

Montefiore Update

March 17, 2014 KEEPING ASSOCIATES IN THE KNOW

Talent Management System To Streamline HR Processes

As part of continuing efforts to advance Montefiore's Human Resources (HR) Department, a new technology platform called Talent Management will begin launching in phases. Talent Management will improve the efficiency of HR's learning and recruitment functions through the introduction of a new learning system, as well as a shift from a paper-based system to an entirely electronic recruitment system in phases. Talent Management ultimately will function with the larger SAP Human Capital Management (HCM) system, an integrated suite of HR software solutions, which will be rolled out across the organization this summer.

The new Talent Management system replaces HealthStream (eLearning@montefiore) as of March 17. While there is a new look and feel, the system still allows users to access Annual Reviews, Precyse University ICD-10 training, and other online courses, as well as register for some instructor-led training. Associates are

encouraged to contact the Learning Network if they have questions about specific learning modules.

Beginning March 31, transfer applicants will be able to search and apply for all jobs posted on the Montefiore career website using a more intuitive interface that will allow applicants to track the progress of their online application, update and change their candidate profile, and keep their resumes current. Internal job seekers will be able to access Talent Management to apply for transfers at any time from any computer and on most mobile devices.

After integration with SAP, the Talent Management system will also transform the current paper-based hiring process into a more efficient electronic recruiting system.

To access the new system, associates will select the new Talent Management icon on their desktop. To login initially, associates should use their EZ ID as their user name

and password; they will then be prompted to change their password to one of their choice. For the Learning Network system, associates will be asked to update their basic user profile and enter their manager's name. This will allow the associate's manager to assign training and view the associate's training records. Once in the Learning Network system, tutorials and instructions will be available. Associates should contact the Learning Network at LearningNetwork@montefiore.org or 718-920-8787 if they require assistance.



The Pre-Operative Medical Assessment Form Makes Surgery Safer

Peter Shamamian, MD, Vice President and Chief Quality Officer; Vice Chairman, Quality Improvement and Performance, Montefiore, and Professor, Surgery, Einstein, has been at the forefront of implementing patient quality and safety programs at Montefiore. "Putting a quality improvement program in place is not an easy thing to do," he says. "As *Consumers Union* pointed out, nationwide only 30 percent of healthcare workers wash their hands properly to prevent infections. And we have known for decades that hand washing saves lives."

A new patient safety program, the Pre-Operative Medical Assessment Form (POMAF), was developed to ensure that all high-risk surgical patients are evaluated in a standard fashion. It calls for mandatory assessments for all patients with comorbidities and all patients with severe obesity, based on defined evidence-based standards. Any physician, including primary care, cardiologists, transplant nephrologists and internists, can complete the form.

The program was developed at the suggestion of Montefiore's malpractice carrier, the Hospitals Insurance Corporation. The goal is to improve quality care and patient safety

through a detailed review of every high-risk patient's medical history in an effort to reduce risk. The POMAF facilitates consideration of cardiac, pulmonary, thrombotic and other medical conditions, and the documentation of specific recommendations to address risk.

Dr. Shamamian says the program works because it makes sense intuitively to the surgeons. "A young healthy person who comes to us for a routine hernia operation does not need this assessment," he says.

When Montefiore initially instated the POMAF in January 2013, the initial compliance rate was only 5 percent. One year later, it was 88 percent. "This is a remarkable statistic," says Dr. Shamamian. "We began developing the guidelines three years ago and they were just put in place last year."

The form is quickly becoming part of Montefiore's culture. "I've seen situations where the preoperative nurses will ask the surgeons if they filled out the POMAF form," says Dr. Shamamian. "I am very pleased with how rapidly the staff embraced using this form. It takes a village to make a hospital safe. We have a great village."

Montefiore Prepares for an Epic 'Discovery' Visit

In keeping with Montefiore's goal to advance its population-based health strategy, Montefiore recently invested in Epic, an advanced Electronic Medical Record system, which will be implemented over the next three years. The next step in implementation will take place March 25-27, when 40 Epic staff members from Epic's Verona, Wisconsin headquarters will conduct a "Discovery" visit at Montefiore. Select associates from clinical and business departments across Montefiore will guide the Epic team through "walk-throughs," allowing Epic staff to learn more about Montefiore's operational workflows and high organizational standards. The "Discovery" visit underscores the considerable emphasis Epic places on partnering with its clients to maximize the functionality of its application.

The Epic team's fact-finding visit is a vital next step in advancing Montefiore's organizational goals and improving its care delivery. Preparation for the Epic staff visit and Montefiore's collective insight is important to this process. Associates are encouraged to knowledgeably address questions if approached by a visiting Epic team member. This feedback will assist Epic staff in understanding the Montefiore workflow process and will provide information that will help to ensure effective integration of Epic into Montefiore's clinical system.

The Epic logo, featuring the word "Epic" in a bold, white, sans-serif font with a slight shadow effect, set against a dark green background.

Schaffer Extended Care Achieves Top Rating

Montefiore's Schaffer Extended Care Center, a 150-bed, comprehensive healthcare facility located at Montefiore New Rochelle offering services including short-term rehabilitation and skilled long-term care, was recently rated five stars overall, the highest rating possible. It is offered by the Centers for Medicare & Medicaid Services' (CMS) Nursing Home Compare website. CMS rates nursing homes on state health inspections, nurse staffing, quality measures including care-related issues, fire safety and other criteria. For more information, visit <http://www.medicare.gov/NHCompare>.

Prenatal Care Group Returns

In 2003, Montefiore launched a cutting-edge prenatal care group, providing support and education to women during their pregnancy, particularly in underserved populations. The Centering Pregnancy Groups at Comprehensive Family Care Center recently held a symbolic yarn-cutting marking the reinstatement of the groups. The yarn-cutting reflected the interweaving of patients and care providers that exemplifies the facilitative nature of the group process.



From left, Beatrice Ankamah, LPN; Vanna Nou, PCT; Monica Lewis, LPN; Susan Bellinson, CNM; Hortense Audrey Foster, LPN; Carole Moleti, FNP-BC, CNM; and Lina Martinez, LPN, of CFCC.

Social Matters @ Montefiore

Montefiore currently maintains four active, external social media platforms—Facebook, Twitter, LinkedIn and YouTube. Our internal social media platform, Yammer, is also a key part of the social media mix.

Within the Department of Marketing and Communications, a team coordinates and writes social media content; monitors the Montefiore brand in the social media space; explores options for social media platform growth and development; creates policies and procedures for institutional and associate involvement in social networking, and more. In short, Montefiore is serious about social.

Social media is an essential marketing and communications tool, which allows us to connect to our audiences with relevant, engaging messaging. "We use social media to enhance our health education efforts and outreach within the communities we serve, as well as position Montefiore as a healthcare leader," says Lisa Isom, Manager, Digital Content and Social Media, Montefiore.

Industry data consistently shows that healthcare has embraced digital and social media to interact with key audiences. Given the successes reported by institutions that use social media to communicate to key stakeholders—it would be safe to say that social is part of the "new normal" for marketing, communications and engagement.

Stay tuned for information regarding new opportunities in social media—and join the Montefiore conversation on all of our social media platforms.



Volunteer Research Study

Do you have sandy, dry or burning sensation of your eyes? These are symptoms of Meibomian Gland Dysfunction (MGD), a common eyelid disorder. The Department of Ophthalmology and Visual Sciences at Montefiore is conducting a research study for adults 40 years of age and over with MGD. To learn more about this research study, text **trial2** to **87888**, or call 718-920-6428. Standard messaging and data rates may apply.

Health Information Professionals Commemorate Special Week

Health information management is an allied health profession that is responsible for ensuring the availability, accuracy and protection of the clinical information needed to provide healthcare-related decisions. In recognition of national Health Information Professionals (HIP) Week March 16–22, Montefiore recognizes Health Information Professionals throughout the organization for their contributions to the quality and integrity of patients' medical records.

This year's theme, "Transforming Healthcare with Information," is very timely as Health Information Professionals participate in the Epic implementation process that will help ensure the effective management of health data needed to deliver quality healthcare to the public.

EVENTS

Changing the Landscape: New York City's Healthy Eating Initiatives Wednesday, March 19 | 2:00–3:00 pm Moses Campus | Cherkasky Auditorium

In commemoration of National Nutrition Month, Jane Bedell, MD, Assistant Commissioner & Medical Director, Bronx District Public Health Office of the New York City Department of Health and Mental Hygiene, will discuss New York City's efforts to promote the importance of healthy eating.

i Miriam Pappo at 347-978-5994

SITES TO SEE

International Patient Program at Montefiore | www.montefiore.org/international

Our physicians and specialists are well-versed in treating the complex needs of international patients, from pediatric cases through geriatrics. Patients who receive care under our International Patient Program receive the help they need to make Montefiore their home away from home.

Lead Poisoning Treatment and Prevention Program at The Children's Hospital at Montefiore | www.cham.org/programs/lead

The Lead Poisoning Treatment and Prevention Program, founded in 1969, is recognized both nationally and internationally as a model for the prevention and management of lead poisoning in children and pregnant women.

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