



Janice M. Levy, Associate Hospital Administrator, manages the patient satisfaction survey at MSKCC. The scores from the survey help the Center to identify its strengths and weaknesses from a patient's perspective. Using the results, the Center can make improvements when necessary.

Performance Measurement: The Patient Satisfaction Survey at MSKCC

Keeping tabs on patient satisfaction helps Memorial Sloan-Kettering Cancer Center to better understand its patients' needs. To do this, the Center uses Press Ganey surveys, a widely-used measure of patient satisfaction, as quarterly report cards to identify the Center's strengths and weaknesses from a patient's perspective. Based on the results, the Center can implement changes when necessary. The survey contains questions about aspects of the patient's experience at the Center such as admissions, rooms, nurses, tests and treatments, physicians, and discharge.

"It is important to always know your customer's perspective. The thousands of patients we have surveyed give us strong data about what we are doing right and what we can improve," said **Janice M. Levy**, Associate Hospital Administrator, who manages the survey at MSKCC. "People are happy to be asked about their experience at MSKCC. The survey is another way to let them know that we care and that we want their feedback."

The surveys are sent out continuously to approximately 2,000 randomly-chosen MSKCC patients, two weeks after discharge for inpatients and two weeks after an appointment for outpatients. The patients answer questions using one of five ratings, from "very poor" to "very good." Very poor is not worth any points, while very good is worth 100 points. Therefore, for a hospital to get a rating in the 90s, it needs to get mostly very good responses (See box on page 2). Overall, MSKCC did well in the last survey.

Some areas, such as the Department of Food and Nutrition Services, have increased their scores dramatically over the years

Continued on page 2

FEATURED INSIDE

3 Work Perks

MSKCC offers many opportunities for staff members to enhance their lives at home and at work, such as discounts on products and services. The Employee Discount Program's Web site (right) explains which discounts are available and how to use them.

2005 CALENDAR

5 Passionate Pursuits

What do you do on your own time? **Rocco Caputo** (left), from the Integrative Medicine Department, climbs the walls during evenings and weekends. See inside to learn more about the innovative ways four MSKCC employees spend their free time.

CELEBRATIONS

4 MSKCC staff reach milestone anniversaries with the Center.



Performance Measurement: The Patient Satisfaction Survey at MSKCC

by monitoring their scores and taking action to improve them when necessary. When the department received their first set of patient satisfaction scores in 2001, they were already thinking about ways to enhance their systems. The survey, however, helped them to pinpoint the areas where they needed improvement. As a result, the Department of Food and Nutrition Services came up with a new form of hospital hospitality that sent—and continues to send—their scores through the roof.

Through the results of the survey, the department realized that they needed to change how and when they delivered food to patients. To make meal times more flexible for patients, they decided to use a hotel room service model, where patients can order by phone from menus with various selections anytime between 7 a.m. and 9 p.m. When patients call to order their food, a representative works with them to create appealing meals that fit their dietary needs. Once the order is complete, it is assembled and delivered within 40 minutes. Each floor has a Room Service Associate who delivers the meals and checks to make sure that the patients get everything that they ordered.

Using this model, the department has achieved scores in the 99th percentile for the past seven quarters. However, **Sharon A. Cox**, Director of Food and Nutrition Services, feels that there is always room for improvement. “We are always looking

for ways to kick things up a notch so that we don’t just stay where we are,” said Ms. Cox. “Looking at the scores quarterly lets us fine-tune specific aspects of the program throughout the year. Also, if any problems come up, we can isolate them quickly.”

Understanding the patients’ experience at the Center through the survey results helps staff members improve operations, sometimes in unpredicted ways. The members of the Department of Food Services and Nutrition enjoy seeing the progress they are making. “Everyone likes to play on a winning team. The survey results remind the staff that they are the ones achieving these scores,” said Ms. Cox. The room service program also had a significant impact on other departments that perform procedures and tests on patients. Now, patients can be scheduled for procedures more easily because their mealtimes are no longer fixed, making their availability for procedures more flexible.

While MSKCC’s scores are generally excellent, there is always room for improve-



Sharon A. Cox, Director of Food and Nutrition Services, and her staff members study their scores from the patient satisfaction survey and use the results to enhance their operations. The department improved its scores using a hotel room service model to deliver meals to patients.

ment. Hearing from patients through the survey helps the Center to direct its energies toward areas that could be improved to enhance the patient experience at MSKCC. For more information and quarterly results, go to the MSKCC Intranet’s Table of Contents and select “Patient Satisfaction Surveys.” ♦

Patient Satisfaction Survey, Third Quarter 2004

Distribution of Patient Responses	Number of Patients’ Responses (%)				
Survey Questions	Very Poor	Poor	Fair	Good	Very Good
Inpatient Report					
Overall Rating of Care Given	3 (0.2)	9 (1.4)	23 (3.5)	148 (23.1)	458 (71.5)
Likelihood of Recommending Hospital	9 (1.4)	7 (1.1)	13 (2.0)	114 (17.8)	499 (77.7)
Outpatient Report					
Overall Rating of Care Services	(0.3)	2 (0.2)	38 (3.7)	256 (25.2)	716 (70.5)
Likelihood of Recommending Facility	5 (0.5)	9 (0.9)	24 (2.4)	136 (13.6)	829 (82.7)



Grace Garfinkel, Manager of Patient Escort Service, donates platelets at least three times each year. Ms. Garfinkel started donating platelets with a friend a few years ago because she wanted to find another way that she could help patients directly.

New Math: 3 Platelet Donations = 1 Day Off

When Memorial Sloan-Kettering Cancer Center employees donate platelets three times during 2005, they will be eligible to receive a day off from work. The Blood Donor Program will keep track of the number of times each employee donates platelets. After the third donation, that employee can arrange with his or her supervisor to take an extra day off.

With the new machines in the Blood Donor Room, it is also easier and, in many cases, faster than before, to donate platelets. The new machines require only one arm to withdraw blood, filter out the platelets, and return the rest of the blood to the donor, said **Marion Novack**, Blood Donor Recruitment Program Manager. Donors have the other arm free to leaf through

a magazine, jot down some thoughts, or even scratch an itchy nose during the 70 to 90 minute donation procedure.

Platelet donations are crucial to patients because certain cancer treatments cause a loss of platelets, the specialized blood cells that help control blood clotting. Patients are often given transfusions of platelets to prevent life-threatening hemorrhages. Because platelets can be stored for only five days, there is a constant, urgent need for donors. After giving platelets three times in one year, employees can enjoy their special days off and know that their generosity helped to save lives. For more information or to schedule an appointment, call Mary Thomas at extension 122-3335 or visit the Web site at www.mskcc.org/blooddonations. ♦

Work Perks

Memorial Sloan-Kettering Cancer Center offers many different opportunities for employees to enhance their lives at work and at home. Through the Center's various programs and services, staff members can enjoy a wide range of products and resources at reduced or no cost. Below are just some of the Center's offerings.

MSKCC Employee **Di\$count\$**

■ **Employee Discount Program**

With a couple of mouse clicks on the MSKCC Employee Discount Program Web page, you can purchase an iPod from the Apple Store or check out the Center's special rates for rental cars. Through the site's link to SVM and Working Advantage, employees can order discounted tickets to Broadway plays or movies at specific theaters. To learn more about the products and services available to MSKCC employees at reduced rates, go to the Table of Contents on the Intranet and click on "Discounts for Employees." Information about employee discounts is also available in room C178 and in the Employee Relations Department at 633 Third Avenue, Fifth Floor. Call extension 123-3604 for more information.

■ **Weight Watchers®**

Weight Watchers® provides information, tools, and motivation to help individuals make the decisions about nutrition and exercise for healthy long-term weight management. Weight Watchers® group meetings, which have taken place at MSKCC for 18 years, provide motivation and instruction from knowledgeable leaders. For more information, call extension 122-3920.

■ **Employee Assistance Program Consortium**

The Employee Assistance Program Consortium (EAPC) is a confidential, short-term counseling and referral service that is available free of charge to the employees and dependents of Memorial Sloan-Kettering Cancer Center. For more information, visit EAPC's Web site at www.eapc.us.

■ **Health and Wellness Opportunities**

Staff and families who are traveling abroad may receive necessary vaccinations and malaria tablets on Tuesday afternoons by appointment at MSKCC's Travel Clinic. For more information about costs or to make an appointment, call extension 122-2710. Periodic, free annual screenings for skin, breast, prostate, and head and neck cancers are also available. Schedules and instructions for participating are advertised in the *Center Bulletin*. Other free services include the CancerSmart lectures (extension 123-3074), smoking cessation workshops (extension 122-3920), and information at MSKCC's Annual Employee Health Fair.

■ **Integrative Medicine Programs and Classes**

Among the Center's discounted offerings that address the mind, body, and spirit are massage therapies, meditation, and acupuncture. There are also movement classes such as yoga, Pilates, and aerobics to alleviate stress or pain and promote overall well-being. For more information and rates, call extension 122-4700, or go to the Table of Contents on the Intranet and click on "Discounts for Employees." Then, select "Health and Fitness."

■ **The Patient Library**

Employees may borrow books from MSKCC's patient library, located at the main campus in the Adult Recreation Pavilion, M15. The library has 12,000 volumes, including fiction, non-fiction, mysteries, biographies and most of *The New York Times* bestsellers. In addition, it has a great selection of current magazines, including European editions. Using an employee I.D. and extension or beeper number, books may be borrowed for two weeks and magazines for three days. For more information, call extension 122-7579. ♦

YOUR OPINION COUNTS

MSKCC'S SECOND CLIMATE SURVEY

MSKCC will be conducting its second Center-wide Employee Climate Survey from January 6th to January 21st. The Employee Climate Survey is part of the ongoing effort to identify the ideas and opinions of all employees, and work together to improve MSKCC.

Many actions were taken based on the 2002 employee survey results that addressed Center-wide and departmental concerns. Among the Center-wide changes were an updated attendance policy, reinstatement of the Perfect Attendance Club rewards, and modifications in staffing, training, and quality monitoring to improve the cleanliness of our environment. Individual departments have addressed unique issues in several ways including providing targeted communications, offering flexible work schedules, changing reporting relationships, and initiating employee recognition programs.

All MSKCC employees will be invited to participate in the 2005 confidential electronic survey on January 6th. The results of the survey will be reported to managers who will conduct feedback sessions with staff and develop action plans. For more information, contact **Stella Lee** at lees@mskcc.org or 123-3008 or **Rony Rinat** at rinatr@mskcc.org or 123-3660 in the Training and Development Department. ♦

MSKLife

HUMAN RESOURCES DIVISION
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New York, New York 10021

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2005



Memorial Sloan-Kettering
Cancer Center

Passionate Pursuits

Everyone likes to unwind after a day at work. Some people like to watch television or read to relax. Others prefer to knit or play cards. The four Memorial Sloan-Kettering Cancer Center employees pictured here spend their time outside of their roles at the Center in activities such as climbing boulders, jumping from planes, managing a 32-room inn, or creating powerful images with words. They reflect the many talents that MSKCC staff members possess.



Pay Dates in Blue

JANUARY
FEBRUARY
MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26 Start Pay Period 1	27	28	29	30	31	1 H1 - New Year's Day
2	3	4	5	6	7	8
9 Start Pay Period 2	10	11	12	13	14	15
16	17 H2 - Martin Luther King Jr.'s Birthday	18	19	20	21	22
23 Start Pay Period 3	24	25	26	27	28	29
30	31					
		1	2	3	4	5
6 Start Pay Period 4	7	8	9	10	11	12
13	14	15	16	17	18	19
20 Start Pay Period 5	21 H3 - Presidents' Day	22	23	24	25	26
27	28					
		1	2	3	4	5
6 Start Pay Period 6	7	8	9	10	11	12
13	14	15	16	17	18	19
20 Start Pay Period 7	21	22	23	24	25	26
27	28	29	30	31		

2005 Holiday Schedule

Legal Holidays/Premium Pay:
H1 - New Year's Day, Jan 1
H4 - Memorial Day, May 30
H5 - Independence Day, July 4
H6 - Labor Day, Sept 5
H8 - Thanksgiving Day, Nov 24
H9 - Christmas Day, Dec 25

Floating Holidays:
H2 - Martin Luther King, Jr.'s Birthday, Jan 17
H3 - Presidents' Day, Feb 21
H7 - Columbus Day, Oct 10

Personal Holidays:
P1 - Saturday, Jan 1
P2 - Friday, July 1
P3 - Employee's Birthday

Use of Holidays:
Because of institutional needs, some departments may remain open during a legal holiday. Therefore, the holiday time off for some employees will not coincide with the date on which the Center observes the holiday.



1. **Rocco Caputo**, a Massage Therapist in the Integrative Medicine Department, takes hanging out with his sister literally. When the siblings aren't climbing rocks outdoors, you can find them practicing their skills in rock gyms in Manhattan. In addition, Mr. Caputo has found a variety of other ways to experience the world from above, including swinging on the trapeze, hang gliding, and flying glider planes.



National Library Week
April 10 - 16

Medical Laboratory Week
April 24 - 30

Administrative Professionals Day
April 27

Oncology Nursing Month
May

Volunteer Week
June 5 - 11

APRIL

MAY

JUNE

							Pay Dates in Blue	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
					1	2		
3 <small>Start Pay Period 8</small>	4	5	6	7	8	9		
10	11	12	13	14	15	16		
17 <small>Start Pay Period 9</small>	18	19	20	21	22	23		
24	25	26	27	28	29	30		
1 <small>Start Pay Period 10</small>	2	3	4	5	6	7		
8	9	10	11	12	13	14		
15 <small>Start Pay Period 11</small>	16	17	18	19	20	21		
22	23	24	25	26	27	28		
29 <small>Start Pay Period 12</small>	30 <small>H4 - Memorial Day</small>	31						
			1	2	3	4		
5	6	7	8	9	10	11		
12 <small>Start Pay Period 13</small>	13	14	15	16	17	18		
19	20	21	22	23	24	25		
26 <small>Start Pay Period 14</small>	27	28	29	30				



2. Every weekend, **Patricia Soto**, Administrator for Radiology, heads up to Lenox, Massachusetts, where she and her husband run The Village Inn, a 32-room inn furnished with country antiques. Ms. Soto uses many of the same skills that she uses in her role at MSKCC to run the inn, such as managing a staff and taking care of financial matters. In addition, she feeds her love of cooking by assisting the Inn's chef in making his regional American specialties.

3. Whether she is home or on vacation, **Esther Choy**, Quality Assessment Research Analyst in the Quality Assessment Program, likes to participate in unique sports. When she's home, she races dragons—boats shaped like dragons in a sport that originates from a 2000-year-old Asian legend. Ms. Choy's all-female dragon boat racing team consists of paddlers, with a drummer in the front and a steersman in the back of their 39-foot boat. She has also gone sky diving in New Jersey and she bungee jumped off a cliff in New Zealand.



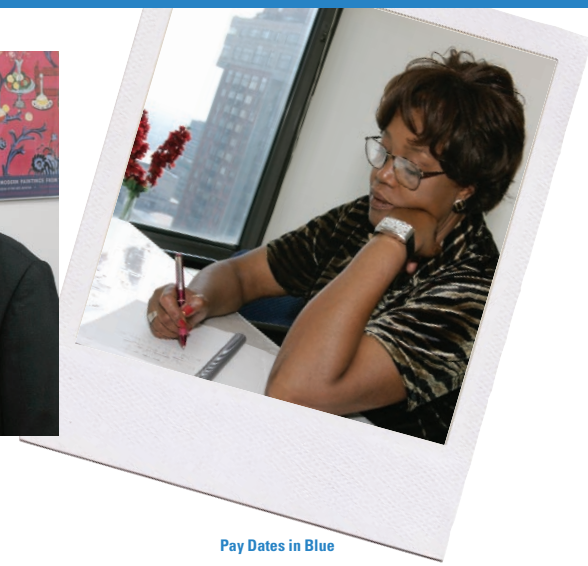
Pay Dates in Blue

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
JULY						1	2
	3	4 H5 - Independence Day	5	6	7	8	9
	10 Start Pay Period 15	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24 Start Pay Period 16	25	26	27	28	29	30
31							
AUGUST		1	2	3	4	5	6
	7 Start Pay Period 17	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21 Start Pay Period 18	22	23	24	25	26	27
	28	29	30	31			
SEPTEMBER					1	2	3
	4 Start Pay Period 19	5 H6 - Labor Day	6	7	8	9	10
	11	12	13	14	15	16	17
	18 Start Pay Period 20	19	20	21	22	23	24
	25	26	27	28	29	30	

Healthcare Housekeepers Week
September 11 - 17



4. People express themselves in many different ways. **Sylvia Stewart**, Cancer Registrar in the Cancer Data Base Department, found her outlet in poetry and song writing. Ms. Stewart always keeps a pen and paper handy because she never knows when an idea for a song or poem will strike. People around the world can now enjoy her poems because she had two poems published in *The International Library of Poetry* last summer.



Healthcare Food Services Week

October 2 - 8

Pastoral Care Week

October 23 - 29

Respiratory Care Week

October 23 - 29

Patient Transport Week

November 6 - 12

Radiologic Technology Week

November 7 - 11

OCTOBER
NOVEMBER
DECEMBER

Pay Dates in Blue						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10 H7 - Columbus Day	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 H8 - Thanksgiving Day	25	26
27	28	29	30			
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25 H9 - Christmas Day	26 Christmas Day Holiday Observed	27	28	29	30	31

2005



Passionate Pursuits

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26 <small>Start Pay Period 1</small>	27	28	29	30	31 <small>H1 - New Year's Day</small>	
2	3	4	5	6	7	8
9 <small>Start Pay Period 2</small>	10	11	12	13	14	15
16	17 <small>H2 - Martin Luther King Jr.'s Birthday</small>	18	19	20	21	22
23 <small>Start Pay Period 3</small>	24	25	26	27	28	29
30	31					
		1	2	3	4	5
6 <small>Start Pay Period 4</small>	7	8	9	10	11	12
13	14	15	16	17	18	19
20 <small>Start Pay Period 5</small>	21 <small>H3 - Presidents' Day</small>	22	23	24	25	26
27	28					
		1	2	3	4	5
6 <small>Start Pay Period 6</small>	7	8	9	10	11	12
13	14	15	16	17	18	19
20 <small>Start Pay Period 7</small>	21	22	23	24	25	26
27	28	29	30	31		

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May

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3 <small>Start Pay Period 8</small>	4	5	6	7	8	9
10	11	12	13	14	15	16
17 <small>Start Pay Period 9</small>	18	19	20	21	22	23
24	25	26	27	28	29	30
1 <small>Start Pay Period 10</small>	2	3	4	5	6	7
8	9	10	11	12	13	14
15 <small>Start Pay Period 11</small>	16	17	18	19	20	21
22	23	24	25	26	27	28
29 <small>Start Pay Period 12</small>	30 <small>H4 - Memorial Day</small>	31				
			1	2	3	4
5	6	7	8	9	10	11
12 <small>Start Pay Period 13</small>	13	14	15	16	17	18
19	20	21	22	23	24	25
26 <small>Start Pay Period 14</small>	27	28	29	30		

Healthcare Housekeepers Week
September 11 - 17

Pay Dates in Blue						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 <small>H5 - Independence Day</small>	5	6	7	8	9
10 <small>Start Pay Period 15</small>	11	12	13	14	15	16
17	18	19	20	21	22	23
24 <small>Start Pay Period 16</small>	25	26	27	28	29	30
31						
	1	2	3	4	5	6
7 <small>Start Pay Period 17</small>	8	9	10	11	12	13
14	15	16	17	18	19	20
21 <small>Start Pay Period 18</small>	22	23	24	25	26	27
28	29	30	31			
				1	2	3
4 <small>Start Pay Period 19</small>	5 <small>H6 - Labor Day</small>	6	7	8	9	10
11	12	13	14	15	16	17
18 <small>Start Pay Period 20</small>	19	20	21	22	23	24
25	26	27	28	29	30	

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November 7 - 11

Pay Dates in Blue						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2 <small>Start Pay Period 21</small>	3	4	5	6	7	8
9	10 <small>H7 - Columbus Day</small>	11	12	13	14	15
16 <small>Start Pay Period 22</small>	17	18	19	20	21	22
23	24	25	26	27	28	29
30 <small>Start Pay Period 23</small>	31					
		1	2	3	4	5
6	7	8	9	10	11	12
13 <small>Start Pay Period 24</small>	14	15	16	17	18	19
20	21	22	23	24 <small>H8 - Thanksgiving Day</small>	25	26
27 <small>Start Pay Period 25</small>	28	29	30			
				1	2	3
4	5	6	7	8	9	10
11 <small>Start Pay Period 26</small>	12	13	14	15	16	17
18	19	20	21	22	23	24
25 <small>H9 - Christmas Day</small>	26 <small>Christmas Day Holiday Observed</small>	27	28	29	30	31

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MSK Anniversaries

Congratulations to MSKCC staff members who, during October, November and December, reached milestone anniversaries with the Center.

5 YEARS

Carmen Acevedo
Bwochmatti Ali
Frank Arce
Elvira P. Atienza
Matthew Ball
Karen A. Bauer
Elizabeth Beasley
Donna Belmonte
Tatiana A. Beresten
Karen Biel
Cherise D. Booker
Robert L. Bovino
Mary S. Brish
Esther M. Carver
Kamen Chou
Janey Chu
John Como
Cathleen A. Cooper
Tuenchai V. Cory
Paul H. Dalecki
Katharine H. deBeer
Catherine T. Deenihan
Angel R. Deras
Ellen Dermody
Marilyn Diaz
Nidia Diaz
Miriam Fayad
Natalie Fuks
Jeanette Gaughan
Jeffrey A. Geist
Anthony S. Giammanco
Pamela K. Ginex
Joni Ann Gomes
Jane Gooen
Karen Griese
Daryl L. Grimes
Ceceile F. Hall
Gysette E. Hardy
Melanie B. Harrow
Janet F. Hayes
Patricia M. Hendel
Winston J. Hew
Hedvig Hricak
Gregory N. Huebscher
Rosandro C. Irlanda
Luz M. Isaza

Dominique S. Jean-Charles
Gloria Juan
Judy M. Kane
Karlene P. Kelly
Julia V. Koenigsamen
Yuderca Lopez
Wei S. Lui
Amanda H. Ly
Lilieth Lyons
Mikhail Lyublinsky
Ali J. Manjarres
Octavio F. Maragni
Yvonne Matos
Aaron T. McCoy
William McGee
Tammy M. McGuire
Kara F. McKenna
Celia C. Mills
Elizabeth Moore
Ann Marie Mulligan
Elsa Myers
Tomoyo Okada
Narciso Olvera
Stacy Aubrey O'Neill
Sang Hyun Jonathan Park
Noelle M. Paul
Karen Pauliny
Janice M. Robinson
Marta Sanchez-Carbayo Martin
Douglas J. Sandy
Laryn M. Schimpf
Raffaella Schiro
Ann B. Schwartz
Cathy L. Sender
Hylton G. Senior
Carla E. Stewart
Elizabeth A. Stier
Eileen M. Sullivan
Inger Tappin
Carlene Taylor
Dahlia C. Taylor
Julia L. Truesdale
Anthony Turner
Tracie Tymon
Edwin Vazquez
Andrew J. Vickers
Lai Wai

Celia Weill
Aimee Beth White
Dale E. Whitehurst
Catherine J. Wickersham
Avernelle A. M. Williams
Harris
Evette E. Willis
Annie Suk-Man Wong
Vermone Wong
Fengxin Wu
Cindy J. Yee
Chi Kong Yu
Ping Zhou

10 YEARS

Patrick J. Anderson III
Ellen Bonfiglio
Valerie G. Brown
Michelle De La Rosa
John Vito K. Deluca
Randolph Eagle
Keith B. Edwards
Marian S. Georgiev
James E. Gettings
Christine Hickey
Christopher L. Horan
Raymond M. Johnson
Camille A. Knight
Donald P. Krinner
Marjorie A. Lang
Claudette Y. Medley
Khedoudja Nafa
Peter J. Oreckinto
Letizia Longo Pandolfi de Rinaldis
Pier Paolo Pandolfi de Rinaldis
Somwar Pooran
Nestor S. Rosales
Ping Z. Song
Evangelos Stamelos
Nathalee T. Taylor
Bonita V. Van-Tull
Grace F. Yee

15 YEARS

Yvette Bailey-Bristo
Joseph J. Battipaglia

Audlyn V. Belfon
Paul A. Bramwell
Elizabeth Charytonowicz
Zoraida Cruz
Ireneo G. Dedote
John A. Duncan
Erwin A. Evelyne
Lynette Ferrier Zephyr
Ralph Garcia
Robert C. Garcia
Gloria Greenidge
Anthony D. Hagan
Gloria Hinds
June C. Hunter
Mark G. Klang
Eleni Lafazanidis
Pansy V. Lewis
Mariano Maldonado
Catherine A. O'Flaherty
Angela Parris
Jose A. Perez
Zenovia Piper
Michael Piscitelli
Jagdeo Ramnarine
Nyrans Razack
Ellen M. Rice
Rony I. Rinat
Nancy Roistacher
Patricia A. Seigler
Ralston C. Thomas
Guadalupe P. Warren
Patrick Wellington
Joselito Yapchulay
Nora S. Zmuidins

20 YEARS

Bradley Beattie
Bobbie J. Carter
Golovinsky Collo
Victor Crozzoli
Erliston Cumberbatch
Suvas Desai
Hindy E. Goldhammer
Adriana Haimovitz-Friedman
Nicola E. Hamilton
Sharron J. Hastings

Pyrrha Lopez
Evan Marks
Theresa McAllister
Belia Morales
Henry A. Panton
Michael E. Powers
Patricia Schaindlin

25 YEARS

Sorita Alvarez
Annette Bruno
Patrick J. Cronin
David Flores
Avis Francis
Annette F. Henry
Anthony Moyer
Yvonne Murray
Paul Nelson
Marjorie P. Pagon
Maria C. Rodriguez
Leona F. Sellitri
Bogdan Wysocki

30 YEARS

Nancy S. Chein
Elizabeth Dean
Joan B. Eckman
Allan M. Fenton
Victoria Frohnhoefer
Norma Graham
Hovanes Kalaigian
Timothy E. Kiehn
Claudia Little
Lucia Luna
Mary Mitchell
Nina J. Pickett
Ulysses Rivers
Elizabeth A. Russell
Donna L. Sbriglia
Mary Agnes Templeton
Howard T. Thaler
Michele A. Wolfen
Enid Lynne Zuckerman

35 YEARS

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Mary T. Hanna



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