

Common Tools that Unite Us



Joseph A. Quagliata
President & CEO

This past January, South Nassau tragically lost a beloved member of our family, Jeff McGuire. His sudden passing has deeply saddened his many friends and colleagues who had come to admire and respect his professionalism. Jeff's dedication to his job and his commitment to South Nassau made him a role model. He will be sorely missed. Our condolences to the family he leaves behind.

Also in recent weeks we witnessed a tragedy on a different scale, the devastating earthquake in Haiti. Out of this tragedy, emerge stories of highlighting the noblest impulses of humankind.

We've heard about the overwhelming generosity of people all over the world who have donated millions of dollars toward the relief effort. In this issue of *Intercom*, you will read about two of South Nassau's own dedicated health care professionals who traveled to Haiti to lend their expertise to the ongoing crisis.

While tragedy has a way of uniting us, so too do celebrations. This publication celebrates the achievements of a variety of staff members. Our cover story, "Raising the Bar on Customer Service," shares the accomplishments of employ-

ees who have improved customer satisfaction. You will also read about our dedicated oncology nursing staff who were recently recognized for their outstanding efforts. Like me, I'm certain that you will be pleased to read about the launching of a hospital-wide "Employee of the Quarter" program.

Working toward a common goal is another powerful tool to unite us, and this issue of *Intercom* includes articles on a number of projects that are bringing South Nassau employees together. Our new *Intercom* Advisory Committee will help identify future topics of interest and concern to our employees for inclusion in our newsletter. Our Green Initiative helps us focus on the health of our planet along with that of our community.

Woody Allen once famously said, "Eighty percent of life is showing up." I would argue that to truly be alive, one must not only show up but participate. South Nassau's staff is known for giving its all. I invite you to stay involved, to give whatever you can, of your time, your talent, your personality. By responding during times of tragedy, celebrating our achievements together and working side-by-side, you make our hospital and world a better place.

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Intercom Advisory Committee is Launched

The Intercom Advisory Committee was formed to help advance the goals of *Intercom*, which include supporting the organization's mission via staff-driven stories; increasing recognition of the staff's contributions to the organization; providing information about the organization's programs, services and departments; and facilitating communication among staff members.

The committee, which held its first meeting in January and plans two more this year, consists of employees representing several key departments in the hospital and off campus.

—The Editor

Suzanne Mayer, *Dietary*
Margherita McGlinchey, *Finance*
Willy Wright, *Transportation*
Colleen Rohlehr, *Cancer Center*

Jessica Reilly, *Human Resources*
Stacey Barrett, *Patient Care Services*
(alternating with Theresa Whittlesey,
Executive Secretary, Administration)

Comments & Suggestions

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



Intercom is published six times a year by the External Affairs Department for the employees of South Nassau Communities Hospital.

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