

# WOMEN *of* DISTINCTION



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**Success Magazine:** RN, BSN, and MBA? How did your path lead you to these different designations? What were your goals at the time?

**Susan Brienza Gordon:** When pursuing a nursing degree, I felt it important to take it to the bachelor's level. The education is more than clinical and enables you to provide a different level of nursing care, one that I felt was more well-rounded and in-depth. After caring for patients for several years, I realized that the business aspect of healthcare truly impacted the care my patients received. I wanted to understand the entire picture on patient care. Getting my master's degree in business administration with a healthcare management focus enabled me to do that. Today I use both my degrees to ensure our patients get the best possible care—which has always been my goal. Now I know how to make sure I explore every venue to get it for them.

**SM:** Why is your skill-set so important to the practice? How have your contributions helped shape the overall success of NYPM?

**SBG:** I believe that my ability to

understand both the clinical and management side of patient care gives our practice a distinct advantage. Our patients have an advocate built into the practice. The overall experience we deliver at New York Pain Management is one of compassionate care. The administrative and clinical staff as well as the providers, all have the patient's interest in their hearts. Decreasing or eliminating chronic pain is our goal and we strive everyday to make every aspect of their experience here as pleasant as we possibly can. Hand-holding, laughter, extra time spent investigating and solving problems. All this is something I make certain we provide. I am able to put my educational, clinical, and past work experiences into practice.

**SM:** What do you enjoy most about your position?

**SBG:** I truly enjoy fighting for what our patients deserve. It is becoming more and more difficult as a provider to get insurance companies to pay for things that patients need. Everything is "experimental and investigational." I find that I am truly happy when I am able to advocate for a patient to get a

procedure paid for that will help restore them to the person they used to be.

**SM:** As a couple working together, is it difficult to find and achieve balance in your life? Are you able to keep work separate from your home life?

**SBG:** As a mother with four children under twelve, I have to say overwhelmingly, YES. Without constant prayer and reliance on God, there would be no balance. Work is work and it rarely comes home. Dr. Gordon and I try very hard to keep to that policy. Once I open that door it is all about being "mommy." I think as a working mother you always feel a tad bit guilty about the time away from the kids, so my energy is 100% with them when we are together and I make myself available at work when they need me. One of the perks about being the "boss" is my flexibility. In order to achieve any type of balance, the ability to be flexible when needed at work is key. I do my very best to provide that same flexibility for our staff whenever possible.

**SM:** As a successful woman, what advice would you give other career oriented women?

**SBG:** Try to find a balance you can live with without too much guilt. Put more effort into your children than your job and never let it take precedence over them. You can have a wonderful career and terrific children. Be strong in both areas, never give up, fill your heart with forgiveness and love in both areas of your life, and don't try to do it alone.

**SM:** To what do you attribute your personal success? What attribute has helped you get ahead?

**SBG:** I have to say, it is my mother. She instilled in both my sister and me to never rely on anyone to support us in our lives. She always said, "don't do anything that you could not accomplish yourself if help was not available." She helped me become a very independent, aggressive, strong woman—both a blessing and a curse—but it has served me well in my career.