

Flexibility + Resiliency = Key to Adapting to a Changing Health Care Field



Joseph A. Quagliata
President & CEO

As I sat down to write this message, a strong and steady wind blew outside my window. I could hear it gust and when I looked outside, I noticed how the tree branches bent with the wind, all except for the most rigid branch; this one snapped off and fell to the ground.

It occurred to me that health care is very much like those branches that survived the rough weather. To be successful in our field, we must cultivate flexibility and be ready and willing to adapt to the winds of change. And this year, those winds have blown exceptionally hard.

In this issue of *Intercom*, you will read about some of the recent challenges that have necessitated a flexible response. This issue contains an update on H1N1 flu, a newly emerging public health concern that has impacted on each of us as health care providers.

You will also find a feature on our information services department, where advancements are occurring at a breakneck pace. As our national health care system moves toward electronic records

and e-prescribing, our IS department will be increasingly called upon to keep us up-to-date and compliant with the latest technological initiatives.

On an individual level, our cover story looks at the transformation of Joseph Lamantia from handball champion to chief operating officer. You will also find stories on a number of other individuals whose careers have been distinguished by resiliency, including Silvia Johns, R.N., our Nurse of Excellence nominee.

It is your flexibility that enables South Nassau to be responsive to the changing health care needs of the communities we serve, to anticipate and quickly adapt to the latest medical technology and to stay ahead of the curve to offer our patients up-to-the-minute diagnostic and therapeutic techniques.

On behalf of those we serve, I thank you for your willingness and eagerness to remain adaptable and to embrace change. These qualities make South Nassau the outstanding health care facility that it is.

Sincerely,

Joseph A. Quagliata
President and CEO

Publication Wins Award

Intercom has won the 2009 APEX Award in newsletter writing. The newsletter was one of 385 entries from the United States and Canada. As one of 8 winners, South Nassau scored in the top 8 percent of the judged entries. Donna Nahas, manager of publications, writes and edits *Intercom*. For three consecutive years, the publication has won the APEX award for writing.



Donna Nahas poses with Mark Head, vice president of external affairs, right, and Joseph A. Quagliata, president and chief executive officer.

Comments & Suggestions

Comments? Suggestions? Story Ideas? We value your input. Call External Affairs at (516) 377-5374 or e-mail dnahas@snch.org.



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