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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expanded Medicaid Coverage</td>
<td>$25M</td>
</tr>
<tr>
<td>Medicare Market Basket/ Productivity Adjustments</td>
<td>($619M)</td>
</tr>
<tr>
<td>Medicare DSH Payments</td>
<td>($147M)</td>
</tr>
<tr>
<td>Medicaid DSH Payments</td>
<td>($61M)</td>
</tr>
<tr>
<td>Quality and Service Excellence</td>
<td>($50) - $75</td>
</tr>
<tr>
<td>Employee Benefits Costs</td>
<td>($141M)</td>
</tr>
<tr>
<td><strong>Projected Total</strong></td>
<td><strong>($943M)</strong></td>
</tr>
</tbody>
</table>
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
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

>150 Physical points of entry to the Hospital
>500 Staff Members who perform Patient Access functions

Morgan Stanley Children’s Hospital
- Inpatient
- AmbSurg
- ED
- Referred Ambulatory

The Allen Hospital
- Inpatient
- AmbSurg
- ED
- Referred Ambulatory

Ambulatory Care Network

Columbia
- Inpatient
- AmbSurg
- ED
- Referred Ambulatory

West Campus [12]
- The Scheduling Call Center
- AIM Practice (Associates in Medicine)
- The Allen Medical Practice
- Audubon Family Planning
- Audubon Practice
- Broadway Practice
- Charles B. Rangel Community Health Center
- Columbia Presbyterian Specialties Clinic
- Family Medicine @ The Herman "Denny" Farrell, Jr. Community Health Center
- Ft. Washington Geriatric Practice
- The Access Unit
- Center for Community Health & Education
- Washington Heights Family Health Center

East Campus [9]
- Adolescent Development Program (ADP)
- Adult Services Clinic (MMTP)
- Cornell Internal Medicine Associates (CIMA- Wright Center)
- Dental/Oral Surgery
- Hematology/Oncology Infusion Center
- Long Island City Community Practice
- Pediatric & Women’s Health Practice
- Specialty Clinics
- The Wright Center on Aging

Weill Cornell
- Inpatient
- AmbSurg
- ED
- Referred Ambulatory
- Psychiatry (Inpatient, Recurring, Day Treatment & Partial Hospital)
- Transfer Access Center

Westchester Division
- Inpatient
- Recurring
- Day Hospital
- Partial Hospital

Weill Medical College

Columbia Medical College

57th St PFS

38th St PFS

NewYork-Presbyterian
The University Hospital of Columbia and Cornell
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*

Begin Probation

Basic Competencies

Step 1: Interview Process

- Basic Skills Evaluations
  1. Key Stroke
  2. Reading
  3. Basic Math
  (Customer Service)

Job Specific Competencies

Step 2: Job-Specific Classroom Training

- Job-Specific Skills Evaluation Post-Training
  - Each candidate gets two attempts to pass

Step 3: On-the-Job Training

On-the-Job Evaluation

End Probation

* 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
- Paper
- CDM
- Grids (xls)
- Scripts (doc)
- Soarian

**Insurance Verification & Authorization**
- Eagle (E& ARTS)
- EagleGold
- WebSites
- Scheduling Systems

**Med Nec/ABN**
- 3M Medical Necessity
- Scheduling Systems

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

**POS Collections**
- HP24

**Add'l Arrival/Closure**
- EPIC
- Eclipsys
- Climacs

**Throughput**
- eTrack
- TeleTracking
- NCR (pilot planned)

**Fin Advocacy**
- Eagle
- Emdeon
- OnTRAC

**Self-Service**
- NCR (pilot planned)
- myNYP.org (pilot planned)

**Registration Quality**
- RQi
- ERBIV
- TPL

**Scheduling**
- Climacs
- Cadence
- MSM
- PHS
- Centricity (CU, WC)
- AS400
- Mysis Inf Ctr Portal
- ACD
- Oracle

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

**Additional Information**

- 3M Health Information Systems

- NewYork-Presbyterian
- The University Hospital of Columbia and Cornell