

# Montefiore Update

March 3, 2014 KEEPING ASSOCIATES IN THE KNOW

## Associates Trained to Help Patients Enroll in Medicaid or Insurance

**W**ith the rollout of the Affordable Care Act's (ACA) insurance marketplace, Montefiore has trained more than 60 associates to provide patients and Bronx residents assistance with enrolling in Medicaid and private insurance plans.

The associates have been certified by New York State as Certified Application Counselors, and are legally able to assist patients with enrollment through Medicaid and the New York State of Health Marketplace, the health insurance exchange in New York.

"Our Medicaid and financial aid specialists have always helped people get Medicaid, but the new health law requires that anyone assisting people in enrolling in Medicaid be trained and certified by the state," says Kate Rose, Senior Director, Public Policy and Government Relations, Montefiore. "If someone doesn't have insurance, we can direct them to the specialists, or if they're a patient in the hospital, we can send someone to their room." Counselors can advise patients of their options and walk them through the online enrollment process. It typically takes 20 to 60 minutes to assist someone in acquiring healthcare coverage.

The certified counselors include Medicaid interviewers and their supervisors, along with financial aid specialists. The comprehensive training covered the finer details of the law and how to navigate the new web portals.

"As part of our outreach, we want to make sure that no matter where a person enters our system, our associates are able to educate them about the availability of health insurance and direct them to certified application counselors," Ms. Rose says. These certified counselors include Medicaid specialists, financial aid specialists and healthcare navigators in various nonprofit organizations throughout the Bronx. Depending on the site, they can be found in the clinics, Central Registration, the Emergency Department, Main Cashiers and Admitting and Outpatient Registration.

## HealthStream (eLearning@montefiore) to be Replaced

**A**s part of a larger talent management initiative at Montefiore, the HealthStream (eLearning@montefiore) system currently used to access annual reviews, Precyse University ICD-10 courses and other online training, as well as register for some instructor-led courses, will be replaced. HealthStream will be turned off for all users March 10 and the learning component of the new system will be launched for all Montefiore users March 17.

**There will be a "black out" week March 10-16, during which time no learning system will be available.**

Assignments and completion records for associates will be transferred from HealthStream to the new system. Login instructions for the new system will be communicated closer to launch. For more information, visit us in the Montefiore Learning Network group on Yammer, email LearningNetwork@montefiore.org, or call 718-920-8787.

## Certified ACA Specialist Sites

### Montefiore Hospital

111 East 210th Street  
Medicaid Outpatient:  
Rm RS-006  
718-920-5899  
Monday–Friday: 8:00 am–5:00 pm  
Saturday: 10:00 am–4:00 pm

### Montefiore Westchester Square

Medical Office Building  
2475 St. Raymonds Avenue  
718-430-7300  
Monday–Friday: 8:00–4:30 pm

### Montefiore Hospital

Central Registration  
600 East 233rd Street  
718-920-9660  
Monday–Friday: 8:00 am–5:00 pm

### Weiler Hospital

Admitting Office  
1825 Eastchester Road  
Medicaid: 718-904-3556  
Monday–Friday: 8:00 am–5:00 pm

### Castle Hill Family Practice

2175 Westchester Avenue  
718-829-6770  
Monday–Thursday: 8:30 am–7:00 pm  
Friday: 8:30 am–5:00 pm

### Comprehensive Family Care Center

1621 Eastchester Road  
718-405-8040 x2480  
Monday–Friday: 8:30 am–5:00 pm

### Comprehensive Healthcare Center

305 East 161st Street  
718-579-2500 x125  
Monday–Friday: 8:30 am–5:00 pm

### Family Care Center

3444 Kossuth Ave.  
1st Fl. Registration Area  
718-920-7280  
Monday–Friday: 8:00 am–4:30 pm

### Family Health Center

360 East 193rd Street  
718-933-2400 x4230  
Monday–Friday: 8:30 am–5:00 pm

### South Bronx Heath Center

871 Prospect Avenue | 890 Prospect Avenue  
718-991-0605  
Monday–Thursday: 8:00 am–7:30 pm  
Friday: 9:00 am–5:30 pm  
Saturday: By Appointment Only

### University Avenue Family Practice

105 West 188th Street  
718-563-0757  
Monday, Thursday: 8:00 am–7:00 pm  
Tuesday, Wednesday: 8:00 am–6:00 pm  
Friday: 8:00 am–5:00 pm  
Saturday: (First, Third of Month): 9:00 am–1:00 pm

### West Farms Family Practice

1055 East Tremont Avenue  
718-842-8040  
Monday–Friday: 8:30 am–5:00pm

### Williamsbridge Family Practice

3448 Boston Road  
718-547-6111  
Monday–Friday: 8:30 am–5:00pm



The newest mural at the CHCC celebrates motherhood.

## Murals Celebrate Women and Family

Montefiore's newest murals celebrating women and family were created by the girls at the Horizon Juvenile Detention Center. They are currently on display at the Comprehensive Health Care Center (CHCC) and the Family Care Center (FCC). The murals are part of Montefiore's Healing Arts' "Visions of a Health Community" murals program. To learn more, visit [Montefiore.org/healingarts](http://Montefiore.org/healingarts).

### Nursing Department Implements New Scheduling Program

To streamline staff scheduling processes and to integrate seamlessly with existing time and attendance and leave modules, Montefiore's Department of Nursing and Business Information Systems (BIS) are implementing the EZ Time Advance Staff Scheduling System. The adoption of this software will allow all nursing scheduling to be completed electronically.

The multiphase rollout of this initiative is the culmination of a year's worth of strategic planning and assessment by the Project Team, which is composed of associates from across the institution. The rigorous planning phase included process mapping and observation in order to determine best-practices tailored specifically to Montefiore's Department of Nursing's unique needs, says Maureen Scanlan, RN, MSN-BC, Interim Lead Administrator, Department of Nursing, Montefiore.

The benefits of adopting this electronic workforce scheduler are innumerable. Nurses will transition from a manual system to an entirely electronically one, thereby eliminating redundancies and standardizing procedures, says Lucille Rongo, Senior Director, Business Information System/Logistics, Montefiore. For instance, an electronic call list will help nurses determine which shifts are open based on company policies and associate preferences.

The project will kick off March 10 at the Moses Campus, including The Children's Hospital at Montefiore, as well as the Einstein, Wakefield and Westchester Square Campuses. Fifteen pilot nursing departments across Montefiore will assist in the development and testing of the EZ Time Staff Scheduling Module. Upon completion, these departments are expected to go live in November. The remaining departments will be deployed throughout 2015.

### Recognizing Patient Safety Awareness Week

This week, March 3–7, marks Patient Safety Awareness Week, an annual education and awareness campaign for healthcare safety sponsored by the National Patient Safety Foundation. This year's theme, "Navigate Your Health...Safely," focuses on the prevention of incorrect, delayed or missed diagnoses. Patients are encouraged to engage with their healthcare professionals to help reach the appropriate diagnosis through the "Ask Me 3!" campaign. Patients should feel comfortable asking what is causing their discomfort, when their test results will be obtained, and what they should do to follow up.

"Patients and their families are the key to preserving patient safety," says Dr. Jason Adelman, Patient Safety Officer, Montefiore. "When patients are engaged, it helps their healthcare professional provide the highest quality care."

Montefiore's Patient Safety Program will demonstrate its support of Patient Safety Awareness week by continuing to work on patient safety initiatives that focus on diagnostic errors and developing patient education to help patients navigate the healthcare system.

"A new initiative beginning at Montefiore focuses on alarm safety," says Amisha Rai, PA-C, Patient Safety Manager, Montefiore. "Alarms on medical equipment help alert providers of a potential change in a patient's condition. However, gaps in understanding of how these alarms work and failure to acknowledge significant alarms can lead to missed diagnoses or delays in diagnosis. We want to develop systems and well-designed protocols related to alarms to optimize patient safety."

For more information about Patient Safety Awareness Week, email the Patient Safety Program at [patientsafety@montefiore.org](mailto:patientsafety@montefiore.org).

### Walk a 'Mile' in Our Shoes

To show their support for an active and healthy lifestyle, each year associates and senior leadership take part in a one mile walk along the "Montefiore Mile," a distance measured in four loops through the Moses Campus. This year's Heart Month marked another resounding success of engaging lectures and activities emphasizing the importance of heart health.



From left, Diana Fumia, Delia Osborne, Matthew Santos, Taniya Wallace, Jacquelyn Smith, Orna David and David Morris, all of the Division of Cardiology, prepare to walk during the recent 2014 "Montefiore Mile."

## EVENTS

### Colon Cancer Awareness Month Kick-Off Friday, March 7 | 11:00 am to 2:00 pm Moses Campus | East Garden

Colon Cancer Awareness Month will kick off with The Rollin' Colon, a state-of-the-art, 20 foot long inflatable colon created to provide visitors an interactive opportunity to learn the signs and symptoms of colorectal cancer and other colon diseases, such as Crohn's Disease. The Rollin' Colon highlights a month-long roster of activities, including informational booths and presentations designed to increase colon cancer awareness and drive healthy lifestyle habits.

**Chinyere N. Mba-Jonas:** 347-671-8215 or [cmbajon@montefiore.org](mailto:cmbajon@montefiore.org)

## SITES TO SEE

**Understanding the NY State Health Benefits Exchange** | [www.montefiore.org/nys-health-benefits-exchange](http://www.montefiore.org/nys-health-benefits-exchange)  
Know someone who doesn't have health insurance coverage? There is still time to enroll through the NY State Health Benefits Exchange. The deadline for getting insurance for this year is March 31.

**Montefiore Home Care** | [www.montefiore.org/home-care](http://www.montefiore.org/home-care)  
Established in 1947, Montefiore Home Care is the nation's first hospital-based agency, created to allow newly discharged patients the benefits of at-home recuperation and recovery by providing supportive healthcare in the home.

