



Hotel Services, Service with Compassion



Message from Senior Leadership: Lisa Zankman SVP, Human Resources

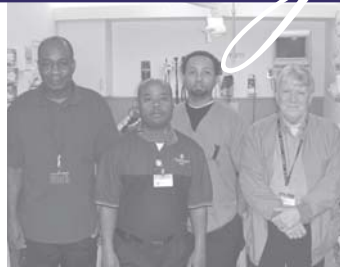
Pathways to Career Development

We know that Hotel Services employees work hard every day to help us provide high quality care for our patients. Human Resources wants to give you the support you need to learn new skills and advance at BIDMC.

BIDMC offers five "pipeline" training programs to help you train for a new job at BIDMC. Recently, 80% of employees selected for our Patient Care Technician training program were Hotel Services employees.

Through BIDMC's Employee Career Initiative, all employees can access career counseling, academic testing, pre-college prep courses in math, reading and English, and college science courses on site at BIDMC at no charge. We also offer English classes on site for employees whose native language is not English.

Call Mark Estrada in Workforce Development at 2-9396 for more information. He can help you take the next step for a great career at BIDMC.



While You Were Sleeping

While you're sleeping every night, the EVS and Patient Transport departments are busy working to maintain the cleanliness of the hospital and meeting customer service needs for the patients, staff and visitors. The third shift starts its day when most of us are settling in for the evening. Between 11:00 p.m. and 7:30 a.m., the third shift EVS team is busy completing special projects and continuously focusing on the cleanliness of the hospital. At the same time, the Patient Transports continue to focus on transporting patients and specimens within the hospital.

During this shift, the Emergency Department is one of the areas that sees increased activity. While continuously preparing discharged

rooms in the ER, several other team members complete floor care duties and detail work where needed. Hazardous Waste is processed and disposed using the Aduromed equipment every night. As with the second shift, the third shift team continues the cleanliness focus in the Operating Rooms, preparing OR rooms for the upcoming day's surgeries. Because elevator traffic is significantly less on the third shift compared to the first two shifts, the elevators are detailed during the overnight hours.

A great deal of work is carried forward onto third shift and extra projects are taken on each night, please make sure to greet and say thanks to the people who work hard and do their best while you were sleeping.

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Focus on Service Spirit (FOSS)

Thanks to all the hard work from the employees and management team, the Hotel Services team has completed Module 1 through Module 9 of Focus on Service Spirit training and is expected to achieve 100% in FOSS training by September. A graduation ceremony will be conducted to celebrate this great achievement. During the past several months, all Hotel Services employees were able to discuss and understand who is our Customer (which we now know is EVERYONE), how to treat all our Internal and External customers the same. We've also discussed about "Moments of

Truth" and the four specific needs of the customers: The needs to feel comfortable (physical and emotional), the need to belong, the need to be appreciated and the need to be understood. The training has also incorporated some exercises such as "The Smile Clinic" and "Role Play" to enhance the learning experience.

In conjunction with the kick off of BIDMC spirit, Cassandra Loh, Training Manager has also explained to all Hotel Services employees the importance of participating in this program. By utilizing the BIDMC spirit, and the FOSS training, the Hotel Services employees will be better able to provide excellent customer service to our internal and external customers.



West Campus FOSS



East Campus FOSS

Did You Know?

MEALS SERVED

Patient and Café

East

Patient Meals average: 30,679
Café average: 167,546

West

Patient Meals average: 71,740
Café average: 198,417

On a three month average.



West Campus



East Campus

DATES TO REMEMBER

April Training

Lockout/Tagout, Equipment and Machinery care, Electrical Safety (EVS and Patient Transport), Lockout/ Tagout and Knife and Slicer training (Food Services)

May

Asbestos Awareness and FOSS (1-5 make-up by all dept. managers)

June

Customer Services and FOSS 6



Beth Israel Deaconess Medical Center

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

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Employee Career Initiative and English for Speakers of Other Languages Classes:

EMPLOYEE CAREER INITIATIVE

The Employee Career Initiative (ECI) is a career development program for all BIDMC Employees. The ECI is here to help employees assess their skills, create an academic plan/career plan, and take pre-college and college classes that can help employees get the training and credentials needed to grow in their careers or lead to higher paying and more rewarding jobs. The ECI can prepare employees for BIDMC's pipeline training programs in patient care tech, medical lab tech, surgical tech, and nursing. Courses are offered here on-site at BIDMC at no charge to employees. For more information and to find out how the ECI can benefit you, please call **Mark Estrada at 2-9396**.

English for Speakers of Other Languages (ESOL)

English classes are available for BIDMC employees looking to improve their language skills. ESOL classes are held in the Longwood Medical Area twice a week, from 3:30PM to 5:30PM. Interested employees will go through an assessment process to measure their English language skill levels and then be matched up to the appropriate ESOL class.

Fall Session – Sept. to Dec. 2008

*Interested employees can call **Mark Estrada at 2-9396** for more information and registration.*

Employee Spotlight on Ofelia Betancur

Interview

Each issue we will feature an employee of a different department of Hotel Services. This issue we are featuring Ofelia Betancur an ESI worker on the EVS West Campus 1st shift

What brought you to the Boston area? In 1981 my son and I came to Boston from Colombia to join my husband. We live in Malden and have lived in the same apartment for the last 27 yrs.



How long have you worked for BIDMC? Six years, I started at BIDMC on 2/16/01.

What jobs have you held during your 6 years of service? When I was first hired I worked as a Floater for a year and a half. A Floater is a person that fills a position while the regular employee has a day off. When a position opened in SICU-A, the staff from that unit recommended me for the permanent position. I have worked in that area ever since.

What have been some of the big changes you have seen over the past 13 years? My manager is up on the floors everyday, many times a day, and it will be very effective to see the senior management touring the floors more often as well. By touring regularly they (senior management) will be able to give feedback and recognize the efforts of the employees.

Who at BIDMC has had a positive influence on you and why? For the past four years I have been attending ESL courses. These classes are for employees that do not speak English as their first language. I enjoy attending these classes. Ailsa Bennell from Boston Health Care and Research Training Institute has had a positive impact on me. As the instructor of the classes, Ailsa is very enthusiastic and is full of high energy. She is always polite and very helpful.

If you had unlimited resources what would you do to improve BIDMC? I would like to see better benefits. Sometimes the out of pocket expense is very costly.

FAVORITES

Sports: Baseball, American Football and Football (soccer)

Sport Teams: Red Sox (In 2007, I went to a World Series game) and Patroits

Television: News, and The Price is Right (when Bob Barker was hosting)

Music: All kinds of music

Relaxation: I go to the gym

Movies: Dramas and cartoons

Food: South Beach diet food, Italian, Mexican and Columbian foods

News from Around BIDMC

BIDMC SPIRIT Begins

In March, BIDMC began a new program called BIDMC SPIRIT to identify problems of hunting and fetching the materials or people you need to do your job. The goal of SPIRIT is to make the work lives of all staff easier and more gratifying. To begin, see and think about what you do every day in a new light. Chances are you all have work-arounds that you do every day without thinking. Or you waste time fetching and hunting for materials or resources you need and you may not even notice.

Once you identify a problem, the basic steps are:

- Call out a problem to your manager/shift leader.
- Work together to identify the root cause of the problem and solve it as soon as possible – in real time.
- Log it – your manager can put it on the problem log on the portal. There is also a phone number to log problems with your help chain contact in four languages: English, Spanish, Haitian Creole and Portuguese. That number is (66)7-7474.
- Use the Help Chain, if necessary. Your manager is usually your first link in the chain.

Less time hunting and fetching can mean more time spent on your job to support patient care – which will have a major impact on BIDMC’s goals of higher patient satisfaction and improved safety.

The **Arnold Pain Management Center** has relocated to newly renovated space at One Brookline Place in Brookline Village (at the corner of Brookline Avenue and Route 9). This new location, conveniently located within minutes of the main campus of BIDMC, has been specially designed to meet the clinical and comfort needs of our patients and their families.

BIDMC At Your Service

You may have noticed some new employees with maroon jackets in the lobbies and hallways at BIDMC. It is all part of the new First Impressions Program to improve service for patients and families. The program includes longer hours during which the lobby information desks will have staff and new service ambassadors (in maroon jackets) who greet and assist patients and visitors.

Service Improvement

Save time and money with our concierge discounts! Perks include:

- Movie passes at nearly a fraction of the cost
- Discounted ski tickets for three popular New Hampshire mountains
- Women’s gym initiation fee waived; monthly discount, three free days.
- \$25 off Tax Preparation
- Substantial Roadside Service Discount
- 20% off dry cleaning
- Local “healthy” fast food restaurant coupons
- Auto Center VIP Card
- 10% off floral arrangements
- \$10 off Wholesale memberships, plus three free months

For more information, contact Mike Monahan by e-mail mmonaha2@bidmc.harvard.edu, phone (63)2-9330 or simply stop by the Human Resources office in the Libby building at 169 Pilgrim Road.

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The members of the third shift are:

EVS:

Agabus Antonine
Marie-Jean
Baptiste
Jean Bresilla
Dexter Cooper
Fred Cox
Manny Depina

Charles Gary
St. Clair Gill
Rony Jacques
Amos Lamor
Neil Lynch
Alexis Madeus
Epifanio Nazoliny
Lloyd Powell

Mark Simmons
Theresa Williams

Patient

Transport:
Victor Bossuet
Betca Michel



GUESS WHO

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



Please Welcome Hotel Services New Employees for December - March

EVS

EAST CAMPUS

Illham Gouza
Nahomie Marius
Sandra Pires
Santa Mejia
Dulce Amado
(welcome back)
Erla Payne
Anderson Escobar
Fernando Quinones
Vera Amado
Sainte Helene
Despage
Ramor Almonte
Hector Teseda

WEST CAMPUS

Aires Reis
Eric Laurent
Andres Delarosa

Adolfo Andrade

Ester Chase
Ada Delarosa
Theresa Williams
Leonard Gayle
Polite Onumaeqbu
Hia Tran
Antonio Barros
Maria Milos
Lunsa Pierreval
Hugo Barros

Food Service

EAST CAMPUS

Eduardo Pena
Alphonso Dolberry
Peter Edwards
Shanell McKinnon
Gisela Quispe
Nidya Arsenault
Heather Duncan

WEST CAMPUS

Eurico Araujo
Jessica Taylor
Emsley Clark
Jessica Taylor
Glenda Alvarez
LaKeya Solomon
Janekiz Figueroa

Transport/SRC

Delvis Sarante
(Transport)
Carolyn Densmore
(SRC)
Nelson Feliciano
(Transport)
Bernodette
Bedminster
(Transport)
Paul Muller
Josés Lopes

Patients are the heart of everything we do.™

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

An e-mail from a BIDMC Employee:

“This morning I witnessed the kind of care I see here often but much too often fail to acknowledge. An elderly man with a barrel chest and shuffling gait seemed unsure where to go as he bent forward over his walker and approached the cashier in the East Campus cafeteria while she busily serviced a long line of customers. After a brief but quiet exchange between them that included his passing her some cash, he pushed his walker to a nearby cafeteria seat.



Kim Chow, Food Services

Without slowing her work, the cashier quickly and quietly summoned a fellow employee. With quiet dignity, her colleague brought the seated man coffee and a muffin. I learned from the operations manager of our food services that the cashier was Kim Chow, and that her assistant in this brief and successful exchange was the manager on duty, Carol Zagzoug. You'll know better than I the appropriate way to acknowledge them for exemplifying the behavior that we aspire to provide.”

A note from a BIDMC Employee:

“I wanted to take the time to recognize Clifton. He did a great job last night during the power outage – I was a pest and kept calling in to check the status, as we were in the midst of seeing patients when it happened and also in the midst of repairing our not working densitometer! He was very patient and polite, and I'm



Clifton Lewis, SRC

sure he was getting inundated with pesky requests that he could not answer.

A note from a Patient:

I am writing in reference to Ms. Curline Wilmoth. Curline is an outstanding employee and woman. She approaches everything she does with the highest expectation and care. I have been here at BIDMC for almost six weeks now, and Curline has been a pleasure to see each day. She has a high work ethic. Curline also exhibits a happy spirit and great sense of humor. I always look forward to seeing and talking with her. She is detailed in her work and takes her responsibilities very serious. I have often seen her here after the time she's scheduled to leave finishing up the work she is clearly committed to.

I do hope you realize what a wonderful person and employee you have in Curline.



Curline Wilmoth, EVS



ANTIGUA



CAPE VERDE



DOMINICA



GUATEMALA



INDIA



MONTSERRAT



PORTUGAL



BARBADOS



CHINA



DOMINICAN REPUBLIC



GUINEA



JAMAICA



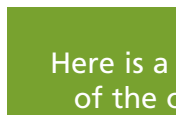
PANAMA



PUERTO RICO



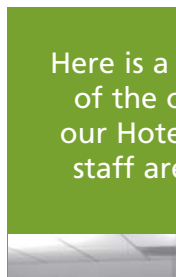
BOLIVIA



BOSNIA



BRAZIL



CAMBODIA



COLOMBIA



ERITREA



HAITI



MALAYSIA



MEXICO



PERU



PHILIPPINES



TRINIDAD & TOBAGO



TANZANIA



VENEZUELA