"Quality Through Collaboration"

HEALTH
CARE
REFORM
Learning Symposium

PRESENTED BY:
LABOR MANAGEMENT PROJECT
An employer and 1199SEIU partnership

SHERATON NEW YORK HOTEL AND TOWERS
JANUARY 19, 2012
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| Deborah L. Friedman, Co-Director  
Labor Management Project |
| **THE FACTS ABOUT HEALTH CARE REFORM** |
| Kaiser Family Foundation Video |
| **WELCOME** |
| Bruce McIver, President  
League of Voluntary Hospitals and Homes |
| George Gresham, President  
1199SEIU UHWE |
| **HEALTH CARE REFORM: THE STATE PERSPECTIVE** |
| Nirav R. Shah, M.D., M.P.H.  
New York State Commissioner of Health |
| **REGIONAL IMPLICATIONS OF AN ERA IN REFORM** |
| Norma Amsterdam, RN, MA  
Executive Vice President, RN Division, 1199SEIU UHWE |
| Linda Brady, MD, Chief Executive Officer  
Kingsbrook Jewish Medical Center |
| Maria Castaneda, Secretary Treasurer  
1199SEIU UHWE |
| Steven Safyer, MD, President and Chief Executive Officer  
Montefiore Medical Center |
| Allan Sherman, Assistant Division Director, Nursing Home Division 1199SEIU UHWE |
| Audrey Weiner, MSW, Chief Executive Officer  
Jewish Home Lifecare |
| Terri Slevin-Straub, RN, MBA, Consultant (Moderator)  
1199SEIU-League RNLMI/LMP |
| **LUNCH** |
| **WHY REFORM MATTERS: CREATING A CULTURE OF PATIENT SAFETY** |
| Sorrel King, Founder  
Josie King Foundation |
| **CONCURRENT WORKSHOPS** |
| See concurrent workshop list for more information |
| **LEADING THE CHANGE LOCALLY** |
| Maria Castaneda, Secretary-Treasurer  
1199SEIU UHWE |
| Roseann Simonelli, Vice President  
League of Voluntary Hospitals and Homes |

Please be sure to sign-out at the end of the day if you are attending the symposium on release time!
**Concurrent Workshops**

**TRACK I: REDUCING COSTS**

**“Every Person, Every Time”: Standardizing the Flow of Patient Transport to Boost Efficiency, Revenue, Patient and Staff Satisfaction**

Peter Scaminaci, Assistant Vice President for Clinical Operations, KJMC
Coraminita Mahr, Vice President, 1199SEIU UHWE; Patricia Tayag, RN, Director of Lean, KJMC; Transport, Nursing and Radiology staff team.

A team of transport, medical-surgical nursing and radiology staff from Kingsbrook Jewish Medical Center will present a four-month project to reduce delays in patient transport and improve the patient experience. Combined with other length of stay initiatives, this effort has decreased length of stay by one day. This presentation will explore lessons learned and tools that contributed to the team’s success.

**Maximizing MDS 3.0 at Morningside House**


Accurate documentation of resident’s ADL’s, Mood and Behavior is imperative. The CNA who has the most knowledge of resident's status needs proper tools to provide this documentation. This presentation will review the development and implementation of these tools.

**NY Presbyterian: Partnering to Redesign the Workforce**

Paul Dunphey, Vice President of Revenue Enhancement

Advancement in technology such as the Electronic Medical Records (EMR) has created opportunities for improving efficiency and decreasing labor costs, while at the same time providing new opportunities for staff. This workshop will discuss how New York Presbyterian and 1199SEIU have partnered to prepare employees whose jobs are impacted by changes in health care.

**Business Intelligence to Achieve Operational Efficiencies for the Health Care Executive**

Michael N. Rosenblut, President & CEO and Daisy McLoed, C.N.A., Parker Jewish Institute

Business analytical tools are necessary to maximize efficiency and enhance decision-making for health care providers who must work with shrinking reimbursement rates and smaller operating margins. The Parker Jewish Institute has implemented a strategic initiative to improve and benchmark operational performance and a new clinical labor-management intelligence software to manage care delivery, daily census and staffing. This presentation will focus on comprehensive analysis and reporting tools to increase tracking and availability of critical information to reduce operating costs.

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**TRACK II: ENHANCING QUALITY AND CARE**

**NYU LMC Transport: Creating an Ideal Experience**
Peter Aguilar, Senior Administrative Director Building Services Department; Gabriel Garcia, Transporter/Mentor; Jose Gonzalez, Transporter/Mentor; Joe Mraz, Associate Director of Building Services; Edwardo Roker, Supervisor, Patient Transport/BSD

Through performance improvement efforts, the joint team will discuss how they impacted Patient Transport. NYU LMC will share the necessary tools to improve the patient experience and provide world-class customer service, ultimately leading to improved patient satisfaction.

**"Don't Forget to Wash Your Hands": Infection Prevention Coaches and the Reduction of Hospital Acquired Infection**
Representatives from: Montefiore Medical Center, St. Barnabas Hospital, St. Luke's/Roosevelt Hospital, Flushing Hospital & Jamaica Hospital Medical Centers and Robert DeLauro, Consultant, Labor Management Project

In addition to the critical patient safety issues, it is estimated that overall direct medical costs of health care-associated infections for US hospitals are up to $45 billion each year. Hand hygiene is widely recognized as the single most effective means of reducing health care-associated infections. This workshop will examine the activity of the Infection Prevention Coach and will provide ideas for improving infection prevention based on candid, first person accounts by Coaches and Infection Control Directors.

**Lutheran Health Care's "Come Home, Stay Healthy Initiative"**
LHC Strategic Projects Subcommittee of the Partnership Committee

The labor-management partnership played an integral role in Lutheran’s journey to become a level three medical home—including assisting with the challenges facing the health center and the Union. This presentation will share the role both Union and management played in implementing cultural change.

**TRACK III: REDUCING READMISSIONS AND IMPROVING PATIENT SAFETY**

**Improving Care Coordination Across Settings with INTERACT**
Randy Palmaia, Executive Director of CNR; Roxanne Tena-Nelson, Executive Vice President of CCLC; Kathryn Santos, Manager of Quality Improvement Initiatives

INTERACT (Interventions to Reduce Preventable Acute Care Transfers) program uses a multi-faceted approach and resources for reducing preventable hospitalizations and readmissions. Participants will learn about tools and resources available through INTERACT; hear about experiences on how labor and management collaborate through INTERACT; and other strategies for implementation to reduce preventable hospitalizations and readmissions.
**Concurrent Workshops**

**TRACK III: REDUCING READMISSIONS AND IMPROVING PATIENT SAFETY**

**Implementing an Evidence Based Hospital Discharge Process: Lessons from Project ‘RED’**

Christopher Manasseh, MD, Director, Family Medicine HealthNet Inpatient Service Boston University Medical Center Boston

Project RED is an evidence-based hospital discharge process with the primary outcome of reducing hospital utilization. This presentation will review the steps involved in implementing such a project, along with the challenges and barriers that come with it.

**Josie's Story-Family Centered Approaches to Patient Safety**

Sorrel King, Patient Advocate

The Josie King Foundation’s mission is to prevent others from dying or being harmed by medical errors. By uniting healthcare providers and consumers, and funding innovative safety programs, we hope to create a culture of patient safety, together. This workshop will be an opportunity for participants to have a more intimate conversation with one of the leaders of the patient safety movement.

**TRACK IV: IMPROVING SATISFACTION**

**A Team Approach of Eliminating Bed and Chair Alarms**

Debora Allen, RN, Yonell Mcleod, C.N.A., Deborah LaRusso, LMSW, Isabella Geriatric Center

The resident care model approach, which highlights communication, assessment and resident preferences, improves staff and resident relationships. This presentation will highlight the systematic approach of eliminating bed/chair alarms to enhance quality of life and reduce falls.

**Service Excellence Through Teamwork and Collaboration**

The Brooklyn Hospital Center

The Brooklyn Hospital Center’s labor-management team will share “best practice”, highlights and success stories about their innovative Service Excellence team. Through workforce engagement, the labor-management team works to enhance patient satisfaction, employee satisfaction and quality outcomes.

**“Why We Care...Heads Up”: Engaging Staff and Patients in Enhancing Quality Care**

Mount Sinai Queens Hospital

It is the vision of the Responsiveness Committee to improve patient satisfaction and quality of care through labor management collaboration, teamwork and patient engagement. This presentation will outline the Responsiveness Committee’s collaborative effort to increase staff engagement and patient responsiveness.
**Beyond Diversity: Developing Cultural Competence**  
Rodney Brown and Regina Censullo, Consultants, Labor Management Project  
This workshop is designed to raise sensitivity and awareness of an increasingly diverse patient/resident and workforce population. By exploring and challenging our own assumptions about people who are different, we can expand our hearts and minds and enhance the delivery of quality patient and resident care.

**Impacting Change Through Effective Communications**  
Clyde Riggins Jr., Consultant, Labor Management Project  
Communication is a skill that must be practiced constantly—especially as health care reform demands health care teams to work more effectively and efficiently. This workshop will focus on the components of the communication process and how to build better working relationships through positive feedback, as well as a variety of tools and techniques to improve communication styles.

**Working to Wellness: Reducing Stress to Maximize Performance**  
Lynn Burmeister, Assistant Director, 1199 Member Assistance Program and Debreh Gilbert, Consultant, Labor Management Project  
Many people view stress as a way of life—especially in the fast-paced health care industry. However, stress isn't always bad. In small doses, it can help you perform under pressure. But under constant stress, working at your peak becomes difficult, and teamwork may suffer as a result. This experiential workshop will provide exercises, conversation and ideas to reduce stress and encourage healthy practices.

**Relational Mapping: Tracing the Connections for Achieving High Performance**  
Jody Hoffer Gittell, PhD and Anthony L. Suchman, MD, MA, FACP  
To achieve high performance in a work process, you need to understand who participates in it and how well they work together. Relational mapping is a powerful yet straightforward method for gathering this information and helping people gain a broader systems perspective on how their work fits into the larger whole. This workshop will provide a hands-on experience of creating and interpreting a relational map.

**Health Care Reform 101: Understanding the New Role of the Health Care Worker**  
Mary Morris, Consultant  
“Understanding the New Role of the Health Care Worker”, a new training program, identifies the most critical and fundamental changes brought about by health care reform. This workshop will review the implications of these changes for all health care workers including the behavioral, skill and educational requirements.
Successfully Navigating Conflict in the Workplace
Samantha Morales, Consultant, Labor Management Project

Managing difficult situations at work is an essential tool, especially as health care challenges everyone to work more interdependently and effectively. Conflict is a natural part of work, managing it well can increase efficiency and provide a source of innovation. This workshop will focus on three specific skills designed to assist in addressing and managing conflict in and out of the workplace.
**LOWER LEVEL**

**WORKSHOPS:**
- **Conference Room B:** Health Care Reform 101
- **Conference Room C:** Working to Wellness
- **Conference Room E:** Lutheran Health Care’s “Come Home, Stay Healthy initiative”
- **Conference Room H:** Impacting Change Through Effective Communications
- **Conference Room I:** Improving Care Coordination Across Settings with INTERACT
- **Conference Room J:** NYU LMC Transport
- **Conference Room K:** Transforming Care at the Bedside (TCAB)
- **Conference Room L:** Beyond Diversity

**SECOND FLOOR**

**WORKSHOPS:**
- **Central Park West:** Relational Mapping
- **Empire Ballroom East:** Service Excellence Through Teamwork and Collaboration
- **“Why We Care…Heads Up”**
- **Empire Ballroom West:** “Don’t Forget to Wash Your Hands”
- **Metropolitan Ballroom:** Josie’s Story: Family Centered Approaches to Patient Safety
WORKSHOPS:

Carnegie East: NY Presbyterian: Partnering to Redesign the Workforce

Riverside Suite:
“Every Person, Every Time”

NY Ballroom East A:
Maximizing MDS 3.0

NY Ballroom East:
A. Business Intelligence to Achieve Operational Efficiencies
B. A Team Approach of Eliminating Bed and Chair Alarms

NY Ballroom West:
Conflict in the Workplace

Riverside Ballroom:
Project ‘RED’
Planning Committee

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