

Montefiore Update

December 21, 2015 KEEPING ASSOCIATES IN THE KNOW

Wakefield Campus Receives National Recognition for Exemplary Patient Experience

Montefiore's Wakefield Campus is one of only six hospitals nationwide to receive the prestigious 2015 Press Ganey Commitment to Excellence Award for Patient Experience.

This award distinguishes Wakefield as a national model for providing exemplary and compassionate care for patients and their families.

Press Ganey's selection process is rigorous. Out of the more than 1,800 hospitals in Press Ganey's national database, one winner per category was selected based on the highest total growth from 2013 to 2014. Wakefield rose to the top in not just one but two categories: Most Improved Patient Experience in academic medical centers and Most Improved Patient Experience in hospitals with more than 300 beds.

Three major hospital-wide initiatives drove Wakefield's multi-year improvement:

- The bedrock of Wakefield's patient's experience, "Montefiore at its Best!" is a communication structure that all associates use to demonstrate intentional courtesy, respect and responsiveness when speaking with patients and their families.
- Based on Institute of Healthcare Improvement (IHI) methods, Rapid Cycle Improvement is a structure for making data-driven, coordinated improvements that can be tested quickly.
- A primary mechanism of communication for associates and visitors, Performance Boards are posted on the units and contain all relevant materials for knowing about, group planning around, and analyzing the outcomes of rapid cycle improvements underway.

"Wakefield's everyday dedication to an exceptional patient experience starts and ends with unwavering leader and associate commitment to display intentional courtesy and respect to every patient, in every interaction," says Alison Stroh, Senior Director, Performance Excellence Department, Montefiore.

"Not only does this award represent the level of engagement that exists across multiple disciplines at the Wakefield campus, but it also demonstrates a commitment to continuously raise the bar and achieve far-reaching goals," says Dianna Jacob, RPA-C, MBA, Vice President and Executive Director, Wakefield Campus.

Montefiore and Einstein Announce New Chair of Medicine



Yaron Tomer, MD, a leading endocrinology researcher and clinician, has been named professor and university chair of the Department of Medicine at Montefiore and Einstein. Dr. Tomer, who is joining Montefiore-Einstein from the Icahn School of Medicine at Mount Sinai, will assume his position on March 1, 2016.

Dr. Tomer is a world-renowned researcher with a robust, NIH-funded laboratory.

His research team has focused on the immunogenetic, epigenetic and environmental mechanisms causing thyroid autoimmunity and type 1 diabetes. "Dr. Tomer is an exceptional clinician and endocrine researcher. We look forward to him joining us and continuing to advance the research activities and high quality care provided in our largest clinical department," says Philip O. Ozuah, MD, PhD, Chief Operating Officer, Montefiore.

Santa Claus Pays Special Visit to CHAM patients



Santa paid special visits to patients who could not leave their rooms.

On December 7, a very special visitor made his way down from the North Pole to spend some time with Children's Hospital at Montefiore patients. To welcome Santa, the CHAM 2 conference room was converted into a whimsical winter wonderland by the Montefiore Child Life Program and volunteers from the Department of Marketing and Communications, complete with a Christmas throne for Santa to receive his visitors. All the patients in attendance were able to have their pictures taken on Santa's lap and share their Christmas requests. They were then each given teddy bears from his bag of toys. Santa finished the day visiting individual patients who could not leave their rooms, ensuring that no one was left out of the fun and festive proceedings.

Patient Safety Top Priority for Epic@Montefiore

As more than 4,000 associates at Montefiore's Einstein, Hutchinson and Westchester Square campuses, as well as outpatient radiology sites, train on Epic@Montefiore, Montefiore Subject Matter Experts and the Epic@Montefiore project team are ensuring that the system, the new integrated healthcare delivery platform, is patient-centric by converting clinical data to be compatible with Epic. For the past several weeks, Credentialed Trainers and Instructional Designers have shadowed clinicians in surgical areas to observe real life activity in operating rooms and have toured emergency rooms alongside providers on their patient rounds to ensure that all components required for clinicians to perform their workflows are properly addressed, and to ensure efficiency at go-live and beyond. Epic@Montefiore will be used by surgical and anesthesia providers and surgical nursing staff, as well as emergency clinicians, so the complete record integration for orders, anesthesia and perioperative documentation is crucial to having a seamless, centralized clinical care system. The Epic@Montefiore project team has also conducted extensive point of care testing on more than 700 devices to date to ensure devices are configured properly and ready for go-live on January 30.

Visit the Intranet for more information about Epic@Montefiore.

EPIC@Montefiore

Montefiore Associates Give Back During the Holidays

The holiday season is a time for expressing gratitude and giving back, and every year Montefiore associates get in the spirit of the season by organizing and participating in numerous charity drives and initiatives benefitting the community.

The Pajama Program, organized by Mirna Alomar Velez, Contract Specialist, Contract and Corporate Affairs, CMO, Montefiore Care Management, aims to provide new sets of pajamas and books to children in need. The children receiving the items live in group homes, shelters or temporary housing facilities, often having endured abuse, neglect or unstable living conditions. These simple gifts of pajamas and books provide a sense of normalcy at bedtime and let the children know that someone cares. Ms. Velez accepts donations for the Pajama Program year round. To make a contribution, email malomarv@montefiore.org or call 914-377-4713 to schedule a pick-up.

Another employee-led initiative, the **Layaway Items Buyout**, is organized by Sandra Barnaby, RN, Chronic Disease Nurse Manager, CMO, Montefiore Care Management. Ms. Barnaby rallies her coworkers to contribute funds towards items placed on layaway at the Kmart located on Bruckner Boulevard in the Bronx. Every year, the initiative provides necessary relief to families in need, allowing them to have a less financially-stressed holiday season. This year, Ms. Barnaby and her colleagues raised more than \$900 towards this initiative.

Every year at Montefiore New Rochelle, Katayun Mama, MD, Attending Physician, Emergency Department, Montefiore New Rochelle, organizes a donation drive and fundraising party to collect food, clothing and other essential items and personally delivers them to 41 Lockwood, a men's shelter in New Rochelle.

After the holidays end, there are still numerous opportunities to give back to those in need. Associates with at least one year's tenure who are interested in volunteering at Montefiore are urged to contact Sherri Oustalet, Director of Volunteers, Volunteer and Student Services, Montefiore, at soustale@montefiore.org, or 718-920-6654 to get involved.

MyPay Paperless Pay Is Coming in Early 2016

MyPay is a secure online portal where associates of Montefiore Medical Center and Montefiore IT who currently receive direct deposit statements will be able to access their pay statements and pay history electronically. This environmentally-friendly initiative will eliminate excess paper and waste, while ensuring more security than paper statements. Associates are encouraged to enroll in Direct Deposit so that they can enroll in the MyPay program. Please visit the HR intranet for additional information.

Clinical Trial Spotlight

Diabetes Medication Study: Taking Medications for Type 2 Diabetes?

You may be eligible if: You are over age 18, have had type 2 diabetes for at least one year, read/speak English, and are taking pills for your diabetes.

Researcher: Dr. Jeffrey Gonzalez

Time: One in-person visit, complete questionnaires and talk about your medication, and bring all your diabetes pills with you to the visit.

Compensation: \$25 per visit.

For more information, call Dr. Gonzalez's Lab at 202-599-0698.

Montefiore and Einstein Associates Showcase Their Creative Pursuits

Montefiore's Healing Arts program hosted an Associate Art Showcase on December 9, during which associates from across the health system were invited to display their paintings, photographs, sculptures and poems in the Grand Hall of Moses Campus. Visitors were also treated to an a capella performance by the Montefiore Associate Choir and poetry readings, organized by the Healing Arts Program.



Albert Einstein College of Medicine held its own showcase on December 10, in the Glass Café. Roughly 30 artists displayed their art, ranging from photographs, paintings and sketches. The event was held to promote *Ad Libitum*, the art and literary magazine that is produced each spring by student editors. Many of the artists donated their works as part of a silent auction benefitting the Bronx Center for the Arts. The Einstein Jazz Ensemble, as well as the student a capella group the Lymph Notes, performed for the crowd as they admired the diverse selection of art.

Spotlight on Sustainability Did You Know?

- In an effort to cut down on waste and promote a culture of sustainability, Montefiore's Engineering Department collected 13,000 flu vaccination badges in 2014–15 from the previous year's campaign.
- Engineering also recently received an award for Corporate Energy Management from the Association of Energy Engineers.
- Year to date, Montefiore Health System has reduced its carbon emissions per square foot by 18.54 percent since the benchmark of 2007.
- Montefiore New Rochelle reduced its 2015 gas consumption by 30 percent when compared to 2014. This reduction is equal to removing 276 passenger vehicles from the road.

CORRECTIONS:

- In the December 7 issue of *Update*, we mistakenly identified Payam Rafat, DPM, as an associate of Montefiore New Rochelle. Dr. Rafat is an associate of Montefiore Mount Vernon.
- In the same issue, we incorrectly stated that AposTherapy is covered by Empire Blue cross and Blue Shield insurance. The AposTherapy procedure is only covered by Montefiore's own Empire insurance, not any other Empire plan. HealthFirst insurance also covers the procedure.

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