



January 2017

Dear Friends, Community Partners, Physicians and Staff,

I hope 2017 is off to a great start for you all, personally and professionally.

Federal healthcare reform is taking center stage in our national headlines, and certainly, the decisions made in Washington matter. But most of us also understand that medical care is delivered locally by dedicated physicians, nurses, technologists, and the many others who support their work. I want to reaffirm to each and every one of you that our focus at Kingsbrook and Rutland will remain singularly centered on our patients. No distractions. Simply a continued commitment to exceptional care and caring, every day.



Upcoming Events

SAVE THE DATE! Kingsbrook Legacy Celebration: 92nd Anniversary Dinner & Dance -- Thursday, April 27th, 2017, 6 -10 p.m.

Please join us for cocktails, dinner, and dancing at our popular annual celebration of Kingsbrook people, programs, and benefactors. The event will highlight Kingsbrook's role in training the next generation of healthcare professionals -- from our undergraduate medical education and graduate medical residency programs, to our healthcare career mentorship programs for teens, to our Best Health School that provides year-long coursework in health and wellness for those living within our neighborhoods. Proceeds from the dinner dance will support diabetes prevention programs that Kingsbrook offers to its medically underserved community. In addition, proceeds will help to improve our common spaces throughout the campus, making them fresh, warm, and comfortable for patients and families who visit us every day.

The Kingsbrook Annual Dinner & Dance will be held at the Museum of Jewish Heritage, 36 Battery Place, New York, NY. Please call 718-604-5479 for sponsorship information or to purchase tickets.

Highlights

HCAHPS Survey: Kingsbrook 2016 Results Show Improvement in Patient Experience

The Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS, commonly referred to as the "H-Caps") is a national, standardized, publicly reported survey of patients' perspectives of hospital care. The most recent survey results comparing the 12 Brooklyn hospitals (April 2015 thru March 2016) show Kingsbrook in the very upper tier, ranking in the #3 spot for the proportion of patients who gave top ratings to their hospital experience overall (a "9" or "10" on a scale of 0-10). Kingsbrook also ranked in the top third of all Brooklyn hospitals in the quality and clarity of nurse-patient communication, and in the quiet surrounding patients' rooms in the nighttime hours. Congratulations to all our staff!

Observation Bed Project

In March, a \$3.0 million renovation project within our current Emergency Department will commence to create six private observation rooms. These observation beds are for medically-appropriate patients to provide short-term treatment, assessment, and reassessment by physicians and nursing staff to determine whether they can be safely discharged from the hospital, thus avoiding a hospital inpatient stay. The "observation

care" model has shown benefits for both the hospital and the patient by reducing avoidable (and costly) hospital admissions, and also in avoiding premature release of ED patients who would benefit from further treatment and monitoring. Observation-stay patients who have been discharged home receive a follow-up phone call within 24 hours to assure all is well.

Since 2014, when Kingsbrook first began placing patients into an observation status, the number of patients who have been able to utilize this program has grown consistently. We now care for 25 to 35 patients in an observation status each week. Since the program's inception, nearly 80% of these patients were safely discharged home without a hospital admission!

MyRounding® Focused On Patient Experience

Since summer 2015, Kingsbrook nurses, physicians, and department leaders have been using the MyRounding® software platform as a tool to improve patient care and satisfaction, facilitate the exchange of information among caregivers, and improve workflow. Accessed through mobile devices, laptops, and computers, the cloud-based computer application lets our staff identify and track a patient issue instantly - right at the bedside - and have a real-time view of what's being done on that issue by their colleagues.

Reports Jane Lederer, Kingsbrook Vice President & Chief Nursing Officer, "Nursing staff love this tool because it lets us address patients' issues immediately and improve the patient experience." KJMC CEO Dr. Kurt Kodroff, who leads the MyRounding® project, is encouraged by the tool's value for longer-term as well as immediate benefits to patient care. "MyRounding® allows our leadership team to hear directly from our patients and their families at the bedside about how we are doing at delivering high value care," Dr. Kodroff explained. "We learn firsthand their experience of care, what matters most to them, and who among their caregivers have had a unique and special impact. We can target service-improvement opportunities and, moreover, amplify the success stories."

And to this last point: the MyRounding® "Recognition" feature allows users to provide feedback, both positive and negative, to other rounders and their co-workers, and gives a voice to the patient about their experience. A recent "Recognition" entry documented in MyRounding® on 1/10/17:

"This was one of the best stories I heard today. Patient in 238B enthusiastically informed me that he had no issues nor complaints and the care on this unit is 100% PERFECT and there was no limit to his care. The staff goes above and beyond for him. Not only that! I thought he was done but before I could even thank him for choosing KJMC he started singing a song for me (smiles.)"

Kingsbrook Volume of Patient Activity Outpaces Prior Year

Kingsbrook's 2016 increases in patient volume -- in both inpatient and outpatient care -- are a clear indication that when seeking quality medical care, convenience matters. Patients in our community are choosing to stay close to home when they trust the skills

and expertise of the doctors and nurses caring for them.

Outpatient care. A major pillar of Kingsbrook clinical care is our Outpatient Specialty Center, a comprehensive array of medical and surgical specialty services offered on our main campus and at our Pierre Toussaint Family Healthcare Center at 1110 Eastern Parkway. We have improved our community's access to outpatient care by expanding the number of on-site doctors and through extended evening and Saturday hours at both these locations. The data indicate patients are taking advantage of the added convenience: Overall, the volume of Kingsbrook outpatient services grew almost 20% last year. The volume of services delivered at our Pierre Toussaint Center grew 19%, with visits to primary care physicians at that location growing by an incredible 26%.

Inpatient programs. The Kingsbrook Neurosciences Institute, under the leadership team of neurosurgeons Drs. John Miller and Nicholas Post, performed over 200 complex brain and spine surgeries, a year-over-year growth of almost 10%. (Of these patients, 26% selected the comprehensive post-surgical rehabilitation services offered right here within the Kingsbrook Rehabilitation Institute.)

The Brooklyn Study: Update

As I reported in the December Connector, the parent organization for our emerging integrated health delivery system is named One Brooklyn Health. On December 8th, its initial Board of Trustees was formally appointed, and includes the chairpersons of the current boards of Kingsbrook, Interfaith, and Brookdale. In the coming weeks, this Board will be expanded to include an additional representative from each of the partner institutions, and in the future, the Board will expand further to include members among the community at large.

There have been several Town Hall-style meetings across Brooklyn to further update community stakeholders on what the Brooklyn Study and the One Brooklyn Health system will mean to them personally, and the ways in which the new plan will enhance healthcare right in their own neighborhoods. Most importantly, these Town Hall Meetings are specifically intended to hear directly from those who live nearby and use Interfaith, Brookdale, Kingsbrook, and Rutland for their care.

Here at Kingsbrook, a Medical Village is planned that will not only expand our ambulatory care services, but will address the social determinants of health in our community. Among these social determinants are such factors as housing, employment, wellness, and nutrition. Through a participatory action research grant from The New York Community Trust, Kingsbrook and Interfaith will be surveying members of their respective communities to learn what they view to be most important to advancing their health. In the coming weeks, we will announce a date for a Town Hall meeting for those residing in the immediate neighborhood surrounding our campus. We value your participation and input.

Closing Thoughts

I have been here at Kingsbrook for many years, and during that time I have observed two unfailing constants: 1) every new year brings new challenges, and; 2) every year, the dedicated staff at Kingsbrook and Rutland rise to meet them. In these opening weeks of 2017, I have witnessed that dependable energy and enthusiasm from every corner of our organization -- including our community-based partners. Thank you for your continued work and support on behalf of Kingsbrook and Rutland. Please contact me at drbradycomments@kingsbrook.org with your ideas, questions, or suggestions. I look forward to hearing from you.

Sincerely,
Linda Brady, M.D., President and CEO
Kingsbrook Healthcare System

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