTH + HOSPITALS/BELLEVUE

Josephine Ajami
 Larissa Akimova
 Antonio Albert
 Louis Aranas
 Martin Ronan Bangcoy
 Eter Bardanashvili
 Tsering Baro
 Tanisha Barrow
 Maria Leona Paula Bisa
 Evelyn Bissoondharry
 Ivamar Carneiro
 Pennapa Castro
 Dan Ping Chan
 Betty Chao
 Tenzing Choyang
 Marie Clersaint
 Marialoreto P Creus
 Dawa Lhamo Dadak
 Joniece David
 Taneja Davis
 Margret Dayao-Gabriel
 Immarian Destajo
 Sonam Dolma
 Mckenna Duffy
 Gacelyne Etienne
 Janette Fanio
 Dyahan Felix-Marsland
 Roxanne George
 Shira Golding
 Claudette Green
 Hodiah Griffith
 Janet Hofilena
 Jessica Hollingshead
 Zuleha Howell
 Danielle Johnson
 Georgia Johnson
 Remedios Jonson
 Jennifer Juarbe
 Monica Kohls
 Marie Estelle Lejarde
 Yuliya Leontieva
 Dickey Lhantso
 Evelyn Lopez
 Nubia Machin
 Monique Malcolm
 Gregory Mallon
 Rafael Gonzalez Mara
 Carol Mcewan
 Ma Rosario Mertola
 Danica Mijovic
 Michele Mui
 Sakae Nakano

Dorothy Neal
 Gloria Nolan
 Tenzin Norsang
 Judy Nunez
 Mayra De Oliveira
 Loreta Ompok
 Stephanie Otchere
 Farah Oukhay
 Tashi Paldon
 Jennifer Park
 Lerma Perez
 Louise Pierre
 Michelle Pierre
 Maria Piggott
 Matthew Podobinski
 Antonio Lacerda Rosa Silva
 Yevgeniya Rotshteyn
 Tenzin Saldon
 Nurije Sinani
 Vito Stasolla
 Oriana Guevara Suarez
 Crystal Sun
 Ray-An Talatala
 Bartek Tarnacki
 Nadia Thorne
 Danielle Varas
 James Villamater
 Cynthia Walters
 Elizabeth Whelehan
 Katarzyna Wicik
 Lisa Wing
 Wing Shan Wong

NYC HEALTH + HOSPITALS/PAC, CARTER

Caroline Helen Araullo
 Cufun Lai
 Yukta Pradhan
 Linda Robasson
 Donald Taghaph

NYC HEALTH + HOSPITALS/PAC, COLER

Bibinmol Aji
 Donnet Harrison-Henry
 Funmilola Omotoye
 Melita Sison
 Shaarnette Young

NYC HEALTH + HOSPITALS/COMMUNITY HEALTH

Emily Bryant
 Ivette Candelaria
 Amy Lo

2024 NURSING EXCELLENCE AWARDS NOMINEES

Marie Previl
Denise Quail

Zitlali Gutierrez
Reemberto Perez

NYC HEALTH + HOSPITALS/CORRECTIONAL HEALTH

Constance Clark
Ava Hinkson
Enola James

Marie Lynn Kolokotsas
Manoucheka Marc Laurent
Paulette Mcgee
Vonetta Morris
Kerrin Nelson
Angela Seeley-Hay

NYC HEALTH + HOSPITALS/ELMHURST

Lovejoy Christii Adverderada

Brenda Albino
Nadege Belhomme
Jasmine Riva Cantila
Judith Co-Duenas
Johnne-Rio Comia

Vanessa Cruz
Dechen Dolker
Kalsang Dolma
Passang Dolma
Marie Dube-Whittingham
Sindy Eustache

Maria Elena Ferreira-Ortiz
Lurline Hamilton
Liz Hodgson
Fawzena Lamour
Leslie Ann Munoz
Raluca Opriscan

Beverly Parris-Fray
Teresa Pedretti-Ramos
Ipek Pehlivan
Naftaly Henriquez Polanco
Simone Reid

Jeannette Safford
Lhakpa Sherpa
Leni Thomas
Alvin Uy

Tenzin Yangchen
Tina Ying
Tenzin Yitokh

NYC HEALTH + HOSPITALS/GOTHAM,

BELVIS

Lily Ashun
Florence Duval

NYC HEALTH + HOSPITALS/GOTHAM, BROADWAY

Muy Fong Ng

NYC HEALTH + HOSPITALS/GOTHAM, CORONA

Nadege Anglade

NYC HEALTH + HOSPITALS/GOTHAM, CUMBERLAND

Lingtao Cheng
Anaya Previlor
Angella Whyte

NYC HEALTH + HOSPITALS/GOTHAM, GUNHILL

Bibi Khan

NYC HEALTH + HOSPITALS/GOTHAM, GOUVERNEUR

Shevourne Joseph
Flor Vega Mendoza
Jasmine Pascual
Patricia Zhao

NYC HEALTH + HOSPITALS/GOTHAM, MORRISANIA

Sydonie Clementson
Eun Young Oh
Rosa Vargas

NYC HEALTH + HOSPITALS/GOTHAM, RENAISSANCE

Angela Blair Boykin
Jessica Guncay

NYC HEALTH + HOSPITALS/GOTHAM, TREMONT

Nicole Roberts

NYC HEALTH + HOSPITALS/GOTHAM, VANDERBILT

Alena Belyakov

NYC HEALTH + HOSPITALS/PAC, GOUVERNEUR

Neha Sharma

2024 NURSING EXCELLENCE AWARDS NOMINEES

NYC HEALTH + HOSPITALS/HARLEM

Erin Black
 Pema Chozom
 Erika Coley
 Marlu Famorca
 GraceFerguson-Pell
 Latasha Greene
 Yudith Mahon
 Marjorie Montfort
 Hager Musleh
 Safiatou Samake
 Margaret Sterbenz
 Shuangtao Xiao

Sharon Peter
 Keisha Providence
 Ronda Prudhomme
 Sonia Roque
 Rebecca Ryall
 Kaydean Samuels
 Michelle Shaw
 Mary Simon
 Trendafile Sina
 Kristen Stiteler
 Marguerite Tirelli

NYC HEALTH + HOSPITALS/JACOBI

Patience Acquah
 Derrick Adusei
 Mercedes Armas
 Shafiwu Abdul Aziz
 Kwaku Bamfo-Akoto
 Keisha Bennett
 Shani Bennett
 Joycelyn Blunt
 Jeanette Caballero
 Cheryl Campbell
 Kayedee Capers
 Deborah Carr-Joyner
 Natalie Cunningham-Warren
 Geretha Diamond
 Michelle Ellerbe
 Gwendolyn Ellis
 Angela Esannason
 Shainel Fowler
 Wilma Francis-Murray
 Coletha Grant
 Alyssia Gregory
 Caroline Halloran
 Kara Heron
 Nadia Jackson
 Jocelyn Jamelo
 Kyoungmi Jeon
 Young Mi Ju
 Sung Jung
 Daleth Koroghlian
 Mai-Eugene Landicho
 Jennifer Lucas
 Amanda Mullings
 Annie Mun
 Leann Ng
 Jennifer Ofosu
 Oriana Osorio
 Sharon Palencia

NYC HEALTH + HOSPITALS/KINGS COUNTY

Luis Alvarez
 Georgia Bethune
 Karine Blaud
 Zindzi Brewster
 Saodat Bzezi
 Michelle Caesar
 Debra Campbell
 Phoebe Carsula
 Marie Celestin
 Marjorie Clarke
 Mercedes Collazo
 Duronel Dorcemus
 Hannah Ehrlinspiel
 Fiona Gill
 Gale Glasgow
 Wilmene Jean-Pierre
 Jennifer Jemmott
 Farah Lafortune
 Natalie Lapoterie
 Lina Millena
 Melissa Museau
 JalaniNelson
 Veronica Nelson
 John Nicolosi
 Karen Phillips
 Sharma Sharmara Popo
 Alexandria Prescott
 Kumar Ramlakhan
 Michele Reynolds-Abrams
 Olivia Ross
 Mary Sears
 Jennifer Stanford
 Carline Victor
 Yonette Wayne
 Roshane Williams
 Shonique Williams
 Nataly Wilson-Sims

2024 NURSING EXCELLENCE AWARDS NOMINEES

NYC HEALTH + HOSPITALS/LINCOLN

Arnold Ahmee
 Kadian Allen
 Francisco Amaro
 Parbinder Balbir
 Imelda Bella
 John Castaneda
 Wendy Chen
 Michelle Collins
 Shana Dawes
 Maria Carina Dela Cruz
 Jeanie Gonzales
 Adarlyn Guzman
 Joseph Jelenic
 Consuelo Lafuente-Dejesus
 Kirk Lawrence
 Constance Lewis
 Violeta Liboon
 Samuel Mbazor
 Mariateresa Perez
 Raakhee Persaud
 Jessica Senfis
 Tara Shajan
 Ying Tao
 Mark Taylor
 Henry Poma Vasquez

NYC HEALTH + HOSPITALS/PAC,

MCKINNEY

Rhoda David
 Jacqueline Leach
 Sherlin Peters
 Lystra Phillip
 Ndeye Seydi

NYC HEALTH + HOSPITALS/METROPLUS HEALTH

Madeline Rivera

NYC HEALTH + HOSPITALS/ METROPOLITAN

Edwin Kirby Aperocho
 Linnda Archille
 Blaise Asuncion
 Rosa Maria Borges
 Lu Chen
 Yveta Cheriel
 Stephanny Thara Comahig
 Katherine Detres
 Leilany Madrid Digeronimo
 Taja Dove

Kerryann Farquharson
 Juan Fernandez
 Kelsey Garcia
 Marlene German
 Monae Greene
 Glenda Baesa Inociaan
 Sharon Knight
 Terry Lee
 Lilia Manalili
 Brittany Mcdonald
 Dale Mcghie
 Delores Mcgregor
 Irwin Joe Mendoza
 Ashley Miller
 Jennifer Minto-Hinton
 Valeriya Mukhina
 Liza Pabiania
 Donna Parchment
 Shanaz Pasha
 Jinnin Purificacion
 Jaslyn Reyes
 Ricardo Rodriguez
 Michelle Shields
 Ronalyn Soriano
 Gabriel Thomas
 Ira Trasmonte
 Monica Valderrama
 Anna Mae Verga
 Leah Waga
 Salama Wahab
 Salee Wipawivat
 Susana Yaldiz
 Rico Zara

NYC HEALTH + HOSPITALS/NORTH CENTRAL BRONX

Josephine Acheampong
 Patrick Hamilcar Ampo
 Akassi Atta
 Lizy Babu
 Sara Back
 Kareen Beckford
 Jennifer Brown
 Mariam Camara
 Jessica Corniel
 Salimata Coulibaly
 Edner Cuvilly
 Kouakou Djamongue
 Paule Duverger
 Nickesha Edwards
 Michaela Fahnbulleh
 Josada Latchman

2024 NURSING EXCELLENCE AWARDS NOMINEES

Doreen Monday
 Esmie Morris
 Tammisha Myers
 Peta-Gaye Pennant
 Isabel Reyes
 Humu Sulley-Jawando

NYC HEALTH + HOSPITALS/QUEENS

Kavitha Ajith-Kumar
 Linda Bulone
 Romina M Butron
 Jose Cordero
 Christina Cortez
 April Dihayco
 Rachel Jacob
 Clarissa Luna
 Zenaida Magnaye-Banzon
 Vadewattie Mangru
 Sreekala Murali
 Jacynthia Okoh
 Anthony Patterson
 Dianne Persaud
 Trichelle Phillips
 Daisy John Pulinat
 Sharely Samuel
 Jolly Thomas
 Susan Thomas
 Laisamma Varughese
 Josey Violago
 Tenzin Wangmo
 Svetlana Yusupova

NYC HEALTH + HOSPITALS/PAC, SEAVIEW

Sunday Fagbuyi
 Angelica Santos
 Grace Gayo Tuban

NYC HEALTH + HOSPITALS/SOUTH

BROOKLYN HEALTH

Diana Aguayza
 Oluwaseun Ajibade
 Megan Alyssa Alcia
 Marie Alexis
 Mina-Grace Aquino
 Samantha Beaton
 Helen Belasoto-Supsup
 Penina Ben-Yosef
 Kimberly Brown
 Galina Bukhgalter
 Kristine Diesslin
 Sunita Dookhran

Ashley Henry
 Martha Herrera
 Judit Hliva
 Jennifer Hudson
 Menachem Isakov
 Manjinder Kaur
 Alcia Kong
 Joann Lam
 Fanny Liao
 Sergey Makov
 Betsy Martinez
 Kevin Mcmahon
 Prabha Nair
 Vicky Nguyen
 Maia Ochigava
 Jennifer Otero
 Dawn Palmer
 Samjhana Pathak
 Fleurette Richard
 Bernice Robinson
 Anastasiya Rothstein-Leonova
 Iryna Stembkovska
 Antonina Sukhanova
 Melanie Teh
 Anu Varghese
 Patricia Waters

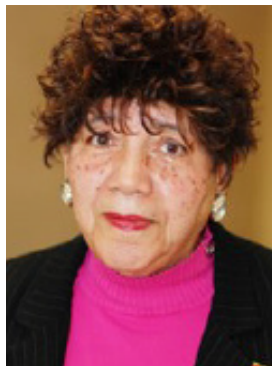
NYC HEALTH + HOSPITALS/WOODHULL

Jennifer Campoverde
 Gloria Cottoy
 Stephanie Fields
 Nelly Fonseca - Yancha
 Deokie Gumtie
 Phyllis Holder-Francisco
 Medina Kingston
 Sherry Mcdonald
 Chandler Murphy
 Eloise Nangle
 Naomi Neuman
 Lynette Simms
 Heizel Aloida Singson
 Jenny Uguru
 Rosilee Williams
 Bassarou Ali Zatchi

NYC HEALTH + HOSPITALS/CENTRAL OFFICE

Kimberly Campbell-Taylor
 Stephanie Samuels

JOSEPHINE BOLUS: A LASTING LEGACY



**JOSEPHINE BOLUS,
MS, RN, CNP, APRN-
BC**

Josephine Bolus was a true standard-bearer for nurses and the nursing profession: As the first recipient of the Nursing Champion Award in 2013, Josephine was recognized for her tireless support of NYC Health + Hospitals nursing, including her efforts to address challenges facing the profession.

As the first nurse chosen to serve on the NYC Health + Hospitals Board of Directors, Mrs. Bolus was instrumental in advocating for patients and nurses; challenging nurses to be active both professionally and politically; and insisting upon using quality resources to deliver exceptional patient care.

The 2019 passing of Josephine Bolus was a tragedy felt not only by her family, friends and colleagues, but by the full NYC Health + Hospitals system as well as the entire nursing community.

Josephine Bolus left an indelible mark upon our system and the nursing profession. Mrs. Bolus began her nursing career in 1971, receiving an AAS degree in Nursing from New York City Community College.

She served the Kings County Hospital Center patient community as a Staff Nurse in the Pediatric Emergency Room. In 1975, Mrs. Bolus completed the Kings County Hospital/State University of Health Science Center Pediatric Nurse Practitioner Program and thereafter served as a certified Pediatric Nurse Practitioner until her retirement in 1997. In addition to her AAS, Mrs. Bolus also earned a Bachelors of Health Science from Brooklyn College and Master of Science in Administration from Central Michigan University.

As a strong proponent of the recognition of the vital role of nurses and their contribution to the delivery of health care, Mrs. Bolus pioneered the establishment of certification guidelines for the nurse practitioner in New York State. She also served as Preceptor for Pediatric Nurse Practitioner students at Columbia University and for Registered Nursing students at Kingsborough Community College.

Following her retirement, Mrs. Bolus remained an active advocate for the nursing profession, founding the Retired RN Network; serving as Second Vice Chairperson of the Community Advisory Board at the Dr. Susan Smith McKinney Nursing and Rehabilitation Center; a New York State Nurses Association member; NYS House of Delegates, American Nurses Association member; Brooklyn College Alumni Board member; President of Brooklyn's Canarsie Lions; NYPD 69th Precinct Community Council Member; usher and past president, of the Rosary Society of St. Jude's Church; and president of the Brooklyn Canarsie Memorial Day Parade.

Mrs. Bolus was appointed to the NYC Health + Hospitals Board of Directors on March 15, 2004 as the City Council designee for Brooklyn and served on numerous Board Committees, including Audit, Capital, Executive, Equal Employment Opportunity,

JOSEPHINE BOLUS: A LASTING LEGACY *CONTINUED*

Quality Assurance, Medical & Professional Affairs, Information Technology, as well as Community Relations, which she chaired. It is therefore extremely fitting that we rename the Nursing Champion Award in her honor, and place the plaque with the names of nurses who demonstrate a commitment to nursing excellence in our Board Room at NYC Health + Hospitals as a permanent reminder of our dedication to quality.

ABOUT NYC HEALTH + HOSPITALS JOSEPHINE BOLUS NURSING CHAMPION AWARD

NYC Health + Hospitals' prestigious "Nursing Champion Award" was renamed in 2020 as the "Josephine Bolus Nursing Champion Award," in honor of the very first recipient of the Nursing Champion Award in 2013, former NYC Health + Hospitals Board Member Josephine Bolus.

The renamed Josephine Bolus Nursing Champion Award is an annual honor that is bestowed upon a person or organization demonstrating substantial and sustained support for nurses and the nursing profession. The honoree does not have to be a nurse, or be associated with NYC Health + Hospitals, but must display an understanding of the challenges facing nursing, be a facilitator in smoothing those challenges, and a supporter of both the profession and individual nurses.

In addition to recognition during the annual Nursing Excellence Awards ceremony, the honoree's name will be prominently displayed on a plaque in the NYC Health + Hospitals Board Room, which is updated every year.

Previous recipients of the Josephine Bolus Nursing Champion Award include:

2020: Dr. Catherine Alicia Georges, EdD, RN, FAAN, (LL -AAN), leader, educator, community activist and mentor; professor and chair of the Department of Nursing at Lehman College and the Graduate Center of the City University of New York.

2021: Drs. Bonnie and Mark Barnes, co-founders of The DAISY Foundation.

2022: Barbara A. Lowe, MS, RN, retired nurse executive and public health educator; member of the board of directors for NYC Health + Hospitals.

2023: Ernest J. Grant, PhD, RN, FAAN, Vice Dean for Diversity, Equity, Inclusion, and Belongings at Duke University School of Nursing, Past President- American Nurses Association (ANA).

ABOUT ASPIRING 2 INSPIRE SPONSORS NEW JOSEPHINE BOLUS SHINING LIGHT AWARDS

Aspiring 2 Inspire, the charitable organization founded by the family of the late Josephine Bolus, is sponsoring a new series of awards, the “Josephine Bolus Shining Light Awards,” to recognize and celebrate exceptional units throughout the NYC Health + Hospitals system.

The first Josephine Bolus Shining Light Awards will be presented as part of the 2024 Nursing Excellence Awards and will recognize five units that embody the values of compassion, dedication, and excellence in the nursing profession. The first recipients will be:

- NYC Health + Hospitals/Correctional Health Services
- NYC Health + Hospitals/Elmhurst
- NYC Health + Hospitals/Harlem
- NYC Health + Hospitals/Kings County
- NYC Health + Hospitals/Lincoln

The new Josephine Bolus Shining Light Award has been created to recognize units within NYC Health + Hospitals for delivering high-quality patient care and fostering a positive work environment.

“These awards are designed to recognize units for displaying a high degree of patient-centered care, collaborative teamwork, leadership and management, and resource utilization, ultimately leading to enhanced levels of patient satisfaction,” explains Michael H. Bolus, Executive Director/CEO of Aspiring 2 Inspire, son of the late Mrs. Bolus. “The units we recognize each year are those who have demonstrated commitment to the nursing profession and consistently shown dedication to their work, their patients and the community.

“These unit-based nursing teams also serve as an inspiration, motivating and inspiring others through their actions and positive outcomes,” Bolus continues. “The units selected for the Josephine Bolus Shining Light Award have made a significant positive impact on the nursing profession, and have proven that they embrace the values of compassion, empathy and kindness in their day-to-day work activities.”

“We believe that the members of these units have distinguished themselves with their dedication to nursing excellence,” Bolus points out. “We are delighted to create this new award that celebrates these individuals for their commitment and caring.”

THE INTERNATIONAL PLEDGE FOR NURSES

The International Council of Nurses' Pledge

In full knowledge of the obligations I am undertaking, I promise to care for the sick, with all the skills and understanding I possess, without regard to race, creed, color, politics or social status, sparing no effort to conserve life, to alleviate suffering, and to promote health.

I will respect at all times, the dignity and religious beliefs of the patients under my care, holding in confidence all personal information entrusted to me, and refraining from any action that might endanger life or health.

I will endeavor to keep my Professional knowledge and skill at the highest level, and to give loyal support and cooperation, to all members of the health team.

I will do my utmost to honor the international code of nursing ethics, and to uphold the integrity of the professional nurse.

CONGRATULATIONS



NYC
HEALTH+
HOSPITALS

NURSING

Live Your Healthiest Life.

STAY CONNECTED. FOLLOW US



www.nychealthandhospitals.org/nursing/



2024 NURSING EXCELLENCE AWARDS