



WORKSHOP SUMMARY SHEET

TITLE: **New York Presbyterian: Partnering to Redesign the Workforce**

LEADERS: **Paul Dunphey, Vice President of Revenue Enhancement**

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

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

- Decreasing Costs and Improving Staff/Resident/Patient Satisfaction

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Ensuring we are on the same page through framing, messaging and managing ongoing change.

THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:

- Improving quality of care, increasing efficiency and increasing skills of the workforce.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. Start communicating early and often.
2. Develop a work plan.
3. Make sure your team has the right representation.