

## Food and Nutrition Department Wins SODEXO Award

Recently Sodexo Health Care Services, a division of the international corporation specializing in food and facilities management, recognized several staff members of South Nassau's Food and Nutrition Department with the Team of the Year for Innovation Award. The award was presented recently at the 9th Annual Reward and Recognition Celebration at the Hudson Valley Resort and Spa in upstate Kerhonkson.

The team, composed of seven dietitians and seven managers, aimed to increase patient satisfaction through the creation of a customer service program that appointed a department representative or "ambassador to patient care services." Upon admission, each patient was visited by a team member who provided patients with a brief overview of what they could expect from the Food and Nutrition Department. A couple of days later, the representative followed up with the patient to ensure satisfaction with the service.

"This program resulted in a five-point increase in our satisfaction score," said John Alexander, director of Food and Nutrition. The program was implemented in March of last year.



The Sodexo Award winners are from left, executive chef Stephen Bello, Mary Graffagnino, clinical nutrition manager; Max Gartmann, purchasing manager; Paul Furnari, retail operations manager; Colin Perra, retail manager; Salvatore Traina, patient services manager; and John Alexander, director of Food and Nutrition. Missing from photo: Vanessa Nardone, operations manager, and dietitians Lisa Calabrese, Laureen Hansen, Erin Schultz, Emily Ratner, Dana Cavallo and Amanda Julian.

## South Nassau's Food Pantry Inspires Acts of Kindness

Thanks in part to maternity nurse April Lourdes-Dones, R.N., the Food Bank is brimming with boxes of cereal, cans of tuna and soup and children's boxed drinks.

Recently, she requested that her son Michael's friends bring the fourth-grader donations for the South Nassau Food Bank instead of birthday gifts. They happily obliged.

This was a surprise to Social Worker Mary Gillespie, who handles donations to the Food Bank. When she arrived to work recently, she noticed that her desk was piled high with so many groceries that she needed a cart to transport them to the Food Bank.

"The generosity of South Nassau employees is so inspiring," Ms. Gillespie said, "People here go the extra mile."

If you need food assistance or would like to donate to the Food Bank, call Mary Gillespie at (516) 632-4087. All calls are confidential.



## Nurse Administrator is Nursing Spectrum's Award Finalist

Yvette Mooney, R.N., senior vice president of patient care services, is a New York-New Jersey finalist in *Nursing Spectrum's* 2009 Nursing Excellence Awards in the category Advancing and Leading the Profession. The nursing trade magazine



Yvette Mooney, R.N.

recognized Ms. Mooney for contributions that have advanced and strengthened the nursing profession or delivery of patient care.

She will compete for the national Nursing Excellence Awards in the fall.