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INSIDE

AT RICHMOND HEALTH NETWORK, AN
EMPHASIS ON SPECIALTY CARE (PAGE 12)

Richmond University
 **Medical Center**

A Message from the President & CEO



Reflecting on the many patients who rely on Richmond University Medical Center for their healthcare needs – emergent, acute or chronic – we are reminded of our unwavering commitment to improving the health and well-being of all individuals, regardless of their background or circumstances. Access to quality healthcare is a fundamental right and health equity is essential for building stronger, more resilient communities.

Health disparities persist in many of our communities. Many individuals and families continue to face barriers to accessing the care they need. These barriers can include everything from geographic distance and financial constraints to systemic challenges in our healthcare system. Our on-going priority is to continue breaking down these barriers and ensure that everyone in our community has timely, affordable, and equitable access to healthcare services.

Health equity lives at the core of our mission. We understand that health outcomes are often influenced by a wide range of factors, including socioeconomic status, race, gender, and geographic location. To address these disparities, we must ensure that our health services are delivered in a way that meets the unique needs of every individual.

Throughout this year and beyond, we will make every effort to expand our healthcare services, ensuring that our facilities are accessible, our services are affordable, and our communities are empowered to take charge of their health. At the heart of everything we do is our dedication to providing high quality exceptional care for each patient every day.

In this edition of CARE Magazine, you can read about some of the more recent initiatives we have undertaken to expand our services and increase access to care like the opening of our new Women's Center for Obstetrics and Gynecology as well as the launch of a new first of its kind rehabilitation support group. We take a look back at the positive impact our new Emergency Department, Surgical Pavilion and Medical Intensive Care Unit are having on patient care since their openings, all less than five years ago. Meet the new faces of our administration who will drive service delivery and manage the health and well-being of our community for the foreseeable future and join us for a candid interview with one of RUMC's longtime supporters: Dr. Krishne Urs, his son Bobby, and the entire Urs family.

Daniel J. Messina, PhD, FACHE
President and Chief Executive Officer

Table of Contents

- 4** Aphasia patients benefit from a support group all their own
- 5** Philip Otterbeck, MD, is RUMC's new Chief Medical Officer
- 8** Women feel respected and empowered in new OB/GYN center
- 13** Expansion project offers world-class cardiac and stroke care

Executive Leadership

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Editorial

**ALEXANDER P. LUTZ, JR., CHERYL GARBER,
MEREDITH GASKINS & CLAIRE REGAN**

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**Richmond University
Medical Center**

Father-son team puts RUMC first with service and support



Richmond University Medical Center has long been a centerpiece for the Urs family of Staten Island.

Krishne Urs, MD, an orthopedic surgeon, has been affiliated with the hospital for more than five decades. His son, Robert (Bobby) Urs, is serving on the RUMC Board of Trustees and as President of the RUMC Foundation Board.

As part of the hospital's historic transformation, father and son have teamed up to strengthen their family's support with \$3 million in total gifts and pledges that reflect a deep commitment to their hometown borough.

A native of India, Dr. Urs received his medical degree with distinction from the University of Mysore. He arrived in New York City in 1962 and studied to become an orthopedic surgeon.

He completed fellowship training at the Hospital for Sick Children in Toronto and the Hospital for Special Surgery in Manhattan, and became board certified in orthopedic surgery in the U.S. and Canada in 1968. That same year, he married his wife, Mary, a lifelong Staten Islander who was a nurse at the former St. Vincent's Hospital, now RUMC.

Dr. Urs began his private practice in 1970 at St. Vincent's, and served as Chief of Orthopedic Surgery from 1986 to 2001.

He started Richmond Orthopedic Associates with Srinivasa Bhupathi, MD, in 1973, and was later joined by Nadubeethi Jayaram, MD, and Mark Brandon, MD. Drs. Urs and Bhupathi performed the first total knee replacement on Staten Island and introduced the fiber cast in 1986 as well as electrical stimulation for non-union of fractures.

Devoted to the Hindu religion, Dr. Urs served as Chairman of the Hindu Temple Society of North America in Queens from 1992 to 2000 and has been Chairman of the Staten Island Hindu Temple in Sunnyside since 2007.

A licensed real estate associate broker with Robert DeFalco Realty, Bobby Urs has achieved designations in Graduate REALTOR Institute and Seniors Real Estate Specialist and is an active member of the National Association of REALTORS and the Staten Island Board of REALTORS.

A lifelong Staten Islander living in the Silver Lake area, he and his wife, Jennifer, have two daughters who attend Staten Island Academy where Bobby also serves on the Board of Trustees. Bobby and his children were born in Richmond University Medical Center.

Dr. Urs is grateful for the warm reception he received when he joined the staff eight years after arriving in New York City. The former St. Vincent's "welcomed me with open arms, and

supported me as a surgeon," he said. "The hospital was like a mother to me."

"I have spent my entire career in this hospital and it has been part of the fabric of my life and livelihood and I'm so grateful to give back to this organization and the people that it serves," said Dr. Urs, who performed 300 to 350 orthopedic surgeries a year during his tenure at RUMC.

"We believe Staten Island residents should have access to top quality health care and state-of-the-art facilities," Bobby added with conviction. "We are proud to have an opportunity to give back to Staten Island."

"The steady support of two generations of the Urs family has made RUMC's transformation a reality," said Daniel J. Messina, PhD, FACHE, President and Chief Executive Officer of the hospital. "Their generosity helps us bring a whole different level of care to the Staten Island community."

"This landmark gift allows us to advance and sets an impressive example for others to follow," said Joseph Burt, Vice President for Development. "We owe a tremendous debt of gratitude to Dr. Urs and Bobby for their extraordinary generosity and the leadership they provide in our fundraising efforts.

"What distinguishes Dr. Urs among the pantheon of RUMC heroes is the extraordinary depth and breadth of his outstanding contributions, contributions that have elevated everyone with whom he worked -- and inspired," said Timothy C. Harrison, Chair of the Board of Trustees.

Harrison continued: "His son, Robert, has established himself as a leader in his own right, both on the RUMC Foundation, and as a member of the Board of Trustees. The apple doesn't fall far from the tree."

"We are very proud of our association with the Urs family at a personal and professional level," said Srinivasa Bhupathi, MD, orthopedic surgeon and former colleague, and his wife, Nancy. "Their philanthropic endeavors have made Staten Island a much better place to live and work.

Support group offers aphasia patients comfort and camaraderie



Judith Khalayleh, a member of the aphasia group, works with Emily Olsen, a speech pathology intern.



Speech pathologists lead a meeting of the group in the RUMC Comprehensive Rehabilitation Center.



Dominick Sileo enjoys socializing with the aphasia support group at RUMC, the only one of its kind on Staten Island.

They come from all walks of life – firefighter, author, bus driver and homemaker – but share the challenges of living with aphasia, a language disorder that affects the ability to communicate effectively.

For one hour each Friday afternoon, 10 aphasia patients find comfort and camaraderie in a support group led by speech-language pathologists at the Comprehensive Rehabilitation Center at Richmond University Medical Center. Joined by their caregivers, they discuss current events, participate in guided activities and share milestones at their own pace and without judgment.

Caused by damage to the brain areas responsible for language processing, aphasia makes conversation and everyday tasks difficult and even embarrassing. The disorder can be the result of a stroke, brain injury or progressive neurological disease such as Parkinson's or Alzheimer's, impacting the ability to speak, listen, read and write.

In the United States, more than 2 million people have aphasia, and about 180,000 people are diagnosed with it each year. One third of all strokes result in aphasia.

"I've become more social," group member Dominick Sileo, 83, shared. "Before, I was isolating because I couldn't get my words out. The therapists are wonderful – they teach

me tools to improve my speech and make me feel more secure. They are angels!"

"I've become more social. Before, I was isolating because I couldn't get my words out."

— Dominick Sileo

At a recent session, speech-language pathologist Danielle Bove read a quote by baseball great Babe Ruth to the group: "Never let the fear of striking out get in your way." Bove and her colleagues use a quote of the day, submitted by patients, to stimulate conversation and rebuild language.

"He was No. 3!" Dominick Sileo exclaimed, referring to the number Babe Ruth wore for the Yankees.



Alessandra DelloRusso, MA, CCC-SLP, a speech pathologist, introduces a patient to the group.

A casual discussion followed about fears and courage. Slow and steady and with encouragement from the pathologist, group member Catherine DeRubbio, 67, spoke about a trip to Greece and how choosing business class eased her fear of flying.

"It was our second honeymoon," her husband, seated next to her, chimed in with a smile.

Formed in April 2024 by Kristine Delgado, MA, CCC-SLP, administrative director of rehabilitation at RUMC, the aphasia treatment group is the only one of its kind on Staten Island. Members also undergo individual speech therapy at the center.

They socialize outside the group and keep in touch in between sessions. Holidays are celebrated with potluck lunches – which in November included a turkey and all the trimmings for Thanksgiving.

"Gathering with other people who have similar issues helps them feel like they are not alone," said Bove. "There are no stigmas here. They feel comfortable with each other."

"They gain confidence and feel less isolated," added Alessandra DelloRusso, MA, CCC-SLP, also a speech-language pathologist at RUMC.

To learn more about the group and RUMC's aphasia services, call 718-818-2245.



RUMC taps native Staten Islander as its new Chief Medical Officer



Richmond University Medical Center has appointed Philip Otterbeck, MD, as its new Chief Medical Officer. Dr. Otterbeck assumes the new role while also continuing to serve as RUMC's Department of Medicine Chair and Chief of Endocrinology.

As Chief Medical Officer, Dr. Otterbeck will assist in assessing the institutional and community needs with the goal of expanding and enhancing clinical services both on the hospital campus and throughout Staten Island. He will also assist in enhancing the hospital's graduate medical education programs, helping to ensure students, residents, and fellows are exposed to the best available evidence-based medicine and cutting-edge technology.

"Richmond University Medical Center is synonymous with clinical excellence delivered with compassion. We treat our patients like family because they are our families, friends, and neighbors," Dr.

Otterbeck said. "Working alongside our clinical and administrative partners, I will work with the medical staff to construct quality and performance improvement initiatives to achieve institutional targets in publicly reported data such as Star Ratings and Leapfrog. With a comprehensive interdepartmental focus and meticulous attention to eliminating barriers to discharge, we have seen improvements in both throughput and length of stay, despite increases in patient volume. Success in these areas requires teamwork and I am so delighted to be part of this team in this expanded role."

A native Staten Islander who was born in RUMC when it was known as St. Vincent's Hospital, Dr. Otterbeck graduated from New York University with a bachelor's degree in biology and a minor in Russian and Slavic Studies. He earned his doctor of medicine degree from SUNY-Downstate Medical Center in Brooklyn, where he also completed a residency in internal medicine and a

fellowship in diabetes, endocrinology, and metabolism.

"Dr. Otterbeck has been serving the healthcare needs of Staten Island for many years and has earned the trust and respect of his patients, our medical staff and our entire community," RUMC President and Chief Executive Officer, Daniel J. Messina, PhD, FACHE, said. "Our Board of Trustees and entire leadership team are excited to be working alongside Dr. Otterbeck as we navigate the growing and ever-changing healthcare market."

In addition to maintaining a large private practice, Dr. Otterbeck is also a clinical assistant professor of medicine at SUNY Downstate Medical Center and an adjunct associate professor of medicine at the Icahn School of Medicine at Mt. Sinai, St. George's University, and American University of Antigua.

"Dr. Otterbeck is a true gentleman, a passionate physician and a great advocate for the community of Staten Island," Francesco Rotatori, MD, FACC, President of the RUMC Medical Staff, said. "There is no better person than Phil to embody the values and skills necessary to be our chief medical officer."

Dr. Otterbeck continues to call Staten Island home along with his wife, Victoria, and their two children, Ava Grace and Philip Thomas.



THE LUCILLE AND JAY CHAZANOFF SURGICAL PAVILION

World-class surgical unit enhances patient care, draws top talent



Loren Harris, MD, FACS, FCCP
Chair, Department of Surgery and
Chief, Thoracic Surgery

The number of surgeries performed at Richmond University Medical Center has increased by nearly 20 percent with the addition of the \$42-million Lucille and Jay Chazanoff Surgical Pavilion, confirms Loren Harris, MD, FACS, FCCP, Chair of the Department of Surgery and Chief of General Thoracic Surgery.

“We finished well ahead in the first full year after the pavilion opened in December 2023,” he said, “and we are seeing continued growth.” Thirty full-time surgeons – about half with subspecialties – are now on staff, and other surgeons in the medical community are bringing their cases to RUMC.

Each of 11 surgical suites in the Chazanoff Pavilion features enhanced lighting, booms and integrated technology with video monitoring for remote consulting to physician offices and conference rooms. A sterile hallway expedites room-to-room access for surgical staff, and doors on both sides of each operating room allow for clean exits and entries.

“The ergonomics have been greatly improved,” Dr. Harris said. “The previous operating rooms had not been ungraded since the 1990s. The staff is thrilled with the new environment, which was designed by the surgical staff to be more ergonomically favorable.”

The smallest operating room is about 800 square feet, and three operating rooms designed to accommodate robotic equipment are even larger. One Da Vinci Robotic Surgical System is in use and a second is expected to be in place during the first quarter of 2025. About 80% of all general surgeries are minimally invasive, and more than half of all surgeries are robotically assisted.

Seven of the 11 operating rooms are used on a routine basis every day from 7:30 a.m. to 3 p.m. “After that, we pare down to five rooms from 3 to 7 p.m.,” Dr. Harris explained, since most elective cases are completed by 3 p.m. Overnight, two operating rooms are used to handle trauma cases.

He praised the strategic location of the Chazanoff Pavilion, which expedites treatment for trauma patients who can be whisked one level up from the Emergency Department (ED) for life-saving surgery.

“When a patient in the ED is in need of urgent surgery, he or she can be rushed by elevator from the trauma bay directly into the operating room,” Dr. Harris explained. One operating room is reserved specifically for trauma cases.

Pre-operative areas and the post-anesthesia care unit, or PACU, are adjacent to each other, allowing nurses to move easily between them. Two family zones in the Chazanoff Pavilion

accommodate loved ones comfortably while they wait during surgery.

RUMC operating room nurses are specially trained to handle medical instruments and equipment before, during and after surgery, assist in procedures and monitor vital signs. “These skills are not intuitive; they must be taught,” Dr. Harris said.

“When I joined the RUMC staff seven years ago, Kate Rooney promised a new surgical unit – and she has fulfilled that promise,” said Dr. Harris, referring to Kathryn Krause Rooney, Esq., Chair Emeritus of the RUMC Board of Trustees. “The Chazanoff Pavilion is state-of-the-art. It has boosted surgeon satisfaction and, most importantly, patient satisfaction.”

With the exception of very rare tumors or extensive disease that require ultra-specialists, “there is nothing in Manhattan that you cannot get here at RUMC,” Dr. Harris stressed.

“What we have that a lot of hospitals elsewhere in New York City don’t have is a much more personal feel to healthcare,” he added. “Many of our nurses have family members who worked here, or presently work here, and we all know each other on a personal level. The care we provide is also personal, and patients tell me how much they appreciate that.”



HON. JAMES P. MOLINARO EMERGENCY DEPARTMENT

New communication system boosts urgent response in the ED

Effective communication is critical in the Emergency Department (ED), where a patient's condition can change in a matter of seconds.

At Richmond University Medical Center, Johnathon LeBaron, DO, FACEP, and his staff have adopted Mobile Heartbeat, a communication platform that allows healthcare professionals to quickly and efficiently communicate with each other about patient care. Through texting, voice calls and alerts on their smartphones, it aims to improve patient outcomes in critical situations.

Mobile Heartbeat makes it possible for the care team to communicate the right information at the right time, with the right level of urgency. The platform also fosters multidisciplinary collaboration to make the coordination of patient care safer, quicker and easier.

More than 57,000 patients were treated in the Hon. James P. Molinaro Emergency Department in 2024, said Dr. LeBaron, Chair of the Department of Emergency Medicine since 2020. Door-to-doctor time is 15 minutes, an improvement of five minutes over the previous year.

The 35,000-square-foot ED has seen an 8% increase in volume, indicating that "Staten Islanders see Richmond University Medical Center as a good place to be seen and cared for," Dr. LeBaron said.

Opened in January 2023, the Hon. James P. Molinaro Emergency Department is more than twice the size of its predecessor with private trauma bays and treatment rooms, and comprehensive specialty areas for pediatrics and urgent care. Thanks to a partnership with the Mount Sinai Health System, the department recently welcomed five physicians and four physician assistants to its team, bringing the totals to 21 and 17, respectively.

"RUMC emergency nurses are competent, caring and hard-working," said Jean Gordon, RN, MSN, FNP-C, CPHQ,

CEN. As Assistant Vice President for Emergency Services, Gordon provides nursing leadership for the department while partnering with the ED physician-lead to develop thoughtful strategies aimed at improving patient care.

High standards of training and education are maintained for all members of the ED staff. The Nurse Intern Program and the Nurse Extern Program help the Department of Emergency Medicine recruit and retain caring, competent professionals while easing the transition for new nurses.

As a Level I Adult, Level II Pediatric Trauma Center, RUMC has the full range of specialists and equipment available 24/7 to handle the most complex traumatic injuries. The Sexual Assault Forensic Examiner (SAFE) program is one of 18 post-sexual assault treatment centers in New York City, and the only Center of Excellence on Staten Island.

"This Emergency Department is a symbol of our hospital's continuing commitment to being guardians of our community's health and well-being," said Daniel J. Messina, PhD, FACHE, President and Chief

Executive Officer of the hospital. "It is our promise that everyone in need of care has continuous access to emergent, lifesaving services, and it is our pledge to provide the highest quality care consistently to each and every patient who comes through our doors."



Johnathon LeBaron, DO, FACEP,
Chair, Emergency Medicine



Center heralds a new era for women's healthcare



Dr. Tubman was joined by hospital leaders for the ribbon-cutting ceremony.



Dr. Tubman's parents (above) and office staff (top) were on hand for the ceremony.

Enter through the double glass doors of the Women's Center for Obstetrics and Gynecology in Charleston and



The waiting room is decorated in soft colors, creating a serene environment.

experience a new era for women's healthcare on Staten Island.

Feeling more like a spa than a doctor's office, the expansive center is bathed in natural light and pastel colors with a gentle mist of aromatherapy to soothe the senses. Inside each of 10 spacious exam rooms, artwork adorns the walls and flat-screen TVs are tuned to keep patients entertained in the waiting and reception area.

Words of wisdom on plaques inspire patients: "Always wear your invisible crown," and "Imagine ... dream ... believe."

"It's a serene environment, where all women feel heard, respected and

empowered," said Inna Tubman, MD, FACOG, board-certified OB/GYN physician and director of the center, at a ribbon-cutting ceremony on Dec. 17, 2024. "This marks a new chapter of health, hope and healing for the women and families of our community."



Liliya Rozenfeld, FNP-C, and Leslie Potenciano, RPA-C, are ready to greet and treat patients.

The state-of-the-art Women's Center for Obstetrics and Gynecology is part of Richmond University Medical Center's Richmond Health Network, which provides Staten Islanders with improved access to quality primary care and specialty medical services through private offices and centers across the borough, Brooklyn and Manhattan.

Hailing it as "the most thoughtfully designed treatment center for women on Staten Island," RUMC Board Chair Timothy C. Harrison said the medical office is a testament to Dr. Tubman's passion, commitment and vision.

After earning a bachelor's degree in mathematics from New York University, Dr. Tubman completed medical school at St. Georges University in Grenada, West Indies, and her residency at Northwell-Staten Island University Hospital. A native of Ukraine, she is the mother of three children and fluent in Russian.

"Dr. Tubman and her team offer the exceptional care for women that they deserve," Daniel J. Messina, PhD, FACHE, President and CEO, said. "This new center of empowerment and support will have a lasting impact on Staten Island healthcare."



Exam rooms are designed for maximum privacy and patient comfort.

Dr. Tubman's medical team includes Jeanette Voice, MD, FACOG; Leslie Potenciano, PA; Marcia Nieves, NP, and Liliya Rozenfeld, NP.





Q&A WITH INNA TUBMAN, MD, FACOG

Women's Center for Obstetrics and Gynecology

Q. Tell us a little about your childhood and your background.

A. My family immigrated to the U.S. from Ukraine when I was 15 to have more opportunities. It was a challenging time, learning the language and adjusting to high school.

Q. You earned your undergraduate degree in mathematics from NYU. Were you considering a different career path at one point?

A. Growing up, I always excelled in the sciences, and math was one of my stronger subjects. I became interested in the health field, but wasn't sure what to do with it. So I majored in math at NYU, took some pre-med classes and looked into Occupational Therapy and Physical Therapy. I was unsure about the lengthy commitment to medical school and residencies, and wanted to see if I could settle for something less demanding. After NYU, I went to work as a financial analyst for Avis Car Rental – but soon realized it was not fulfilling enough or rewarding for me. I wasn't challenged, and I needed to make a difference. That's when I decided to go to medical school. I applied to St. George's University in Grenada, which seemed like a good path for me. I had a great experience there. After going through rotations in different specialties, I was intrigued by OB/GYN – even though it was the most challenging of all. I have no regrets – it's a lot of hard work, but I love it and I can't imagine doing anything else.

Q. Tell us about your family – your three children.

A. My daughter, 23, is attending Cornell University College of Veterinary Medicine. My son, 20, is studying engineering at Rensselaer Polytechnic Institute, and completed a biomedical computer engineering internship at RUMC last summer. My youngest son, 13, is about to go to high school. We live in the Tottenville section of Staten Island. I take my

son to soccer and meet my patients there. This is what I love about raising my kids on Staten Island – there is a lot of bonding because I've delivered many of the kids in my son's school.

Q. What do you find most rewarding about your practice?

A. It's fulfilling to develop lasting relationships with patients, and to guide them through milestones – from adolescence to marriage to pregnancies and beyond. I love the bonds I develop with families. When I take care of the mom, I develop bonds with her daughters. It's also rewarding to be present for the most challenging moments of a patient's life. It's a privilege.

Q. What do you consider your strongest clinical skills?

A. Being able to manage high-stakes situations and navigate unexpected complications. I also love teaching – working with residents, guiding them through the four-year process and seeing them become wonderful doctors and surgeons.

Q. How has the OB/GYN field evolved/changed in the last decade?

A. Social media can be a challenge – sometimes we're working with it, and sometimes we're fighting against it. Patients are a lot more educated, but unfortunately, not always from the best sources. As physicians, we have to work with social media – it's part of the clinical landscape. Technology continues to evolve, from open surgery to laproscopic and now robotic, with new techniques that continue to improve patient outcome.

Q. How does the new Lucille and Jay Chazanoff Surgical Pavilion at RUMC benefit you and your patients?

A. It's state-of-the-art and spacious -- a major enhancement for the hospital and medical staff.

Q. How many babies do you deliver each year at RUMC?

A. I handle an average of 250 deliveries.

Q. You have moved into an expanded office at 2965 Veterans Road West. Describe its amenities, and how your patients are benefiting.

A. We outgrew our former office in Eltingville, which offered only three exam rooms. Our new office in Charleston is warm and inviting with 10 spacious exam rooms. I always had a vision. Ambience and aesthetics are important because they put a woman in a serene state of mind, making her more relaxed and comfortable while dealing with such personal situations. My team and I worked with the architect and interior designer to make the vision become a reality. We were very involved in selecting the wall coverings, lighting and artwork – everything from soup to nuts.

Q. What in-office procedures do you perform?

A. Our team performs many diagnostic procedures, including uterine biopsy, hysteroscopy, colposcopy, cryotherapy, and LEEP, or loop electrosurgical excision procedure that removes abnormal tissue to prevent cervical cancer.

Q. Are there any other in-office procedures patients should know about?

A. RUMC has provided our new office with a laser machine that addresses urinary incontinence. When the vaginal walls are treated with laser, new collagen development is stimulated to resolve the condition. We are one of the few OB/GYN offices on Staten Island offering this treatment.

Q. Why have you chosen to be part of the RUMC medical staff? What makes RUMC stand out?

A. It's a community-based hospital, with an administration that is open and accessible to the clinical staff. As a physician, I'm able to reach out to hospital leaders about meeting any needs to better serve my patients. Since 2017, I've been proud to be part of a hospital that is focused on the needs of the community it serves.

Richmond University Medical Center welcomes two new leaders to executive team



Richmond University Medical Center's executive leadership team recently grew with the addition of two seasoned leaders who hail from larger healthcare systems. Jonathan Zipkin, MD, MA, has been appointed Executive Vice President and Chief Operating Officer, while Christine Mahoney, DNP, RN, AGACNP-BC, NEA-BC, CCRN has been named Senior Vice President and Chief Nursing Officer.

"Drs. Zipkin and Mahoney bring vast experience and knowledge to our hospital leadership team," RUMC President and Chief Executive Officer Daniel J. Messina, PhD, FACHE, said. "Having worked for larger healthcare systems where they spearheaded initiatives designed to improve quality of care, patient experience, and every day hospital operations will only further those same dynamics and more here at RUMC."

Dr. Zipkin comes to RUMC with a wealth of experience in data-driven systems analysis and clinical operations. Prior to his new role, he served as Chief Medical Officer, overseeing 275 outpatient on-demand healthcare facilities at 11 major health systems across the country, including all Northwell Health urgent care centers. Dr. Zipkin is double board certified in Internal Medicine and Pediatrics. He is passionate about clinical quality and antibiotic stewardship. He has also created numerous processes to improve patient outcomes, including processes that spanned across multiple health systems.

Dr. Zipkin earned his undergraduate degree in Biology and Computer

Science at Haverford College, a master's in medical science from Boston University, and his medical doctorate at the University of Pittsburgh. Dr. Zipkin previously served as a chief resident physician at Penn State Health. He has also been elected into the Gold Humanism Honor Society and Alpha Omega Alpha medical honor society. He earned the Urgent Care Association's national Quality and Safety Award, and their Inspiring Excellence Award. He is a Fellow of the American College of Physicians and a Fellow of the American Academy of Pediatrics.

"To me, RUMC represents high quality, compassionate care, deeply rooted in the history and people of Staten Island," Dr. Zipkin said. "I'm greatly looking forward to serving the healthcare needs of our community."

Dr. Mahoney is a highly respected nurse leader with over 25 years of experience in clinical nursing, healthcare management, and clinical operations. Before joining RUMC, Dr. Mahoney was the Chief Nursing Officer and Senior Vice President at Mount Sinai Beth Israel and Downtown, and the Vice President of Critical Care Nursing for the Mount Sinai Health System. She has also served in leadership roles at both New York University's Langone Medical Center and New York-Presbyterian Hospital.

Dr. Mahoney has a proven track record of improving patient care outcomes, leading multidisciplinary teams, and driving strategic initiatives within healthcare organizations. Throughout her career, she has successfully implemented patient safety protocols, streamlined hospital workflows, and

participated in the development of standardized educational programs for both nursing staff and students.

She is an advocate for patient-centered care and healthcare innovation, frequently participating in initiatives to integrate technology and evidence-based practices into nursing care. Dr. Mahoney is also passionate about supporting the professional development of nurses, having served as a mentor to numerous emerging nurse leaders.

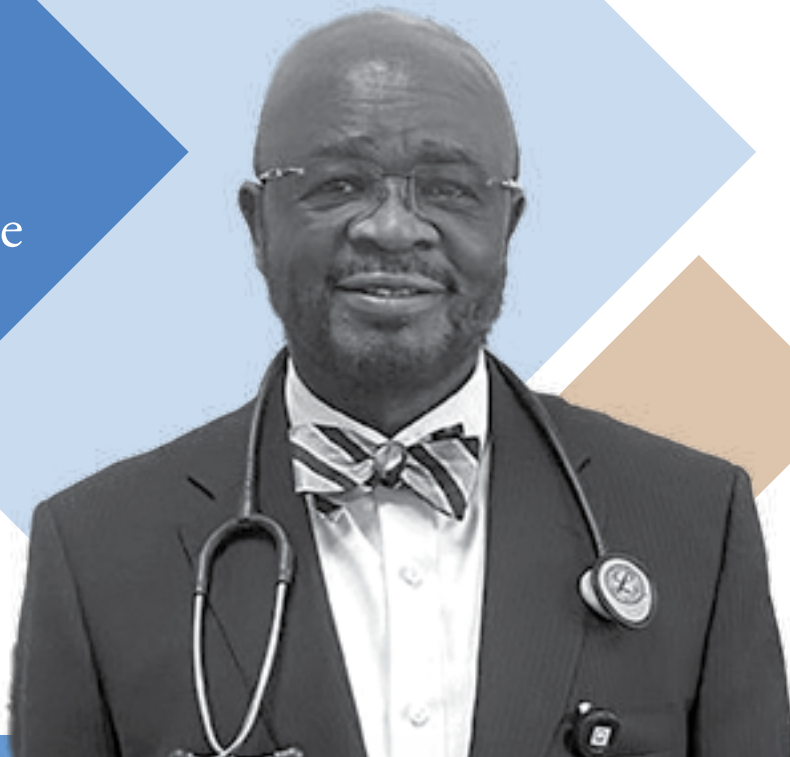
Dr. Mahoney earned a master of science in nursing from Hunter College in New York City, an Acute Care Nurse Practitioner Post-Master's Statutory Certificate from Columbia University's School of Nursing, and a doctorate in nursing practice from Case Western Reserve University. Her professional affiliations include the American Association of Critical Care Nurses, the American Nurses Association, the American Organization for Nursing Leadership, Sigma Theta Tau International Society, and the New York Organization for Nursing Leadership where she serves as Treasurer. In recognition of her contributions, she has been honored with multiple leadership and excellence in nursing awards.

"I look forward to working alongside dedicated professionals who strive to promote patient-centered care that engages patients and their families in care decisions to create a more holistic care experience and who continue to demonstrate a commitment to transparency and continuous improvement," Dr. Mahoney said.

MEDICAL INTENSIVE CARE UNIT

Three years later, the most critical patients continue to be in the best hands possible inside RUMC's MICU.

Jay Mbeng Nfonoyim,
MD, MPA, FCCP,
FACP, CPE



As Chief of Critical Care at Richmond University Medical Center, medicine is more of a calling than a career for Jay Mbeng Nfonoyim, MD, MPA, FCCP, FACP, CPE.

Inside Richmond University Medical Center's Medical Intensive Care Unit (MICU), Dr. Nfonoyim treats patients who are seriously ill with sepsis, respiratory distress and other life-threatening conditions. As some of the most critical patients in the hospital, they often require life-support measures such as a ventilator, medications to sustain their blood pressure and heart rate, invasive monitoring techniques and resuscitation.

Because of the highly skilled round-the-clock care provided by RUMC's critical care team of two attending physicians, six medical residents and 30 nurses, most MICU patients experience positive outcomes. In fact, 80% of patients are able to leave the unit and continue their recovery elsewhere in the hospital, said Dr. Nfonoyim.

In 2022, the MICU expanded from 10 to 14 patient care rooms, each of which is equipped with built-in gear lifts, smart televisions for telemedicine consults, pullout sofas to accommodate families, and full bathrooms with showers. The unit has double headboards in each room so it can expand to accommodate

28 patients in the event of a patient surge such as during the COVID-19 pandemic.

"Patients' families were taken into consideration in the design of the new MICU," Dr. Nfonoyim said. "The rooms are spacious so families can gather, and even stay overnight. We try to make it comfortable for them in a challenging situation."

Having family members at their side often results in positive outcomes for patients, he added. "A critical patient may not be able to communicate, but it helps to hear a familiar voice."

RUMC's palliative care team, under the direction of Thomas Forlenza, MD, MS, FAAHPM, can step in when needed, especially to support family members. One critical care nurse is assigned to every two patients.

"Comfort is just as important as medication," Dr. Nfonoyim stressed.

As life expectancy has increased, so has patient volume in the MICU. "We see more patients who are older and sick," the doctor said. "And there are social determinants. If someone doesn't have a good home with healthy living conditions, they are not going to be healthy. They will be back to the hospital soon after discharge, even if they are in their 20s."

Born in Cameroon, Dr. Nfonoyim attended a Catholic boarding school that was similar to a seminary and

planned to become a priest. He excelled academically in the sciences and his family home was located next to a hospital, which inspired him to change career paths to medicine.

"The transition wasn't a difficult one, and I have no regrets," he confided.

After receiving his medical degree from Santiago University of Technology School of Medicine, he graduated from the RUMC Internal Medicine Residency Program and completed his intensive care training at Mount Sinai Hospital. He was Director of the Surgical Trauma ICU at Elmhurst Hospital Center and Assistant Professor of Surgery at Mount Sinai Medical School before returning to RUMC in 2003.

Dr. Nfonoyim starts his day clinically at 6 a.m., treating patients before assuming his administrative duties later in the day. As a critical care physician, he is on call 24/7, always prepared to return to the MICU to make life-saving judgment calls.

"Sometimes you go back before you get home," he shared. In the MICU, "we don't have the luxury of time."

A critical care physician "is someone who performs interventions and likes to see results quickly," Dr. Nfonoyim said with conviction. "You can make a difference in a patient's life by just being there and providing what is needed at that moment."

RICHMOND HEALTH NETWORK

A specialist for every need, with locations throughout the community



The Richmond Health Network is committed to expanding access to quality medical services in the community with an emphasis on preventative services and specialty care.

The Network's team of physicians includes specialists in bariatric and weight loss surgery, cardiovascular, endocrinology, ENT (ear, nose and throat), gastroenterology, general surgery, nephrology, neurosurgery, obstetrics and gynecology, orthopedics, primary care and family medicine, pulmonology, and urology.

As a key part of Richmond University Medical Center's outreach to the community, the Network operates over 20 locations throughout Staten Island, Brooklyn and Manhattan. It saw a 20 percent increase in patient visits in 2024, highlighting its commitment to expanding access to quality healthcare.

"We are really getting into the community," said Jeffrey Lieto, who was named Executive Vice President of the Network in March 2024 and brings 30 years of experience in healthcare management to RUMC.

Eight new physicians and three new mid-level practitioners have joined the Network and are delivering specialty services to meet the diverse needs of patients. They include Edwin Chang, MD, a neurosurgeon who is connected to the Chinese-American community in Brooklyn and Manhattan, and Adam Margalit, MD, an orthopedic hand surgeon.

Network providers are addressing the issue of healthcare disparity in the communities they serve, Lieto said, by focusing on public health strategies and community health indicators.

The Network has seen growth in primary care at its locations and the need for expanded mental health services, he added.

Cardiopulmonary rehabilitation services, offered at 288 Kissel Ave. at the back of the hospital campus, are expanding under Lieto's direction. The addition of home rehabilitation visits is expected to quadruple the intake rate.

The Richmond Health Network is successfully carrying out RUMC's ongoing mission to raise the quality of preventative services and specialty care to a new level.



Jeffrey Lieto

Executive Vice President of the Richmond Health Network, Chief Strategy Officer

"I came to RUMC to make things happen," Lieto said. "My goal is to understand the community's needs and improve patient outcomes. There is important work to be done, and our President and CEO, Dan Messina, shares that vision."



EXPANSION PROJECT MEETS STATEN ISLAND'S GROWING HEALTHCARE NEEDS

The Joan and Alan Bernikow Heart and Vascular Institute



A state-of-the-art facility providing world-class cardiac and stroke care is coming to Richmond University Medical Center to meet Staten Island's growing healthcare needs. Opening in 2026, the Joan and Alan Bernikow Heart and Vascular Institute will feature biplane imaging, the latest and most sophisticated technology for interventional procedures.

"This project will dramatically improve the patient experience," said Francesco Rotatori, MD, an interventional cardiologist, Chief of the RUMC Cardiovascular Department and President of the Medical Staff. "The facility will be on par with the excellence in care our staff provides."

Biplane imaging is one of the most advanced interventional technologies available. It uses two rotating cameras, one on each side of the patient, to take simultaneous images. As the cameras move side to side and front to back, they produce highly detailed images of blood vessels, soft tissue and blood flow in real-time. When combined on a computer screen, the two sets of images form a 3-D portrait of the area.

Biplane imaging is also used to path the blood flow through vessels, which helps to find the precise location of disease or malformation. Using a small amount of injectable dye, the biplane cameras take x-rays that can be viewed in real

time to detect blockages or aneurysms and plot the best course of treatment.

The project expands the existing Cardiac Catheterization Lab, which currently treats over 500 cardiac patients annually and has been experiencing exponential growth over the years. The number of preoperative and holding bays will be increased from four to seven to better accommodate patient volume while improving patient flow and staff services.

The existing waiting and reception area will be renovated and more centrally located within the suite for better flow and functionality. The project also includes ADA-compliant bathrooms for patients and staff and a new air handling unit to support the expansion.

The new biplane-cardiac care unit will allow clinical teams to conduct interventional stroke procedures, improving the survival rates of stroke patients. Stroke is the No. 5 cause of death in the United States. Nearly 800,000 people in the U.S. have a stroke every year, causing nearly 140,000 stroke-related deaths.

Projections show that as the population ages, stroke prevalence will increase by more than 20% by 2030. Stroke is the leading cause of serious long-term disability, reducing mobility in more than half of survivors age 65 and over.

The Heart and Vascular Institute is named for Joan and the late Alan Bernikow, longtime Staten Island philanthropists and humanitarians. An accountant and corporate leader, Alan Bernikow served on the RUMC Board of Trustees and passed away in 2023.

In addition to the generous support provided by the Bernikows, the project is funded by the Staten Island Foundation, Swedish Home and New York City Capital Grants program. More than \$1.8 million in federal funds for the project was secured by U.S. Senate Democratic Leader Charles E. Schumer and Rep. Nicole Malliotakis.

RUMC is also expanding its cardiac rehabilitation services at the Center for Outpatient Rehabilitation, located at 288 Kissel Ave. Improvements are expected to triple the intake rate, said Jeffrey Lieto, Executive Vice President of the Richmond Health Network and Chief Strategy Officer.

"We are committed to providing Staten Island with the most advanced healthcare services available close to where they live and work," said Daniel J. Messina, PhD, FACHE, President and Chief Executive Officer of the hospital. "We have been here for our community for over 100 years and the Joan and Alan Bernikow Heart and Vascular Institute ensures that Richmond University Medical Center continues to be here for many generations to come."

News Briefs

Premature Baby Named Miracle Proves to be Exactly That

On April 2, 2024, Miracle Murray arrived well before her due date and weighed only one pound. For the next four months, Miracle's home was the Neonatal Intensive Care Unit at Richmond University Medical Center. Thanks to 24-hour care, seven days a week by the hospital's medical team, Miracle finally "graduated" and went home on August 21 donning a tiny pink graduation cap with her mom, Tiffany Murray. Miracle left RUMC weighing a healthy 8 pounds, 3 ounces.

While at RUMC, Miracle was cared for by attending neonatologists Santosh Parab, MD; Naheed Abedin, MD; and Melissa Guillermo, MD, along with Physician Assistants Mary Philip, Joanna Barretta and Stephanie Javier. In all, Miracle was cared for by a team of 35 nurses, several physical therapists and occupational therapists, most of whom were on hand to give Miracle and her mom a "clap out" as she left the NICU and headed home. In addition to directly caring for Miracle, the staff in the NICU educated Miracle's mom on how to change, feed and care for her, while also ensuring that Miracle got skin-to-skin contact with mom which is critical to her development.



Chol J. Lee, MD

RUMC Dedicates Psychiatric Unit in Honor of Longtime Psychiatrist

With family, friends and former colleagues present, the Chol J. Lee, MD Child and Adolescent Psychiatric Unit was recently dedicated in memory of the hospital's former Director of Inpatient Psychiatry who passed away in 2019.

Dr. Lee served Staten Island families for his entire 32-year career from 1971 to 2003 as a child and adult psychiatrist. Born in Seoul, South Korea, Dr. Lee earned his medical degree from Yonsei University, completed his internship and psychiatry residency training at Medfield State Hospital and his child psychiatry fellowship at New York University. On hand for the dedication of the 10-bed unit were members of his family, including his wife of 56 years, Young; daughters Helen, Mimi, and Doris; and grandson, Leon.

Throughout his career, Dr. Lee was recognized for his skills, compassion and dedication to his patients. He was a member of many local, regional and national organizations, including the Staten Island Mental Health Committee, the Minority Advisory Council for the Office of Mental Health for the State of New York, and the Asian American Mental Health Task Force for the National Institute of Mental Health. Dr. Lee also served as the president of the Korean American Medical Association (KAMA) of Greater New York, and eventually was named president of the National KAMA. He was awarded America's Top Psychiatrist by the American Psychiatric Association in 2006.



Dr. Lee's daughters Helen, Mimi and Doris with their mom, Young

News Briefs

RUMC to Receive Part of \$12M from New York State to Treat Opioid Addiction

Richmond University Medical Center was one of eight community organizations awarded funds as part of a \$12 million lawsuit that was brought against opioid manufacturers and distributors by New York State. RUMC will receive \$375,000 per year over the course of the next four years.

RUMC's Silberstein Clinic will be the recipient of these funds. The clinic provides services and treatment for individuals over the age of 18 years old who are seeking treatments for substance use and co-occurring mental health disorders. These funds will be utilized for the development of a new "wellness" division that will provide various holistic services such as increased provision of harm reduction services including Fentanyl and Xylazine test strips and Naloxone kits; acupuncture and yoga; and increased community outreach to make the public aware of the dangers of substance use and recovery resources that are available through RUMC.

"This fight that was won is an amazing step forward in applying more resources to our Staten Island community," President and Chief Executive Officer Daniel J. Messina, PhD, FACHE, said. "For us at Richmond University Medical Center, behavioral medicine and substance abuse treatment are key community priorities."



RUMC Trains Local Students to be Anti-Vaping Ambassadors

Richmond University Medical Center recently hosted nearly 50 students from local high schools for its first annual Staten Island Vaping Prevention Ambassador Training. The students learned about the dangers of vaping and cigarette use, and how they can advocate among their peers to eliminate e-cigarette use in their community as "anti-vaping ambassadors."

"The kids were incredible; they were so engaged at the end and really learned something," Lung Nurse Navigator Nancy Sayegh-Rooney, RN, said.

Several medical professionals spoke with the students, sharing their experiences dealing with the medical effects of tobacco use. To wrap up the day-long training, the students separated into groups and designed "smoke-free" advertisement posters based on information from the training.

The students represented many of the borough's high schools including Curtis High School, McCown High School, Michael J. Petrides High School, Moore Catholic High School, New Dorp High School, Notre Dame Academy, Port Richmond High School, St. Joseph Hill Academy, St. Peter's Boys High School, and Staten Island Academy. Students received community service credits for attending.

CELEBRATING OVER A CENTURY OF INNOVATION ON STATEN ISLAND

From our humble beginnings over a century ago as St. Vincent's Hospital to the nationally accredited full service hospital we are today, Richmond University Medical Center has been a continually trusted source for high quality healthcare. With new state-of-the-art medical facilities, advanced medical technology, and a compassionate staff of dedicated professionals, we understand the health needs of Staten Island. Throughout our history, we have remained true to one vision: delivering exceptional care and support for all members of our community.

When it comes to your health, trust Richmond University Medical Center.

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