

**AMAZING
THINGS
ARE
HAPPENING
HERE**

Health Care Reform Symposium: Partnering to Transition Workforce

January 19, 2012

Health Care Reform Will Raise Many Questions

- How much will we get paid?
- What will we get paid for?
- Who will pay us?
- Where will patients receive care?

...How will new mandates affect us as an employer?

Health Care Reform Timeline

2010

- Market Basket & Productivity Cuts
- Dependent Coverage to Age 26

2012 - 2013

- Value Based Purchasing
- Readmission and HACs Penalties
- Pharmaceutical and Medical Device Fees

2014

- Individual Mandate/Health Exchanges Open
- Medicare & Medicaid DSH Cuts
- Insurer Fees

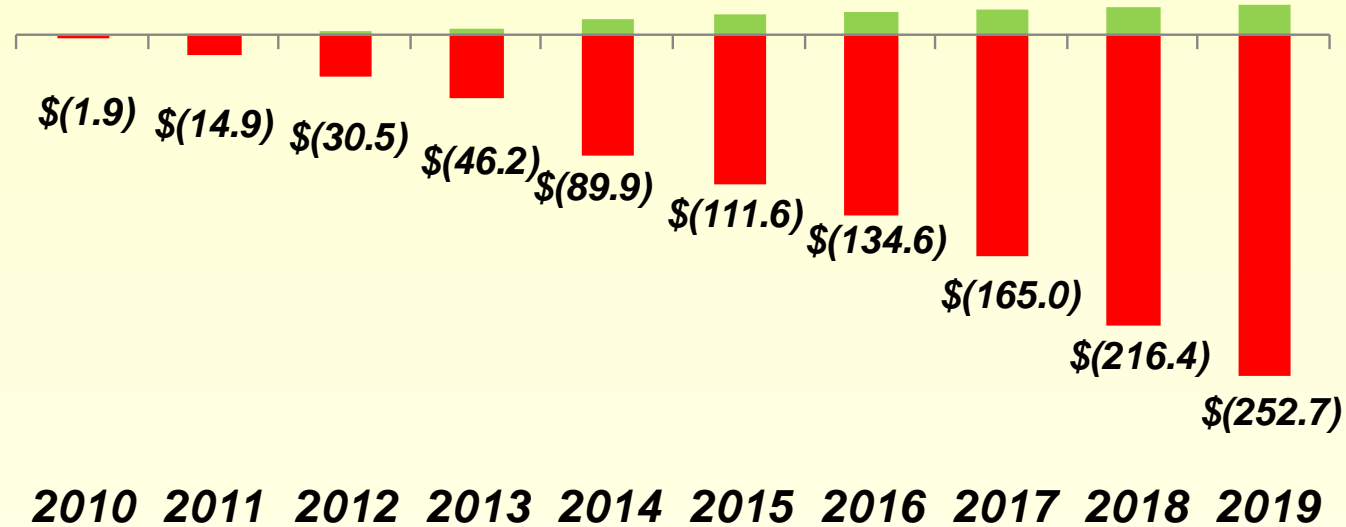
2018

- Full Impact of Medicaid DSH Cuts
- Cadillac Tax

Projected 10-year Impact of Reform on NYP

| | |
|---|------------------------|
| Expanded Medicaid Coverage | \$25M |
| Medicare Market Basket/ Productivity Adjustments | (\$619M) |
| Medicare DSH Payments | (\$147M) |
| Medicaid DSH Payments | (\$61M) |
| Quality and Service Excellence | (\$50) - \$75 |
| Employee Benefits Costs | (\$141M) |
| <i>Projected Total</i> | <i>(\$943M)</i> |

Projected Impact of Reform on NYP

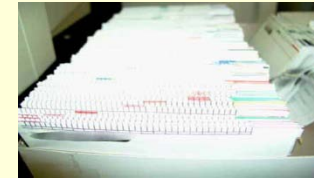


Plus Additional State Cuts...

Proactive Labor Management

- Electronic Medical Record
- Health Information Management
- Patient Access
- Training and On-boarding

Prior State of Health Information



- Medical Records stored electronically and on paper
- Users required to navigate different systems
- Complete information may not be readily available
- Extensive labor and required for management of paper



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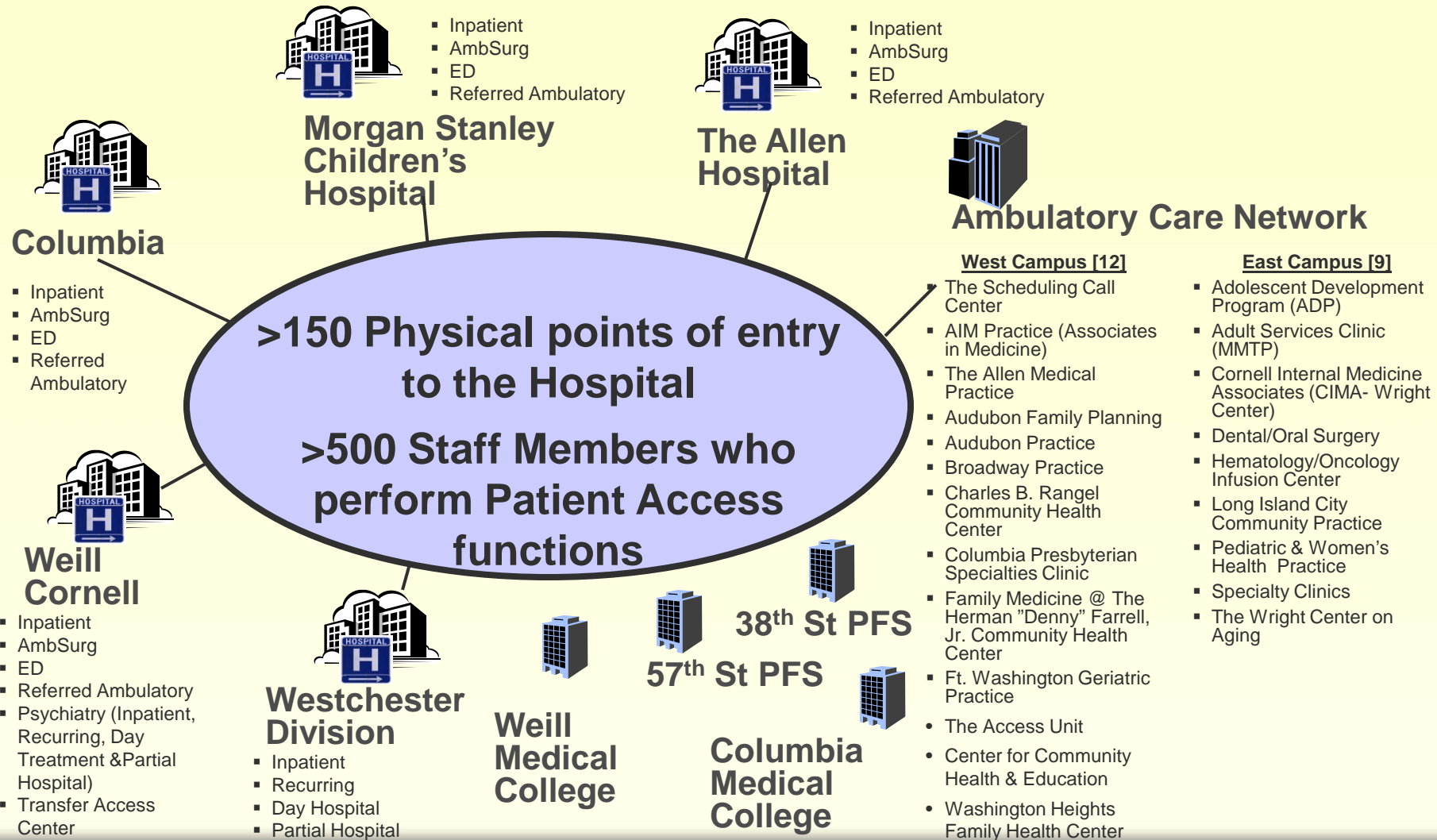
Impact and Considerations

- Significant reduction in required labor
- Emphasis on skills assessment and re-training
- Communication
- No layoffs

Highlights

- **Developed assessment for C-4 staff to qualify for C-10 openings in HIM**
- **Won Patient Centered Care Award**
 - **Ongoing Release of Information Training**
 - **Ongoing Customer Service Training**
- **Ongoing EMR training for all as we became paperless**
- **April/May 2011 Basic Computer Skills (HIM Desktop Training) (30 hour class) given to all C-4 staff**
- **Summer 2011 – Basic/Advanced EMR to C-10's and ADB staff**
- **Employee Satisfaction increased**

Patient Access



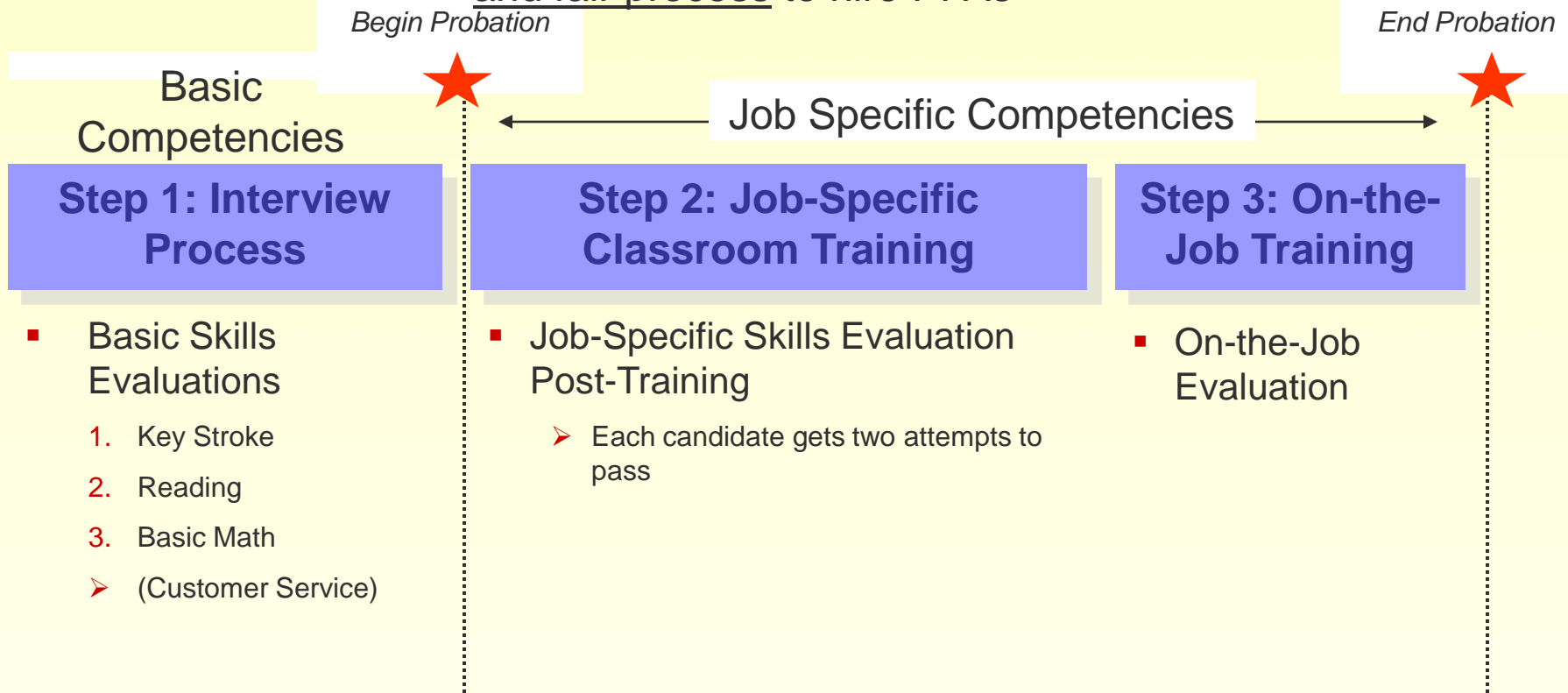
Patient Access

- Job Descriptions
- Training
- Business Attire
- Patient Centered Care
- IT and job simplification

Proposed Overview of PFA Hiring Process: Three Step Process

The goal of the proposed PFA hiring process is to establish a consistent

and fair process to hire PFAs*



* This proposed process would apply to all PFA processes, excluding the PFAs hired for Patient Accounts.

Appendix: Staff Utilize Multiple Applications to Complete their Assigned Functions



Financial Security Worklist

- OnTRAC
- OnTRAC Practice
- Excel

Insurance Verification & Authorization

- Eagle (& ARTS)
- EagleGold
- WebSites
- Scheduling Systems

3M Health Information Systems
from the 3M Health Care family

Med Nec/ABN

- 3M Medical Necessity
- Scheduling Systems

Registration

- Eagle
- EagleGold
- GE Centricity
- Forms-on-Demand
- EMPI
- CROWN, MMF (Requisitions)



POS Collections

- HP24



Fin Advocacy

- Eagle
- Emdeon
- OnTRAC



Add'l Arrival/ Closure

- EPIC
- Eclipsys
- Climacs

Throughput

- eTrack
- TeleTracking
- NCR (pilot planned)

Registration Quality



REGISTRATION QUALITY IMPROVEMENT

- RQi
- ERBIV
- TPL
- Reports

Scheduling



- Climacs
- Cadence
- MSM
- PHS
- Centricity (cu, wc)
- AS400
- Mysis Inf Ctr Portal
- ACD
- Oracle
- Paper
- CDM
- Grids (xls)
- Scripts (doc)
- Soarian

Self-Service



- NCR (pilot planned)
- myNYP.org (pilot planned)



Additional Management Systems

- Suspend: TRAC
- Open Visits: Cube, EagleView
- Realization: BIS
- Denials: NEIC& TBD
- Reminder Calls: Televox
- Reminder Letters: Hand Holder

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